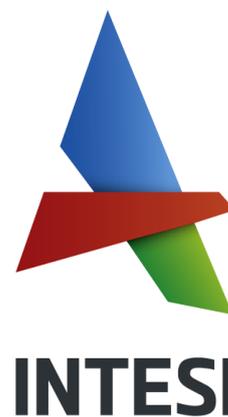


# Interreg Alpine Space



## WP-T2

ASSESSMENT REGIONAL REPORT  
Deliverable 3.7.2 EURAC RESEARCH

**Idrija & Cerkno – Slovenia**

August 2017 • Eurac Research

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## 1 Introduction

Vital and more ingenious goods and services are part of our everyday needs, consequently safeguarding public services is understood as a prerequisite for a high quality of life and attractiveness especially in rural regions. However, this right of service availability, which forms a precondition to lead a self-determined life, is increasingly in the discourse at European, national and regional level.

Services of general interest (SGI) can be categorised into economic services (Services of General Economic Interest / SGEI) and non-economic services of general interest (Non-Economic Services / NSGIs) as well as social services of general interest (SSGI).<sup>1</sup>

The main challenges in the Alpine area affecting the supply of SGI are the aging society through demographic changes, the moderate inhabitant density, as well as depopulation associated with shrinking and de-growth processes. These developments impact, that basic services are endangered of no longer being supplied. The difference in the service supply depends on the available financial resources between municipalities, which affect the quality of service provision. To find new ways and possibilities of ensuring service delivery, the Interreg Alpine Space Project INTESI was initiated in 2016, which deals with integrated territorial strategies for services of general interest in the alpine space.

The INTESI project focuses on 10 test areas (TA) located in five alpine countries (Austria, Italy, Switzerland, France and Slovenia). The TAs were selected explicitly to be able to provide a realistic and explorative first overview situation of differences and similarities regarding the provision and regulation of SGI across the Alpine area.

The objective of the project is to overcome the sectoral approach of SGI delivery and assure the delivery of SGI in the long term by promoting integrated territorial strategies (analysed in WP-T1 by the Slovenian partners) in the alpine space. For this purpose Eurac researchers of the Institute of Regional Development, responsible for WP-T2, designed regional profiles to compare the current SGI delivery of the TAs according to their availability (GIS maps), accessibility (spatial-statistics) and service quality (workshops and interviews). These, together with elaborated scenarios for the population forecast, serve to identify future challenges and provide a demand-orientated service delivery.

The following TA report will first shortly describe the method used for the accessibility, demographic and qualitative analysis done. Secondly, the report provides the deliverables of the WP-T2 including the excel charts on the accessibility and distance and the GIS maps on SGIs accessible by car as well as by public transport. Furthermore, it includes the regional services available in the TA. Thirdly, it includes

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<sup>1</sup> Gløersen, E. et al., Research for REGI Committee- Services of General Interest in the Funding Period 2014-2020 (Study). European Parliament, Directorate-General for Internal Policies, 2016.

the demographic forecast followed by the qualitative information on the TA, which depicts the personal view of the interviewed person and not a representative opinion of the local population. The synthesised report includes the comparison between the TAs as well as the main findings on the availability, accessibility and quality (strengths and weaknesses) regarding the provision of SGI.

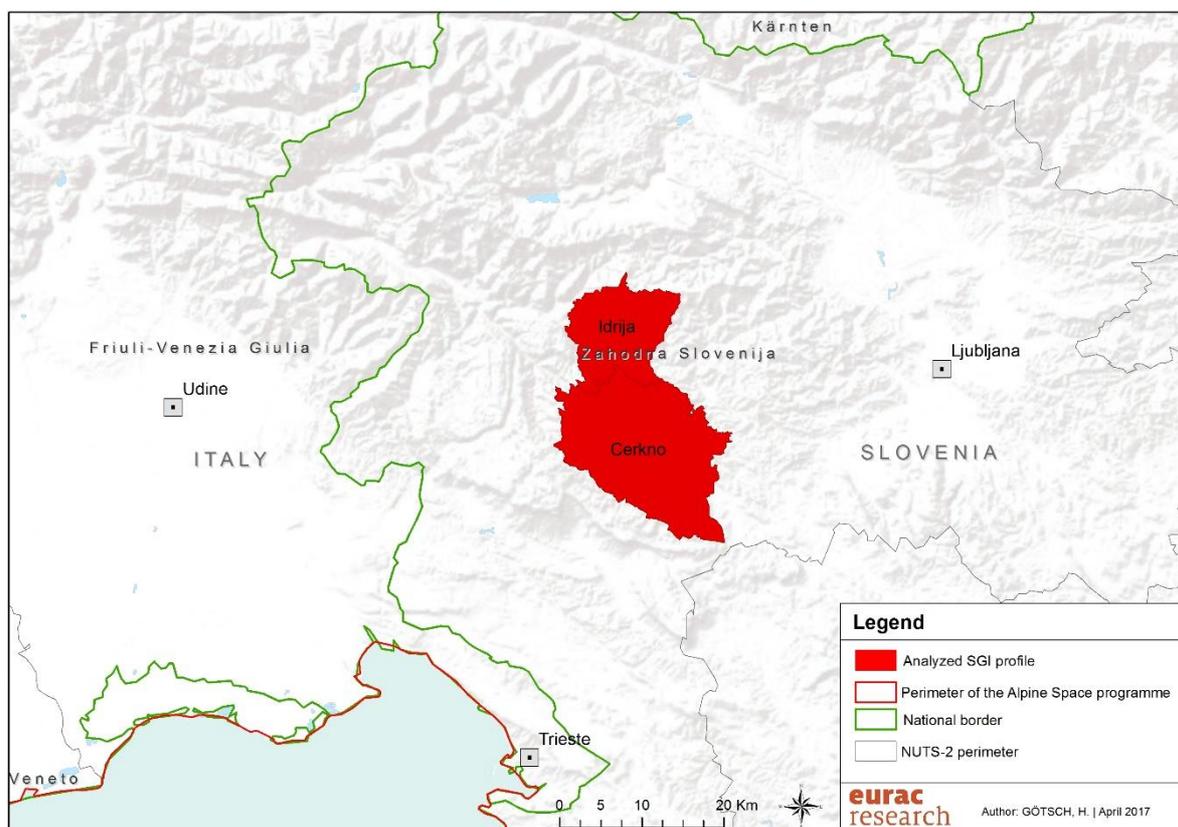
## 2 Methodology

The assessment report (D.3.7.2) for each test area includes a short description of the methodology and the test area including a socio-economic description followed by the results of the SGI accessibility and quality analysis – GIS maps of SGI accessibility, demographic forecast, qualitative information.

For analyzing the major challenges, we used a combined methodology:

- First, we mapped the **accessibility** of five major services (supermarket, chemist, doctor, kindergarten and primary school) in GIS maps based on submitted addresses of the services within the selected municipalities and settlements of each TA. Therefore, a special excel template was developed (D.3.1.1), which also included selected socio-economic data.
- Secondly, we collected **demographic** figures (total inhabitants, inhabitants 0-14 and 15-64 and people over 65 and the fertility rate) for the period from 1995 until the latest figures available (2013/2014/2015) for each TA to provide a demographic forecast (D.3.3.1). In the assessment reports (D.3.7.2) we decided to depict the charts of the cohorts (total average population, 0-14 and >65) from the years 2000-2030 for a comprehensive reason. This forecast should allow to detect, which services will be required in future. The variable of fertility rate however could not always be predicted and interpreted correctly due to missing values and the uncertainty of the variable.
- Thirdly, partners (in some cases together with Eurac project partners) conducted **qualitative** workshops or interviews (face to face or via telephone) with a selected group of stakeholders e.g. majors, service providers, local representatives to find out major challenges, strengths and future investments for every service sector (basic goods, education, health & social services, transport, telecommunication and administration). This information depicts the subjective opinion of the interviewed people and cannot be seen as a representative sample. It simply allows to see a trend, similarities or differences between the test areas.

### 3 Idrija and Cerkn - Slovenia



Test area in Slovenia

Idrija and Cerkn are located in the West of Slovenia and to the West of Ljubljana. The statistical region, Goriška, to which the TA belongs, borders in the West Friuli-Venezia Giulia, Italy, and Carinthia, Austria.

In the TA of Slovenia, two municipalities Idrija and Cerkn were selected to design the SGI profiles for services located within the TA. The municipality of Idrija has 38 settlements and the municipality of Cerkn has 30 settlements.

For settlements located on the very border, services would be closer in the nearby bordering municipality outside the TA, however these services were not considered.

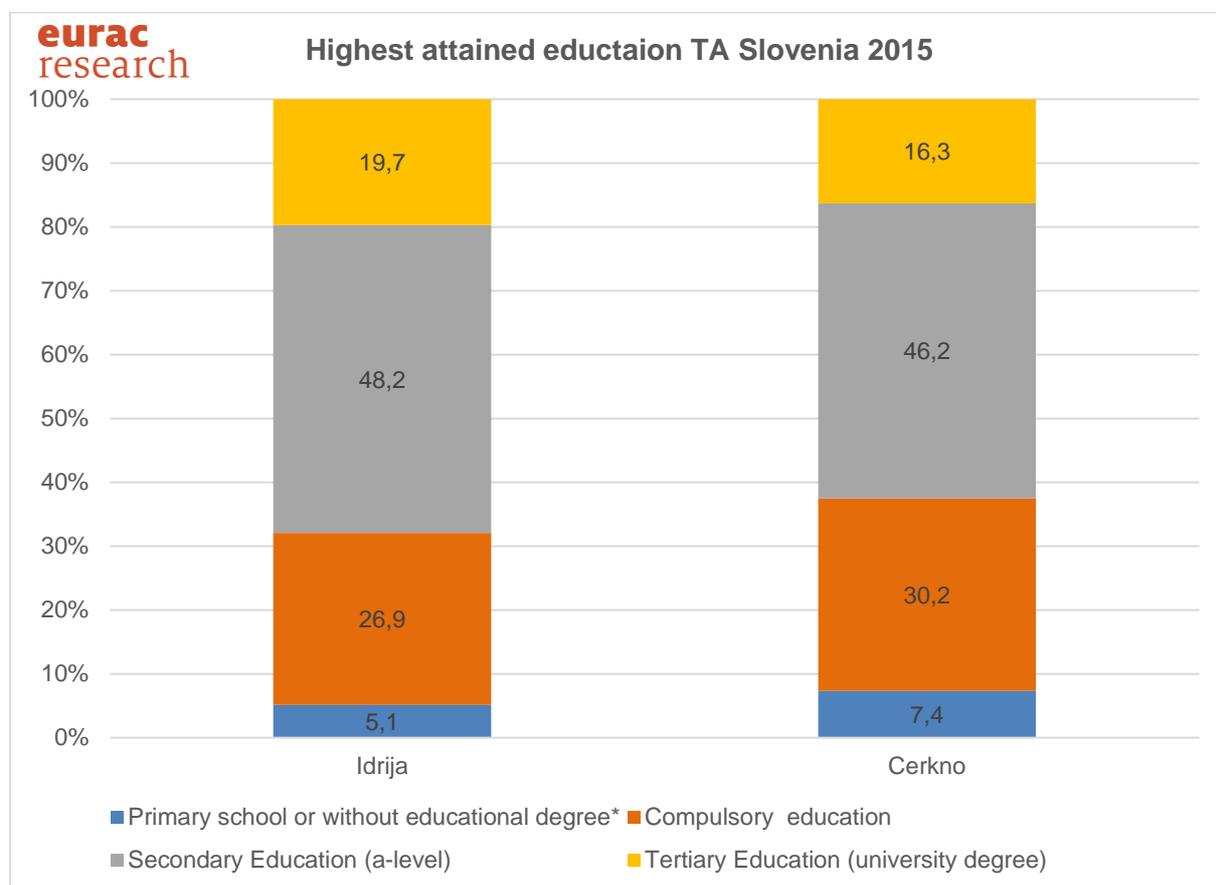
Municipality	Settlements
Idrija	Čekovnik
	Črni Vrh
	Dole
	Godovič
	Gore
	Gorenja Kanomlja

	Gorenji Vrsnik
	Govejk
	Idrija
	Idrijska Bela
	Idrijske Krnice
	Idrijski Log
	Idršek
	Javornik
	Jelični Vrh
	Kanji Dol
	Korita
	Ledine
	Ledinske Krnice
	Lome
	Masore
	Mrzli Log
	Mrzli Vrh
	Pečnik
	Potok
	Predgriže
	Spodnja Idrija
	Spodnja Kanomlja
	Spodnji Vrsnik
	Srednja Kanomlja
	Strmec
	Vojsko
	Zadlog
	Zavratec
	Žirovnica
	Rejcov Grič
	Razpotje
	Ledinsko Razpotje
Cerkno	Bukovo
	Cerkljanski Vrh
	Čeplez
	Cerkno
	Dolenji Novaki
	Gorenji Novaki
	Gorje
	Jagršče
	Jazne
	Jesenica
	Labinje

	Lazec
	Orehek
	Otalež
	Planina pri Cerknem
	Plužnje
	Poče
	Podlanišče
	Podpleče
	Police
	Poljane
	Ravne pri Cerknem
	Reka
	Straža
	Šebrelje
	Trebenče
	Zakojca
	Zakriž
	Laznica
	Travnik

*Municipalities and settlements*

### 3.1 Socioeconomic framework of the region (Deliverable 3.1.1)

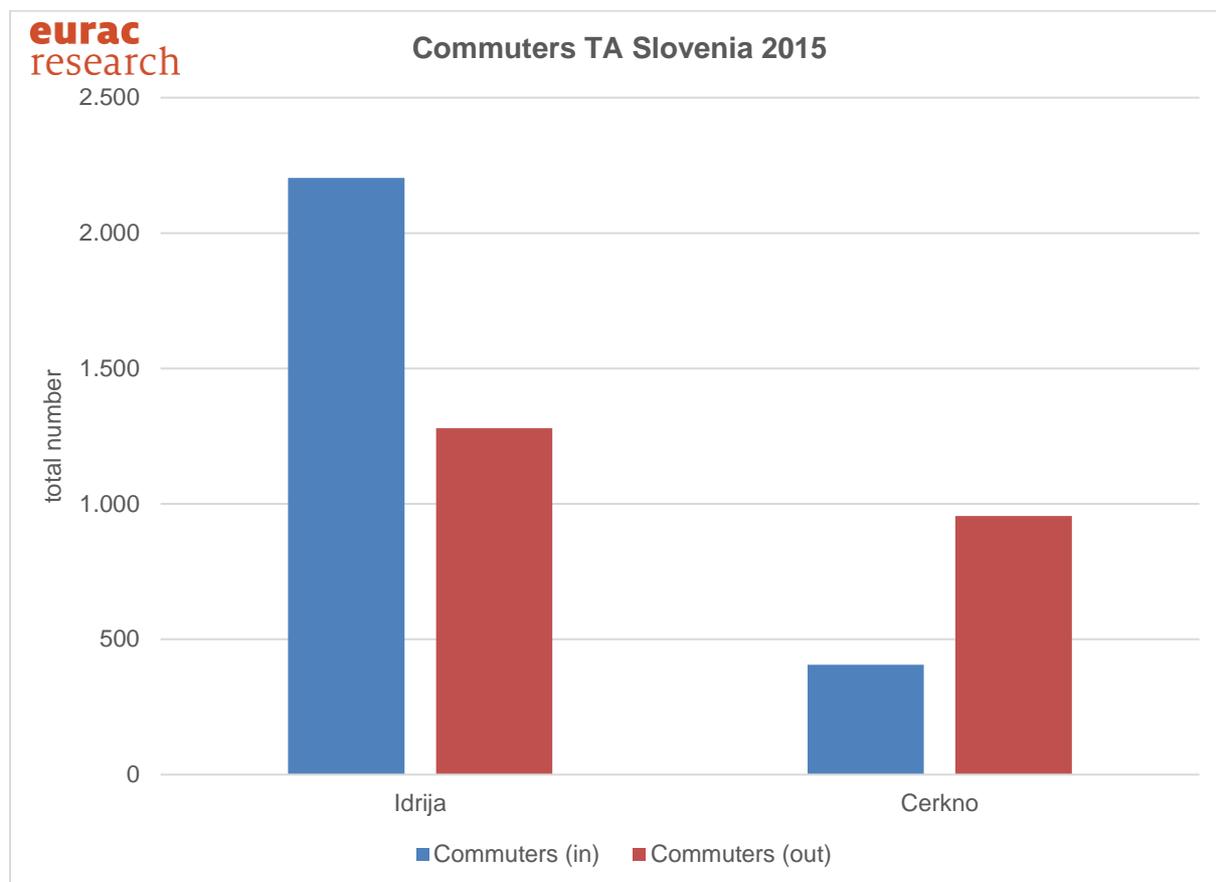


Highest attained education TA Slovenia 2015

\*Note: Eurac Research harmonized this figure, due to the different availability of this data in each TA.

In the two municipalities of Idrija and Cerklje, most people have obtained a secondary education. In Idrija, the percentage of people with a university degree is higher, whereas in Cerklje the percentage of people with a compulsory education is higher.

There is no data available on the budget of the municipalities.



Commuters TA Slovenia 2015

Idrija has the highest absolute number of commuters in- and outgoing, whereas commuters incoming are dominating. In Cerklje there are more commuters outgoing than incoming.

Concerning the **employment rate** (2015) the two municipalities nearly have the same number of employed residents (regarding the resident population between 20-64 years), with 64% in Idrija and 65% in Cerklje. The percentage of unemployed residents is 7.5% in Idrija and 3.4% in Cerklje.

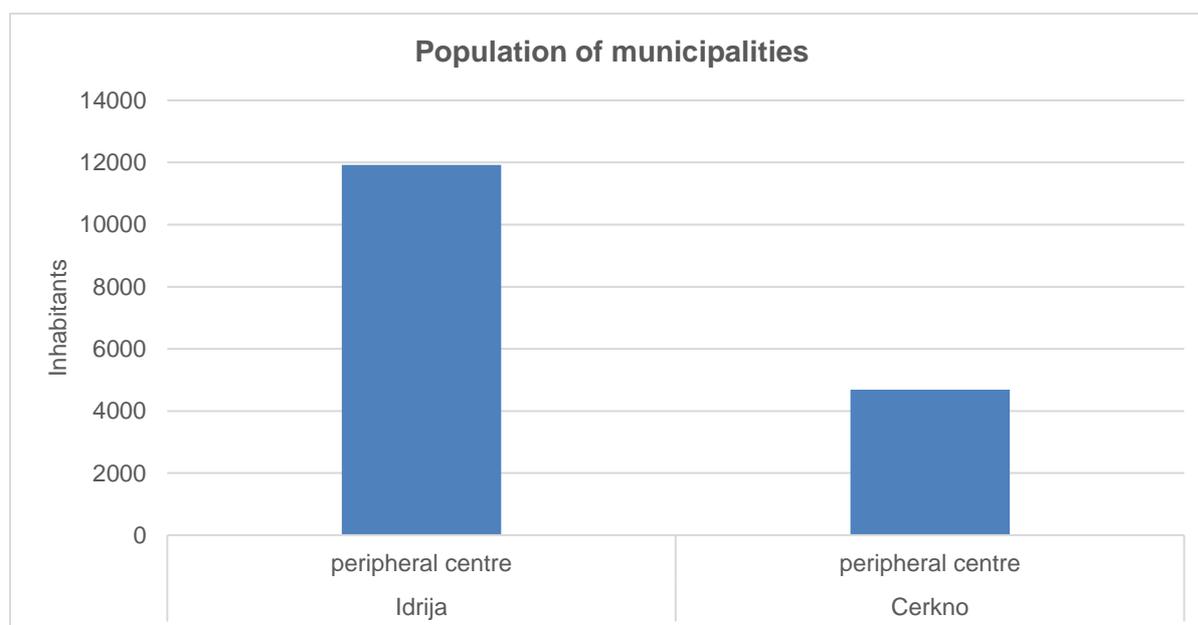
Regarding the **employment sectors**, only 3 - 4% are employed in the primary sector. In Idrija, the balance between the secondary (44%) and tertiary (52%) sector is nearly even. In Cerklje the secondary sector is more dominant with 58%.

The number of **arrivals at accommodation facilities** is remarkably higher in Cerklje, with 8.403 arrivals in 2010. Idrija had 1.465 arrivals. This is because there is a skiing centre in Cerklje.

### 3.2 Demographic forecast (Deliverable 3.3.1)

Eurac Research calculated the forecast based on the average number of the inhabitants. It is not possible to reduce the forecast neither to Idrija nor to Cerklje.

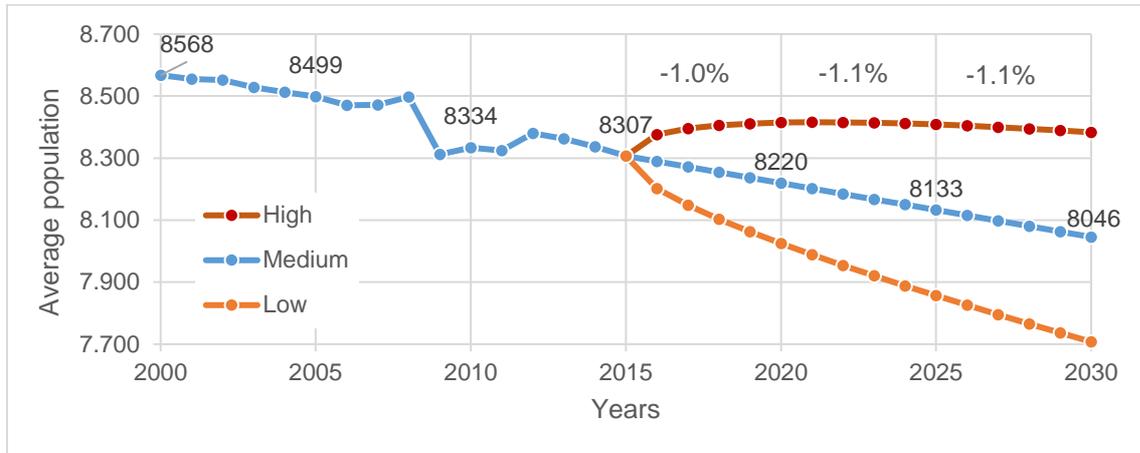
Concerning the demographic situation of the municipalities, they were divided in three different clusters: (1) rural centers, (2) rural and (3) sparsely populated areas. In each cluster the age-cohorts (0-14; 15-64; >65) were simulated separately. By means of autoregressive ARIMA models the most probable demographic change was estimated, to understand thereof future needs for SGI in these municipalities until 2030. For each TA the historic demographic data series for the three age cohorts and in combination with the future outlook from 2000 until 2030 for different scenarios with 95% confidence interval was analysed in long-time data-series line-charts.



*Population of the municipalities in the test area of Slovenia in 2015 (latest figures available)*

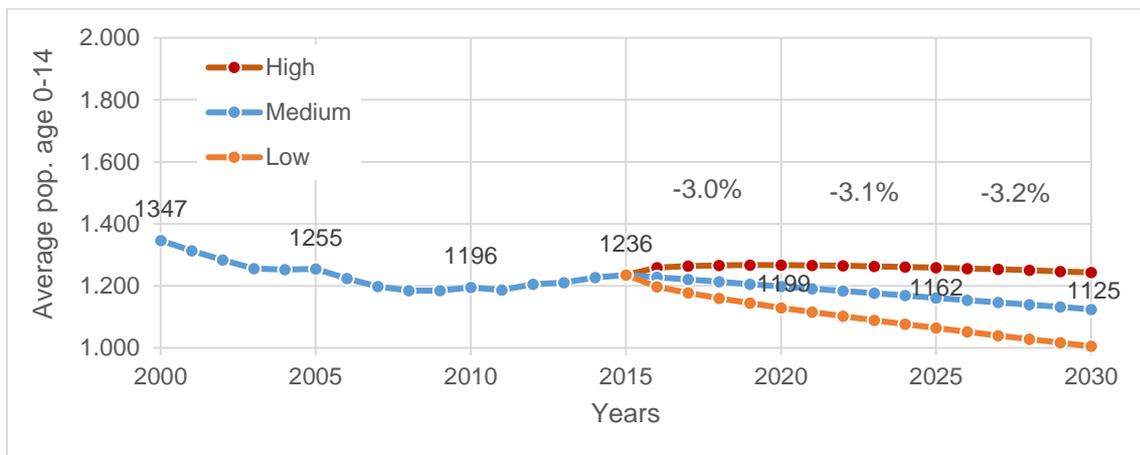
Both municipalities in Slovenia fall in the category “peripheral centre” and represent one single statistical area. Considering the settlement structure of the whole test area, Idrija and Cerklje have centres and smaller villages. The city of Idrija in 2010 for example had population size by ca. 6.000 people, the city of Cerklje ca. 1.600 people (pop-stat)<sup>2</sup>. Sparsely populated areas, peripheral rural areas and centres are summarised, which needs to be considered when interpreting the data.

<sup>2</sup> Slovenija. Mesto. <http://pop-stat.mashke.org/slovenia-cities.html>, 30.01.2017.

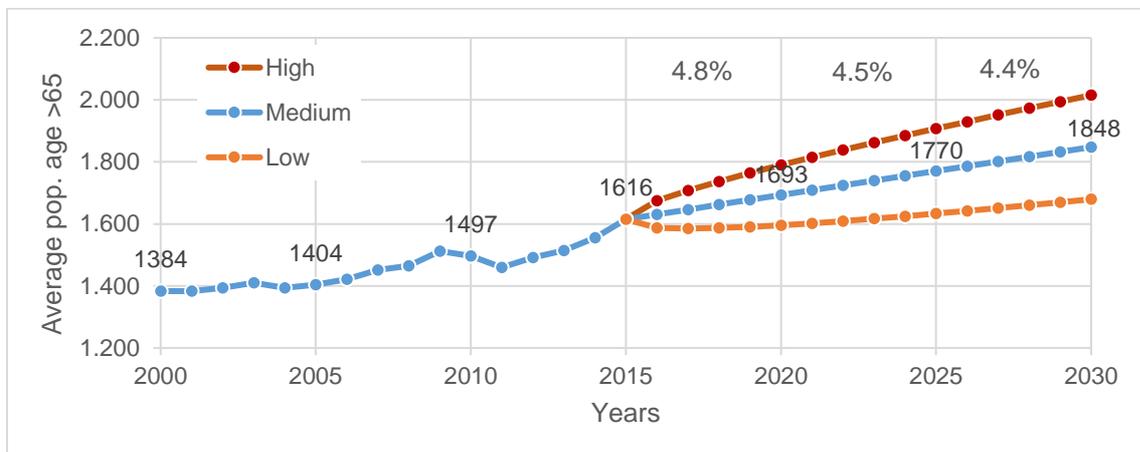


Test area Slovenia - population forecast of total inhabitants

The forecast of the test areas of Slovenia shows a moderate decrease in the percentage of total inhabitants. It is estimated that the average population number will decrease by -3,14%.

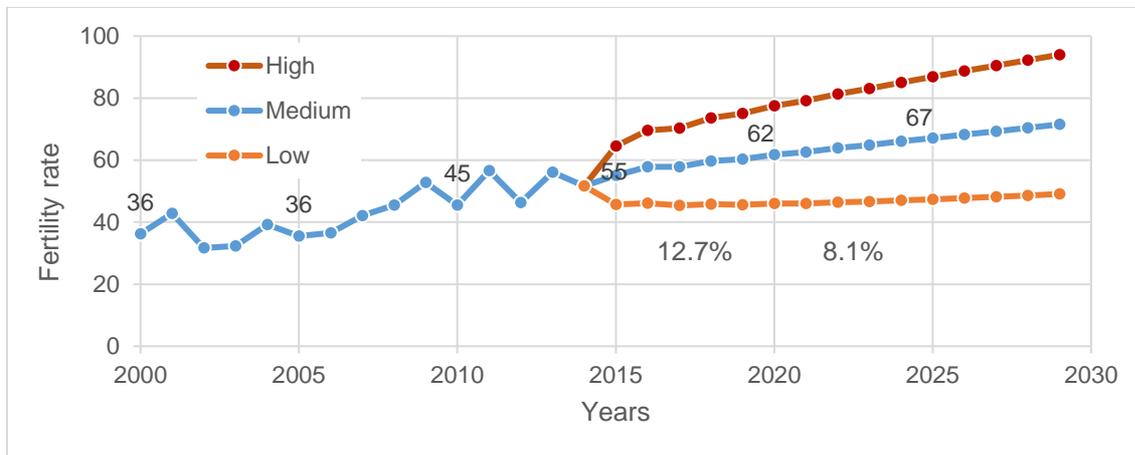


Test area Slovenia population forecast of inhabitants aged 0-14



Test area Slovenia population forecast of inhabitants aged 65 and above

The number of people aged 0-14 years is declining almost in the same amount as people over 65 are increasing.

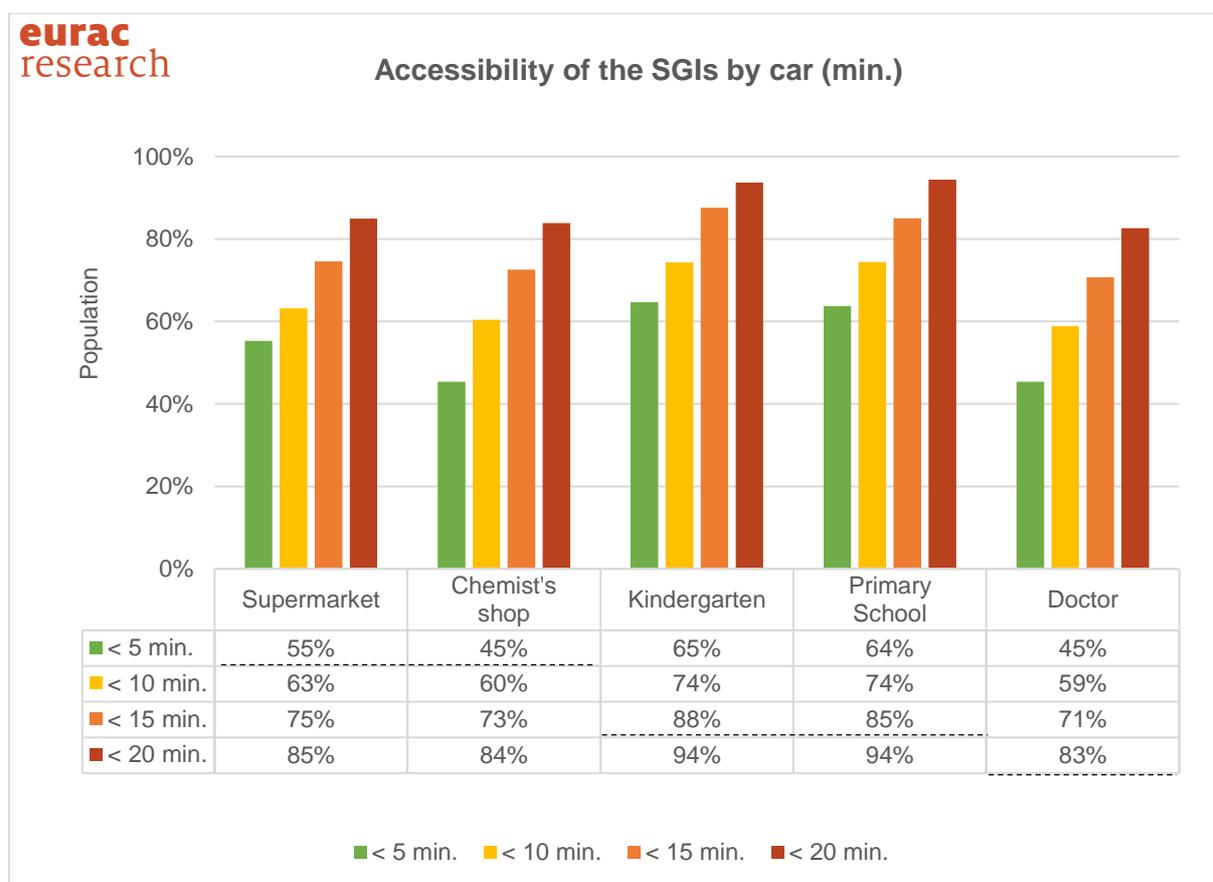


Test area Slovenia forecast of fertility rate (births per women age 15-49)

The fertility rate also shows a higher growth rate compared to the peripheral centres of Valchiavenna and Ausserfern.

### 3.3 GIS maps visualising SGI (Deliverable 3.6.1)

In the following chapter, the accessibility analysis based on excel charts and the used benchmark from the MORO study in Germany<sup>3</sup> (dotted line in the chart) summarises the main findings of the five selected services (supermarket, chemist shop, kindergarten, primary school and doctor). After describing the accessibility of regional services (airport, train station, hospital and provincial capital), the GIS maps for the five selected services illustrating the accessibility in minutes by car and by public transport are depicted and shortly summarise the main point.

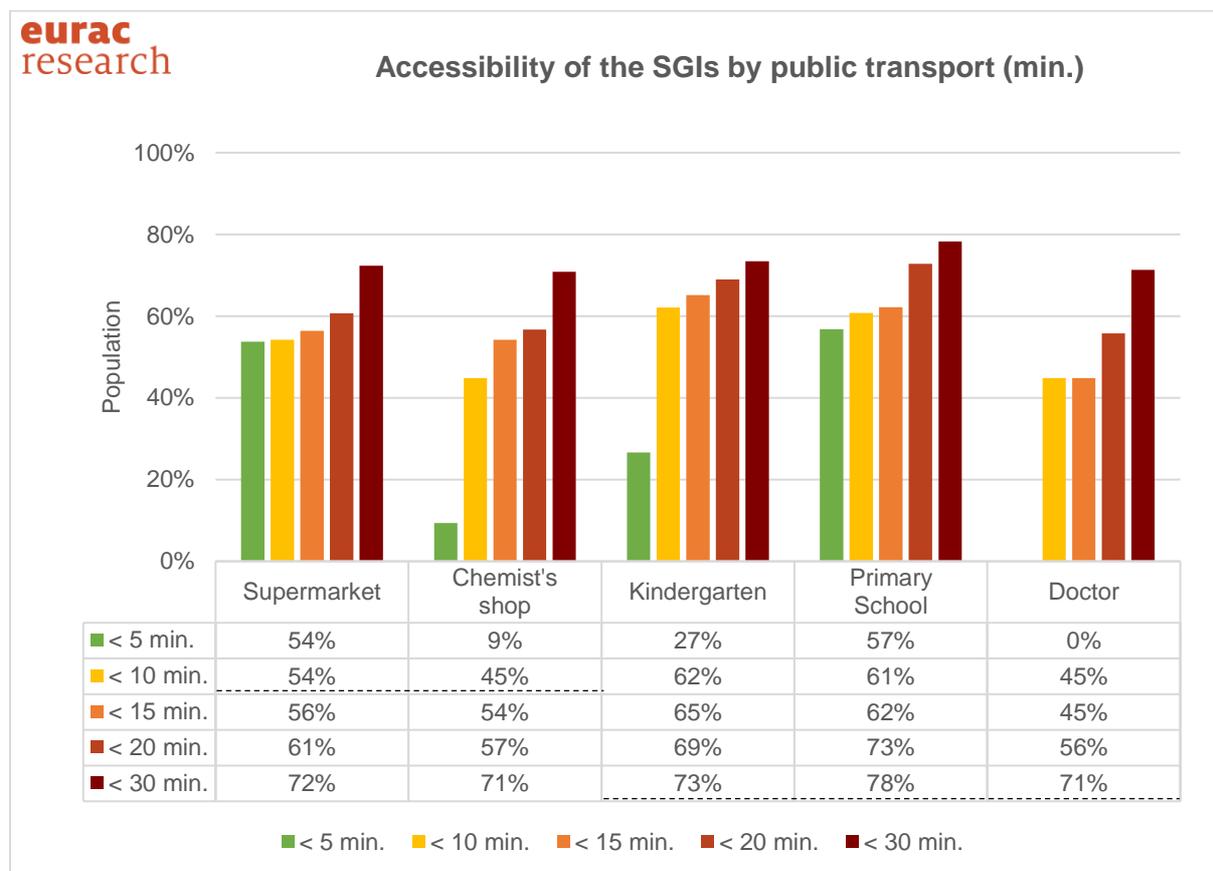


Accessibility of SGI in min by car

Comparing the surveyed accessibility by car of the selected SGI with the defined benchmarks a supermarket cannot be reached by 45% or a chemist’s shop not by 55% of the population of the two selected municipalities within 5 minutes by car.

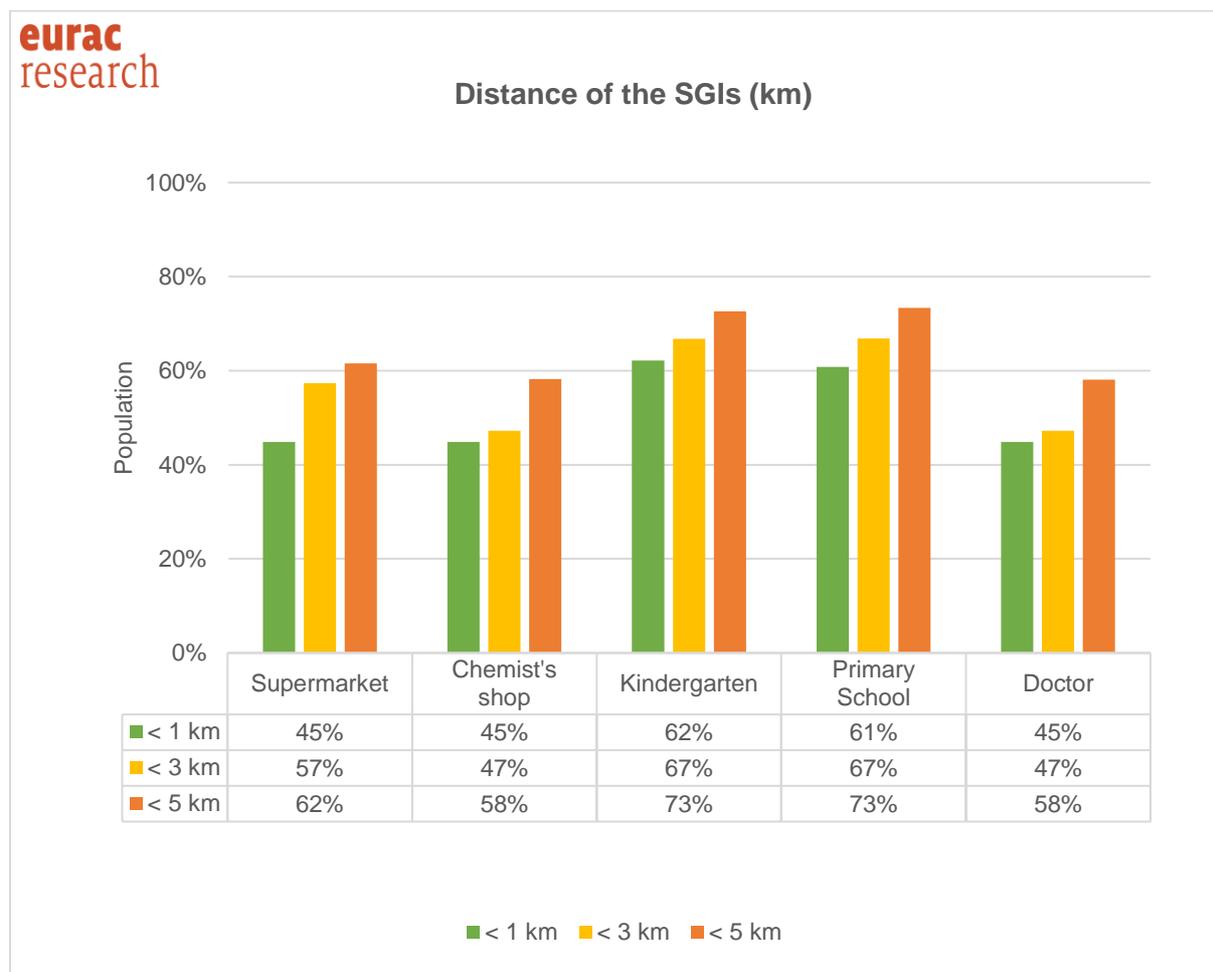
A kindergarten cannot be reached by 12% and a primary school cannot be reached by 15% within 15 minutes. A doctor cannot be reached by 17% within 20 minutes by car.

<sup>3</sup> Burgdorf, M., Krischausky, G., Müller-Kleißler, R., 2015b: Kennzahlen in der Daseinsvorsorge, BMVI (Hrsg.), BMVI-Online-Publikation 01/2015.



Accessibility of SGI in min by public transport

Regarding the accessibility of the SGI by public transport, 27% of the population of the two municipalities cannot access a kindergarten, 22% the population cannot access a primary school and 29% cannot access a general doctor within 30 minutes. While 46% cannot access a supermarket and 55% a pharmacy within 10 minutes.



Distance of SGI in km

43% of the population in the TA cannot reach a supermarket within 3 km.  
 53% of the population in the TA cannot reach a doctor or a chemist’s shop within 3 km.  
 33% cannot reach a primary school or kindergarten within 3 km.

**Regional accessibility**

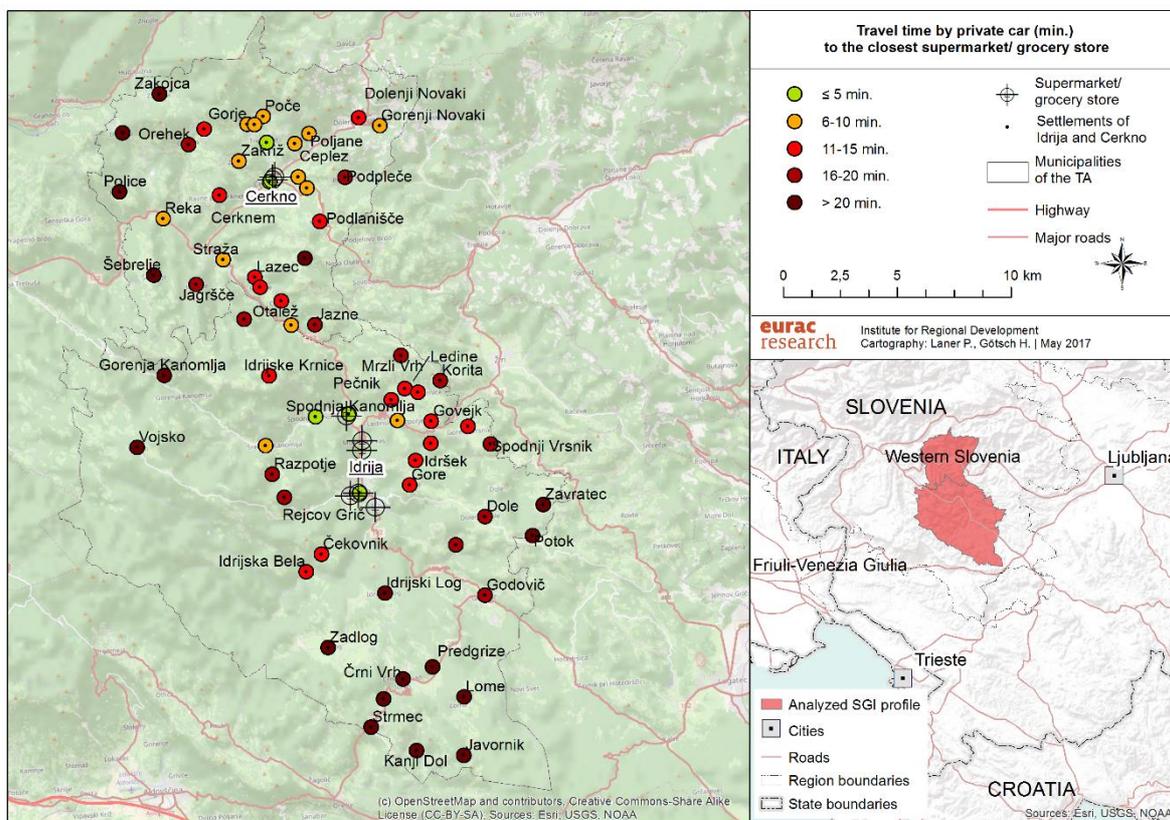
The next **airport** is Brnik, distant 92 km away from the farthest settlements Vojsko. It takes a max. of 92 minutes from Gorenja Kanomilja to reach the airport by car. By public transport, it takes a max. of 376 minutes from Orehek to reach the airport of Brnik.

The next **train stations** are located in Logatec, Ajdovščina and Škofja Loka. Zakojca is the farthest settlement from the train station Škofja Loka. It takes 71 min. by private car to reach this train station. It takes 192 minutes from Orehek to reach the train station in Logatec by public transport.

The closest **hospitals** to TA – depending on which part of TA one lives - are either Ljubljana or Šempeter (near Nova Gorica) or Postojna.

The provincial **capital Nova Gorica** is located 42.1 km away from Šebrelje and it takes 67 minutes to reach it by car. By public transport, it takes 209 minutes from Orehek to reach Nova Gorica.

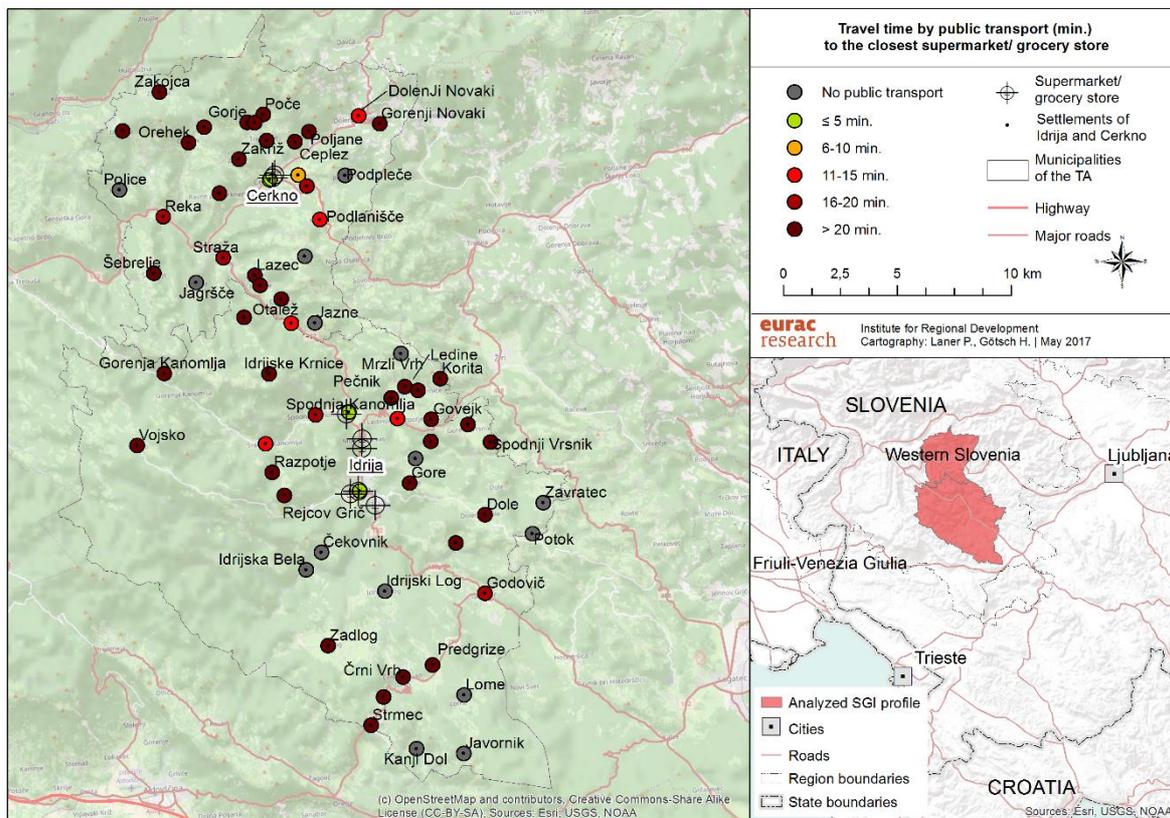
### 3.3.1 Supermarket



Accessibility of the next supermarket in min by car

45% of the population of the two selected municipalities need more than 5 minutes to reach a supermarket by car within the TA. The maximum time<sup>4</sup> to reach the next supermarket within the TA takes 47 minutes from Javornik. However, services outside the TA are closer.

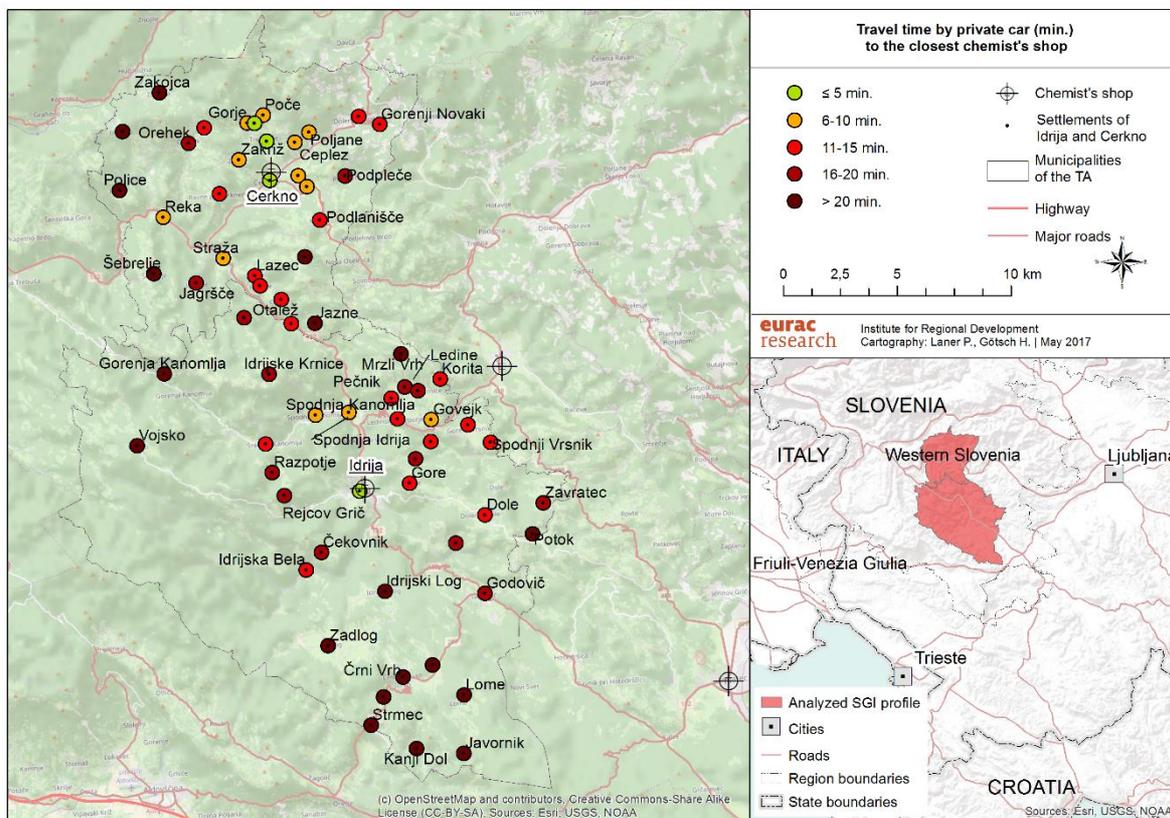
<sup>4</sup> This refers to the average time at a driving speed of 50km/h.



Accessibility of the next supermarket in min by public transport

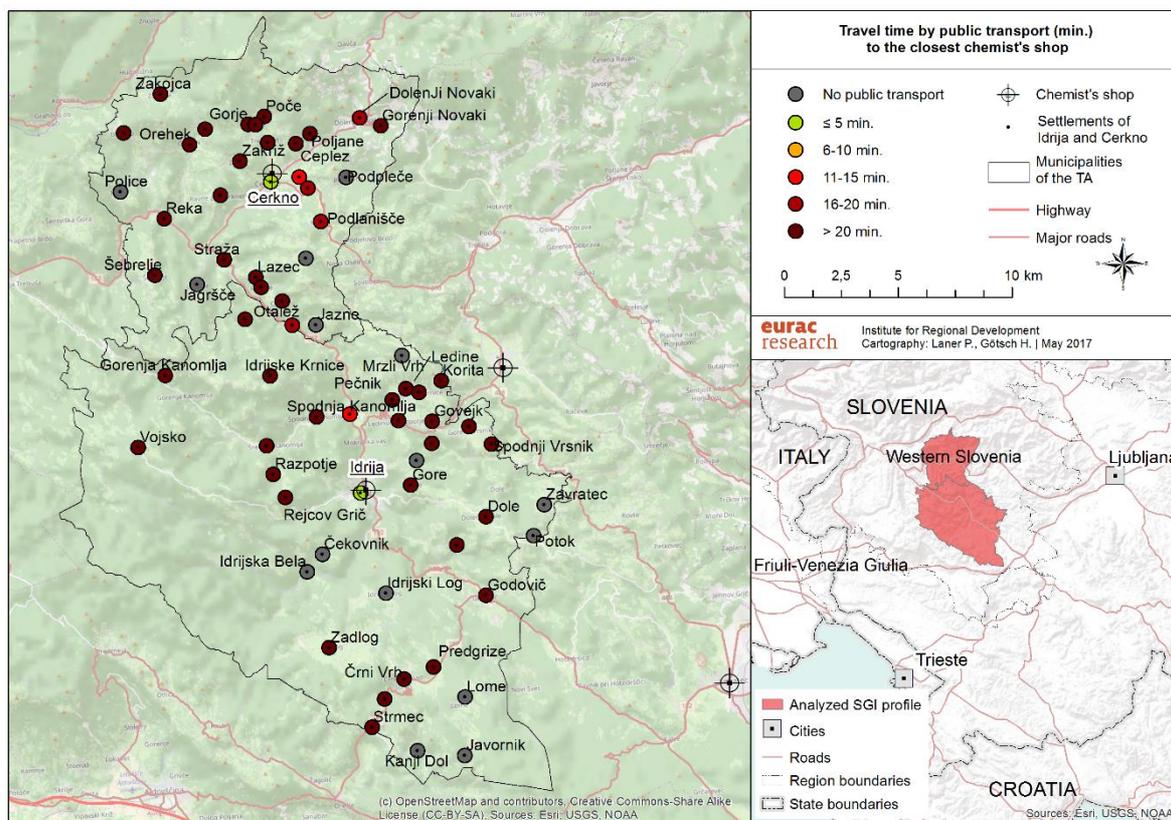
46% of the population of the two selected municipalities need more than 10 minutes to reach the next supermarket by public transport within the TA. The maximum time to reach a supermarket takes 80 minutes from Spodnji Vrsnik.

### 3.3.2 Chemist's shop



Accessibility of the next chemist's shop in min by car

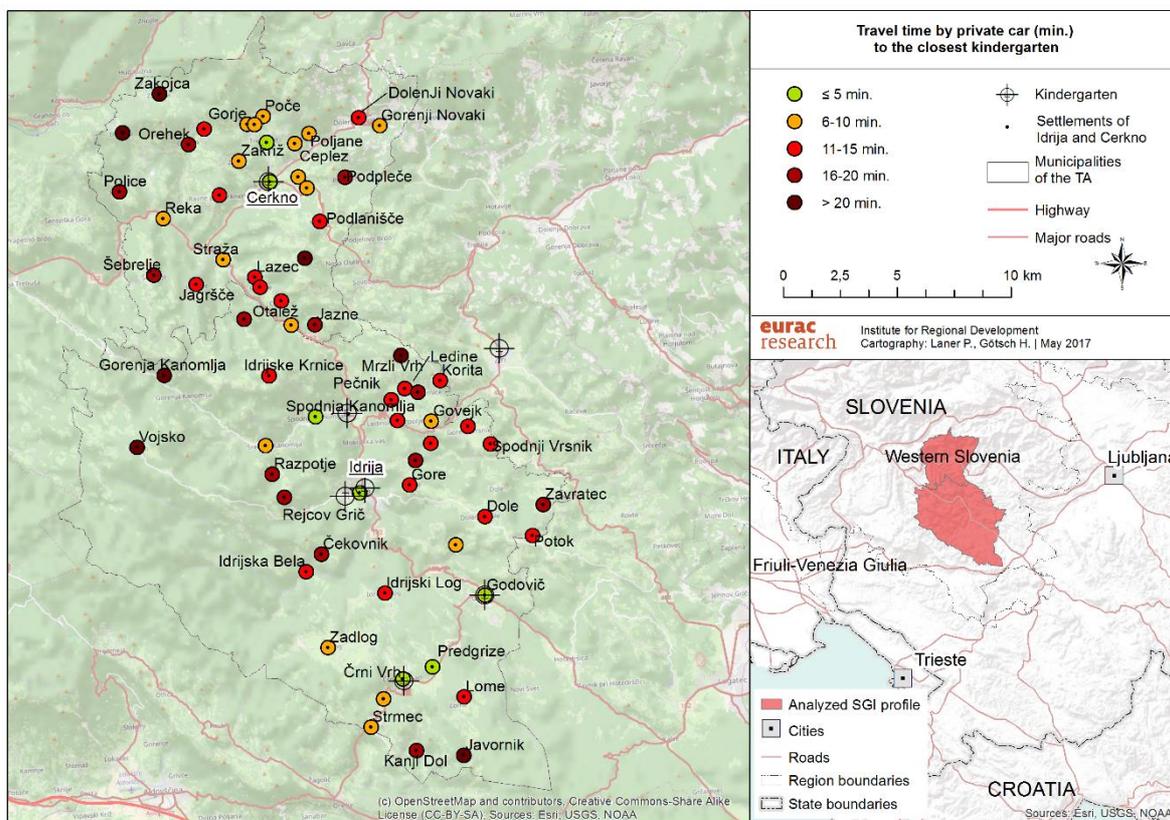
55% of the population need longer than 5 minutes to reach a chemist's shop by using a car within the TA. The maximum time to reach a chemist's shop takes 40 minutes from Javornik. However, the chemist shop outside the TA would be closer.



Accessibility of the next chemist's shop in min by public transport

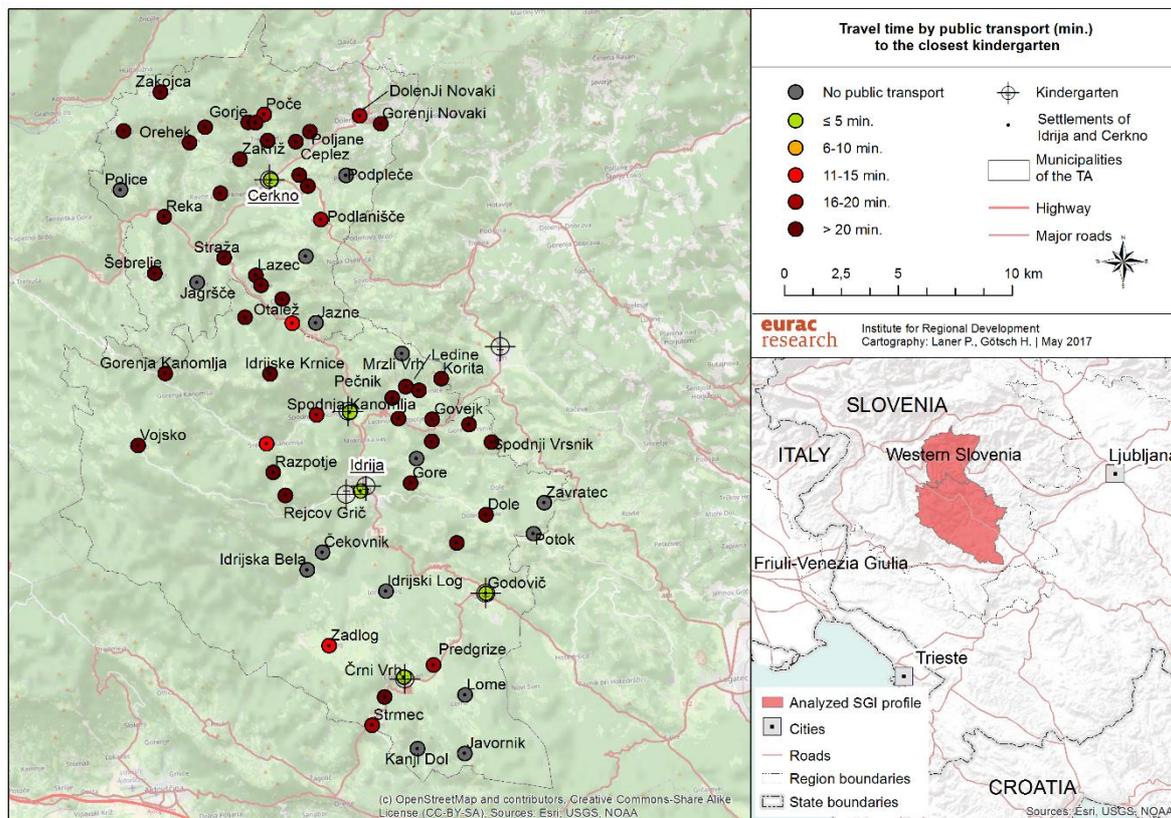
55% of the population need longer than 10 minutes to reach a chemist's shop within the TA by using the public transport. The maximum time to reach a chemist's shop takes 100 minutes from Strmec. However, the chemist shop outside the TA would be closer.

### 3.3.3 Kindergarten



Accessibility of the next kindergarten in min by car

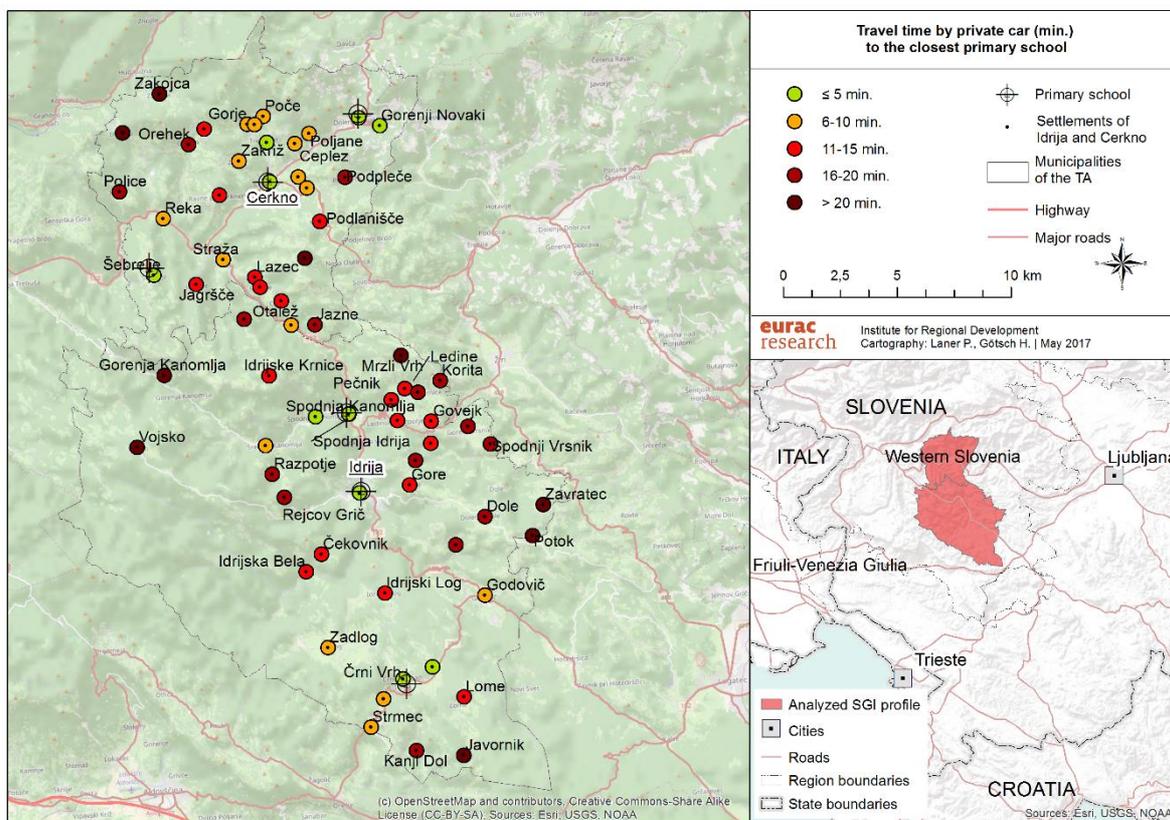
Only 12% of the population of the selected municipalities cannot reach a kindergarten within the TA within 15 minutes by car. The maximum time to reach a kindergarten takes 26 minutes from Zakojca.



Accessibility of the next kindergarten in min by public transport

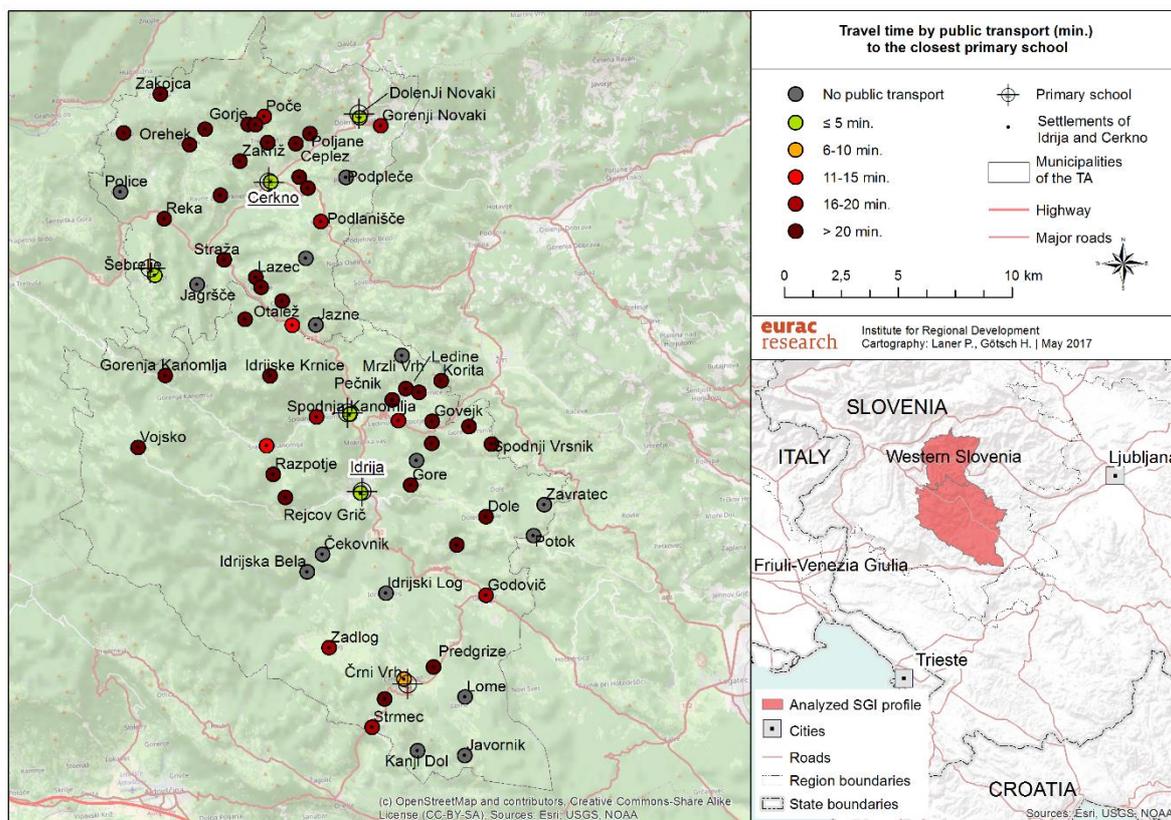
27% of the population of the two municipalities cannot access a kindergarten within the TA within 30 minutes using public transport. The maximum time to reach a kindergarten in the test area takes 60 minutes from Orehek.

### 3.3.4 Primary School



Accessibility of the next primary school in min by car

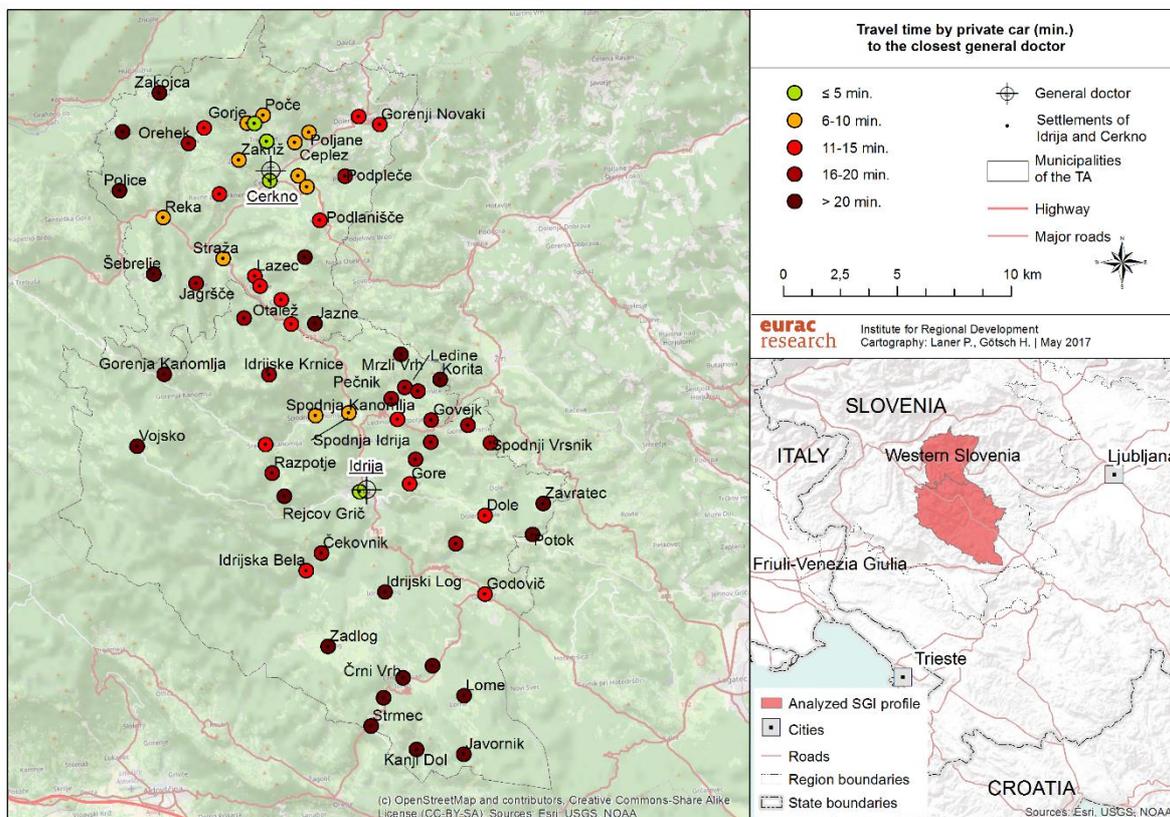
15% of the population of the selected municipalities cannot access the primary school within the TA by using a car within 15 minutes. The maximum time to reach a primary school takes 26 minutes from Zakojca.



Accessibility of the next primary school in min by public transport

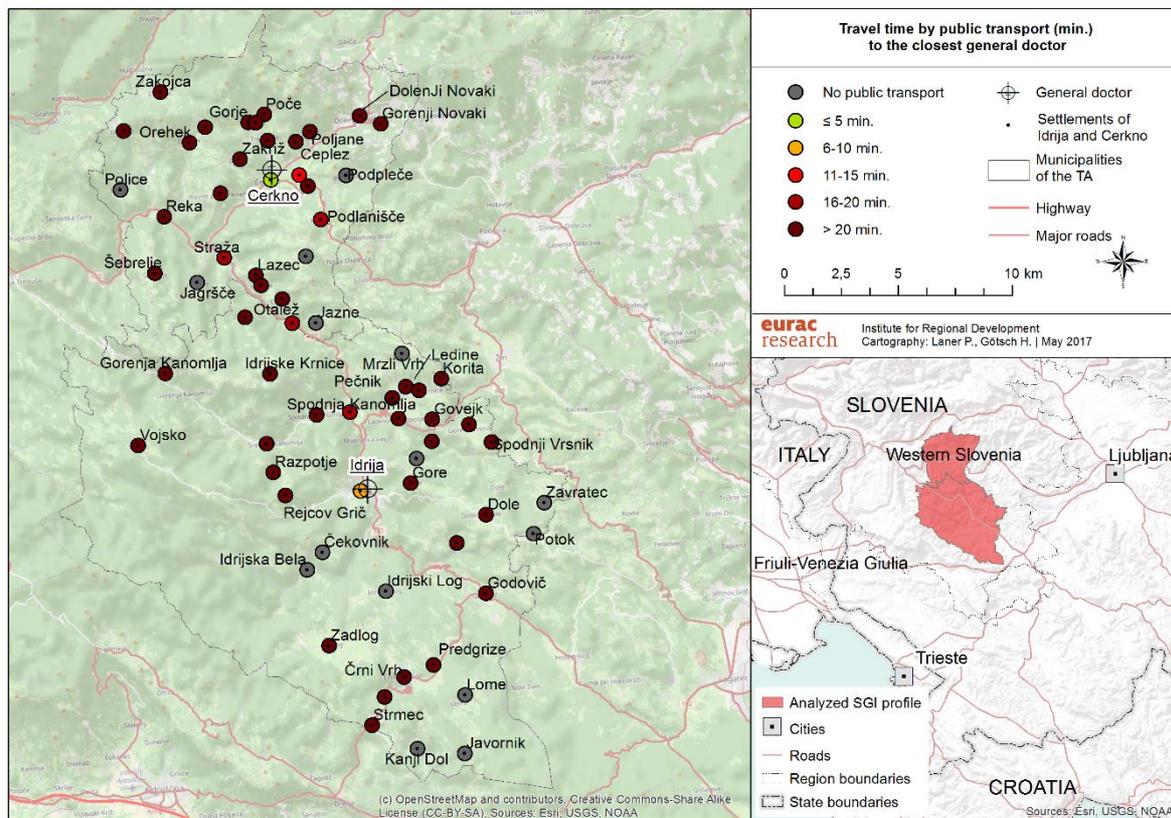
22% of the population of the two municipalities cannot access a primary school within the TA by using public transport within 30 minutes. The maximum time to reach a primary school takes 62 minutes from Korita.

### 3.3.5 Doctor



*Accessibility of the next doctor in min by car*

17% of the population of the two selected municipalities can reach a general doctor within the TA by car within 20 minutes. The maximum time to reach a doctor by car takes 47 minutes from Javornik.



Accessibility of the next doctor in min by public transport

29% of the population of the two selected municipalities cannot access a general doctor within the TA within 30 minutes by public transport. The maximum time to reach a doctor takes 63 minutes from Pečnik.

In the test area of Slovenia the most distant settlement from **all services** is Javornik from which it also takes the longest to reach the services by car. Idrija and Cerkno have all services present close by and from Idrija the services are best reachable by public transport.

5.6% of the population of the two municipalities do not have access to public transport within 15 minutes on foot.

## 3.4 Qualitative Information

### Introduction

The results presented below are a summary of the following three workshops performed by UL:

- Workshop 1: with local and regional actors, in Idrija 5.10.2016 (attended also by Eurac Research representative)
- Workshop 2: with representatives of local communities of the municipality Cerčno, Cerčno 10.11.2016
- Workshop 3: with representatives of local communities of the municipality Idrija, Idrija 15.11.2016

Some findings from three interviews that took place within scope of the WPT1 (interview with mayor of Idrija, mayor of Cerčno and a representative of the elderly) and that highlight the situation in the TA, have been added to the results of the workshops.

### Methodology:

The objective of all three workshops was the evaluation of the quality of SGI, the analysis of strengths and weaknesses, investigation about past and future investments as well as eventual proposals for improvements of services.

The structure and procedure for Workshop 1 was prepared by Eurac Research, Workshops 2 and 3 followed the similar path, with minor differences adopted, due to the fact that Workshop 1 was mainly intended for administrators and providers of SGI from municipalities, while workshops 2 and 3 focused on the users i.e. residents / representatives of local municipalities.

### Grouping of the participants:

Workshop 1: Participants were divided according to their professional involvement in the following groups,

- Group 1: Policies / Administrative Services / Basic goods - Policies that affect the SGI in rural and remote areas,
- Group 2: Transport / Telecommunications
- Group 3: Education
- Group 4: Health care / Social care

Workshop 2: representatives of the 10 local communities of the municipality Cerčno were invited to attend the workshop, 7 attended. They were divided in two groups, group A consisted of representatives of more remote local communities of the municipality Cerčno Bukovo, Novaki, Orehek, Otalež, Straža), while group B consisted of representatives of less remote local communities (Cerčno, Gorje, Podlanišče, Ravne-Zakriž, Šebrelje).

Workshop 3: representatives of the 10 local communities of municipality Idrija were invited to attend the workshop, 7 attended. Group A included representatives of more remote communities i.e. Vojsko, Krnice-Masore, Zavratac, Dole, Ledine, while group B included representatives from local communities of Idrija, Godovič, Črni vrh, Spodnja Idrija and Kanomlja.

A deeper insight into the situation of SGI provision in the TA was further provided through the following:

1. The comparison between workshop 1 (administrators and providers) and workshops 2 and 3 (users)
2. The comparison between the two municipalities within the TA due to the separate workshops held.
3. The division of participants at users workshops to those from more and from less remote areas further allowed to obtain interesting results.

The different answers are pointed out throughout the interpretation below.

The summarised evaluation for each sector is presented in tables, the dispersion of results is further illustrated by accompanying graphs.<sup>5</sup>

For each of the SGI sector, the evaluation of individual services within the sector is also presented and interpreted. As can be seen from the results, the evaluation of individual services within a sector varies. To get an insight in the situation of SGI provision in the TA and to plan the improvements it is necessary to know which services are working well and which need to be improved.

### **Administrative Services**

1. Does the quality of the service in general meet the needs and demands of the citizens in the municipality adequately?

**State of the art:** The Administrative Unit Idrija offers services related to home affairs, registration of residence and vehicles, travel documents, administrative verifications and other regular services of administrative units. Branch offices of financial administration (tax office), of employment, of inspections (health; environment and spatial planning; market), health insurance institute, geodetic administration, agricultural advisory, forest service, chamber of agriculture and forestry, district court and a police station are located in the TA<sup>6</sup>. The majority of these services are located in the municipality Idrija and are thus in principle more accessible to those residents. It is interesting to observe that evaluators from more central locations were more critical on the quality of services than those from more remote areas. In general, it is evaluated that the quality of the service moderately meets the needs and demands of the citizens. However, as the evaluation of the services within the sectors varies considerably (from 1 to 4,0), the results need to be considered separately for all the

<sup>5</sup> the number of responses within individual services varied and was recalculated to n=20.

<sup>6</sup> Kolarič Š., Černič Mali B., Marot N.: WPT1 D2.2.1 REGIONAL REPORT Slovenia, Chapter 1.2; 2016.

services included in the administrative sector. For example, the residents from remote areas highly praised the flexibility and responsiveness of services they use the most i.e. agricultural advisory and forest service, however they reproach the closing of the administrative branch unit in Cerkn and opening time of administrative offices.

Summarised results:

<b>QUALITY OF THE SERVICE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n</b>
Administrative services	3	3	5	8	1	20

Results for individual services:

<b>Administrative services</b>	Average evaluation		Comments
	Wkshp1*	Wkshp 2,3	
Tax office; Labour office; Health inspectorate; Planning inspectorate for the Env. & Sp. planning; Market Inspectorate (all located in Idrija)	1,0	n.A.	Mayor reproaches to those services are due to progressing centralisation or poor responsiveness.
Geodetic Administration Idrija	1,5	3,5	Much better evaluated by users than by providers; in Cerkn better evaluated in more remote than in those less remote areas.
District Court Idrija	4,0	3,0	Within wkshp1 major differences btw municipalities: Idrija much more satisfied than Cerkn
Police station Idrija	2,5	3,5	Much better evaluated by users than by providers;
Forest service	3,5	3,5	
Agriculture advisory office Idrija	3,5	3,0	The average of 3,1 among users hides span of evaluation from 1 in 5, depending on the location of users' settlement
Lobbies of associations from different sectors (retail, agriculture, economy, etc.)	3	n.a.	

\*Workshop 1: Workshop with representatives of both municipalities & with service providers

Workshops 2 & 3: Workshops with representatives of local communities/residents (1x Idrija; 1x Cerkn)

2. What challenges, weaknesses and strengths are you aware of regarding these SGI?

## Strengths

- Most administrative services in the TA are already covered in inter-municipal way.
- Increased availability of e-services in general.
- Improved informing of citizens.
- Well organised mobile services and fieldwork.
- Adequate response time, kind and helpful staff (geodetic; forest; agriculture offices).

## Challenges/weaknesses

- The centralisation process of administrative services is often seen as a major general challenge (for example it is not possible to perform a driving licence test in Idrija anymore)
- Certain offices that provide services are understaffed.
- The branch office of administrative unit, which was located in Cerklje, has closed.
- Intervention time of the police can be long in case of remote areas.
- The
- Of administrative offices should consider the agricultural nature of the area (working on farms).
- Access to administrative offices is not always for people with special needs, which hinders the accessibility for disabled people; office buildings that do not cannot offer barrier free access should be changed.
- The problem of parking spaces for disabled.

No specific administrative services were mentioned as crucially missing. However, due to above mentioned weaknesses some services are only partially available (short working hours; e-services sometimes cannot be fully taken advantage of due to poor coverage with signal) However, one of the services which is very common in urban areas, but is missing in TA are consultations for residents on topics such as geodetic issues, consumer rights etc.

## Investments

No major improvements of SGI delivery were mentioned, except improved telecommunication, which enables e-administration. On the contrary, some administrative offices have closed, due to centralisation and/or rationality.

Future investments are planned regarding the change of spatial organisation (some relocations of offices); improvements towards barrier free access.

Suggested measures for improvement:

- Strengthen the services that are important to people (bring services to the people afield).
- Extend opening hours / be more flexible and make administrators available on certain days via mobile phone even outside working hours.
- Improve hardware and ICT equipment for those providing administrative services.
- Renewal of a fleet for forest and agricultural advisory services.

- Improve the process of informing residents about novelties in service provision (new e-services; new locations; changes in procedures etc.).
- Improve e-literacy and internet coverage of the entire area so residents can use those services.

## Transport

**State of the art:** Public bus, school bus and transport/bus for disabled people is provided by AVRIGO Bus transport and tourism company, which is the main provider of public transport in this part of Slovenia. The public bus within the municipality of Idrija is partially subsidised by the municipality and the rest is paid by users. School buses in the TA operate by some smaller, private companies based on concession. On some trans-regional lines in the border areas of TA, services are provided by another provider i.e. Alpetour (private company). Furthermore, a shuttle bus is available by a small private company. There are 734 km of public roads in the TA, of which 87% are local and 13% national. The national road n. 102 connects the TA with the highway (AC A1). The access to this highway is outside the area in Logatec, 25km away from Idrija and 43 km from Cerklje. Due to topographical features of the area, there is no train network. The nearest train station with connections to regional and IC trains is also located in Logatec.<sup>7</sup>

In general, the quality of transport is between 2-3, with the following observations that should be noted: Idrija (town) is much better served than Cerklje; remote areas of both municipalities are not served adequately; while lines and schedules towards Ljubljana are rather good, connections towards Nova Gorica are poorer; school bus services were highly priced.

Summarised results:

QUALITY OF THE SERVICE	1	2	3	4	5	n
Transport	7	1	4	4	4	20

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<sup>7</sup> ibid

## Results for individual services:

Transport	Average evaluation		Comments
	Wkshp 1*	Wkshp 2,3	
Public bus lines	3,5	2,0	Cerklje poorer evaluation than Idrija; poorer evaluation also by residents from remote areas
School bus	4,0	4,0	Evaluated well throughout the TA
Transport/bus for disabled people	4,0	n.A.	
Ride-sharing	3,5	n.A.	
Trans-regional bus service	3,5	2,0	Poorer bus connections to/from Cerklje; poor connections towards Nova Gorica
Shuttle services (Airport, to major cities)	2,0	n.A.	Shuttle not available throughout the TA
Local/regional train connection	n.A.	1,0	
Taxi/combination taxi	2,5	1,0	Call on request not available throughout the TA

\*Workshop 1: Workshop with representatives of both municipalities & with service providers  
Workshops 2 & 3: Workshops with representatives of local communities/residents (1x Idrija; 1x Cerklje)

**Strengths**

- The city bus route Idrija - Spodnja Idrija is free of charge.
- The city bus operates at night and at major public events.
- The school bus is accessible to the majority of users, not just to schoolchildren.
- Transport for disabled is financed by the state and available for registered users by individual drivers (assistants).
- Ride-sharing operates well through the platform »prevoz.org«.
- Bus connection Idrija- Ljubljana is quite good.
- In recent years, shuttle busses were introduced in part of the TA to complement the existing service.

**Challenges/weaknesses**

- Public transport is underused because:
  - o It is rather costly,
  - o There are too few lines,
  - o The schedules are not adapted adequately to the working schedules.
- Children from remote settlements cannot participate at extracurricular activities because school buses do not run often during the afternoon, so they depend on the individual transport by their parents.
- Poor bus connection Idrija to Žiri – only 2 buses daily – creates problems for pupils and the elderly who depend on public transport.

- Transport for disabled people is not a public service anymore
- While the bus connection Idrija-Ljubljana is relatively good, the connection Cerkno – Ljubljana and in general from the TA towards Nova Gorica is poor.
- Shuttle service is still rather expensive, time consuming and requires a lot of logistical arrangements.
- Transport service upon request: not much has been known about this option or not to everyone; poor promotion; poor flow of information; shuttles not interested/or deny requests from more remote customers;
- Bus stops on smaller roads should be sheltered, properly lit and safe from traffic.

Some transport services are already shared with the neighbouring municipalities; some of the services listed below (ad. future investments) could be shared with municipalities outside the TA.

### **Investments**

Investments in road infrastructure were intentionally not part of the discussion at the workshops, but several improvements did take place and were financed through national and local sources. No major investments were mentioned, but several improvements (mainly soft-measures such as city-bus etc.) were expressed.

The following initiatives were proposed for improvement:

- Improvements and modernisation of the public bus fleet.
- Introduction of new lines of »city bus« similar to the existing one for Godovič – Cerkno.
- “Afternoon van” - transport from remote areas to the city for afternoon activities and/or errands for all age groups should be introduced.
- Using vans or shuttle services instead of buses also on public lines would be more economic, comfortable and more flexible (small buses can operate on smaller routes).
- Integrated tickets for local/regional/trans-regional buses.
- The demand for new transport services should first be checked among residents within local communities, only then measures should be selected and implemented; otherwise, costly solutions with no real improvements for local communities could be implemented.

Diversification of means of transport (small buses; vans); improved public-private partnership in the organisation of transport; more flexibility in schedules; better information for all residents (incl. the elderly) about possibilities; stimulation of private operators (taxi; shuttles) to also serve the needs of those living in more distant areas.

Inter-municipal cooperation is needed to synchronise schedules of public transport operators from different municipalities. For the time being, schedules of all providers concentrate on peak hours, while besides those hours the service is poor.

## Telecommunication

**State of the art:** Telekom Slovenia and other operators (Telemach, Si.mobil...) are providers of landline and mobile services. The signal coverage is rather good, but there are still areas where mobile internet (3G) is not available. Internet accessibility in more remote areas meets only the minimal standards (ADSL). The provision often depends on the resourcefulness of the end-users (selection of and communication with the operators; purchase of modems etc.)<sup>8</sup> While the average evaluation of quality of telecommunication services in TA is around 3, it must be mentioned that there are vast differences within the area. In the Workshops 2 and 3 the representatives of more remote local municipalities emphasised the need to ensure the signal and access to internet throughout the TA.

Summarised results:

QUALITY OF THE SERVICE	1	2	3	4	5	n
Telecommunication	3	3	2	7	5	20

Results for individual services:

Telecommunication	Average evaluation		Comments
	Wkshp1*	Wkshp 2,3	
Availability of different suppliers of mobile phone networks	4,0	3,0	Lower evaluation by residents due to „white spots“ in some areas
Access & Quality of broad band internet, DSL in households < 16 Mbit/s download rate	3,5	3,0	Lower evaluation by residents due to „white spots“ in some areas

\*Workshop 1: Workshop with representatives of both municipalities & with service providers

Workshops 2 & 3: Workshops with representatives of local communities/residents (1x Idrija; 1x Cerkno)

## Strengths

- Good signal coverage (some parts).
- No more “white spots” in Idrija.
- New optical cable connection (Črni Vrh, Godovič).
- Online service provision (from home/ teleworking- remote working/ remote shopping).
- Idrija municipality is included in the FLAPAX Smart community acceleration platform.

<sup>8</sup> ibid.

### Challenges/weaknesses

- Mobile Internet (3G) coverage. The service is not available everywhere.
- The demographic structure in the remote area can hindered the development of mobile services as elderly are more reluctant to those services and/or do not see them as crucial.
- Difficulties in construction and finding suitable locations for the base stations.
- Difficulties in the infrastructure construction / expensive maintenance (in remote, mountainous regions).
- No publicly accessible free Wi-Fi.
- There is no commercial/market interest for the providers to enable the services in the remote regions due to the high costs and small number of users.
- Civil initiatives opposing the construction of antennas in the city (Idrija).
- Lack of coherent (national level) solutions/ poor infrastructure coverage (Cerkn). Instead, people try to find individual solutions for themselves within their (financial/ICT knowledge & skills) abilities. It depends on the users what kind of service they will have. They need to assure the infrastructure to their homes, acquire the modem, call/select the operators, which then connects them to the network (Cerkn).
- More remote areas only have services at the minimum standard (ADSL).

It is possible to provide the service on an inter-municipal level (financing based on the EU projects/funds).

A stable and reliable internet connection at adequate speed should be provided throughout the area, regardless of providers and/or system. This is a prerequisite for accessibility of all e-services as well as for offering work from home, culture, entertainment, education – in general to ensure the quality of life for people living in remote areas it was suggested that perhaps at least organisational if not financial support is expected from the national level. However, as a first step an analysis of status-quo and needs should be performed.

Improved telecommunication would enable work from home and prevent villages from becoming dormitory settlements, as already evident in some cases.

More courses of e-literacy for adults and especially elderly residents of remote areas are needed (also mentioned in the education chapter).

### Investments

- Optical cable together with the electrical installation
- Setting up the antenna mast (a local telecommunication provider).
- The optical network construction (the construction in progress in Črni Vrh and Godovič, in Idrija the network is already in place).

Planned future investments include:

- The provision of internet access by using mobile networks (particularly in the areas where the cable installation is impossible or hindered).
- Free Wi-Fi in the city centre of Idrija.

Better collaboration between municipalities (including those outside the TA) and joint development of projects could enable competing for funds at the EU level.

The formation of public-private partnerships for the provision of internet service.

## **Basic Goods**

**State of the art:** Multifunctional supermarkets (4 different providers) are available in the municipal centres of Idrija (several) and Cerkn (1) along with several small retailers. There are no shopping malls or big specialized shops (IT, construction electronic centre, and pharmacies) in the TA. Small shops with basic goods (grocery, bakery, butcher...) are available in some of the smaller settlements. A mobile supermarket operates in some of the remote settlements. Post offices are located in the two central settlements (Idrija and Cerkn), with branch offices in three smaller settlements. Even though six different banks are present in the TA, their offices are concentrated in Idrija (all 6) and Cerkn (2 of them).

Cash dispensers are available only sparsely in some larger settlements and on petrol stations along the main thoroughfare road- 112.<sup>9</sup> The table above shows that the quality of provision of basic goods as seen by all is not evaluated very well – mostly between 2 and 3. Furthermore, there are differences in the evaluation of services between Idrija and Cerkn. As the SWOT below shows, the availability in the Idrija area is much better than in Cerkn.

Summarised results:

<b>QUALITY OF THE SERVICE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n</b>
Basic goods	3	7	3	6	1	20

Results for individual services:

<b>Basic goods</b>	Average evaluation		Comments
	Wkshp 1*	Wkshp 2,3	
Bank Agency	3,0	1,0	
ATM machine	2,5	3,0	
Post office	2,0	3,5	
Shopping mall with a sales area > 10.000 m <sup>2</sup>	1,0	n.A.	
Big specialized shops (IT, construction electronic centre, drug stores.), 500 - 5.000 m <sup>2</sup>	2,5	n.A.	
Multifunctional Supermarket or grocery: (food, postal service, clothes, office-items, tobacconist)	2,5	2,5	
Small retailers (butcher, baker, greengrocer)	3,5	2,0	Evaluation by Cerkn residents much lower than of Idrija

<sup>9</sup> ibid.

Shops selling clothes	2,5	n.A.	The offer is deteriorating especially in Cerkn.
Mobile shop	n.A.	2,0	Very positive feedback by those areas where available; needs expressed in those where not yet.

*\*Workshop 1: Workshop with representatives of both municipalities & with service providers  
Workshops 2 & 3: Workshops with representatives of local communities/residents (1x Idrija; 1x Cerkn)*

## Strengths

- The offer of the remaining post-offices has improved. (e.g. they are selling also newspapers, small gifts, notebooks...)
- Idrija is rather well equipped with small retailers (butcher, baker, and greengrocer) and has a sufficient offer of clothing stores.
- Mobile shops, which are available in some of the remote settlements, operate very well and are of vital importance, especially for the elderly.

## Challenges/weaknesses

### Banks, ATM, post office

- While the offer of banks in Idrija is good, this is not the case in Cerkn (consequently long waiting queues).
- Working hours of banks and post offices are too short.
- Due to poor e-connectivity e-banking is not possible everywhere.
- ATM machines are not available in rural areas.
- A better spatial dispersion of ATMs should be provided.
- Post-offices are closing, no alternatives are provided (see suggested measures).
- Delivery of packages does not work adequately – deliverers leave packages in the valley (e.g. at gas station) rather than deliver them to remote and poorly accessible homesteads.
- In one of the settlements, the post office operates in a book store, which is very positive, but the opening time of the store is rather short. Therefore, even though it is an example of integration, it has some drawbacks.

### Multifunctional supermarket or grocery:

- The offer of goods in Cerkn is especially critical – there is no store (or department), offering technical goods, clothing, footwear (evaluated 1 for Cerkn, 4 for Idrija).
- Even though the offer in multifunctional supermarkets in Idrija is rather good, there are goods which are still not available (e.g. furniture) or the offer is poor.

### Small retailers (butcher, baker, greengrocer)

- Poor availability and offer in existing stores in Cerkn, more remote villages are missing even the provision of basic items.
- More mobile shops are needed.
- Even in Idrija some personal services are missing.

### Shops selling clothes

- In Cerkn the stores in the centre are closing, the offer is deteriorating (avg eval. 1,2).

### **Investments**

The offer has been improved only due to commercial (private) investments: a new technical shop in Idrija; renewal of some of the banks, new spacious premises.

As basic needs are mainly in the domain of the commercial sector, the possibility of public investments towards improvements are limited. Nevertheless, some kind of support by municipality/ies towards improved provision with basic goods – at least supporting small retailers or cooperatives would be possible.

A new model of basic goods provision is planned for one of the remote local communities: the agricultural cooperative plans to open a store that will also provide supply for a nearby centre for activities for the youth, which will help the store to secure at least partially fixed demand.

### **Health Care Services**

**State of the art:** Public health services are provided by the Health Centre Idrija, which also has a unit (health station) in Cerkn. Furthermore, several general practitioners and some specialists, mostly with concessions and some private ones, provide services. Services of the Health Centre Idrija include mobile care. There is no general hospital in the TA, the area is covered by nearby regional/national hospitals (Nova Gorica, Postojna, Ljubljana). There is a Psychiatric hospital in Idrija that covers a wider region than just the TA.<sup>10</sup> In general the health services are relatively satisfactory. The main problem stated was the poor availability of certain specialists and long waiting times for the specialists; the staff and in general the service of mobile care in remote areas was often stated as functioning very well.

Summarised results:

<b>QUALITY OF THE SERVICE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n</b>
Health services	4	2	5	7	2	20

Results for individual services:

<b>Health services</b>	<b>Average evaluation</b>		<b>Comments</b>
	<b>Wkshp 1*</b>	<b>Wkshp 2,3</b>	
Doctor - general medicine	4,5	3,0	
Medical specialist (Dentist, Eyes, Ears, Nose & Throat, etc.)	2,0	2,0	The evaluation for Cerkn area is lower mainly due to poor medical specialist services in that area

<sup>10</sup> ibid.

Mobile patient care	4,5	3,0	
Chemist's shop	3,5	n.A.	

*\*Workshop 1: Workshop with representatives from both municipalities & with service providers  
Workshops 2 & 3: workshops with representatives of local communities from Municipality Cerklje and from Municipality Idrija*

### Strengths

- Mobile patient care works well; the staff is always very responsive, despite the poor accessibility of some patients/in case of rough weather conditions etc.
- Good cooperation between services/units.
- Good cooperation between the health centre and the centre for social work.

### Challenges/weaknesses

- Medical specialists care is limited to certain specialists (paediatrician, dentist etc.) while several other medical fields are not covered (radiologist, optometrist etc.). The problem is of system nature – assigning specialists to individual health centres.
- Cerklje health unit has poor availability of specialists, especially a lack of a dentist for children; moreover, the opening hours of the unit seem to be insufficient.
- Long waiting time for specialists (comment: general problem throughout the country).
- Architectural barriers are still present in some cases.
- The number of patients per general practitioner is much higher than in some other areas (e.g. Ljubljana), thus the accessibility is lower (longer waiting times).
- Persistent problem of unwillingness of young doctors to come to work in the TA (comment: general problem throughout the country). Even young doctors originating from the area are not returning to the area after completing of their study.

Health services are already provided on an inter-municipal level. The service of general practitioners is inter-municipal by itself, as the patients are free to choose the general practitioner regardless of residency. For specialists' treatments, which are not available in the TA the patients are directed to services in other regions (Nova Gorica, Ljubljana).

The availability of some further specialists would be needed, but as stated above the problem lies within the system of assigning specialists to regional/local health centres.

The changed demographic structure (ageing) and thus potentially increased needs for health services should be considered early enough.

### Investments

From the point of SGI delivery, it is important to mention that the stations for cardio-pulmonary resuscitation (defibrillators) have also been placed in some remote areas and the mobile and emergency unit renewed the fleet. Furthermore, some physical renewals (e.g. Health unit Idrija: local pharmacy) took place; medical equipment for diagnostic purposes was modernised; energy renovation of health service buildings took place; barrier-free access was secured to some further facilities; home pages of providers were renewed;

Further renewal of the health centre Idrija and health unit Cerkn is planned; so they will be modernised and new medical equipment acquired.

Additional programmes for medical specialists should be sought at the national level, so this service/accessibility can be improved.

More flexibility should be sought in the legislation, for example the providers of social services for the elderly in remote areas (home help), are not allowed to give them medication as only trained nurses have the right to do this so far.

The municipal administrators and providers emphasised that in general the national strategies should have goals and objectives, which are possible to meet. They further feel that some successful local initiatives often remain unnoticed. The decision makers should cooperate better with local providers and seek feedback and response adequately.

A more active role should be given to NGOs to facilitate cooperation between social and health services.

Better integration of health and social services and a more coordinated care is expected with a new legislation on long-term care (to come in effect in 2017).

### **Social Services**

**State of the art:** Social services are organised in different ways, depending on the service. The state provides a network of public services for social prevention, first social support, personal assistance, family assistance, and institutional care, while the municipality provides a network of public services of home help. The services of social prevention, first social assistance, personal assistance and some others, as well as the investments in social welfare institutions and development of programmes are covered by the national budget. Municipalities finance the services of home-help (partially), family assistants and development and supplementary programs, important for the municipality and cooperation with non-governmental organizations etc.<sup>11</sup> In general the quality of social care services is rather good and is improving, the main problem is the poor economic accessibility of homes for the elderly, needs for new facilities (Cerkn) and the fact that some (but not many) remote areas are still poorly accessible for home care services and the elderly highly depend on help of neighbours or relatives. The recently opened day centre for children and adolescents in Idrija has significantly improved the offer.

Summarised results:

<b>QUALITY OF THE SERVICE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>n</b>
Social services	1	3	8	7	1	20

Results for individual services:

<b>Social services</b>	Average evaluation		Comments
	Wkshp 1*	Wkshp 2,3	

<sup>11</sup> *ibid.*

Retirement Homes	3,5	3,0	While evaluation by Idrija's providers and residents was very high, the average evaluation is lower for Cerklje that does not have a retirement home, even though needed.
Services for care of the elderly	4,0	3,5	Within user groups the evaluation by residents from more remote areas higher than those from centrally located. It is obvious that people in remote areas highly praise this service.
Services for disabled people	3,5	3,5	See comment above
Services for people with psychological problems	3,0	n.A.	
Services for integrating and including young people	4,5	3,0	Much lower evaluation by residents than by providers.

*\*Workshop 1: Workshop with representatives from both municipalities & with service providers*

*Workshops 2 & 3: workshops with representatives of local communities from Municipality Cerklje and from Municipality Idrija*

## Strengths

### Care for the elderly:

- Both municipalities are very responsive to the needs of elderly.
- In Idrija the retirement home has a very high quality (standards, equipment, health care) and also offers sheltered dwellings.
- Home for the elderly is also hosting the intergenerational centre with a rich programme for all generations, including non-residents.
- Sufficient capacities of institutional care for the elderly (for Idrija).
- Residents of the home for the elderly are involved in various activities.
- The home for the elderly is associated with the service of home help (home care service).
- Home care service is well organised and accessible (delivery of meals; help to the elderly with household errands; offering rides etc.).
- Home care service is constantly developing and expanding. Furthermore, effort is made to cover the entire territory.
- Increased consideration of spatial accessibility and accessibility of information among administrators and providers of care.
- Organisers of care and providers are participating in continuous education.
- A very successful programme »Elderly for the elderly« - a program within which the »younger« elderly – through individual home visits -identify needs of »older« elderly and transfer the information to respective service providers.

### Services for disabled people

- Most services are already inter-municipal.

- Well-developed inter-municipal cooperation for people with special needs (the blind; the deaf; the handicapped).
- Very positive opinion on work and cooperativeness of Occupational Activity Centre in Idrija.

#### Services for people with psychological problems

- Well-developed program in a psychiatric hospital Idrija (group treatment).

#### Services for integrating and including young people

- Recently the centre for social work opened a day centre for children and adolescents in Idrija. It offers a place for children and adolescents to socialise and it provides educational assistance (tutoring, extra learning assistance, education). All services are free.
- Municipalities are supportive in development of new programs for the youth.

### **Challenges/weaknesses**

#### Care for the elderly:

- All additional services, outside the programme of basic care (i.e. accommodation, meals) are charged and are costly.
- Economic accessibility of retirement homes is deteriorating.
- Prices in some homes for the elderly in the neighbouring municipalities have competitive prices and residents of Idrija tend to move there.
- Innovative services for the elderly are currently developing.

#### Services for people with psychological problems

- In the TA there is no NGO to support people with psychological problems.

#### Services for integrating and including young people

- More or less the services of a day centre for children are provided on a voluntary basis, stable financing is not yet secured.
- In remote areas, the extent of facilities and activities for the youth often depends on self-initiatives by youth/by residents.

Several services are already provided on an inter-municipal level (see strengths), some services, which are provided by municipalities from outside the TA (see below the section on future investment required), would need to be formalised.

SGI that are not available in the municipality and nearby that would be essential for the quality of life of inhabitants in peripheral Alpine areas are the following:

#### Care for the elderly:

- Arrangements for palliative care in TA is needed.
- A retirement home in Cerklje is needed.

#### Services for disabled:

- An information office/centre for all vulnerable groups should be established.

#### Services for integrating and including young people

- Given the success of the day centre for children and adolescents in Idrija it would be desirable to open something similar in Cerklje.

### **Investments**

Investments in the last 2 years that have improved the SGI delivery include:

#### Care for the elderly:

- The retirement home in Idrija was recently replaced with a new modern one, which also includes sheltered housing and an intergenerational centre.

#### Services for integrating and including young people

- Establishment of a youth centre in Idrija

Future investments required for improving SGI regard:

#### Care for the elderly:

- A day care centre for the elderly in Idrija is planned.

#### Services for people with psychological problems

- A day care centre for people with mental health problems.

In some services, such as home care service, the inter-municipal collaboration functions well. e.g. the neighbouring municipality of Logatec offers home care service to those Idrija's residents located in the municipal border area. However, it should be noted that this is done based on informal agreement between service providers of both municipalities and does not have any legal basis. As each municipality, must co-finance this service for its residents, a legal basis would help to increase this sort of arrangements between municipalities.

Social services (care for the elderly; rehabilitation programmes) could be incorporated as supplemental activity on the farms. As a first step, a screening of potentials, coupled with awareness rising campaigns about the opportunities for extra income should be followed by training and education programmes for providers. Innovative social services could be performed through social entrepreneurship. Start-ups should be supported also in the field of social services.

Rigid legislation sometimes hampers interesting local initiatives: For example, in the TA the school children (those in higher grades) from a remote village were willing to deliver, on their way back from school, the meals prepared at the home for elderly, to those elderly who live at their homes in the village. This would be an efficient, time and public money saving service. However, due to some regulation on safety, hygiene etc. this was not feasible.

### **Education**

**State of the art:** Care for pre-school children is organised within the public kindergarten in Idrija (two units in Idrija, one in settlements Spodnja Irija, Godovič and Črni vrh) and within the elementary school in Cerklje. Elementary education is provided by two public schools, one in Idrija and one in Cerklje, and further by the three branch schools in smaller settlements. In the last decade, several branch schools in more remoted areas have been closed due to the lack of pupils. While this has caused a lot of distress among locals, the vacant buildings owned by the local communities may indeed present some potential for the future uses.<sup>12</sup> In general, it is evaluated that the quality of the service sufficiently meets the needs and demands of the citizens. However, as the evaluation of the services within the sectors varies considerably (from 1,5 to 5,00), the results need to be considered separately for all the services included in the education sector.

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<sup>12</sup> *ibid.*

Summarised results:

QUALITY OF THE SERVICE	1	2	3	4	5	n
Education	2	2	6	8	2	20

Results for individual services:

Service: <b>education</b>	Average evaluation		Comments
	Wkshp 1*	Wkshp 2,3	
Kindergarten	4,5	3,5	Lower evaluation by inhabitants, as rare in smaller or remote settlements
Primary School	4,0	4,0	
High School	5,0	3,0	Users from Idrija evaluated much higher than those from Cerkno
Library	5,0	3,5	Poorer accessibility for remote areas
Museum	5,0	n.A.	
Theatre	3,5	n.A.	
Institute for adult education	1,5	2,5	
Community centres		3,0	Importance of those very much emphasised by residents

\*Workshop 1: Workshop with representatives from both municipalities & with service providers  
Workshops 2 & 3: workshops with representatives of local communities/residents (1x Idrija; 1x Cerkno)

## Strengths

- Kindergarten is highly subsidised by municipalities.
- Branch schools that remain are important for remote villages as they are a hub of social activities in the villages.
- Schedules of the high school of Idrija are adapted to bus schedules for pupils that commute.
- The high school of Idrija is well connected with elementary schools in the area.
- Good provision of transport for pupils in high school.
- The library of Idrija is very well connected with the community, organises interesting events.
- The library is a safe place for children/youth to socialise, play and learn.
- Some of the remote communities have well organised social activities, a prerequisite is a place where those activities can take place.
- The museum organises many events (cultural, educational, entertainment, activities for children).
- The theatre in Idrija has a varied and interesting programme.
- The music school attracts many children and organises many events.

- In some local communities, the residents have self-organised and built a community centre, in another one they set up sport grounds, which are shared with a nearby village from a municipality bordering the TA.
- A wide variety of activities for the adults is offered through various associations, societies etc.

#### Challenges/weaknesses:

- Smaller settlements do not have kindergartens or are closing them.
- Poor quality of buildings (kindergarten Cerkno; Spodnja Idrija).
- Only stronger local communities can manage to keep branch schools.
- Difficult to maintain school buildings in remote/smaller settlements.
- Closing of branch schools is also decreasing possibilities for social life in the villages.
- The abandoned buildings of schools are often decaying, as there is no financial sources for basic maintenance.
- Those buildings could be renewed and designated for new purposes but this would also require changes of ownership and/or establishment of new public-private partnerships.
- Reduced number of programmes in high schools.
- The theatre in Idrija is too distant for residents from some parts of Cerkno.
- Smaller library units in villages have small book funds, while opening hours of main library units are not synchronised with public bus schedules from remote areas.
- Music school is poorly accessible for children from villages.
- Even though various activities for adults are organised, there is no proper adult education service offered.

Within the sector of education, several services are already provided inter-municipally but there are possibilities to improve cooperation – also with municipalities outside the TA - especially in cultural services (theatre, museum, library ...) and adult education.

Regarding SGI not available in the municipality or nearby that would be essential the crucial issue mentioned during the workshop is the closure of branch schools especially from the point of view that those schools also presented a centre of community social life. Those, now often decaying buildings could with renewal become multi-purpose premises offering places to various associations, interest groups, small business and in some cases, even dwellings for the locals.

#### **Investments**

Several kindergartens and schools have undergone reconstructions, enlargements, investments in energy efficiency, improvement of recreational facilities and such in the past two years.

Investments in improvements of built structures are planned in most educational institutions, as well as for the library of Idrija in the near future. In Idrija, an enlargement of the cinema-theatre is planned and a community hall is to be built in Cerkno. Adult education is planned to be established.

The following improvements were suggested; some could be implemented with improved inter-municipal cooperation:

- Adult education should be organised by municipality for those professions/skills, which are recognised in the areas as needed and in connection with local economic actors.
- More courses for e-literacy among adult and especially elderly residents of remote areas is needed.
- Reorganisation and better cooperation of libraries would improve accessibility.
- Physical renewal of abandoned school buildings and revitalisation with new activities would improve community life in remote villages, possibly bring new economic activities and improve the living conditions of residents.

### **Short summary of the results**

As the table below shows the average, evaluation results for the sectors are rather similar, spanning from 2.7 for basic goods and 2.8 for transport to 3.4 for education and telecommunication. However, as pointed out in the introductory chapter, these averages can blur the actual situation. Nevertheless, the poor accessibility of basic goods – especially the small retailers for everyday goods and poor and not diversified enough public transport remain the areas within which the actions seems to be most needed. Vacant buildings of branch schools that closed and are mostly in public ownership could offer premises for new activities, with small retails being one of the possibilities. Social services for the elderly, which would be provided in an innovative way, could improve services and at the same time offer opportunities to the young and unemployed.

<b>Sector</b>	<b>Average evaluation</b>
Basic goods	2,7
Transport	2,8
Health	3,0
Administrative services	3,2
Social services	3,2
Education	3,4
Telecommunication	3,4

Main challenges of individual sectors as seen by workshop participants are described in the previous chapters, the challenges that are general – i.e. pertain to all sectors, can be summarised as follows:

- Lack of integration: horizontally and vertically (for all services).
- Communication - the flow of information (for all services).
- Changes are needed in the verification of programmes provided by different sectors (e.g. health; social services) in order to improve cooperation between sectors.

- High quality internet is a crosscutting issue and prerequisite for improved quality for most of the services as well as for keeping areas populated.
- Start-ups are limited to selected activities only, while possibilities exist also within SGI provision.
- Social entrepreneurship is not used to its full potential.
- Sectoral strategies should have fewer, but implementable, objectives.
- Goals and measures of sectoral strategies (e.g. social; health; spatial) should be better coordinated (balanced).
- Legislation should be more flexible; changes should be adopted at a faster pace.

### Average evaluation results by municipality:

Services	Workshop 1:		Workshops 2 & 3:	
	Providers and administrators		End users	
	CERKNO	IDRIJA	CERKNO	IDRIJA
basic goods	1,6	3,0	2,7	2,9
transport	3,0	3,2	1,9	2,6
health	3,7	3,6	2,9	2,7
administrative services	2,5	4,3	2,8	3,7
social services	3,7	3,9	2,9	3,1
education	4,0	3,6	3,1	3,4
telecommunication	3,5	4,0	3,2	2,6

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