

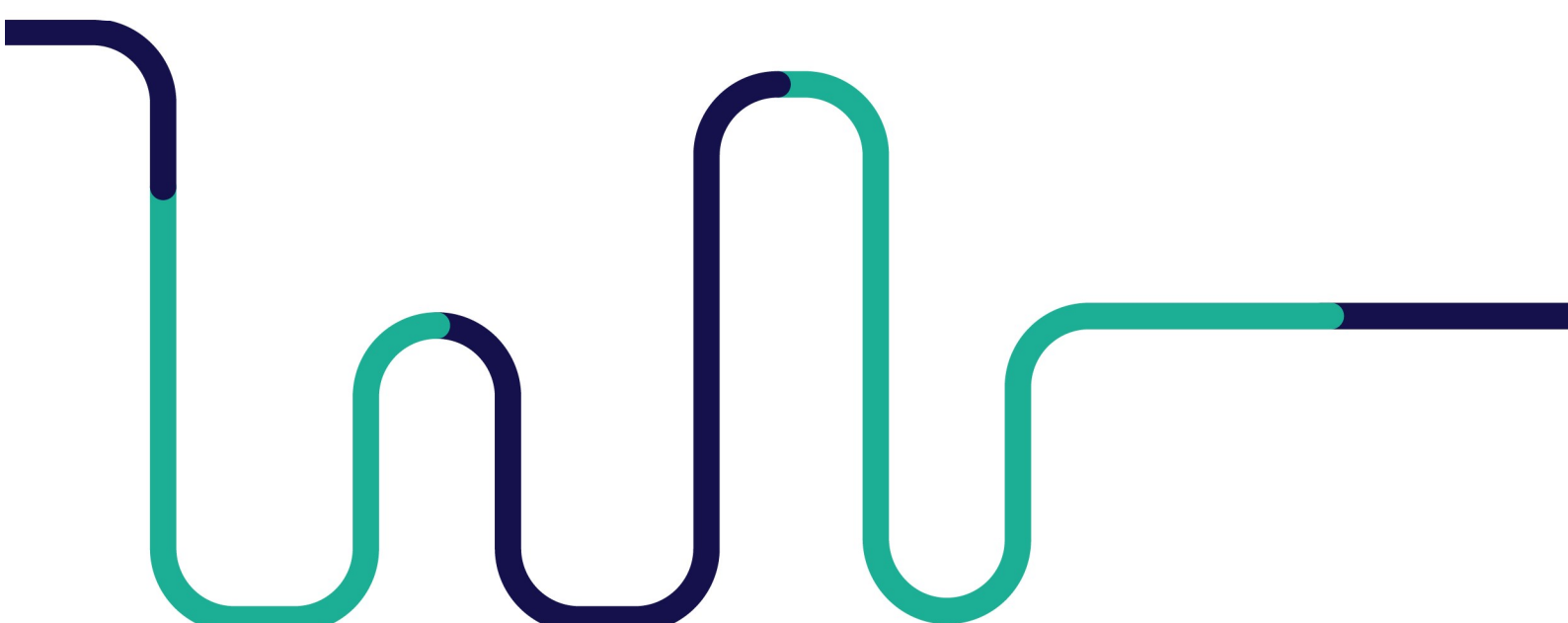
EUROPEAN
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The Support Services Package for the Urban Agenda for the EU

FACTSHEET

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This factsheet summarizes the European Urban Initiative (EUI) **Support Services Package** that is offered on behalf of the European Commission in the 2021-2027 funding period to the members of the Urban Agenda for the EU (UAEU) Thematic Partnerships. The Support Services comprise: **Administrative Support (-Thematic Partnership Officer); Initiation Phase; Provision of Expertise; Travel and Accommodation Support for Urban Authorities; Communication and Dissemination Support; and Creation of Synergies for the UAEU.**

1.1. ADMINISTRATIVE SUPPORT - THEMATIC PARTNERSHIP OFFICER



Each UAEU Thematic Partnership will be secured with a Thematic Partnership Officer¹ for a duration of up to 3 years. The Thematic Partnership Officer will support the operational functioning of the Thematic Partnership based on the:

- (1) thematic direction defined by the UAEU Thematic Partnership and
- (2) operational directions and principles defined by the EUI Secretariat in agreement with the European Commission.

The **Thematic Partnership Officer will be the main liaison and contact point** between the EUI Secretariat and Thematic Partnership coordinators, action leaders and members of the UAEU Partnerships for any internal operational aspects.

The Thematic Partnership Officer **will provide** to every UAEU Thematic Partnership **advice and guidance** about partnership planning, management and monitoring. This will cover:

- Specific day-to-day guidance and advice (planning, managing and monitoring) and support regarding data, tools and processes.
- Facilitation and organisation of meetings & workshops with the Thematic Partnership coordinators
- Specific support and advice regarding communication and dissemination services, as well as reporting.
- Guidance and advice about the: UAEU, Thematic Partnership process, urban policy knowledge², urban-related organisations, stakeholders and networks³
- Access to information about key policy documents

1.2. INITIATION PHASE SERVICE



The EUI Secretariat will provide during the initiation phase to every UAEU Thematic Partnership **initiation meetings and provision of support materials** about:

- The UAEU governance structure and involved key actors
- Multi-level governance processes to which the UAEU milestones/ outputs are linked.
- The principles for managing the UAEU Thematic Partnership
- The foreseen timeline and the key steps necessary for developing and implementing an UAEU Action Plan
- The deliverables for each UAEU Thematic Partnership
- The support services offered by the EUI Secretariat
- The lessons learnt from the previous UAEU Thematic Partnerships.

The initiation meetings are foreseen to take place **in the first three months** of the UAEU Thematic Partnership.

¹ Detailed information about the tasks of the TPOs can be found in the Terms of Reference https://www.urbanagenda.urban-initiative.eu/sites/default/files/2023-08/TPO_Terms-of-Reference_0.pdf

² Such as Knowledge Sharing & Exchange Platform Portico <https://www.urban-initiative.eu/news/portico-your-gateway-urban-learning>.

³ Such as “Urban Panorama” of stakeholders.

1.3. PROVISION OF EXPERTISE SERVICE



Each Thematic Partnership will benefit from several **expert days** per year **for the 3 years** of the UAEU Partnerships depending on needs. External experts will be contracted by the EUI Secretariat to provide specific knowledge, know-how and expertise or to produce specific outputs for the development and implementation of the Thematic Partnership's Action Plans, their specific actions and the UAEU.

The expertise should be contracted when knowledge, know-how and expertise are not already available inside the Thematic Partnership or when there is not sufficient capacity to achieve a certain goal. Such expertise can be used e.g., for research, analyses, ICT expertise but cannot be used for writing the Action Plan itself since this is at the core of the work of the Partnership. Requests for provision of expertise, after the initial 3 years will be considered case by case depending on the available budget.

1.4. TRAVEL AND ACCOMMODATION SUPPORT FOR URBAN AUTHORITIES



Financial support is offered to urban authorities and associations or groupings of urban authorities:

1. to actively participate in their UAEU Thematic Partnership in-person meetings to compensate for their limited resources - **Activity 1** and
2. To actively participate in the **Coordinators and Action leaders' in-person Meetings (CALM) – Activity 2**

This financial support will be provided as **lump-sums** based on the principles and operational aspects outlined in the **Travel and Accommodation guide to eligible urban authorities**. The guide will be available on Microsoft SharePoint [here](#).

1.5. COMMUNICATION AND DISSEMINATION SUPPORT



The EUI Secretariat will offer communication and dissemination support, including **information sessions and trainings**, linked to the EUI Communication & Dissemination Strategy 2021-2027. Thematic Partnerships have the possibility to promote and disseminate content linked to their activities through **news articles on the UAEU website**, via the EUI Knowledge and Exchange Sharing Platform [Portico](#), EUI newsletters, events and UAEU social media accounts. A

Communication Package including **templates and visual identity components** will be available [here](#). Support in drafting, editing, and proof-reading of contents e.g., for news articles, urban blog posts will be provided by the Thematic Partnership Officer. UAEU Thematic Partnership coordinators supported by the Thematic Partnership Officer are invited to send their requests to **publish content on the UAEU Website - Thematic Partnership page, news articles, urban blog, EUI newsletter or UAEU social media** via the email address: urbanagenda@urban-initiative.eu using the templates provided on Microsoft SharePoint.

1.6. SUPPORT SERVICES FOR CREATION OF SYNERGY FOR THE UAEU



Overall, the EUI Secretariat **will create synergies** between the UAEU Thematic Partnerships and other EUI work streams.

Furthermore, it will **organise Coordinators and Action Leaders' Meetings (CALM)** to offer a structured moment where the UAEU Thematic Partnership coordinators and action leaders of all ongoing Thematic Partnerships can exchange directly about the status of implementation of the Thematic Partnership, Action Plan and

related events.

The EUI Secretariat will, together with the UAEU Thematic Partnerships, monitor the status the UAEU Action Plans development and implementation. It will integrate the **monitoring and reporting of all actions** of each previous UAEU Thematic Partnership with new information received from ongoing Thematic Partnerships and UAEU Thematic Partnerships launched after 2021.

Most Support Services are offered to the Thematic Partnerships established after 2021. Nevertheless, some Support Services are available also to active Thematic Partnerships established before 2021.

You have a question about any of the above-mentioned services? Please, feel free to reach out to the EUI Secretariat via the following email address: urbanagenda@urban-initiative.eu. The UAEU website can be accessed using the following link: www.urbanagenda.urban-initiative.eu/.

BENEFICIARIES OF THE SUPPORT SERVICES

The following table indicates which UAEU Partnerships are eligible for each Support Service.

		Active UAEU partnerships established before 2021	UAEU Partnerships established after 2021
1.1	ADMINISTRATIVE SUPPORT - THEMATIC PARTNERSHIP OFFICER	No	Yes
1.2	INITIATION PHASE SERVICE	No	Yes
1.3	PROVISION OF EXPERTISE SERVICE	No	Yes
1.4	TRAVEL AND ACCOMMODATION SUPPORT FOR URBAN AUTHORITIES	Only for Activity 2	Yes
1.5	COMMUNICATION AND DISSEMINATION SUPPORT	Yes	Yes
1.6	ORGANISATION OF COORDINATORS' – ACTION LEADERS' MEETINGS SUPPORT	Yes	Yes
1.6	SUPPORT SERVICES FOR CREATION OF SYNERGY - UAEU INITIATIVE AS A WHOLE	Not applicable	