

# Building Better Futures

by strengthening democratic local government



VNG International has longstanding expertise in strengthening local government worldwide. We support local governments in strengthening their service delivery, inclusive decision-making processes and building more effective public administration. We believe that strengthening existing structures that are formally responsible and accountable for addressing the needs of the population, contributes to sustainable solutions for better futures for people, communities and countries.

Dear Sir/Madam,

It is truly an honour for my colleagues and I to be able to support local governments worldwide. It is both motivating and inspiring to contribute towards achieving better lives and better futures for the inhabitants of the areas where we work. In close cooperation with dedicated partners, we achieve a consistently high quality in our projects and programmes. What makes VNG International unique is our roots in local government as part of VNG, Netherlands Association of Municipalities, our 30 years of experience in capacity development of local governments, combined with our active membership of the global network of local governments and their associations. Are you curious to know more about opportunities for cooperation, then please do not hesitate to contact us!

Pieter Jeroense  
Director



## Our fields of expertise



### **Building More Effective Public Administration**

by strengthening local government

Our extensive experience includes: developing inter-governmental relations / improving public finance management / modernising and digital development of local tax collection, civil registry and land registration / strengthening local government associations / training of councillors and local government staff / and more.



### **Involving Citizens in Decision Making**

by strengthening local government

Citizens' participation is essential for good local governance, a basis for increased welfare and stability. We support: mechanisms for citizen participation / digital citizens perception surveys / improved social accountability / stronger ethics and integrity / data-driven decision making processes and resource centres / and more.



### **Developing Sustainable and Resilient Cities and Communities**

by strengthening local government

Due to rapid urbanisation, city governments face unprecedented challenges in terms of quality of life, employment, safety and environmental issues. We have extensive experience in enhancing the performance of local government in these areas, including governance projects related to the green transition and coping with natural disasters.



### **Improving Access to Basic Services**

by strengthening local government

The provision of basic services is one of the main responsibilities of local government. We support the development and implementation of waste, water and sanitation management / social housing policies / local and regional economic development / urban sustainable mobility.



### **Dealing with Conflict, Fragility and Migration**

by strengthening local government

Conflict, fragility and migration have a profound impact worldwide. We strengthen the role of local government in: promoting dialogue and preventing conflicts at the local level / responding to the needs of refugees and host communities / restoring municipal services after armed conflict/ building a resilient and responsive (local) government that can provide for flexible responses in crisis situations.

## Where we work

### Projects

Since its establishment VNG International has designed and managed hundreds of projects in 40+ countries for donors such as the World Bank, the European Commission, USAID and the Ministry of Foreign Affairs of the Netherlands. On our website you can find reports, videos and publications on all VNG International's current and recently concluded projects.

### Our offices

VNG International wants to be close to its partners. This is why we have established a daughter company in Tunisia (CILG), in the USA and country offices related to projects and programmes in Algeria / Benin / Burundi / DR Congo / Egypt / Ethiopia / Iraq / Kenya / Libya / Mali / Mozambique / Lebanon / Occupied Palestinian Territories / Puntland / Somaliland / South Sudan / Sint Maarten / Togo / Uganda.



## A selection of our products



**Local Government Barometer** - A powerful tool to improve the effects and reduce the costs of local governments' activities, and to encourage accountability. We facilitate guided, systemised learning cycles with groups of local governments, based on objective data collection, comparison and analysis, and leading to implementation of improvement measures.



**Data Driven Decision making** - A based on our digital values we have developed tools for gathering data from citizens on their perception of government services and their priority needs. We facilitate exchanges with service providers and improve local planning, and budgeting and implementation based on hard data.



**Modernised Local Taxation** - Our modular methodology helps improve the local taxation process, from defining the tax base, through more effective tax revenue collection, digitalisation including e-billing and e-payment, strengthened civil engagement, and local government accountability. This allows for improved basic services to citizens.



**Crisis Response** - Our products which help local governments in responding more effectively to crises include: scenario planning to increase resilience by improved spatial planning, a crisis leadership training based on dilemma games, and live drills and table top exercises. that simulate and train decision-making situations during large-scale natural disasters.



**City Deals** - With this approach we support the urban governance capacity to participate in multi-stakeholder and multi-sector partnerships, aimed at tackling new complex urban challenges such as the energy transition, mitigating and adapting to climate change, and healthy urban living.



**Association Capacity Building** - We have a wide range of modules which help strengthen the capacity of national local government associations. The focus varies from enhancing their advocacy role to improving their service provision to members, their internal organisation and their financial sustainability.

## Why work with us?

### Excellent Project Management

VNG International designs and manages large and complex projects for donors such as the World Bank, the European Commission, USAID and bilateral donors. We do not accept an assignment if we are not sure that we can deliver as agreed. We are proud of the high client satisfaction ratings achieved by our experienced and professional staff, supported by our ISO-9001 certified quality management system.

### Rooted in Local Government

Being part of VNG, one of the oldest and strongest local government associations in the world, our roots in local government are deep. It is second nature for us to work at both the technical and political level of local government. As chair of the Capacity and Institution Building working group of UCLG, the world local government organisation, we can provide our partners with access to the global network of local governments.

### Hands-on Relevant Experience

We draw on our broad experience to customise our services. We listen carefully to the needs of our partners. Our expertise is hands-on. We offer a powerful mix of local and international expertise, bringing in additional knowledge with an eye for the specific context in which we work.

### Alignment and Synergy

VNG International prefers to work in partnerships. This is why, when we are invited to work in a country, we align our plans with the efforts of other relevant actors in the country, such as ministries and development agencies. We want to give meaning to 'alignment' and 'synergy'.



## About the organisation

VNG International was established in 1993 by the Association of Netherlands Municipalities (VNG). The organisation is located in VNG's headquarters and has easy access to all VNG's know-how, experience, facilities and those of all municipalities in the Netherlands. More than 70 highly motivated professionals work for VNG International in The Hague and a further 220 in our country offices worldwide. VNG International established The Hague Academy in 2005 for practice-oriented training programmes.

We mobilise local government expertise through our global network of professionals, including a core group of some 40 associated experts who work for us on a long-term or regular basis.



### Tunisia: CILG

*Int. Development Centre for  
Innovative Local Governance*  
[www.cilg-international.org](http://www.cilg-international.org)



International  
United States

### USA: VNG International US

[www.vngus.com](http://www.vngus.com)

### The Hague Academy for local governance

### The Netherlands: The Hague Academy for local governance

*for Local Governance is a non-profit,  
non-governmental organisation*  
[www.thehagueacademy.com](http://www.thehagueacademy.com)

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VNG International's quality  
management system is  
ISO 9001 certified.

[vng-international.nl](http://vng-international.nl)