

The Distinction "Best Practice in Citizen Participation" is an award given annually by the International Observatory on Participatory Democracy (IOPD) to recognize public policies implemented by local governments.

# 10th IOPD AWARD

BEST PRACTICE IN CITIZEN  
PARTICIPATION

International Observatory on Participatory  
Democracy (IOPD)

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International Observatory on Participatory Democracy

Edition: Adrià Duarte / Mònica Grau / Luis M. Alvarado



The Distinction "Best Practice in Citizen Participation" is an award given annually by the International Observatory on Participatory Democracy (IOPD) to recognize public policies implemented by local governments with a participatory approach.

The main criteria taken into account to assessing applications are:

- Achieving greater levels of equality by including all of the parties involved and, thereby, strengthening their capacities and creating a more just society.
- Engendering citizenship, extending citizens' rights, granting new freedoms and responsibilities for democratic activity.
- Instilling a sense of legitimacy and confidence in public powers: fomenting actions that increase transparent decision-making and, thereby, bring about improvements in governance.
- Creating more effectiveness in public management, and improving the results of public policies.

It also takes into account the degree of innovation of the experience, the transferability to other contexts or the evaluation of the public policy in question.

In this 10th edition of the award "Best Practice in Citizen Participation", **36 governments have applied their candidacy**. These nominations were from the following countries: **Argentina, Brazil, Canada, Chile, Ecuador, France, Greece, Italy, Madagascar, Mauritania, Peru, Portugal, Spain and United States**.

The International Jury has decided to award the 10th Distinction to the candidature presented by the **municipality of Canoas (Brazil): "System of Popular and Citizen Participation of Canoas"**, for a transversal system of participatory management.

Finalist for this award was the city of **Montreal (Quebec, Canada)** by the "Public consultation on reducing dependence on fossil fuels."

Furthermore there are granted with a **Special Mention**:

- Municipality of Ampasy Nahampoana (Madagascar): "Participatory Budgeting:"
- Housing Basque Observatory (Spain): "Your home, our commitment"
- Plaine Commune (France): "Health Impact Assessment"
- Municipality of Palmela (Portugal): "I participate"
- Decentralized Autonomous Municipal Government of Rumiñahui (Ecuador): "System of Management and Citizen Participation in Rumiñahui"



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The material that we present is a synthesis of each of the different candidacies presented. The complete files of nominations will be published on the case of studies IOPD website space.

We would like to pass on our special thanks to all of those local governments that made the time and effort to present a candidacy, along with all of the institutions that have helped us to spread this initiative and those of the network's collaborating members that, as the Jury, took part in evaluating all of the different experiences presented.



The jury of the 10<sup>th</sup> IODP Award was made up by:

- Laia Forné  
**Barcelona City Council (Spain)**
- Margarita Rodríguez Ibáñez  
**Asociación Demetra (Spain)**
- Michelangelo Secchi  
**Centro de Estudos Sociais (CES) - Universidade de Coimbra (Portugal)**
- Jean Christian ANDRIANAIVO RAKOTOBÉ  
**Alakamisy Fenoarivo City Council (Madagascar)**
- Analinn Rivera Delgado  
**Consejo Consultivo Ciudadano del Estado de Hidalgo - CCCEH (Mexico)**
- Magali Fricaudet / Guillem Rodríguez  
**CISDP: UCLG Comitee on Social Inclusion, Participatory Democracy and Human Rights (Spain)**
- Joan Font  
**DEMÀ: Departament d'Estudis dels Medis Actuals (Spain)**
- Bachir Kanouté  
**Enda ECOPOP (Sénégal)**
- Joaquín Rodríguez  
**Escola de Prevenció i Seguretat Integral – UAB (Spain)**
- Carmen Mayoral /Pablo Bárcenas  
**Federación Española de Municipios y Provincias – FEMP (Spain)**
- Nelson Dias  
**Associação In Loco (Portugal)**
- Laura Suñe  
**Secretaria de Transparència i Govern Obert – Generalitat de Catalunya (Spain)**



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- Pamela Nilus  
**Vicente López City Council (Argentina)**
- Cristina Bloj  
**Universidad Nacional de Rosario (Argentina)**



## Candidacies to the 10<sup>th</sup> IOPD Award "Best Practice in Citizen Participation"

- **Agueda** (Portugal): "Participatory Budgeting in a Human Smart City"
- **Alenquer** (Portugal): "Participatory Budgeting – 1<sup>st</sup> Edition"
- **Alfândega da Fé** (Portugal): "Participatory Budgeting for the elderly"
- **Ampasy Nahampoana** (Madagascar) "Participatory Budgeting"
- **Austin** (Texas, US) "Interactive Televised Town Hall"
- **Belo Horizonte** (Minas Gerais, Brasil) "Participatory Budget of Child and Adolescent"
- **Braga** (Portugal) "Participatory Budget and School Participatory Budget"
- **Candelaria** (Spain) "The participatory process in the territorial development of the municipality"
- **Canoas (Rio Grande do Sul, Brazil): "System for Popular and Citizen Participation"**
- **Chile** (Council for Transparency): "Ideas.Info"
- **Córdoba** (Argentina) "Open and participatory council"
- **Cuenca** (Ecuador) "Better to Prevent"
- **Dioudoubou** (Senegal) "Public consultation to choose the location of the high school"
- **Ilion** (Greece) "First municipal council of adolescents: the coexistence in multicultural societies. Respect, dialogue and interaction"
- **Kalamata** (Greece) "Creating cultural strategy 2016-2025"
- **La Marsa** (Tunisia) "Participatory Budgeting"
- **Lima** (Peru): "Climb and Win Program"
- **Lousa** (Portugal): "Participatory Budgeting"
- **Marau** (Rio Grande do Sul, Brazil): "Participatory Budgeting"
- **Milan** (Italy): "I count, I'm involved, I choose: participatory budgeting of the City of Milan"



- **Miraflores** (Peru): "Advisory Councils: an experience of citizen participation for children and young people in the district of Miraflores - Lima"
- **Montreal** (Canada): "Public consultation on reducing dependence on fossil fuels in Montreal"
- **Oliveira do Hospital** (Portugal): "Oliveira do Hospital, A Friendly Municipality"
- **Basque Observatory of Housing** (Spain): "Project: your house, our commitment"
- **Palau-Solità i Plegamans** (Spain) "Get wet for main festival"
- **Palmela** (Portugal): "Project I participate"
- **Plaine Commune** (France): "Health Impact Assessment"
- **Porto Alegre** (Brasil): "Hackathon POA"
- **Provincia de Santa Fe** (Argentina): "Systematization of the experience of political regionalization, decentralization and strategic planning and citizen participation"
- **Quito** (Ecuador): "draft amendments to the Metropolitan Ordinance establishing the Participatory Management System, Social Accountability and Control of the Metropolitan District of Quito "
- **Rumiñahui** (Ecuador): "Management System and Citizen Participation of Rumiñahui"
- **Santa Ana – Manabí** (Ecuador): "Implementation of the Citizen Participation system in the Santa Ana Canton"
- **São Paulo** (Brazil): "Open Government Agents"
- **Sebkha** (Mauritania): "Community Consultation Framework as a means of citizen participation in municipal planning"
- **Tenerife** (Spain): "Model of comprehensive participation in a territory. Participate Tenerife"
- **Valongo** (Portugal): "Learn how much it cost: week of responsibility"





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## “Participatory Budgeting in a Human Smart City”

### PROMOTER

Agueda Municipality (Portugal) – 47.729 inhabitants

### SUBJECT AREA

Participatory Budgeting / Open Government / E-government

### + INFO

<http://orcamentoparticipativo.cm-agueda.pt>

### SUMMARY

The Municipality of Agueda aims to strengthen the participation of citizens, promoting an active and creative civil society in the way of sustainable development of the province, and the promotion of quality of life. Therefore, it is understood that the participation of all people is fundamental, on the assumption that everyone has potential and can contribute in some way to the development of their land; life that allows the establishment of stronger links between citizens; and that this participation translates into learning, to the extent that this way we realize the reality of the municipality and its connection to the region, country and Europe.





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The result of the work of administrative modernization and management model implemented, Agueda is conceived as a "Human Smart City", where the local authority offers its citizens a variety of tools and platforms in order to be the choice for work live and enjoy, offering a better quality of life, sustainability and commitment to the future.



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#### **THE JURY**

It means an innovative participatory budget process, based on meetings to participate where citizen choose, after a debate and a consensus, proposals for the territory. This project has obtained in a short time encouraging results. It is a process part of other dynamics for administrative modernization, creating a concept of human smart city.



## “Participatory Budgeting – 1st Edition”

### PROMOTER

Alenquer Municipality (Portugal) – 43.267 inhabitants

### SUBJECT AREA

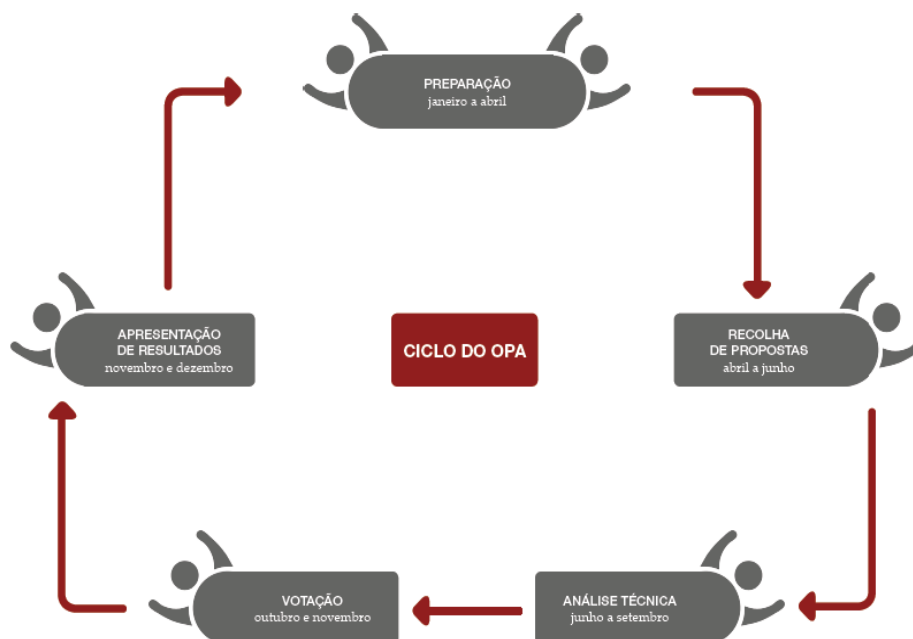
Participatory Budgeting

### + INFO

<http://www.opa.servidormunicipio.com/>

### SUMMARY

The Participatory Budget cycle consisting of five phases: First, evaluation and preparation; Second, the collection of proposals; Third, the technical analysis of the proposals; Fourth vote; Fifth and finally, the public presentation.



The overall budget of 300,000 euros spread across the eligible proposals for up to € 60,000. Of the 51 examined proposals, 31 passed to vote and 20 were rejected. Voting was conducted between October 15 and November 15, favoring the online procedure, to use a single channel of participation, affordable, simple and convenient. Each participant had two votes, one vote to be assigned to a different project and / parish.



However, in order to reach the whole municipality, there were developed a strategy of voting in parallel with the online platform, the face vote: at the town hall, in the library of Alenquer or in the van of Participatory Budgeting in a route includes 31 different locations in 11 parishes in the county.

31 proposals were put to the vote, declaring seven winning projects for a total of 2307 voters, with 4614 votes cast, representing 5.3% of the total population.



Up a deliberative session, and down the van that traveled around the city to encourage citizens to vote





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## **“Participatory Budgeting for the elderly”**

### **PROMOTER**

Alfândega da Fé Municipality (Portugal) – 4.767 inhabitants

### **SUBJECT AREA**

Participatory Budgeting / Citizen’s jury / Councils

### **+ INFO**

<http://www.cm-alfandegadafe.pt/pages/1016>

### **SUMMARY**

The senior participatory budget of Alfândega da Fé is an initiative of the Senior Municipal Council and the Municipality of Alfândega da Fé, which aims to give all citizens over 60 years, the opportunity to participate in making decisions about municipal investments, approaching public policies to the needs of the elderly.

With an annual budget of 10,000 euros to implement the Senior PB concern of the city is shown with an aging population and demand for measures to provide a good quality of life for older people, implementing policies and actions to promote active aging, giving voice to older people, calling them to make decisions on processes and projects that affect them directly.

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### **THE JURY**

The recognition of this initiative is based on too often public participation focuses on those groups that have greater access to the Internet. Consequently a phenomenon of technological exclusion is produced. Therefore an initiative directed to this social sector deserves our recognition.



## “Participatory Budgeting”

### PROMOTER

Ampasy Nahampoana Municipality (Madagascar) – 10.250 inhabitants

### SUBJECT AREA

Participatory Budgeting / Diagnosis workshops

### + INFO

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### SUMMARY

The experience of the participatory budget should reflect citizen participation in the development area. Indeed, the mayor and councilors are usually the only actors and executives in various development projects and the related decisions. The objectives of this experience are to:

- Allow the people to participate actively in the development budget (Determination of expenditure and income). They are involved in the prioritization of choice for the realization of various projects as well as improvement and diversification of the financial resources of the municipality.
- Transforming quasi-fiscal revenues of a non-renewable resource (mining products) in sustainable income for each household and professional education.
- Meeting the basic infrastructure and creating income generating activities for each household.
- Use these revenues in consultation with the communities through participatory budgeting.
- Ensure good governance, transparency and social accountability to citizens on the management of the municipality.





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## THE JURY

Ampasy is an example of good democratic practice because they understood that the profits obtained these last years by the settlement of mining as activity in the town had to be translated in the creation of a sustainable, real and future economy for the common good. To achieve this it has developed a participatory budget and a culture of collaboration that improves social relationships, while it creates wealth for their population.

The practice combines almost all eligibility criteria. Especially highlighted the following aspects:

- Viability. The experience is planned and organized in stages, looking for consolidation and it has among its objectives maintaining the initiative because it is based on external aid.
- Impact and transformation of the environment or its orientation to the economic development of the community.
- Vocation of formalization and modeling and have addressed the development of their transfer capabilities.

It is valued the implementation of participatory budgeting in a rural municipality which is less frequent than in urban areas; also the continuity of the process because, in a country of high conflict, this decision-making tool maintained for 8 years promoting citizen participation.

Also we highlight the great effort to adapt the methodology of participatory budgeting in a society with patriarchal features and design mechanisms to ensure the visibility of women in the process.



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## “Interactive Televised Town Hall”

### PROMOTER

City of Austin, Texas (USA) – 912.791 inhabitants

### SUBJECT AREA

Forums and audiences / Referendum/Public consultation / Open-government/ e-government

### + INFO

<http://www.austintexas.gov/atxn>

### SUMMARY

After the restructuring of the Austin City Council from a seven member at large council to an eleven member council representing geographic districts, more changes were also in store for the City of Austin council. The new council, eager to engage effectively and transparently, looked to restructure the committees and council meetings in order to facilitate more productive and timely meetings –however, this would call for some major adjustments. In order to successfully meet the needs of an ever growing and diverse city, the Austin City Council held a Televised Interactive Town Hall that allowed for feedback and communication among multiple platforms and a wide breadth of community engagement on the proposal to change the City Council meetings and committees.



In January of 2015, the newly elected Council began their terms in office and proposed to change the way council meetings and committees worked in order to increase efficiency in conjunction with the changes of the Council structure. Previously, Council meetings carried on very late at night with





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inconvenient hours that made it difficult for residents to attend and voice their opinions on major decisions. The restructuring would emphasize the use of Council committees to hold these public hearings before items reach the full City Council. The proposal plan included an altered approach to adding items to Council meeting agenda and a list of possible Council standing committees. More generally, the proposal also included better planning and management of the Council agenda to avoid late night meetings, more transparency into committee and commission records and a longer-term investigation into best practices for public engagement.

In order to make it easier for the public to view and share their thoughts about the proposal with the Mayor and the Council, the City hosted an Interactive Town Hall meeting jointly facilitated by the Community Engagement team with multi-platform engagement forums.

Those in attendance to the special called council meeting on January 22nd were given text-in phone codes for a text poll survey or paper questionnaires with same survey questions for equal participation opportunities. The council presented a brief presentation about their proposal and then audience members could raise their hands to ask questions. In addition to the in-person attendees, fifty-thousand Austin home phone numbers were automatically dialed and asked to participate in the live meeting to bring a larger sample base of voices to the Town Hall. People who choose to listen in through the phone call could even ask questions and participate in the two-way conversation. Besides attending the council meeting in person or through the phone-in method, Austinites could engagement and provide their feedback through other virtual channels at their convenience.

*Virtual Town Hall:* Austinites could tune into the live broadcast on TV, radio or online via [www.atxn.tv](http://www.atxn.tv). Viewers could even provide commentary by tweeting #myatxgov or calling call 18884001932 (En Español: 18884009342.) All texted in or tweeted in comments would be displayed on a screen for in house attendees to see as well.





*Speak Up Austin:* Before, during and even after the meeting, community members could provide feedback on forums established online regarding the specific changes to the Council Meetings on [www.SpeakUpAustin.org](http://www.SpeakUpAustin.org)

*Austin 311:* Additionally, people could call 311 and share ideas about the #myatxgov project proposal or use the free 311 phone app and share their comments on the Community Project Feedback section prior to the voting on January 29th.

In addition to the community members attending the meeting in-person, there were 3,943 residents (3,814 in English, 129 in Spanish) who accepted the invitation to participate by phone.

Austin 311 feedback (available before, during and after the meeting) accessible here: [https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure\\_Feedback\\_Memo\\_311Comments.pdf](https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure_Feedback_Memo_311Comments.pdf)

Speak Up Austin Forum (available before, during and after the meeting) accessible here: <https://austintexas.granicusideas.com/discussions/enhancing-public-participation-at-city-council>

Twitter Participation Report (available before, during and after the meeting) accessible here: [https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure\\_Feedback\\_Memo\\_TwitterComments.pdf](https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure_Feedback_Memo_TwitterComments.pdf)

Telephone Participation Report (from the live interactive Town Hall 1/22) accessible here: [https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure\\_Feedback\\_Memo\\_TeleponeReport.pdf](https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure_Feedback_Memo_TeleponeReport.pdf)

Live Text-In Poll Report (from the live interactive Town Hall 1/22) accessible here: [https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure\\_Feedback\\_Memo\\_LivePollingReport.pdf](https://www.austintexas.gov/sites/default/files/files/City-Council/Restructure_Feedback_Memo_LivePollingReport.pdf)

Ultimately, the January 22nd special called Council Meeting ended up being a success by municipal standards with a full house and high levels of virtual engagement.

In addition to all of the platforms coordinated by the City of Austin, outside community organizations and media outlets also provided event coverage (including, but not limited to):

- A. <http://kut.org/post/cant-make-city-council-meeting-austin-now-offers-input-options-online>
- B. <http://www.austinchronicle.com/news/2015-01-23/public-notice-government-by-committee/>
- C. <http://www.austineconetwork.com/event/austin-city-council-town-hall-meeting>
- D. <http://www.srccatx.org/2015/01/20/new-council-to-host-town-hall-jan-22-on-improving-public-engagement/>



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On January 29th, 2015 during the City Council Meeting, agenda item #26 was passed that approved changes to the meeting procedures and council committee structures, with sponsorship by ten council members. In addition to this measure, item #23 was also passed which approved the creation of an Engagement Task Force which would measure the success of the new committees, current City of Austin best practices in engagement, as well as other cities engagement techniques over the next six months to ensure the lasting successful effects of the Interactive Town Hall.

#### Supporting Materials

Full video, transcript and agenda of the meeting is available here <http://www.austintexas.gov/department/city-council/2015/20150122-spec.htm>

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#### THE JURY

This experience is innovative because it is a new method of approach with a varied audience, everyone can ask questions on the subject. Thanks to telephone calls people can intervene and explain their opinion on the project and discuss directly with politicians and leaders. Everyone can do it: man, woman, teens and other stakeholders or beneficiaries. The information is posted on the website and on social networks in order to achieve a maximum sharing and to receive the greatest level of information and feedback.



## “Participatory Budget of Child and Adolescent”

### PROMOTER

City of Belo Horizonte, Minas Gerais (Brazil) – 2.375.151 inhabitants (2010)

### SUBJECT AREA

Participatory Budgeting / Youth Participation

### + INFO

<http://gestaocompartilhada.pbh.gov.br/>

### SUMMARY

The city of Belo Horizonte has several forms of popular participation, which have been strengthened in recent years, as the Councils of Public Policy, participatory forums, conferences and Regional and Digital Participatory Budgeting.





In 2014, another mechanism designed to expand citizen participation was created: the Participatory Budgeting for Children and Adolescents (OPCA in Portuguese). Inspired by the already established Regional Participatory Budget, held in Belo Horizonte since 1993, the OPCA allows children and adolescents together define actions that are important for the whole school. The classroom, the playground and the school intranet have become spaces for discussion and deliberation.



In the first edition in 2014, it was made available R \$ 320,000, of which R \$ 20,000 for each of the 16 schools, involving about 10,000 students. The success of this experience is due to the collaboration of teachers, principals and students from the preparation of the proposal to implement the project. Thus, schools have appropriated the proposal, thereby facilitating the implementation of the project with students with the full support of the Education Secretariat.

Games, excursions, sports equipment, improvement of collective spaces and teaching media were some of the choices made by students through the voting site. Top-rated proposals significantly reflect the school environment and demonstrate how the students had autonomy in the statement of demands.



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The aim of the IPCA is to form in children and adolescents; the culture of participation from the promotion of dealing times with decision making, representative's election and setting priorities, respecting the collective interests of the school, according to the feature public available. There is no doubt that these experiences contribute to the formation of citizens willing to engage in collective issues of the city.



**THE JURY**

It is a process that promotes the participation of social groups like children and young people, in a city with a long history and tradition of participatory processes. That allows complete the existing dynamics, integrating more isolated social groups from the political decision, creating at the same time a powerful tool for participation and citizens.



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## “Participatory budget and school participatory budget”

### PROMOTER

City of Braga (Portugal) – 182.494 inhabitants

### SUBJECT AREA

Participatory Budgeting

### + INFO

<http://participe.cm-braga.pt>

### SUMMARY

Promote and qualify the political participation of citizens is a central objective of the Participatory Budget of the Municipality of Braga. The local authority also commits by the civic education of students in the schools of Braga, a task to be done with the help of the School Participatory Budget. Through participatory budgeting, citizens who vote, work or reside in Braga are urged to decide what to do the municipality with a budget of 750.000 euros and a portion (100.000 euros) are intended for School Participatory Budget. The cycle of participatory budget in 2016 began in September 2014 and ended in October 2015. It included several stages and citizens were urged to participate at every stage.

The initial phase covers a wide range of initiatives about participatory budgeting dissemination. After that, they held public meetings for clarification and discussion sometimes for the population in general and sometimes only for specific sectors (special attention to the disabled and the elderly), and students and teachers. In these sessions, the innovations around the participatory budgeting over the previous year were presented. The changes aimed to improve the conditions of participation and make more representative the outcome of the process.

Open the deadline for submitting applications, working meetings with citizens, who expressed their willingness to participate more actively, were held. Followed by the technical analysis by the local authorities; the divulgation of the list of approved and rejected projects, with the explanation of the reasons for the acceptance or rejection; and a period of claims. After the final decision, we proceeded to vote the projects in two phases. First, each citizen chooses the preferred project in each of the following six areas: environment and energy; social cohesion; equipment (improvement or repair of social facilities, cultural, etc.); public spaces (gardens, parks, squares, etc.); assets (tangible and intangible); security and civil protection; Traffic, mobility and accessibility; tourism, trade and economic promotion. Therefore, thirty projects, corresponding to the five most voted in each area are selected. In the second phase, each citizen chooses the project which they want the municipality promote and execute during 2016.



During the voting period, divulgation initiatives were multiplied. It was organized an exhibition in a public space in the city center, pamphlets were distributed and a supplement was published with the presentation of projects. Citizens who presented the proposals played an important role to mobilize votes. 9.455 citizens exercised their vote (in 2014, had voted nearly the half), which means the good citizen response to this instrument of participatory democracy.

The submitted proposals, signed by citizens of all ages and come from most of the parishes of the region, are varied and they encouraged participation in the areas of competence of the local authority. The School Participatory Budget allowed the implementation of educational projects of enormous importance.

#### O Orçamento Participativo em números







## “The participatory process in the territorial development of the municipality”

### PROMOTER

City of Candelaria, Tenerife, Canary Islands (Spain) – 27.831 inhabitants

### SUBJECT AREA

Open Government / Forums and audiences / Model of citizen participation

### + INFO

<http://www.candelaria.es/index.php/participacion-ciudadana1>

### SUMMARY

Social participation is a key component in the strategy for the development of the municipality of Candelaria. Its expression results in the configuration of a process where individuals, groups and the community become more responsibility in the governance of common issues, increasing their ability to cooperate, raising their level of information and awareness about public affairs and understanding the importance of have well-founded opinions. In addition, we have learned to consider and understand the reasons of other actors. The City Council has facilitated the concurrence of the citizens thanks to effective and efficient channels like the next ones:

COMMUNITY TABLES, a meeting place for members of associations, groups, representatives of neighborhoods, neighbors as individually and town councilors. They are organized through regular meetings with the objectives of debate issues of public interest. In addition, propose and implement dynamic actions in towns which are designed and implemented among everyone and design municipal projects, mainly about equipment and infrastructure. According to the peculiarities of the municipality, they have created 5 community tables, which correspond to homogeneous territorial units from the socioeconomic point of view. Some tables include several towns and others are restricted to a single population center: 1) Community table for Barranco Hondo; 2) Community table for Igueste; 3) Community table for Araya, Las Cuevecitas and Malpaís; 4) Community table for Candelaria Casco-Playa La Viuda; 5) Community table for Punta Larga-Las Caletillas.

TALKS WITH THE MAYOR, holding group meetings between the government and the towns, only with neighbors of different age and selected randomly, to share information and different views about the dynamics of development municipality, its main problems and potentials, and to report any incidents they see in the town and that is decreasing the quality of life of everyday citizens. Meetings are held in every town and 15 or 20 neighbors are selected in each case. Participants freely decide the topics which concern general problems about the town. The main objective of this initiative is to expand the participation process to citizens as individually, although they do not belong to any association or group.



"CANDELARIA DECIDE" and "FORMA EMPLEA" are two training projects that were financed by the Canary Islands Employment Service, through which, during a year, have been trained and qualified, as students or workers to 30 people unemployed, in development strategies for the territory based exclusively on participative processes.

"CANDELARIA PONTE GUAPA" is a web portal to communicate to the City Council any incidents and suggestions. Through this system, not only the information is sent, also the citizen can track the viability of the proposal, the processing status and the estimated time for resolution. It has a bulletin board where associations, groups and neighbors can publish activities and proposals considered of general interest to the rest the community.

MUNICIPAL PROJECTS. It has been developed several experiences where participatory methodologies have been applied to the design of municipal projects of community interest: remodeling spaces, sports facilities, cultural centers, Municipal Strategic Plan and Citizen Participation Regulations. All this has meant an increase in quality of projects since the public has had the opportunity to design them based on collective needs.



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## THE JURY

The practice has combined almost all eligibility criteria but especially the following:

- Planning and articulation of participative practices and alignment with different agents.
- Commitment of the municipal institution with the participation of a stable and active role in the evaluation per part of the citizens. Open to all political parties with or without representation.
- We believe that it is a strong experience that aims the participation of various groups and it works for the individual participation in the "participative tables". Also it includes an evaluation process with a clear feedback.



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## “System of Popular and Citizen Participation”

### PROMOTER

City of Canoas, Rio Grande do Sul (Brazil) – 320.000 inhabitants

### SUBJECT AREA

Participatory Budgeting / Councils / Open Government / Forums and audiences / Public participation in the Law

### + INFO

<http://www.canoas.rs.gov.br/site/home/pagina/idDep/1/id/110>

### SUMMARY

The city of Canoas is part of the metropolitan area of Porto Alegre, capital of Rio Grande do Sul, Brazil. With a population of over 320,000 inhabitants, the city is an industrial center and has 38 ° Gross Domestic Product - GDP among all Brazilian cities and 3rd of Rio Grande do Sul with a diversified economy. Canoas is now national and international reference in citizen participation and transparency in public management, with innovative tools. The city also stands as an educational pole with the second state educational network.

Since 2009, the local administration started an innovative project in local management, based on transparency, citizen participation, social inclusion and qualification of public services. The municipality has advanced in the process of citizen participation with the creation of channels of communication and interaction with citizens to address and find solutions to the challenges of a growing city.

The municipal administration has then implemented the System of Popular and Citizen Participation that involves a set of initiatives oriented for decentralization of management, providing a rapprochement between the government and civil society. The system, which each year adds new forms of participation, now covers 13 tools organized into five areas, according to the characteristics, methods of planning, level of participation and monitoring demands.

The System of Popular and Citizen Participation consists of the following tools:

#### Collective Tools Action Lawsuits

- Participatory Budget: Citizenship aims priority works and services for the neighborhood and for the city choosing an annual vote. The city is mapped into 15 micro-regions, reserving for each one million *real* (Brazilian Real), reached at the end, adding the work of the city with over a million *real*, 16 million *real*, and equivalent to a third of the free resource annual investment for the municipality.



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CITIZENS' PARTICIPATION



O I D P

Already performed 5 editions, where 102,987 people voted. Highest rate in Brazil of participation: 10% of voters of Canoas vote PP.



- **Better Neighborhood:** Citizens can decide where to allocate the 50% of the IPTU (Tax on Predial Property and Urban Territory) for the project in his neighborhood, for example. Each project cannot exceed 200,000 *reals*, having obligatory of counterpart of 20% of the proposing entity in volunteer work and donations of materials or services. At each year, through public selection, approved construction projects for the community that has social impact, public interest and community use.
- **Business estates:** The industrial areas of the city have special attention, with this semi-annual meetings are organized in which all companies are invited to participate, and where representatives of workers and companies present claims and existing problems in the local. As part of these process, 238 companies in 6 polygons had participated.
- **Plenary of Public Services:** Plenary are conducted every semester for each quadrant of the city. Management is accountable for the goals achieved, presents the status of the works of each region and citizens have criticisms and suggestions in a forum together with the Mayor and the Secretaries. In total, 12 editions involving 9,827 people and 5,367 claims.



### Individual applications tools

- **Mayor on the Street:** Every Saturday, the Mayor, Vice Mayor and municipal secretaries make attention to community in a structure installed on the street or in a place in one of the quadrants of the city. The idea is to demystify the authority, leaving the cabinets, office managers and bring citizens to meet the demands and expedite the resolution of the same. Since 2009, there have been 277 editions at Saturday with more than 29,000 attendances.
- **Mayor in the station:** Every Thursday, from 6h30min to 8h30min, the Mayor dialogues in open space and accessible to all workers and underground users, where attention is realized, every week, in one of the subway stations of the city. This tool was implemented in 2012 and totally 87 editions with 5.225 attended people.
- **Public Hearings:** In a model of participatory democracy is fundamental to open spaces of public power for the population as well, with the challenge to better comprehend the demands of citizens, Mayor attends individually in his cabinet 20 citizens every Monday. Since 2009, there have been 221 editions registered 3,302 / people attended.

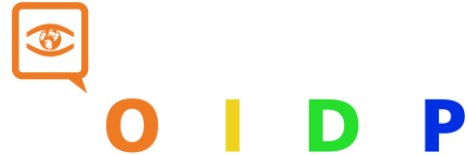


#### Collaborative tools

- **Agora in Rede:** virtual tool that allows online dialogue between the population and the Mayor and the Municipal secretaries weekly. It allows access to videos, among other multimedia possibilities for interaction on issues involving the city. Already they made 52 editions with 9,357 registered users.

#### Strategic Development Tools

- **Congress of the City of Canoas 2011-2021:** The 1st Congress of the City has conducted discussions over a year, where citizens proposed and discussed the future of the city. This process ended with a conference with over 600 delegates, where 104 strategic actions were established and 43 and initiatives shaping the strategy of the city for the next 10 years.
- **Participatory Multi-Year Plan:** It is a tool created to implement programs and strategies aimed population as necessary. In each neighborhood, open community meetings are organized to hear what people suggest as priority investments for the next four years. In the 2009 PPA it registered 2.782 participations and in the 2014 PPA, 1608 participations.
- **Sectorial plans:** It is the realization of thematic regional forums in every area of government, such as health, safety and education, to discuss priorities and structure for the provision of services, concluding with a final conference of municipal plans in a particular area of government. Four



participatory plans were made: of public safety, health, education and sanitation, adding 4.492 citizens that have participated.

#### Coordination tools

- Council for Economic and Social Development: It is a council that brings together 50 professionals from different areas in a transparent and collaborative dialogue to assess and reviews the public policies of the municipality. The meetings are organized every two months. Already they made 41 editions with 50 counselors and 30 special guests to each meeting.
- House of the Councils: A space that brings together 33 municipal councils and provides human resources and necessary materials so that the work of the counselors is realized with more effectively.

In seven years of the current municipal administration, more than 170 thousand people participated of the tools of the System of Popular and Citizen Participation.

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## THE JURY

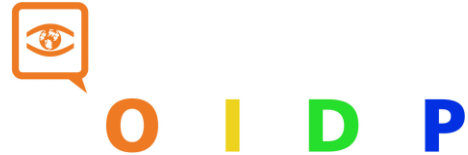
Canoas has a very organized and stable system of popular participation formed by 13 tools oriented to collective, individual and collaborative demands, which achieves a successful strategy of action for the common good. Proof of this is that a third of the budget is destined to the participation and a horizontal management. There is an authentic synergy leaders-citizenship.

The experience of Canoas aims to reach a multiplicity of the objectives defined by the call, focusing in particular on the inclusive dimension into the complexity of multi-level decision making processes regarding not only the short term policies but also strategic choices for local development.

The experience revealed an impressive innovative design of the interactions between different participatory tools (Individual, Collective, Collaborative, Strategic, Negotiation) involving different publics and local stakeholders. The system appears to be able to provide multiple channels of interaction between citizens, groups and local authorities, simplifying the access to the complex issues at stake in the participatory debates.

Finally, the complexity of the local participatory system presented appear to be the result of a persistent activity of research and monitoring on previous experiences, adjustments, extensions and spin off generated by the core practice of PB. It highlights the importance of rigorous and systematic monitoring on participatory processes.

The participatory system developed in Canoas, shows continuity since 2009, reaching more than 300.000 people. It is a comprehensive and innovative experience, which includes various participation channels through which civil society-local government ties are strengthened. We believe it is the practice of participation very completed, with a systemic approach to the territory. The 13 participation tools allow having a very broad view of different social sectors on the needs of people and the territory. The participation system has a strong political and technical support on the Prefeitura.



## “Ideas.Info”

### PROMOTER

Chilean Council for Transparency (Chile)

### SUBJECT AREA

Open Government / E-Government / Referendum/Public consultation / Public participation in the Law

### + INFO

<http://goo.gl/oljYSF>

### SUMMARY

“Ideas.Info” is a virtual platform of citizen participation designed and administrated by the Council for transparency (CPLT), which aims is to create an open space to the public where they can demand transparency initiatives through petitions, which at the same time can be supported by other citizens. When a request reaches a certain quorum of support, the Council for Transparency must rule on it. The main features of the platform consist of the following:

1. **Petition system:** The access to the platform is via a web page where the user must create an account with a username and password. Once registered, the user will publish its request in free text, subject to review by a moderator who, according to the terms of use-can accept or reject the request. After submitting the application request, the user must wait for a confirmation e-mail of the status of the publication. After submitting the application request, the user must wait for a confirmation e-mail the status of your publication. Accepted requests can be shared by social networks in order to obtain greater support from the public. Similarly, the user can support other requests, by signing them and spreading them.
2. **Admissibility of requests:** The platform requests are subject to assessment by a moderator; therefore, in the first instance they are in a standby state. The reasons for rejection of a request are based when a request does not meet the terms of use. When a request is rejected, the petitioner is informed the reason for the decision.
3. **Submissions:** The petitions on the platform are restricted to a total of 120 characters. Once the request is entered, the Transparency Council sets a deadline of two working days to assess the admissibility of the same. In the case that a petition is admitted, it informs this condition the author of the request by e-mail. Moreover, the petition is published in system for any user to collect signatures of support. The author of each request may have the power to close his request if it is active.





4. Signatures and term of requests: The quorum for the Council decides for a petition is of 1,000 signatures within a stipulated period of three months. Each petition generated has a URL direction that allows to be shared by social networks. In this way, it enables the petitioners advertise their request and collected as many signatures as possible.

5. Terms of use: Terms of Use promote that requests are generated within a framework of respect, creativity and collaboration among the participants, and that the petitions are confined to the subject and possibilities of realization by the Council. To do this, the use terms stipulated in the platform are:



- Propose ideas related to the scope of the Transparency Council and the Right of Access to Public Information (promoting good practices, oversight, policy recommendations, etc.).
- Ensure public issues rather than make requests to a particular individual interest.
- Present simple content, direct and easy to read, without disclosing personal or sensitive data.
- Use a language of respect and collaboration.
- Focus on matters of public character and not in the direct intervention of a case or a claim processed in the council.

The CPLT will review and evaluate which of the proposals, ideas or requests in such platform, meet the criteria of relevance, reality and opportunity, for consideration at a time of accession.



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The public may review each and every one of the proposals, requests and ideas admitted to said platform, and the reasons why were or were not considered for the accession period. In this sense it is published on the web both open requests (waiting admissible and signatures), closed (but permissible arrears) and rejected (ineligible for not conforming to the terms), and the various classification categories.

The bonding step will involve the publication of those proposals, ideas or requests selected by the CPLT, according to new criteria stated in the online platform of electronic site CPLT, so that they are available to the public for a period of 6 months, during which they may join or sign in sign of support from those who most represent. If the proposal achieves the goal of 1,000 signatures within that period the Council for Transparency will undertake actions to comply with the requirements.

ingreso / registro

IDEAS.INFO  
TUS IDEAS EN TRANSPARENCIA

CONSEJO PARA LA TRANSPARENCIA | UNA PLATAFORMA DEL CONSEJO PARA LA TRANSPARENCIA

INICIO EN QUÉ CONSISTE TÉRMINOS CÓMO FUNCIONA IDEAS NUEVA PETICIÓN

## PERFECCIONAMIENTO DE LA NORMATIVA SOBRE PROBIDAD CON ÉNFASIS EN LA TRANSPARENCIA

Alvaro García

Las actuales normas de probidad contenidas en la Ley orgánica constitucional de Bases Generales de la Administración del Estado han resultado ser insuficientes para hacerse cargo de la trazabilidad de información que contribuyan a la prevención y detección de los conflictos de intereses y las situaciones de enriquecimientos ilícitos de actores políticos y funcionarios públicos.

Es importante entonces mejorar el contenido de la información, usabilidad y disponibilidad de las declaraciones de intereses y patrimonio (por una parte) y, en los casos de altas autoridades, disponer de instrumentos como los sistemas que establecen la obligatoriedad de celebrar mandatos de administración o la enajenación forzosa de activos.

The public may review during the course of the newly appointed accession period, the number of adherents that have each one of these ideas or proposals. At the same time, the respective citizen or organization can promote your idea or proposal by the ability to share your request in social networks or sending via email.

## THE JURY

As a national experience, we believe that it is very innovative and educational. Being similar to Change.org but implemented by the State, this new platform commits the government to study the legality, practicality and viability of the proposals suggested by citizens. It is an auspicious tool and a participatory process fully replicable and with a low cost.



## “Open and participatory council”

### PROMOTER

City of Cordoba (Argentina) - 1.329.604 inhabitants

### SUBJECT AREA

Public participation in the Law

### + INFO

<http://concejoabierto.cdcordoba.gob.ar/>

### SUMMARY

The Deliberative Council of Cordoba (local legislative body) is positioned as a pioneer in promoting access to public information and the use of new technologies to open and bring the institution to neighbours.

Deepening its policy of transparency and access to information, the Deliberative Council of the City of Córdoba continues to publish data in open format for media, citizens and organizations so they can have direct access to the activity and operation, documents can be downloaded, analysed and reused.

Open council is an initiative promoted by the Deputy Mayor of the City of Córdoba, Dr. Marcelo Cossar, V0082 approved by the Decree of December 16, 2014, which consolidates the work of three years of management in a series of initiatives that include the development of systems of quality management in the legislative process, strengthening transparency and accountability through the development of a new website of the Deliberative Council <http://concejoabierto.cdcordoba.gob.ar/>, the functioning of the Office of Access to Information, and head of digital social networks as a means of communication and interaction with the public use.

By using Junar, one of the world's leading platforms on open data, it was possible to publish data and generate various resources quickly and easily, so that they can be worked on, organized and shared by all the people interested to Parliament information and their councillors. In this way, the publication and use of open data promotes innovation through reuse, allows the development of new applications and services, and generate new roads of collaboration with citizens.

With regard to legislative activity, can be consulted the assists of the councillors at the legislative sessions since the year 2011 to the last meeting held, the legislative projects presented since 2008 to the last session, the attendance at Commission meetings, the public hearings made, how to vote on each project and the cases admitted daily. The political and personal staff plan updated is also available,

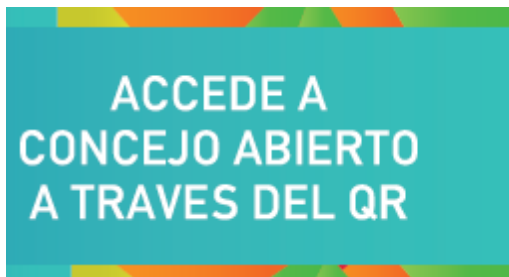


as well as personnel in charge of the Deputy Mayor and Aldermen. On the budget, you can find a list of suppliers and budget executions.

In open council, you can access the following resources: Data sets (collections of data that can be opened and presented in different formats, allowing reprocessing and rework by those who use them); Data Views (resources created from a set of data showing information by way of tables, rows or columns, presenting more friendly and clear manner); and views (graphical representations of selected data).

Since its launch in December 2014, the Open Council has tripled the published information, currently counting that has more than 200 resources that can be downloaded and reused: 117 data sets, 150 views, 6 outstanding collections of data, displays and graphics of the available information. Only between the months of July and September 2015, the data portal received more than 20.000 visits.

In April last year, it has been made the launch of the new portal of the Open Council (<http://concejoabierto.cdcordoba.gob.ar/>), which has more friendly and accessible design for the residents, as well as the opening and publication of the information contained in the covers of Affidavits of Deputy Mayor and Aldermen and the displaying full information from a QR code that can be read on any device: <http://concejoabierto.cdcordoba.gob.ar/index.php/viceintendente-y-concejales/>



This new initiative was presented at the 15th Conference of the IOPD (International Observatory of Participatory Democracy): "Open Government: Transparency and Citizen Participation", held in the city of Madrid from 24 to 26 March 2015.

In May 2015 it was organized in the historic Cabildo of the city of Cordoba the "First Day of Open Parliament" which aimed to promote the discussion and the debate around the concept of Open Parliament and open data as a tool to promote transparency, participation and the collaboration of citizens in public affairs.

Also Government Days were organized (jointly with the Planning Council of the province, the ICDA, and Junar and Open Data Cba.) Under which he developed the Hackathon that had three axes: 1. Virtual Platform for Public Policy: Build a platform fosters public participation in the development of Public Agenda, encouraging the generation of new project ideas, using the knowledge and experience of citizens to help in the design of public policies; 2. The City Council Open Data: Build platforms,



developments and views from the Open Data published the Deliberative Council of the City of Córdoba;

3. Transparency in public procurement: Scale development "Medusapp", an electronic tool to facilitate the dissemination of information on government procurement processes. The development seeks to generate commitment to transparency on the part of the suppliers.



To view and download information there are the next links:

- Legislatives projects presented at the Deliberative Council since 2008 to date:  
<http://cdcordoba.opendata.junar.com/dashboards/9398/proyectos-legislativos-2008-2015/>
- Public Hearings (since 2008 to date):  
<http://cdcordoba.opendata.junar.com/dashboards/8892/audiencias-publicas/>
- Politic plant and staff of the Deliberative Council:  
<http://concejoabierto.cdcordoba.gob.ar/index.php/datos-abiertos/personal/>
- Budgetary execution:  
<http://cdcordoba.opendata.junar.com/dashboards/8911/ejecucion-presupuestaria/>



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## **“Better to prevent”**

### **PROMOTER**

City of Cuenca (Ecuador) – 505.585 inhabitants

### **SUBJECT AREA**

Participatory Budgeting

### **+ INFO**

<https://www.facebook.com/emovepcuenca/?ref=ts&fref=ts>

### **SUMMARY**

Society to feel controlled, feels the premise that the institutions responsible for the matter only advocate to punish and generate economic revenue, turning the concept of coercive agencies. The improvement ideal for an integral action in the present case is the complement of the control activity with the educational prevention activity; that through the implementation of educational-communication strategies strengthen the concept of law enforcement, as own benefit and respect for others. The practice of inherent habits in the basic rules of respect in mobility to all segments of the society, reinforce the complicated task of establishing a road culture, capable of transcending and establish itself as characteristic of a city emblem to live better.

The accident at being a problem of multi-casual nature requires emergent intervention of entities and social actors protagonists in this area. The launch by our institution governing actions to generate positive results, led based on a preliminary analysis of the statistics that manages the OCSMs EP, planning and conceptualization of a project communication traffic named " Best prevent", which is through communication processes, awareness and education on road safety, motivate the change of citizenship practices for the effective exercise of social respect among users of mobility and evade the consequences weigh disrespect for the law. Through the implementation of the communication for road safety “Better to Prevent” campaign, is established in our society the conception of EMOV EP, as an entity that not only is in charge of the traffic control and ground transport, but also cares for the information and prevention of incidents in the area of mobility; the results are favourable to the company commitment and welfare of citizens, but the duty of prevention closely linked to the control may not be possible, so it is necessary to ensure the continuity and permanence of communication processes, public awareness and education on road safety and social responsibility, in order to motivate change of citizenship practices for the effective exercise of social respect among users of mobility.

For the compliance the project objectives, has been proposed the following activities:



## ACTIVATIONS OF AWARENESS AND SENSITIZATION

Activations in streets, traffic lights, discos, bars, fairs, institutions, companies and strategic locations in the city of Cuenca, mock traffic accidents.

## EDUCATIONAL AND COMMUNICATIVE

1. Elaboration of products, communication parts in order to promote the campaign, according to the graphic and conceptual line thereof.
2. Campaign brochures and printed materials for dissemination.
3. Production of wedge or pattern radial.
4. Placement of outdoor advertising, mobile advertising.
5. Evaluation and results of the campaign.

## DIGITAL COMMUNICATION

1. Digital campaign and design, content management for Facebook
2. Facebook ads management, strategic investment to reach the target audience of the campaign.





## “Public consultation to choose the location of the high school”

### PROMOTER

City of Dioudoubou (Senegal) – 7.589 inhabitants

### SUBJECT AREA

Referendum / Public consultation

### SUMMARY

Public policies carried out so far in the field of education by the State recommend people of the country, including areas where the Koranic education has a strong presence, to enroll children in the French school. In record time, almost all local children were enrolled in primary school. So it was time to work on keeping them in school. That is precisely the reason of this problem, because we have to solve it not only allowing these children to continue their studies, but also close to their parents. Having problems to have this institute, people through a letter request it to the authorities, who contact with the academic authorities.

In response to that request, the authorities see the framework for the creation of an institute. Therefore, it was necessary to call the actors of the municipality for the use of this document in which, in addition to the criteria that are the responsibility of the academic authorities, choosing a place to build the institute should be elected by the locals.

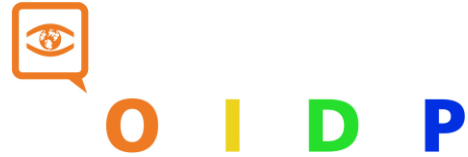
The aim is to involve locals in choosing the location of the new high school in the municipality. A wide divergence was observed during the election. Each town thinks that the institute should be built into it. It is an aim to involve the entire population therefore the students and academic authority as well. It means that once made the choice, parents agree to enroll their children. The investment in the future, in terms of the construction of classrooms, the expense in lectures and training materials will not be in vain due to it justifies the goal.

The choice of the construction place for the new high school requires consensus. That is why it was necessary to find a place of consensus that takes into account these aspects: an easy access for students and staff, reducing the distance that students should do, solve the problem of tutor and facilitate installing the infrastructure the institute will need (water supply, electricity, telephone line for the Internet connection), in addition to the Ministry of Education criteria.

That's why the Municipality made the public consultation which should achieve:

1. Finding a consensus on the choice of location.
2. Involve citizens in the construction of three classrooms with HIMO system ("High intensity of labor" in its French acronym).





A technical meeting was held at City Hall. He defined the following approach:

a) Set three teams of three people: two boys and a girl who will carry out the survey in the three areas of the Municipality (downtown area, forest area and fluvial area).

b) Provide the following questionnaire:

- The State of Senegal wishes to authorize the establishment of an institute in the communal perimeter, where do you think we should install the institute? Justify your answer.

- After the approval of this institute, the Town Hall will build the first three classrooms through citizen participation. In your opinion how should be this participation?

C) These questionnaires will be subject of return with the participation of:

- Sub-prefect of Simbandi Brassou
- The inspector of education and training of Goudomp
- The representative of the academic inspector of Sédhiou
- The support team for local development
- The representative of the Regional Development Agency
- Community organizations
- The GPF
- Heads of the small village
- Representatives of the CSA (civil society associations)
- The town imams
- Civil society



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## “Your home, our commitment”

### **PROMOTER**

Basque Observatory of Housing and the Department of employment and social policy of the Basque Government (Basque Country, Spain) – 2.173.210 inhabitants

### **SUBJECT AREA**

Diagnosis, prospection, prioritization, monitoring etc. workshops or spaces / Others: Housing policy and participation

### **+ INFO**

<http://www.garraioak.ejgv.euskadi.eus/r41-ovhome/es>

### **SUMMARY**

Not too long ago, public administration makes her the maximum of the enlightened despotism “Governing for the people but without the people”. Fortunately we have experienced historic progress and now we are able to encourage an open and transparent government, where new technologies of the communication allow us to move much more efficiently and sustainably.

In the case of the Deputy Ministry of Housing of the current Department of Employment and Social Policy of the Basque Government, these axioms of open government have been internalized many years ago. The search for new ways to generate knowledge networks, creating stable relationships where conversation and manage conflicts and to collaborate, cooperate and share responsibility in the definition and evaluation of public housing strategies has led us down a road that while for many years he has been in solitary, it has always reported improved participatory public policies.

In this regard, we have been pioneers in achieving ISO 9001: 2008 in 2005, and since then have a place in the Planning and Housing Operational Procedures (SEPYP), responsible for quality and continuous improvement. As well as being the only ones to carry out a continuous assessment of our public policies.

We have been walking slowly in getting an advanced organization where the legal obligations now in the regulations, they are not a novelty in the way we work.

Therefore, citizen participation in housing is a way of governing and not a tool for this purpose. Integration into the political life of democratic decisions of stakeholders and the public in general is a healthy exercise that we practice legislatures behind. Proof of this is the United Nations Award for Public Service in 2012 (UNPSA) for our project "In housing, all opinions count."

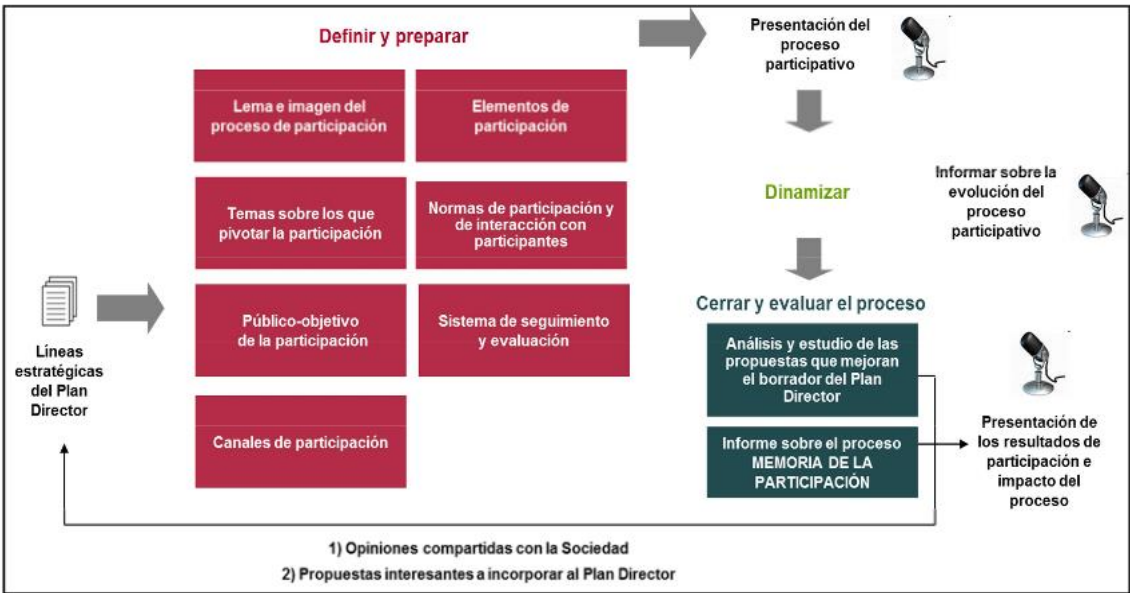
We do not know another way of working that conversation, dialogue and the effort to understand positions (unrelated) with the aim of the common good, more necessary now than ever because the

economic crisis has created new opportunities and demands for greater efficiency, efficiency and equity in public housing policies.

The project "Your home, our commitment" born of the conviction that a 4-year strategic plan in housing, it shall collect polyhedral visions expressing society. Therefore, from the SEPYP it was decided to launch an ambitious social partnership in the realization of the new Director of Housing 2013-2016 (PDV) Plan. A project that contains a wide range of actions, but derived from a single objective: encouraging debate and collection of all possible inputs on the main lines of the Basque housing policy. To this end, it seeks maximum transparency, both regarding the information provided during the entry process, and the evaluation and reflection of the contributions received.

The recipients of the participation process were citizens (mainly public housing applicants) and expert agents (City Councils, Provincial Councils, social groups, lawyers, economists, architects, builders and developers, financial institutions, universities, etc.).

The PDV participation process lasted four weeks, during which through a huge concentration of effort, citizenship and experts told agents with different channels enabled to allow participation, consisting mainly of web media commonly used for the Department of Employment and Social Policies: Blog share created for this purpose, space for debate enabled the Basque Government Irekia platform, Facebook and links from the website of the Basque Housing Service Etxebide, the website of the Department of Government Intranet , site of the Basque Observatory of Housing and coordination with other actors were advertised to us as the accesses professional associations of the sector.





Communication with citizens is established by sending emails to persons seeking public housing registered in the register of agents and experts Etxebide. Thus they were invited to participate in the process and were provided with links to platforms and surveys through which they could express their views and make their contributions. Communication has been a great challenge that we solved with press releases, mail communications, letters and publications on websites and online platforms. The return to society of their effort has been thorough and scrupulous. And we have explained publicly why it has built and why not on the housing strategy and most importantly, why. They have sent emails, thank you letters, published results during and at the end of the process, and have been massively used the websites that we had at our disposal for managing the entire content as opposed we collected. The new PDV 2013-2016 is a melting pot of all of us sees ourselves where and where it has tried to solve the access to decent housing for people.

However, this project does not end with its wording. Derived from the actions that it undertakes, the Deputy Ministry of Housing must implement new regulations result of the changing reality. Therefore, each of these leads must contain in its design, collaboration and citizen participation. Therefore, currently, we are in a thread engagement with aid for the rehabilitation of housing. This thread is allowed us to explore new methods of approach because our target audience is also much more concrete. In order to make a joint reflection regarding the approach to amend the regulations governing the management of the areas of integrated and degraded areas rehabilitation, we have developed two workshops Rehabilitation experts in the field, we have set up five tents in the municipalities more need to undertake rehabilitation work, we have integrated in our reflection to Property Administrators of Euskadi as timing belts and information management, and have made parallel a statistical survey of the beneficiaries of such aid in the past .





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Now we are in the phase of integration of contributions in the new regulations that will be developed in 2016 and to design a communication plan to be as scrupulous as the PDV.

Our journey follow the same path in the following threads that have to be addressed, because we no longer know how to work any other way, nor will the public sector will not understand.

In 2017 we will have to address a new Director Plan of Housing, which will go the way of citizen participation and transparency followed by all of the above.

The systematic evaluation of housing policy with accountability to society through the Basque Housing Observatory and the Basque Parliament for political control continues today and will continue in the future.

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## **THE JURY**

This initiative empowers the social fabric and promotes public policy evaluation, a key to improve the management of public affairs. This experience is a remarkable effort of coordination and planning of the citizen participation. The methodology used, the extension of participation achieved, its high degree of reproducibility and its low cost of implementation, makes in our opinion worthy of the 10th Distinction.



## **“First municipal council of adolescents: the coexistence in multicultural societies. Respect, dialogue and interaction”**

### **PROMOTER**

Ilion, Athens (Greece) – 84.793 inhabitants

### **SUBJECT AREA**

Councils

### **+ INFO**

[www.ilion.gr](http://www.ilion.gr)

### **SUMMARY**

The 1st Teenagers' Municipal Council was held in Ilion (Greece) on the 21st of October 2015 in the municipal premises under the form of a simulation exercise. The experience took place within the framework of the European Local Democracy Week celebrated in late October 2015 under the 2015 annual priority of the Council of Europe "Living together in multicultural societies. Respect, dialogue, interaction". The experience has gained more relevance, given that Greece has become a host country of migrants since the early nineties and a transit route for an unprecedented flow of refugees and migrants flows in 2015 directed to other European destinations.

The 1st Teenagers' Municipal Council simulated the workings of a real municipal council's meeting respecting the rules and norms that apply having the following theme on the agenda: "Living together in multicultural societies. Respect, dialogue, interaction. Benefits and challenges ahead". They were divided in three groups of ten, representing the municipal authorities, the opposition and the civil society (local entrepreneurs, non-governmental organizations, local committees).





The participants representing the municipal authorities developed their arguments in favor of multiculturalism. More specifically they recalled the experience of Greek Diaspora and the experience of former Greeks as refugees abroad. They mentioned the obligation of national and local authorities to respect the rights of refugees enshrined in international treaties, European and national legislation such as the 1951 Geneva Convention on Refugees, the European directives on minimum standards for the reception of asylum seekers and for granting and recalling the refugee status and Greek laws that incorporate the above mentioned obligations in the internal legal order. They highlighted the role migrants and refugees can play in filling labor market needs in sectors where Greek employees are scarce and functioning complementary with their Greek counterparts bringing valuable skills and experiences with them. They stressed their contribution in enriching local culture and promoting tolerance and mutual understanding between different ethnic groups, religious beliefs and cultures. Their success in overcoming suffering and discomfort in their quest to find a better place to live away from their country of origin and their efforts to adapt in a new society make them successful models inspiring other people with their courage and persistence, as it was also mentioned by the supporters of multiculturalism.

For its part, the opposition side referred extensively to the difficult economic situation of the country, the high unemployment rate and the lack of financial resources that do not allow the absorption of all incoming migrants and refugees in Greece. They also warned about the danger of spreading racism and tension among Greeks and foreigners especially in places of great concentration of migrants. The security challenges that pose the flux of migrants given the lack of infrastructure for proper registration in entry spots were also raised. The opposition stressed the need for more European help through financial assistance and a more equal redistribution of migrants and refugees according to each European country's GDP.





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Participants of the civil society representing the local market expressed their concern about a possible degradation of the local society because of the large number of migrants in their region. Representatives of school associations emphasized the need to set up special classes for the reception of school aged migrants in order to secure their proper adjustment in school life and participants acting as members of a local NGO supported the idea of setting a network of volunteers to provide incomers with relief, food and shelter in an attempt to function complementary with state and local authorities.

The event was transmitted through the web TV of the Municipality of Ilion ([http://www.hellasnews.tv/site/index.php?option=com\\_seyret&Itemid=90&task=videodirectlink&id=1312](http://www.hellasnews.tv/site/index.php?option=com_seyret&Itemid=90&task=videodirectlink&id=1312)) and in sign language so as to be accessible to people with disabilities. The minutes of the exercise were also kept and disseminated to all participants to remind them of their participation in the 1st Teenagers' Municipal Council.

**ΔΗΜΟΣ ΙΛΙΟΥ**

**ΠΡΟΣΚΛΗΣΗ**

Ο Δήμαρχος Ιλίου Νίκος Ζενέτος σας προσκαλεί στην εκδήλωση της 1ης ευρωπαϊκής εβδομάδας τοπικής δημοκρατίας που έχει ως σκοπό την καθιέρωση του Δημοτικού Συμβουλίου Εφήβων ως επίσιου θεσμού.

**ΔΗΜΟΤΙΚΟ ΣΥΜΒΟΥΛΙΟ ΕΦΗΒΩΝ**

**1η ΕΥΡΩΠΑΪΚΗ ΕΒΔΟΜΑΔΑ ΤΟΠΙΚΗΣ ΔΗΜΟΚΡΑΤΙΑΣ**

**Τρίτη 20 Οκτωβρίου 2015**  
**ΔΗΜΑΡΧΕΙΟ ΙΛΙΟΥ Ωρα: 19.00**

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## THE JURY

This experience is special because it empowers democracy and cooperation among elected leaders, the opposition and civil society despite the divergence of views. Each actor presents their ideas and views about how migrants influence in their community. But what is innovative is the dissemination of information on a website with sign language for disabled people to be aware of what is happening in their region. Often we forget that little detail and it has not to be forgotten.





## “Creation of Kalamata’s cultural strategy 2016-2025”

### PROMOTER

FARIS Municipal Beneficiary Organisation of Kalamata Municipality.  
KALAMATA:21 Candidacy Office for ECoC 2021 (Greece)

### SUBJECT AREA

Referendum / Public consultation

### + INFO

<http://kalamata21.eu>

### SUMMARY

The city of Kalamata (Region of Messenia, South Peloponnese – Greece), in 2014 decided to bid for the prestigious European Union title of “European Capital of Culture” (ECoC) for the year 2021. The preparation of the bid was initiated by the Municipality of Kalamata in collaboration with the Municipal Beneficiary Organisation – FARIS and the Municipal Cultural Centre. For this task, an independent function was created within FARIS, the KALAMATA:21 Candidacy Office. While KALAMATA:21 was researching and mapping the existing situation of the city at a sociocultural level, an urgent need was identified; the creation of a Cultural Strategy for the city for the next decade by its own citizens. Kalamata is a city with a long cultural tradition (e.g. 21 years of the International Dance Festival) but with no strategic cultural plan and extremely limited participation of the citizens at public decision making. Due to the city’s bid for European Capital of Culture and its dedicated team of cultural professionals, the time felt right for the creation of the so-needed Cultural Strategy.

The team decided to follow a participatory model in order to develop the cultural strategy, instead of a top-down “specialists” approach that was the common method within the local authorities. The hype and the momentum of the candidacy offered the potential for a wide open process with unexpected results. Furthermore, the independent status of KALAMATA:21 managed to inspire and unlock cultural professionals, artists, organisations and individual citizens that were actively engaged both in the design and the execution of the process.

Kalamata is a beautiful and easy going city, fertile territory for passivity. The process of the public consultation organised aimed at awakening citizens, bringing them together and deeply understand what is their city and who they; aimed at creating the feeling of ownership of the Strategy and at inspiring people to take initiatives.



The process started with researching, mapping and organising the consultation which was divided into 2 phases. In the first one, 8 working groups under the following subjects took place and were co-ordinated by one facilitator each who was chosen via open call:

1. Performing arts
2. Literature
3. Music
4. Cultural Infrastructure
5. Place Identity
6. Cinema/Video Art
7. Socially Vulnerable Groups of People
8. Visual Arts

Apart from their weekly meetings, the working groups could take the initiative to organize events, workshops and visits, while everyone could send his/her idea on an online platform which is a wall of post it ideas. The “cultural infrastructure” group did field research, presented in public its proposals for the city and exhibited them in the Municipal Cultural Centre for 4 months. The “Literature” group also organised a public presentation to show its results, as well as a creative writing workshop for adults and a fairy tale dramatization for children in collaboration with “Music” working group. Throughout the consultation process the Geotechnical Services, the Technical Services, the Urban Planning Department, the Waste Management and Vehicles Department of the Municipality, the Messinian Chamber of Commerce, the University of Peloponnese, the Technological Educational Institute of Peloponnese and numerous institutions and clubs were very supportive.

After finishing the first phase, participants evaluated the process. Taking into consideration the results of the evaluation report, KALAMATA:21 Candidacy Office decided to co organise the first citizen’s participatory workshop in the city and planned the new working groups and their goals according to the participants’ needs. The great success of the workshop took us by surprise, excited participants and gave a boost to the second round of the public consultation which started one month later with three new working groups under the task of specializing the actions that emerged from the previous phase.





A Cultural Committee especially set up to give scientific feedback on the drafts of the Strategy, enriched and finalized the document which is going to be uploaded at KALAMATA:21 and Municipality's website in order to receive extra feedback. In the end, the Cultural Strategy is going for adoption by the City Council. Thereafter, an execution plan describing the stages of implementation of the Cultural Strategy is the next step to complete the process.

The methodology of the public consultation followed was clearly structured and documented so as to favour replications by other organizations or Municipalities which was one of our main objectives. Our basic future goals are to attract even more people to similar processes, make maximum use of the time they dedicate and to present local, district and national authorities a hard evidence of the benefits of citizen's participatory mechanisms in order to get them formalised and more operationally and financially supported.



The whole process experienced was carefully planned, open, overwhelming and innovative.

It was the first time:

- That Kalamata has its Cultural Strategy
- That a strategic plan was assigned to citizens with the experts in an advisory capacity.
- That in Kalamata a citizen's workshop took place.
- That the citizens were asked to evaluate their city's strengths and weaknesses.



- That for so long and every week citizens were engaged and had to collaborate for a long term purpose voluntarily.
- That traditionally the non-participatory populations participated and took action (e.g. the Roma population).
- That the City Council was not in the frontline but supportive providing information, operational and technical support.
- That all ideas were documented even if they never come true, *which will not be our case*.

Having created the first ever Cultural Strategy in Kalamata and one of the few in the Greek context, we aim to continue our participatory activities. It is our vision to live in a city where citizens do not passively complain, but are an active part of the local government.



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## THE JURY

We believe that it is an innovative experience, creating decision and empowerment channels. Also it has a multiplier nature for other municipalities and for different social contexts for the future.



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## “The participatory budget of the municipality La Marsa”

### PROMOTER

City of La Marsa (Tunisia) – 94.000 inhabitants

### SUBJECT AREA

Participatory Budgeting

### + INFO

<https://www.facebook.com/La-Municipalit%C3%A9-de-la-Marsa-781193298558560/>

### SUMMARY

In the dynamics of popular aspirations expressed during the Tunisian revolution January 2011, and during the first free elections in October 2011, the will of the Tunisian people, mainly through its active civil society, has consistently claimed transparency and fairness social in their government. The World Social Forum, an international event held in Tunisia at the end of March 2013 (and whose motto was the word "dignity") confirmed that not only was the public participation requirement, but that is institutionally channeled outside.

In addition, if the experience of participatory budgeting at the national level is registered under the new guidelines on decentralization, it should be noted the local experience of the Municipality of La Marsa (Northern Greater Tunis suburb), benefiting from a real political will and pioneer of the locomotive of this dynamic by initiating of the practice since January 10, 2014, so before the completion of the drafting of the Tunisian Constitution and formalization of its regulatory framework.

The establishment and development of what participatory at municipal level significantly improve the direct relationship between citizens and their local government, and therefore helps build a relationship of trust and legitimacy among the various stakeholders. Actions and the work carried out through the participatory budget directly respond to the priority needs expressed by citizens and improve so directed and orderly infrastructure and facilities in the municipality. In addition, participatory budgeting improves local governance by reforming the management of municipal finances and in fact establishes local democracy through citizen participation in budget decisions.

The Municipality of La Marsa running an original and unique experience of local governance in Tunisia for more than two years ago. Through its municipal decree of January 9, 2014, La Marsa initiated the participatory budgeting mechanism (PP), focused on the issue of "public lighting". Thus, during the first edition held in the first half of 2014, the citizens of the five areas of La Marsa (the four districts + Bhar Lazrag), meeting in public and plenary sessions have decided on an amount of 550.000 DT for projects public lighting. And for the second edition which began on February 7, 2015, also with a public meeting



in the municipality, while continuing with the theme of "public lighting", the city has offered its residents the option to decide on projects in the following areas: green areas - roads - Sidewalks and paving- sports Facilities - city Beautification - sewerage system.



The local process as a model and therefore drop nationwide, consists in:

- Organizing information days (Open Day), awareness and action among citizens.
- Training in participatory to stakeholders (management personnel and actors of civil society skills).
- Developing transparency and accountability (monitoring the work of projects identified in the participatory budget by delegates chosen by the citizens).
- Start young citizens through pilot projects in schools and colleges.
- Transversal work (establishment of a common agenda between the affected municipalities, signed an agreement of cooperation between local authorities).
- Exchange and networking at local, national and international level (participation to the WSF 2015, and signature of the agreement Empathia).



## “Climb and win program”

### PROMOTER

Metropolitan Municipality of Lima (Peru) – 9.000.000 inhabitants

### SUBJECT AREA

Public participation in the Law / Others: community participation

### + INFO

<http://www.munlima.gob.pe>

<https://www.facebook.com/Trepa-y-Gana-170090370009331>

### SUMMARY

This experience arises from the need to involve the population in the development and improvement of quality of life for residents living on top of the hills of extremely poor areas of Lima called "cones" to access to their homes the Municipality of Lima has built them stairs usually culminate in sport fields.

These sports slabs have a dual function, since being enabled meetings open spaces promote local participation and contribute to sound decision-making community, as well as sports and other recreational activities in which the relationship is consolidated the neighborhood.

That's why this program was designed to promote the use of ladders and sport fields, through competitions and sports and recreational activities where the name comes "CLIMBING AND WIN".

The further development of this program leads to the improvement of the infrastructure mentioned, planting trees in the area, and gathering information about the needs of the neighborhood, both issues identity cards, health and others.





The **objectives** of the program are:

1. Improving the quality of life and community involvement in community activities for local development.
2. To promote physical activity, avoid a sedentary lifestyle and cardiovascular diseases.
3. Encourage environmental protection, tree planting in the area.
4. Right to citizen identification.
5. Barrio lifting needs.
6. Participation of the whole family, children and the elderly as a target audience.
7. Partnerships with public and private sector to contribute to provide basic services, health, education.
8. Capacity Building for projects that improve the financial income of the inhabitants.

#### DESCRIPTION OF THE EXPERIENCE

**Target audience:** Residents living high on the hills of extremely poor areas of Lima called "cones".

**Municipal policy intervention:** The Municipality of Lima in its infrastructure plan aimed at social inclusion, it has built stairs that usually culminate in sport fields, which allow access to the houses built in the area in question.

**Program Name:** "CLIMB AND WIN"







**Development of the activity:** This activity is one part in a competition on the stairs categorized for each target group, children, young and old, to conclude in sports slabs, where it ends with the tree planting area, football and Aerotones consisting of exercise combined with dancing, thereby complying with the aim of promoting physical activity, avoid a sedentary lifestyle and prevent cardiovascular diseases.

Moreover, at making the coordination of the event it consolidates the relationship with neighborhood leaders who provide the facilities and ensure the participation of neighbors.

Finally, during the event the lifting of the information relevant to the needs of the District and the registration of those without personal identification is performed.

**Tracking and monitoring:** First the monitoring and follow-up by the contact with neighborhood leaders to achieve the improvement of the quality of life is strengthened.

In second place needs arising at different areas of the Municipality in order to be covered, and in the case of requiring the intervention of other public institutions the mechanisms of transmission of the data being sought.

Finally with Reniec-National Registry of Identification and Civil State, the identity cards and the delivery of the DNI is requested National Identification Documents neighbors who did not have that document.





## “Lousã’s Participatory Budget”

### PROMOTER

City of Lousã (Portugal) – 17.604 inhabitants

### SUBJECT AREA

Participatory budget

### + INFO

<http://www.com-lousa.pt/news/orcamento-participativo>

### SUMMARY

What would do the municipality with € 70.00?

Context: Lousã is a Portuguese city located in the central region and has about 17,000 inhabitants. He previously held the Children's Participatory Budget experience.

What is the Participatory Budget?

It is a mechanism of participatory democracy that allows citizens to decide on a part of the municipal budget.

The Participatory Budget of Lousã aims to contribute to the exercise of an informed, active and responsible intervention by citizens, residents and workers in the municipality in the processes of local governance, ensuring participation of citizens in deciding the allocation of resources to municipal public policies.

By implementing this new process, transparency in municipal management is strengthened, bringing citizens public information on the financial and administrative resources, and raising awareness of the technical, legal and strategic operation under which the Municipality works.

What are the funds for the project?

*The Participatory Budget of Lousã has, in this first edition, an amount of € 70,000 available.*

The Municipal Executive is committed to integrating the winner (s) proposal (s) of the Participatory Budget in the proposed municipal budget for the following year, which must be approved by the Municipal Assembly (elected officials).



## How to participate?

The participation in the Participatory Budget is open to all natural citizens over 16 years of age, residents, workers or students in the municipality. Each participant may submit a proposal in each participation session in working groups. Citizen participation is ensured through voting in person, by presenting identification documents (citizen card or ID card).

## Participation session

Discuss and inform the public about the participatory budget and receive proposals are the objectives of the six sessions of participation, which are held throughout the process in the municipality.

The sessions are the moment when all citizens have the opportunity to present an idea in a space of constructive debate, from which emerge proposals that the technical team will evaluate to determine the feasibility of its implementation.

These sessions may submit proposals with a cost of up to € 70,000.





## Methodology of the participation sessions

The sessions are spaces for dialogue, discussion and consultation, to determine proposals. Proposals may be investing or immaterial nature. The number of proposals passing to the stage of technical analysis is variable depending on the number of participants in each session, in accordance with the following table:

Participants/session	Proposals
0-9	1
10-19	2
20-29	3
30-39	4
40 or more	5

### Submission of Proposals

Until June 3, 2015 (in the participation sessions)

### Schedule of Participation sessions (2015)

- » May 12 - 20h30 - Serpins  
Headquarters of Rancho Folclórico Flores de Serpins
- » May 13 - 20h30 - Lousã  
Municipal Library Auditorium
- » May 26 - 20h30 - Foz de Arouce  
Lounge of the Sportive Group Arouce Praia
- » May 27 - 20h30 - Gândaras  
Lounge of Santa Luzia
- » June 2 - 20h30 - Vilarinho  
Headquarters of the Recreativo Vilarinhense
- » June 3 - 20h30 - Casal de Ermio  
Headquarters of the old "Junta de Freguesia"

### Vote's phases - *September*

In the County Parish Councils and the Municipal Library

### Dissemination of results – *October*

Implementation of projects - *2016*



## “Participatory budgeting”

### PROMOTER

City of Marau, Rio Grande do Sul (Brazil)

### SUBJECT AREA

Participatory budget

### + INFO

<http://www.pmmarau.com.br/index.php?page=servico&codigo=23>

### SUMMARY

Description of the context:

Through visits and meetings with Marau residents in rural and urban communities, in order to meet their demands, the leaders of the municipality realized the difficulties of the communes in these places to buy furniture and equipment for collective use and make improvements / construction of public spaces used for social, recreational and sports meetings, among others. From this view, the coordinator of Participatory Management Department, which has its structure and subordination linked to the Mayor's Office met with the Mayor, Vice and Municipal Secretaries to format a project to minimize such situations minimum, from the moment the Municipal Participatory Budget was implemented. The next step was to give knowledge of the program to other leaders of Marau Community and, finally, before deploying, its legal basis was created.

Goals:

The participatory municipal budget (PMB) arose from the need to practice a more participatory politics locally, with a fairer distribution of public resources and ensuring a more effective participation of communities in choosing the demands of interest group of neighboring residents in these places.

In addition to sensitize to awaken interest in the environment in which they live, to stay in it, especially with regard to the inhabitants of the rural area, the PMB provides greater proximity between residents and public administration, as this moves to the 65 communities, reporting on what is being done with the help of the communities, has 10 lawsuits for participants of meetings with voting rights (those with 16 years or more), help administration voting in five lawsuits, and voted will be implemented the following year.

The demands chosen are part of the exercise of citizenship and represent a significant achievement because by voting residents help define where to apply the public money.



#### Description of the experience:

The PMB, in its content, the proposal brings a certain value of the municipal budget specifically intended to be shared among the 65 communities, each corresponding to a plane defined by the popular participation in the meetings of PMB and setting value on the same occasion where this resource will apply. Voting is done by the community and is used, in the case of a single proposal, a white card, which is issued to the time of signing the attendance and rises when the vote takes place by acclamation.

The PMB is carried out in accordance with pre-established meeting with the Directorate of all communities schedule. The assembly was held at night and on weekends. During the assemblies, the organizing team travels to communities and explains how the PMP occurs; later, they are defended by the municipal secretaries and / or representatives of 10 lawsuits (one for each office) predefined by the Municipal Administration. Then, residents will elect five demands of all cited and the five most votes at the end of the process will be implemented in the next in the area of the municipality. At this time also they receive, symbolically, the PMP check last year and reported what value will be granted this year.

Then it's time to choose the demand for the place where they live. At this stage the delegates / representatives of the community who will be leading the supervision of the execution of the work or purchase of goods chosen as local demands are also chosen.



## “I count, I’m involved, I choose: participatory budgeting of the City of Milan”

### PROMOTER

City of Milano (Italy) – 1.334.000 inhabitants

### SUBJECT AREA

Participatory budget

### + INFO

<http://www.bilanciopartecipativomilano.it>

### SUMMARY

The Municipality of Milan has given its citizens the chance to decide how to spend part of the municipal budget (9 million euros) through a participatory process, based on the experiences that other cities, such as Lisbon and Paris.

Milan, capital of hospitality and opportunity, has a strong civic tradition also due to the relevant network of associations and informal groups active at the local level. The Participatory budgeting process has represented an opportunity to strengthen a method of wide, democratic and active consultation that characterizes the city of Milan and that continues today also thanks to this initiative.

### Objectives:

- Design, together with citizens, interventions of public interest to be realized in the 9 Municipal districts.
- Increase citizens awareness about the municipal budget and other administrative tools through which decisions are made in the area they live, study or work.
- Facilitate the dialogue between citizens and the Administration, who has the chance to listen to the priorities directly expressed by its citizens and to share – at least in part - its territorial government choices with them.
- Bring new voices to the civic life, building stronger communities around the purpose of improving Milan neighbourhood.
- Trigger virtuous collaborative, not competitive, dynamics inside the municipal districts community.
- Create a first model and a laboratory of experimentation for future participatory experiences aimed to deepen democracy in Milan.



The Participatory Budgeting of Milan was divided into four main phases:

#### Phase 1 - Listening: public meetings for the gathering of needs

Before launching the participatory process an Informative Document has been released as briefing materials to present the opportunity to the citizens and explain the basic data of the municipal budget in order to develop an informed discussion. The document has been translated in 6 languages (English, French, Romanian, Arabian, Chinese, Spanish) and widely spread throughout the different communities.

Between July and September, citizens were invited to participate in 45 public meetings that took place in different neighbourhoods of each Municipal district. The first meeting of each district was aimed to present the Participatory budgeting to citizens, the following four meetings were dedicated to listening to the necessities and problems of district citizens.

Facilitators and experts in participatory processes ran all the meetings and helped citizens to discuss issues in a constructive way.

The meetings were organized at different times (morning, afternoon, evening) in order to balance the inhabitants work-life needs. In each meeting were provided tools of linguistic mediation (translation, post in foreign languages) and ad hoc meetings for certain categories of people not easily reached.

Another large meeting was organized for youngsters, more than 350 boys and girls (between 14 and 25 years old) participated and expressed their priorities for urban interventions.

In addition to meetings organized by the staff of the Participatory Budgeting, the participants were given the opportunity to organize and manage independently 17 self-organized meetings.

#### Phase 2 - Co-design: workshops to design interventions

The second phase of the process took place in October 2015.

Thanks to 600 applications gathered during the listening-phase, a limited – but representative - number of participants in the co-design workshops was selected through drawing of lots. For each Municipal district, one co-design workshop with 30 participants was organized, totally 270 citizens balanced for gender, age, territorial origin were selected in a public session.

An analysis of the ideas arisen during the previous phase, took place during these workshops, with the purpose of developing a limited number of projects for each district.

The activity of these workshops was very important, because members worked together and built shared projects useful for the territory, which took into account the different needs expressed during the listening phase. For this reason, expert facilitators ran the workshops and worked closely with the technicians and officials of the municipality in order to focus on feasible and sustainable projects.





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40 projects of intervention were developed by citizens and right after verified by municipal technicians and official.

### Phase 3 – Voting: choosing the projects to be carried out

After the projects' presentation and publication on project web site, all the city users who live, work or study in Milan had the opportunity to vote for them online on the project webpage, in the schools partnering with the Participatory Budgeting or in several locations in the neighbourhood. 30.172 votes were expressed by Milan citizens.

For each Municipal district, the projects that received the highest number of votes were selected, up to a maximum of one million euros, available for each of the ninth municipal districts

### Phase 4 –Monitoring of selected projects

After the projects' approval, the municipality of Milan is now analyzing their technical feasibility and starting implementing them. The website of the project will monitor the progress of the projects designed and approved.

#### Phase 1

Listening: public meetings for the gathering of needs



Between July and September, citizens will be invited to participate in public meetings that will take place in different neighbourhoods of each Municipal district. Facilitators and experts in participatory processes will run all the meetings and help citizens to discuss issues in a constructive way. A summary of each meeting will be accessible on the website of the project ([www.bilanciopartecipativomilano.it](http://www.bilanciopartecipativomilano.it)).

The place and date of the meetings will be made available through the website of the municipality of Milan (page of the Municipal districts), on the project website ([www.bilanciopartecipativomilano.it](http://www.bilanciopartecipativomilano.it)) and promoted through publicity material.

During these meetings, participants will provide their availability to take part in the interventions' co-design workshops (see phase 2) by filling a pre-enrolment form, distributed during the meeting. The form will also be available on the project website.

#### Phase 2

Co-design: workshops to design interventions



The second phase of the process will take place in October 2015.

Thanks to the applications gathered during the listening-phase, a limited - but representative - number of participants in the co-design workshops will be selected. For each Municipal district, one co-design workshop will be organized. An analysis of the ideas arisen during the previous phase, will take place during these workshops, with the objective of developing **a limited number of projects for each district**. The projects will be subsequently voted on.

The activity of these workshops is very important, because members will work together and build shared projects useful for the territory, which take into account the different needs expressed during the listening phase. For this reason, expert facilitators will run the workshops and work closely with the technicians and officials of the municipality in order to focus on feasible and sustainable projects. At the end of this phase, the projects will be available on the website of Participatory budgeting and promoted through publicity material.

#### Phase 3

Voting: choosing the projects to be carried out



After the projects' publication, citizens will have the opportunity to vote for them **in several locations in the neighbourhood**, or on the project **webpage**.

For each Municipal district, **the projects that receive the highest number of votes** will be selected, until all the available financial resources are used up.

#### Phase 4

Monitoring of selected projects



After the projects' approval, the municipality of Milan will analyze their technical feasibility and start implementing them. The website of the project will monitor the progress of the projects designed and approved.

#### To learn more:

TMF necessary information is available on the website:  
[www.bilanciopartecipativomilano.it](http://www.bilanciopartecipativomilano.it)

 [www.facebook.com/comuneemilano.bilanciopartecipativo](https://www.facebook.com/comuneemilano.bilanciopartecipativo)

 [www.twitter.com/bilanciopartMI](https://www.twitter.com/bilanciopartMI)



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Highlights of the experience:

The Municipality of Milan has chosen to build:

- a bottom up process, well entrenched in the neighbourhoods in which the town is organized,
- with strong relevance to face to face meetings, in more than 50 opportunities, where needs, ideas and proposals could be openly discussed in order to get to shared scenarios

Public meetings and citizens' workshops have also conveyed an important educational message: participants were requested to take their decision on behalf of the community, and to assess their priorities on the basis of multiple dimensions as financial, technical and procedural constraints, exactly as if they were policy makers.

Participation and right to vote has been extended to children and youngsters under 14, in those cases in which their school had developed a proposal for investment. By doing so the project has offered this young population one of their first chance to express an active role in the community, either by designing the proposal or by deciding which project to support with their vote, probably for the first time life.



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## “Advisory councils: an experience of citizen participation for children and young people in the district of Miraflores-Lima”

### PROMOTER

Miraflores, Lima (Peru) – 85.065 inhabitants

### SUBJECT AREA

Councils / Public participation in the Law / Others: Citizen education

### + INFO

<http://www.miraflores.gob.pe/index.php>

### SUMMARY

Miraflores is a traditional and tourist district of the capital of Peru; it is one of the most densely populated country. According to data from the National Statistics Institute (INEI) in 2007, a total of 85.065 inhabitants, 10% are children between 0-10 years old, 7% are adolescents aged between 11-14 years old, 19% are young people between 18-29 years old, 43% corresponds to the population of Miraflores considered an adult between 30-59 years old and 21% are the elderly between 60 years to more.

Despite its importance children, adolescents and young people are often excluded from public policies, a situation that occurs in Peru and other countries. Does not take into account their views and actions taken on their behalf are abandoned for lack of political will. Miraflores has Concerted Development Plan 2005 - 2015 which presents strategic areas to work in municipal management and the Strategic Line No. 4 which states that Miraflores have to promote a democratic and participative City stands out. For this reason from 2011, a few months after taking first mayor, Dr. Jorge Muñoz opened his administration to include children and adolescents among its directors, through an ordinance. This initiative was completed with the City of Children and Adolescents Miraflores response programs, propose an open city to participation and the proposals of these audiences.





Already in 2015, with the maturity of the first initiatives, Miraflores approved the District Youth Council, promoted by the same teenagers that from 2011 they grew in an atmosphere of tolerance and respect for their opinions. A continuity that gives unity to the proposal and integrates years of work in behalf to children, adolescents and young people behalf, who are preparing for the new leadership.

The Municipality of Miraflores has faced thus the divorce between the local government, the closest to citizens by their own nature, and publics that, despite being numerous, they had active participation in the decisions of the district. Before implementing this practice, the municipality did not offer to children and young people opportunities or spaces for participation. By creating these councils, the municipality encourages these public to generate ideas and solutions to guide the municipal government in the development of the district as well as facilitate the exercise of their citizenship responsibly.

One of the peculiarities of this experience is that each age group works independently, allowing to contribute to the development of the city from its particular view. This requires the use of methodologies according to each age.

As part of learning, in 2013 the system of election of the counselors in order to ensure equal opportunities and to meet the gender quota established in the ordinance of 2011 that created these tips it is changed. In 2015 a new council of children for the period 2015- 2017 was chosen - and in the frame the International Day of the Rights of the Child, which was held on November 20, the Municipality of Miraflores chosen 28 children (in equal number of men and women) that will form the new Council, a forum for dialogue and participation that allows children to express and share their ideas to the district mayor, Jorge Muñoz Wells, for taking decisions on behalf of the community. In total, 80 children between 7 and 9 years were enrolled to participate in the election process held in the Auditorium of the Municipal Palace. The modality to elect counselors was by lot, because all children are equally valuable and competent to offer their point of view and guide the local government. This year also new counselors were elected 2015 - 2017, 1605 teenagers participated in the elections and 20 counselors (14 members and 06 alternates) were chosen.

**Del 17 al 31 de octubre**  
**los Adolescentes de Miraflores elegimos...**  
Elecciones 2013 - Consejos Consultivos de Adolescentes de Miraflores

### ¿Dónde puedo votar?

- En tu Centro Educativo**  
Durante las clases de clase, los profesores a cargo darán la información necesaria y el acceso para que los adolescentes que viven en Miraflores emitan su voto.
- En Locales Municipales**  
Se han habilitado tres centros de votación para que los adolescentes que viven en Miraflores puedan emitir su voto. Para realizarlo, deben inscribirse previamente y podrán acceder a la zona de votación con el nombre de usuario y contraseña que serán enviadas a su correo electrónico luego de la inscripción.
- En tu casa**  
A través del portal web [www.miraflores.gob.pe/consejosedelalcalde](http://www.miraflores.gob.pe/consejosedelalcalde) los adolescentes que viven en Miraflores pueden emitir su voto. Para realizarlo, deben inscribirse previamente y podrán acceder a la zona de votación con el nombre de usuario y contraseña que serán enviadas a su correo electrónico luego de la inscripción.

**¿Quiénes pueden votar?**  
Pueden votar todos los adolescentes que tengan entre 12 y 17 años y que vivan en Miraflores.

**¿Si no estoy en Miraflores puedo votar?**  
Si. Basta con que vivas en Miraflores para que puedas emitir tu voto.

**¿Si no soy peruano, puedo votar?**  
Si. Solo debes sustentar que que vives en Miraflores para que puedas emitir tu voto.

**¿Puedo votar varias veces?**  
No. El sistema de votación no permite que puedas votar más de una vez.

**¿Puedo votar por varios candidatos?**  
Si. El sistema de votación te permite votar hasta que seas candidato de tu preferencia; sin embargo y para asegurar de poder elegir los tres (03) candidatos de los áreas en el portal web.

**No requiere inscripción previa**

**Elecciones 2013  
Consejos Consultivos de Adolescentes de Miraflores**

Los adolescentes postulantes al Consejo Consultivo y que se hayan inscrito previamente, serán elegidos por votación tomando en cuenta la dirección de su residencia en Miraflores.

**6 consejeros** (zonas 1, 2, 3, 5, 6, 7)  
**4 consejeros** (zonas 4, 8, 9, 10)  
**4 consejeros** (zonas 11, 12, 13, 14)

**Se eligen 14 consejeros**  
Para la elección hemos agrupado los 14 votos del distrito en 3 áreas de las que serán elegidos de manera equitativa los siete (07) varones y siete (07) mujeres que reciban más votos.

**+3 alternos o suplentes** (siempre en caso de ausencia o vacancia)

Además de los 14 consejeros seleccionados, se elegirán 3 alternos o suplentes que reemplazarán a los consejeros titulares en caso de ausencia o vacancia.

Los postulantes para el Consejo Consultivo de adolescentes deberán vivir en Miraflores y tener entre 12 y 16 años. Además deberán presentar la FICHA DE INSCRIPCIÓN debidamente llenada y firmada por el postulante, también el PERMISO del padre, madre o apoderado firmado. Los formularios e información adicional los encontrarás en [www.miraflores.gob.pe/consejosedelalcalde](http://www.miraflores.gob.pe/consejosedelalcalde).



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CITIZENS' PARTICIPATION**



**O I D P**

In parallel, the Municipality of Miraflores has promoted, since 2011, the Citizens Leadership Academy (ACL) program, which seeks to empower young people involved with the community. In this context, there have been conferences for this audience on topics of their interest. This was the basis on which, in 2014, it was proposed to establish a District Youth Council. To make it happen, a drive group with young people trained in the ACL, which met with allied institutions like the National Office of Electoral Processes (ONPE), the National Elections Board (JNE), created the National Secretariat for Youth (SENAJU) and the Organization of American States (OAS). The April 23, 2015 was approved at a meeting of council ordinance that creates the District Youth Council of Miraflores as an autonomous body and December 22, 2015 the 14 young counselors make the sworn.





10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



O I D P

## “Public consultation on reducing dependence on fossil fuels in Montreal”

### PROMOTER

The Office of Public Consultation of Montreal, OCPM (Canada) – 1.900.000 inhabitants

### SUBJECT AREA

Referendum / Public consultation

### + INFO

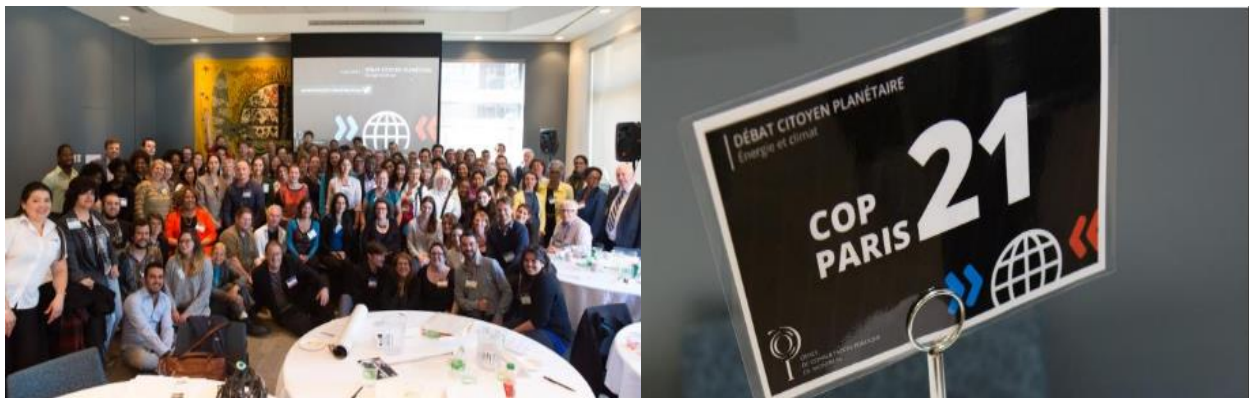
<http://www.ocpm.qc.ca/energies-fossiles>

### SUMMARY

#### Description of the context:

In Montreal, citizens have the right of initiative, by which they can ask the administration to carry out a public consultation on a certain subject. This right is enshrined in the Charter of the rights and responsibilities of citizens, which is a regulation adopted by the Council. It is through this mechanism that a citizen movement was created to demand a consultation on how to reduce reliance of Montreal on fossil fuels, in the context of the Climate Conference in Paris in December 2015. This demand led to a mandate submitted to the Office of Public Consultation of Montreal on April 15, 2015 to head up a public consultation.

The Office of Public Consultation of Montreal is an organization that depends on the town hall of Montreal and is mandated to consult on any matter referred to it by the full City Council. Normally they deal with issues relating to regional planning, but that does not exclude other subjects, as in this case we present. The Office of Public Consultation of Montreal is conceived as a neutral agency with a mandate to listen to citizens, encouraging their participation and produce reports of the consultations with recommendations for elected officials.





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**O I D P**

### Goals:

The objective of the consultation was to ensure that the greatest numbers of citizens participate, and especially to achieve a representation of the various cultural and ethnic categories in the city. In this regard many efforts have been made.

The very purpose of the consultation was that the citizens identify the main challenges facing the challenge of reducing dependence on fossil fuels Montreal.

In addition, they sought that citizens bring realistic and workable solutions to achieve the objectives of reduction. It was important that the debate includes all city stakeholders, especially industry and commerce, the city administration itself and citizens and customs of everyday life.



### Description of the experience:

After receiving this mandate, the Office of Public Consultation of Montreal made contact with the citizen group that promoted the consultation through the right of initiative. At first it was conceived a process that includes activities to the Conference cop21 between June and autumn of 2015.

The first activity was the Planetary Citizen Debate on June 6, organized by various players, including World Wide WIEWS, under the auspices of the Secretariat of the United Nations climate change. Similar meetings are organized in over 100 cities worldwide to find solutions to the problems caused by climate change. All participants in all cities do the same procedure and the consolidated results were presented to the Secretariat of the United Nations climate change to be shared with the negotiating teams of



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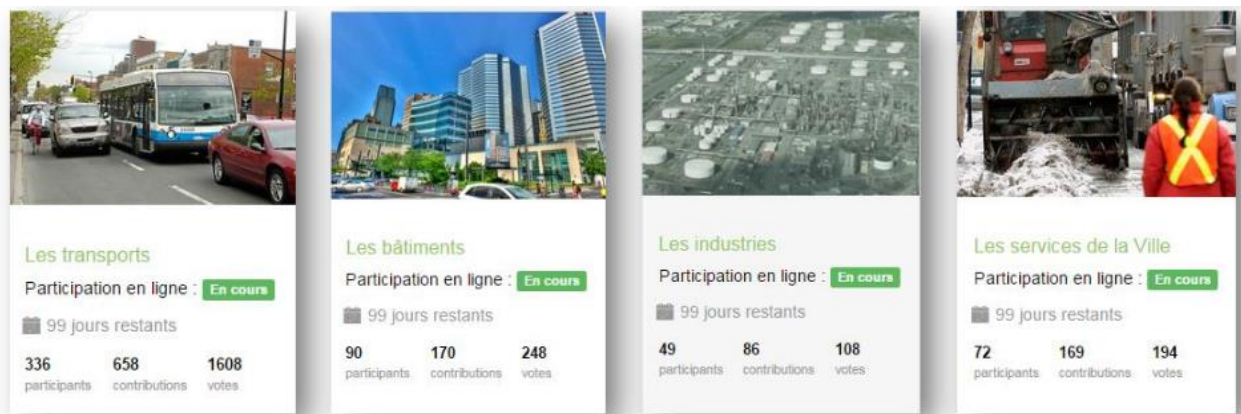


**O I D P**

cop21. Montreal was one of the participating cities, and the OWHC coordinate this day. In autumn activities, more focused on the mandate of reducing dependence on fossil fuels are taken up. Various forms of participation were implemented. In October a first Informative Assembly was performed.

This time, the administration presented all the measures undertaken in the previous years in order to reduce dependence on fossil fuels. In parallel the OWHC put all the documentation available on its website.

Furthermore, it launched an interactive platform for participation allowing citizens to participate in debates. This platform allows the exchange of ideas and solutions among citizens.



The Office has also prepared a guide and documentation to prepare citizens groups to self-organize for debates and discussions on the subject of the inquiry. The results of these discussions are shared in the participatory platform. This tool allowed you to reach segments of the population that is most difficult to achieve in such consultation. Thus, it was possible to reach an older audience, ethnic minorities, and young people with little education, who are generally more vulnerable.

Another activity was organized following the same methodology, aimed at the general public and free daycare service for children was established to encourage the participation of young families. All these activities were promoted in the media and social networks to achieve a high turnout.

One of the most important features of this consultation was to establish a basket of various consultation methods allowing everyone to find their most comfortable formula. In this way we get more diverse than in previous public consultations. Compared to traditional methods of consultation they exercise crowdsourcing, citizen to content creation and uses of innovative new technologies were added contributions.

Finally, all public input, both contained in the information meetings, and self-organized by citizens and through the Office or the online platform activities were included in a summary document that describes the priorities of citizens Montreal. This synthesis was presented to the mayor of Montreal and the City Council delegation that was to attend the meeting of mayors and representatives of cities was





to meet in Paris on December 4 parallel to the cop21. This query is inserted into an own mandate wider than cop21 and will continue after December 2015.



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## THE JURY

The way to develop the process incorporates innovative features that allow the participation of very diverse profiles: offers childcare for families in order to these groups can participate; it establishes guidelines for self-organization of debates and provides on-line tools. It is organized by an entity that is part of the structure of the city council. Networking, the responsibility is high and agents have clear roles. Political leadership (the mayor receives proposals) and there is a return to the participants.

We emphasize the quality with which the local government has implemented an initiative emerged from a citizen movement. We value especially how from an issue of concern for the community a methodology for consultation has planned. In this methodology we can find a wide variety of methods and devices for the participation. Some of them are highly innovative concepts personalized to different audiences and population groups. Also, the communication strategy and diffusion of the consultation has been widespread which reinforces the legitimacy and results of experience.

This initiative implements the "extended peer community" described by Jerome Ravetz and Silvio Funtcowicz (post-normal science), opening a public discussion on an important topic, helping the establishment of innovative and co-responsible decisions making system.



## “Oliveira do Hospital, a friendly municipality”

### PROMOTER

City of Oliveira do Hospital (Portugal) – 20.855 inhabitants

### SUBJECT AREA

Councils / Diagnosis, prospection, prioritization, monitoring etc. workshops or spaces / Forums and audiences / Public participation in the Law

### + INFO

<http://www.cm-oliveriradohospital.pt>

### SUMMARY

Oliveira do Hospital (OHP) has a risk of depopulation and ageing population. The municipality is defined as a municipality with "open doors", opening spaces to promote good practices in citizen participation, through the development of several projects in this area.

As the Municipality has a large experience in terms of public, civic and citizen participation, and attentive to the fact that since the 80s OHP hosts native communities from other countries of the European Union (EU), happening continuously until today, they felt the need to welcome these communities with new skills and motivations, appealing to public participation into civic, social and economic life of the region, promoting full citizenship. Most foreigners residing in the county are from European countries, including the Netherlands, Germany, Belgium and the UK, also several Romanians and an important and growing proportion of citizens of the PALOP who choose OHP as their permanent residence, fruit of its geographical location and its quality of life.

Therefore, the Municipality of Oliveira do Hospital (MOH), in order to stimulate participatory democracy locally based (bottom-up), has created in 2013 the "Oliveira do Hospital, a friendly town", a platform for the reception and advice for new residents, which promotes dialogue and actions in various fields, culture, language, tourism, through civic, economic and environmental social activity, for the integration and correct perception of issues related to aspects of local administration.

The platform created by the MOH aims to develop an important work on the integration and the improvement of communities. This platform is based on two different structures, but complementary: a forum for the communities and a "Support Office", a community office where is involved more than 200 representatives of various European communities living in the municipality of OHP and it has about 700 residents registered in the county. The Office offers services through the platform "Support Office" in the areas of supervision, counseling and treatment of bureaucratic issues, including shipments of administrative nature, such as issues of embassies and consulates in Portugal, licenses for various



activities and investment projects, as well as the fulfillment of a foreign citizen in tourism, cultural, environmental and other programming. The Forum of the Communities is a structure that meets the town hall and its services to foreigners residing in the county to discuss, to debate and to reconcile strategies and initiatives of integration of the foreign population through programming thematic actions. They meet at least twice a year, working on the following topics: environment, tourism, entrepreneurship, language, cultural events and the arts, community integration and specific administrative issues.



The implementation strategy of this project requires the participation of the main recipients, the foreign residents in the county that play a key role, due to most of the proposed activities are implemented in the Forum of the Communities, with the support of institutional partners and volunteers who have joined this initiative. This project still develops in complementarity with other projects developed by the Ministry of Health.

"OHP, a friendly city" is assumed as an important mechanism in the province and the region, being a dynamic center that feeds capital flows (investments and people), contributing to the economic development of the territory, to mitigate the regional weaknesses, to combat depopulation and aging, to take advantage of the potential of natural resources and cultural and civic enrichment of the province, establishing itself as a factor of social development, territorial economic cohesion, and to improve the quality of life of their people.



## “Get wet for main festival”

### PROMOTER

City of Palau-Solità i Plegamans (Spain) – 14.454 inhabitants

### SUBJECT AREA

Participatory budget

### + INFO

<http://www.espaijoveescorxador.cat/regidoria-de-joventut/participa/mulla-ts.html>

<https://www.facebook.com/Mullat-2016-1643632685910701/?ref=ts>

### SUMMARY

The “Get wet days” consist of a participatory binding space to involve young people, between 12 and 30 years old, to develop the program of the main festivities of the municipality. This meeting takes place during a whole Saturday from 10h to 16h and its main topic are the activities which will carry out during the days of the festival for the young people. Also taking advantage of this journey, other issues such as participation and partnership are developed.

The experience of creating a binding space for participation as Get Wet appears in 2006, as result of an own methodology work of the Youth Council. At that time, the Council did not have the Youth space that now exists. In that context it was a challenge start a participatory process with these features, since there was no precedent; what did exist was a youth group that started to be organized and asking for more decision-making spaces.

The aims of the Get Wet Days are:

#### *General ones*

1. To encourage youth participation.
2. To interrelate the youth of the town.
3. Create a space for young people involved in different participatory processes in their municipality.
4. Involve the youth population in the decision process and organization of the festivities.

#### *Specific ones*

1. Assess the Festivities of the last year.
2. Draft a possible program for the current year.
3. Create a space for participation for the young people not associated.
4. Link youth to the organization and preparation of youth activities of the annual festival.



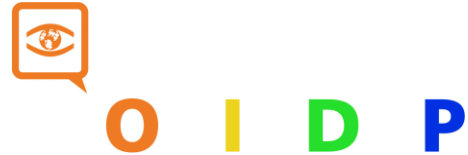
The methodology that we use is predominantly participatory and binding, during the day group dynamics and graphics and audiovisual resources are used in order to facilitate discussion and decision-making. It should be noted also, the use of ICT to collect proposals to be taken into account during the opening day. After the Get Wet day, meetings, work commissions and email and social networks as a means of communication are used.



Before Get Wet Day, a process of communication and dissemination is initiated by a Facebook page <https://www.facebook.com/Mullat-2016-1643632685910701/?fref=ts> and the website of the Youth Space "Escorxador" <http://www.espaijoveescorxador.cat/regidoria-de-joventut/participa/mulla-ts.htm>, where it is explained what is Get Wet Day and where proposals online are collected and it encourages all young people to participate in the day. This year has designed a ticket in order to young people can make proposals taking into account other information that can make more agile and more consistent decisions that they will take during the day.

The number of participants has changed each year, but in overall we can say that the Get Wet meeting involved around 30 young people, aged between 13 and 24, although it tends to be more relevant a teenager profile. The proposals received online through the website and Facebook can reach the one hundred. More than 200 surveys are also distributed to the Institutes of the municipality. In overall about 350 young people participate.

Get Wet Day is a binding participatory process that does not end until the activities for the annual festival are implemented. The whole process, from January to August, is a process of learning where young people, especially those who get started to be involved in participation, acquire different skills as active citizens who can decide and also get involved to realize their ideas about how they want their annual festival.



## "I participate"

### PROMOTER

City of Palmela (Portugal) – 64.019 inhabitants

### SUBJECT AREA

Others: Project

### + INFO

<http://www.cm-palmela.pt/pages/1558>

### SUMMARY

The Municipality of Palmela, committed to respect and implement Article 12 of the Convention on the Rights of the Child, along with the organizations working directly with children and young people, promoting since 2011 the project "I participate" committed to: ensure access to information and participation, based on the education rights; promote the participation of children and youth in the management and promotion of the territory and its entities, and increase real opportunities for participation in governance and community life.

This project is seen as an opportunity to teach the exercise of citizenship rights and duties, learning to be an active citizen and conscious through being directly involved in decisions that affect their lives. Thus, in their contexts, spaces are created to take the lead in identifying needs in the construction and development of their project run by them or taken together with other actors like adults, colleagues, professionals, families, local councils, associations, etc.). The idea of the construction of collective social co-responsibility and the share of resources and knowledge, with a perspective of dialogue and consultation, has been established to develop the project. Therefore, the action plan defined by the group considers four columns: What is the need? What materials and other resources are needed? Who are we going to call for help? What is our responsibility?

According to the dynamics existing in the institution and the needs and interests expressed by the group, the process develops over a year, some aspects may be extended in time. On the base of the design pedagogy, knowledge and the act does not dissociate from the contexts in which children and young people live. Therefore the respect that you feel, voices, time and space authors process are three structural axes of the project and 4 major groups of activities defined through games, group work, stories, surveys, interviews, meetings, visits...



The three structural axes of the project:

- adequate and relevant information about everything that contributes to their knowledge and promoting citizenship, with special attention to the following matters: Convention on the Rights of the Child, the Universal Declaration of Human Rights, Sustainable Development Goals, the Municipal Plan for Gender Equality and the Local Government.
- education for participation, living experiences relevant to their lives, leading projects or working in partnership with adults, (re) discovering and developing skills associated with citizenship.
- the exercise of citizenship, increased real opportunities to participate in processes recognized as meaningful and relevant to their lives, encouraging recognition of this engagement with adults and making visible their importance.



Four groups of activities:

- Information workshops (exploring the right to be informed about everything that favors their citizenship).
- Design workshops (over weeks, alone or with the help of adults, develop work to take decisions in the Assembly).
- Assemblies (children and young people present proposals and make group decisions about the project or other related issues).
- Knowledge sharing, knowledge exchange, where relationships with other entities, including local power occur (through visits, interviews, meetings, assemblies, etc.), the connection with participation project comprising children and youth, focusing on relevant areas for development.



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The project seeks to ensure that children and young people are aware of the power relations and decision-making structures (transparency); and the importance of their participation and leadership.

In these five years, have led some proposed by citizens changes: recreational areas, cafeteria improved, warm rooms, libraries in easily accessible locations, kids clubs and leadership projects, revision of rules schools, the addresses local authorities on improving public spaces and proposals for a more inclusive territory (intergenerational park in the neighborhood of New Palmela).

#### Intercâmbio de saberes

Convidámos Presidente da Câmara Municipal e Direção do Agrupamento de Escolas a ver a nossa nova escola...



Município  
**Palmela**  
www.cm-palmela.pt

#### THE JURY

The project "I Participate" is an innovative project which develops a strategy of participation since the childhood. It represents a way to generate more inclusive societies, strengthen educational processes around rights and participation from childhood, bringing decisions of children and youth to governance and valuing the role of them as city designers.





## “Health impact assessment”

### PROMOTER

Plaine Commune, Grand Paris (France) – 9 municipalities

### SUBJECT AREA

Urban planning / Diagnosis, prospection, prioritization, monitoring etc. workshops or spaces / Referendum / Public consultation

### + INFO

<http://www.plainecommune.fr/accueil/>

<http://www.inpes.sante.fr/CFESBases/catalogue/pdf/1658.pdf>

<http://www.inpes.sante.fr/CFESBases/catalogue/detaildoc.asp?numfiche=1658>

### SUMMARY

"Plaine Commune" is an association of municipalities of the northern outskirts of Paris (Aubervilliers, Epinay-sur-Seine, L'Île-Saint-Denis, La Courneuve, Pierrefitte-sur-Seine, Saint-Denis, Saint-Ouen, Stains et Villetaneuse) with over 400,000 inhabitants. The territory of "Plaine Commune" and its inhabitants will be affected by the construction of new lines and new stations (metro, train, and tram) in the Paris metropolitan area. Forty projects are identified in the territory of Plaine Commune especially around the subway lines New Grand Paris Express (NGPE) with the construction of the station Pleyel largest metropolitan railway (Saint Denis), the expansion of tram 8 to Paris (Saint Denis) and the opening of a line of commuter trains in the suburbs (North tangential) with new stations in Stains, Villetaneuse, Pierrefitte and Epinay sur Seine (4 member towns of Plaine Commune) connecting cities north of the metropolitan area Parisian.

#### Objectives

The Health Impact Assessment (HIA) is a participatory methodology that combines scientific knowledge and popular participation in order to determine the positive or negative impacts on health, the sense of wellbeing and health determinants defined by the World Health Organization Health projects to make recommendations to policy makers. It is also in the willingness to work to reduce social and spatial inequalities.

For EIS Plaine Commune it was working on two new stations, one in Stains and one in Villetaneuse, the line SNCF (railway company) called "tangential" north of the construction of the Pleyel station in Saint Denis on of the lines of the New Paris Express (the largest metropolitan hub connections) and the extension of T8 tram from the centre of Saint Denis in Paris.



## Transport en commun & Santé

### Résultats de l'évaluation d'impact sur la santé de projets transport à Plaine Commune



*Tram express nord, Tramway T8 Sud,  
Gare Saint-Denis Pleyel*

#### Description of the experience

The purpose of the Impact Assessment Health "Plaine Commune" had the ambition to study the positive and negative impacts in terms of Health of the implementation of these projects in order to provide decision makers in the form of a report with recommendations. Bringing the issue of "welfare" in this popular territory (Commonwealth "Plaine Commune" the poorest groups in the metropolitan area of Paris) also had the ambition to work on the issue of the reduction of social and spatial inequalities and health wellness.

Several methodologies to do the EIS are possible. We opted for a construction based on scientific knowledge on the issues (the relationship between welfare and transportation/wellness and mobility) and citizen's knowledge from the user experience and people know. A Steering Committee of the EIS gathering stakeholders was formed to oversee the process in the course of a year.

Networks of actors were mobilized on the issue of scientific knowledge, but especially for citizen mobilization. Citizen participation is organized into four sites-enclaves (Stains and Villetaneuse for the project in the north tangential, District Pleyel Paris Saint Denis Pleyel for the district and "Moisins francs" for the No. 8 tram) as focus groups (Groupe Focus) and individual interviews. During the project



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O I D P

year, citizens met several times and twice each enclave sessions together for several hours of work. These sessions allowed the citizens to develop their recommendations enclave to enclave.

The COPIL has validated the proposed report that includes citizen's recommendations. This report was presented publicly for citizens to appropriate entities.



Retour sur l'expérience menée en Île-de-France par l'Agence régionale de santé et l'Observatoire régional de santé Île-de-France dans le cadre d'une évaluation d'impacts sur la santé de projets de transports en commun dans la communauté d'agglomération de Plaine Commune.

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## THE JURY

In this case it is considered that the innovative character of the experience resides on the assessment of the impact on community health due to the creation of communications infrastructures, within a clearly participatory framework for these communities.

From my perspective this initiative is particularly remarkable due to it opens pathways for the configuration of new knowledge at a time when science in many cases is structured as a belief system. The fact of creating a space for risk analysis by the citizens in such a sensitive area as public health can open paths to a reconfiguration and democratization of knowledge systems.



## “Hackaton POA”

### PROMOTER

City of Porto Alegre (Brazil) – 1.409.351 inhabitants

### SUBJECT AREA

Open-government / E-government

### + INFO

[http://www2.portoalegre.rs.gov.br/portal\\_pmpa\\_novo/default.php?p\\_noticia=165987&HACKERS+E+PR+EFEITURA+DEBATEM+MELHORIAS+NO+PORTAL+DE+DADOS+ABERTOS](http://www2.portoalegre.rs.gov.br/portal_pmpa_novo/default.php?p_noticia=165987&HACKERS+E+PR+EFEITURA+DEBATEM+MELHORIAS+NO+PORTAL+DE+DADOS+ABERTOS)  
<https://www.facebook.com/pages/Hackathon-Poa/170676586473156>

### SUMMARY

#HackathonPOA is a hackathon held annually in the city of Porto Alegre to celebrate the birthday of #POAdigital ([www.poadigital.com](http://www.poadigital.com)), a project of the City of the Gaucho capital that brings aspects of communication, technology and entrepreneurship. The whole process is based on open data strategy of the city, the project Datapoa ([www.datapoa.com.br](http://www.datapoa.com.br)), which provides a structured and open government public data. Information is the raw material for professionals from different segments such as developers, programmers, hackers, small business, startups owners, creative collectives, universities, researchers, students, journalists, media, digital agencies, government agencies and many other developed technology-based solutions that can improve public services provided to citizens, ensuring greater efficiency and flexibility in areas such as urban sanitation, health, tourism mobility. The ultimate goal is to foster an open, plural and democratic participation and the participation of all in the search for a more collaborative, inclusive, connected, intelligent and consequently a better place for locals and visitors city.





**10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION**



**O I D P**

The project, which is already in its third edition, has had a very positive impact on the community of Porto Alegre. In total, more than 500 people directly involved in the initiative. In addition, the proposal also includes 32 government agencies and about 10,000 servers. Not to mention the 1.5 million inhabitants of the capital of the gauchos who have just benefited by about 30 solutions developed from the perspective of citizens for citizens. In this sense, #HackathonPOA, is now one of the most cross-cutting initiatives of the Mayor of Porto Alegre, has been able to promote a strong integration between organizations, companies and municipal departments, and of these with the public.

#HackathonPOA whole concept is based on citizen participation and open government concepts. We work with the proposal to boost the vocation of the city that is home of participatory democracy, with over 26 years of practice Participatory Budget (PB), which guarantees citizens a new perspective of citizenship able to strengthen the feeling of membership, based on collaboration and consolidation of community participation.

Finally, besides the challenge of creativity, #HackathonPOA is a long-term project and is presented in a comprehensive and multidisciplinary approach for the benefit of the population, generating a positive impact and encourage citizen participation and intersectoral open way so innovative.



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## THE JURY

This initiative promotes a full and easy access to public information. It promotes transparency and knowledge. It encourages participation, performance rating, and offers an accessible tool to citizens in order to engage them in the solution of the city problems.



## **“Systematization of the experience of political regionalization, decentralization and strategic planning and citizen participation”**

### **PROMOTER**

Government of Santa Fe Province (Argentina) – 3.369.365 inhabitants

### **SUBJECT AREA**

Others

### **+ INFO**

[https://www.santafe.gov.ar/index.php/plan\\_estrategico\\_provincial](https://www.santafe.gov.ar/index.php/plan_estrategico_provincial)

### **SUMMARY**

The experience of the Provincial Strategic Plan of the Province of Santa Fe is an innovative process since it promotes new forms assumed by public action, it promotes innovative organizational structures, reformulates the way how territories are administrated and that public policies are implemented.

Since 2008, in the province of Santa Fe we have been carrying out a process of profound political, territorial and socio institutional transformation. Moving from one state acting on demands to a state that guarantees rights became the focus of the reform of the state we face. Since then, all actions are aimed at building an efficient state that promotes inclusive public policies to speed, giving priority to regional balance and the look of the citizens. The task of transforming the Provincial State in an Innovative State has involved ranking the quality of their institutions, promoting democratic dialogue and strengthening the social commitment. In short, it meant to establish a new articulation between State, Market and Civil Society. In this scheme, democratic practices were strengthened as the representative principle it conjugated with a participatory component in the joint construction of public policies. The reform of the provincial government is anchored on four pillars: regionalization, decentralization, strategic planning and public participation.

#### **Regionalization**

Regionalized strategy allowed the one hand, integrate previously disconnected and fragmented areas, enhancing their peculiarities; and, secondly, to bring the state to the citizens and to the various local actors, thus inaugurating a new way of governing. From this perspective, the territory is conceived as a large network that interweaves various local actors; social, economic and political activities; natural and cultural heritage that is necessary to coordinate and manage in the vicinity. The regions are symbolic spaces and flexible structures that rebuild itineraries, links, roads, stories and values of the parties, where the territory and culture provide the necessary anchor for its location. Identified through dialogue, the citizen participation and consultation; and brand recognition of the physical environment,



culture of their towns and cities, the five regions to distinguish the diversity in unity. It means the beginning of a political and cultural change in the province. They also represent the right state to deploy the strategic planning, citizen participation and provincial decentralization; and they are challenged to combine necessarily universal conception of citizenship with a recovery of the local and the regional, enhancing the opportunities and building, with original transparent and collective sense, the regional integration. In each of the regions nodes distribution and redistribution of capacities, information and resources are identified: in Region 1, Node "Reconquista"; in Region 2, Node "Rafaela"; in Region 3, Node "Santa Fe"; in Region 4, "Node Rosario"; and Region 5, the Node "Venado Tuerto". The different locations in each region and city-node are interrelated in a non-hierarchical way and, overall, facilitate the integration of multiple regional actors, learning and building plans and collective projects.

### Decentralization

Remove power from the center to transfer to other spaces is democratization, transparent objective of transference and of the creation of new or different forms of power. The provincial decentralization is a key tool to enable a next state. So when we talk about decentralization we are referring both administrative decentralization and functions that enhance the ability of the state as the decentralization of power, decisions and resources. We decentralize functions in the regions and we endow greater powers to municipalities and communes.

In this context, it is the civic center's edilicios devices that indicate the presence of the provincial government in the territory, allowing a fast and direct link between the provincial government and the different territorial actors. They constitute at the enabling environment for territorial planning, dialogue and citizen participation, and in service spaces and attention to local authorities and institutions. In each of the regions, the buildings of the civics centers are configured as meeting spaces, thought and action; and as areas of production and reproduction of citizenship, that rebuild links, roads, stories and shared values among its habitants.

### Strategic planning

Adopt a strategic approach to public management means taking action-oriented vision and its transformative effects on reality, overcoming particulars and sectorial approaches, with an eye toward the future and with the participation of multiple actors. It is an instrument of consultation that promotes the construction of a reflection shared on the territory, and that involves, necessarily, a cultural change, to enable the definition of public policies of medium and long term based on a participatory approach, open and with clear rules. The values underpinning the process of strategic planning are: equality opportunities for the exercise of rights; assessment of gender, diversity and respect for minorities; priority to work with children, youth and seniors; universal access to public goods; access to land and habitat; overcoming poverty and vulnerability; strengthening of dialogue and citizen participation; sustainable development and environmental protection; territorial balance and inter-territorial balance; and access to public, transparent and reliable information.



10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



O I D P

For the government of the province of Santa Fe strategic planning is a conviction and a state policy that has its finishing in the Provincial Strategic Plan as a dynamic instrument of public policy design product.



### Citizen Participation

For that strategic planning is truly participatory required the constitution of a horizontal and democratic public space in which the preconditions of free expression look respected and promoted. Therefore, the Citizens Assemblies became in the essential tool for planning and in the first participatory device implemented at a provincial level, that promotes the dialogue public-private, and that has the collective interest as a goal. Its implementation involved a change in the political culture santafesina, since the collective construction of projects and public policies of open character, multi-sectorial and cross-cutting nature it took root in citizenship.

Citizens' Assemblies as regional spaces of public character, where authorities and government, along with organizations and citizens, project the future of the province, allowed the shared construction of Province Strategic Plan in Santa Fe. In addition to the Citizen Assemblies, we design and implement other innovative institutional arrangements that ensure the inclusion of all voices. In the public-private sphere, we launched Micro Regional Meetings, Regional Councils of Strategic Planning, seminars and sensitization workshops, forums of original towns, Youth Forums and we made two Cities Congress. Intergovernmental level, meanwhile, is made by the Expanded Inter-ministerial Cabinet and the Inter-ministerial Monitoring Committee of the Provincial Strategic Plan. These regular meeting spaces, promote the consensus, the definition of general criteria of performance and joint management of programs and project.

Santa Fe is the only province with a strategic plan built participatory. Vision 2030 represents the consolidation of participatory strategic planning as a state policy. It includes the progress of strategic projects and their impact on the territory, and new initiatives aimed at strengthening the province. It is another step in the consolidation of an innovative model in the construction of public policies and management of the State in the territory, committed to consolidate the foundations of a supportive Santa Fe, inclusive and equal opportunity for the full exercise of rights.





10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



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**“Draft amendments to the Metropolitan Ordinance establishing the participatory management system, social accountability and control of the Metropolitan District of Quito”**

**PROMOTER**

City of Quito (Ecuador) – 2.414.585 inhabitants

**SUBJECT AREA**

Public participation in the Law

**+ INFO**

<http://www.quito.gob.ec>

[http://www7.quito.gob.ec/mdmq\\_ordenanzas/Ordenanzas/ORDENANZAS%20A%C3%91OS%20ANTERIORES/ORDM-187%20-%20SISTEMA%20DE%20GESTION%20PARTICIPATIVA%20RENDICION%20DE%20CUENTAS%20Y%20CONTROL%20SOCIAL.pdf](http://www7.quito.gob.ec/mdmq_ordenanzas/Ordenanzas/ORDENANZAS%20A%C3%91OS%20ANTERIORES/ORDM-187%20-%20SISTEMA%20DE%20GESTION%20PARTICIPATIVA%20RENDICION%20DE%20CUENTAS%20Y%20CONTROL%20SOCIAL.pdf)

**SUMMARY**

According to legal analysis accomplished, is necessary the updating and adaption of the Metropolitan Ordinance number 187 based on the new framework that dictates the 2008 Constitution, the Organic Law of Citizen Participation and the Organic Code of Territorial Organization, Autonomy and Decentralization to introduce mechanisms of participation that the current ordinance does not address.

The legislation meets with the function of feasible actions and implements policies from the point of view of the legal recognition thereof. The statute creates institutions, establishes policies and procedures, states' rights, obligations and prohibitions, but the single issue of the rule, does not generate or necessary change a social behavior.

Thus that the regulatory change or issuance of new legal bodies, are only part of the process. The issuance or amendment of the existing rules should be supplemented with organized, methodical and sustained processes of training, information and motivation, both individual considered citizens, the collective and social organizations.

These processes of information and training should be extended also to the authorities and public officials, as they will be responsible for operationalizing internally the procedures that guaranties that citizens can fully exercise their rights of participation, without restrictions or limitations beyond those laid down in regulations.



Is fundamental a reform in which social actors have much deeper impact, for it is they who can make substantial contributions, since citizenship is who knows firsthand main limitations and weaknesses of the Citizen Participation System.

The amendment of the Ordinance include profound changes collected during the dialogues with various municipal authorities, representatives of civil society organizations and citizens in general, which seek to increase and create new spaces for participation.

### Objectives

The main objectives arising from the reform of the ordinance 187 are:

- Ensure the effective exercise of participation rights, and promote the exercise of participatory democracy.
- Establish communication channels between Citizens and the Municipality of Metropolitan District of Quito.
- Create spaces of training where promotes the new rules, duties and rights of citizens.
- Develop the principle of co-management (municipality-citizenship) this way citizenship acts jointly.
- Recognize the various ways of social organization, formal and informal of natural and legal order, recognized in the constitution.
- Implement a wide range of participation forms that are simple to implement.

### Description of the experience

The amendment to the ordinance 187 has several moments:

1. Establishment of a roadmap.
2. Workshop with local authorities to determine which goals and objectives will be achieved with the reform.
3. Elaboration of "FODA" of the nine zonal administrations to determine the status of citizen participation in the Metropolitan District of Quito.
4. Diagnostic workshops with citizens to establish the status of citizens participation and proposed to be implemented in the reform.
5. Inclusion of all accepted proposals by citizens, political parties, political movements and local organizations, in the reform of the ordinance according to regulatory frameworks.
6. Desk Metropolitan Council Committee.
7. First debate in the Metropolitan Council to the reform to the Ordinance 187.
8. Validation process towards an ordinance 187 reform incorporating the participatory processes in the MDMQ.
9. Validation process inputs from civil society toward a reform of the ordinance 187 incorporating the participatory processes in the MDMQ (Dialogues).
10. Workshops with citizens in which socialized the implementation of the proposals of citizenship, opinions and new proposals were collected.



11. Validation process with Municipal Officials.
12. New proposals made by Civil Society Organizations, councils, universities...
13. Second debate and approval in the metropolitan council (it is pending the convocation for the second debate).
14. Development of Regulations.
15. Training to municipal officials in the use and application of the new ordinance.
16. Training to citizens in the use and application of the new ordinance and the new mechanisms of participation.



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## THE JURY

This practice combines almost all eligibility criteria. The next ones are the most significant:

- The purpose has a broad effect territorially. An ambitious project that means the extension of the citizen rights formalizing their responsibilities and strengthening their capacities.
- It is supported by data diagnostic and consultative and participatory processes to legitimize the confidence in the government.
- There is an extensive strategy of participatory culture in the institution (technical team) and the citizens.
- A transparent decision making has been sought along with the development of the principle of co-management.

Also it is noteworthy the leadership from the Mayor team.



10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



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## “Management system and citizen participation of Rumiñahui”

### **PROMOTER**

Government of Rumiñahui (Ecuador) – 96.118 inhabitants

### **SUBJECT AREA**

Participatory budget / Forums and audiences

### **+ INFO**

<https://www.facebook.com/PCRuminahui/>

### **SUMMARY**

It is a fact recognize that political patronage practices in the country, and in the different levels of government, were based on an instrumental relationship, which maintains the inequality and differential power and control of resources in which exist a pattern and a customer: the pattern provides material goods, protection and access to various resources and in exchange customer offers personal service, loyalty, political support or votes. The weak social mobilization was expressed in the absence of an organized social network, a lack of human rights in general and the invisibility of the problems faced by children, adolescents, youth, seniors, etc. We believe that Rumiñahui was not out of this dynamic, until they assumed the rights for citizen participation in the country.

Since the effective date of the Constitution of the Republic of Ecuador of 2008, the citizen participation is a right of citizenship, to review, propose, monitor and evaluate public management -how decisions are taken and how public services work- and it is the duty of all public institutions provide the opportunity and the space to citizenship for practice their right to participate freely.

Based on the Constitution of the Republic, the COOTAD and other laws about citizen participation, the Autonomous Decentralized Municipal Government of Rumiñahui instituted since 2011 its own legislation to implement the System of Management and Citizen Participation, with the aim of: a) to promote and strengthen the citizen and community participation process in the definition and implementation of plans, programs and local policies; b) prioritize the investment in public works to contribute to the achievement of the objectives of the national policy of good living; c) facilitate the process of accountability and exercise of social control by citizens.

Thanks to this legal framework, in Rumiñahui a direct relationship between the authorities and citizens is generated, through new mechanisms for citizen participation, which helps the integration of the Assemblies of Urban and Rural Territorial Base; and Assemblies of the Priority Groups represented by, children, adolescents, youth, women, disabled and elderly.



In each of these spaces are the Management and City Participation Committees formed through the Territorial Assemblies and from the priority groups, who have the right to do a social control of municipal management and especially of the projects of Participatory Budget, in coordination with technical teams from each departments of the Municipality. Also permanent schools for citizen participation are implemented.



Citizens understand participatory budget as a public debate in strategic issues developed in the citizen assemblies, in which there is an open debate with municipal authorities around the investment priorities, which it will be at least the 30% of the investment budget of Rumiñahui. This budget is allocated for public works projects and social projects. At the same time it involves the construction of an active citizenship and committed to the development of a vision of "Good Living" which necessarily requires co-responsible performance between State and the civil society to improve the living conditions in a local level.

Management and citizen participation system is articulated through a system of comprehensive protection of rights, building a pyramid of participatory democracy, with the different stakeholders, privileging groups with priority attention. This link is defined in 4 key areas:

1. The definition of the public policy: representatives of citizens from the assemblies of children, teenagers, young people and people with disabilities become part of the Cantonal Council for Rights Protection, representing civil society, and therefore they contribute to the formulation of plans, programs, projects and policy proposals.
2. In applying the participatory budget: the different groups with priority attention through its citizen assemblies, they have the opportunity to prioritize their work and projects of social order and inclusive and thus secure the economic funding.



**10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION**



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3. At the level of implementation of public policies. Implementing an interdisciplinary care service, which it helps to strengthen the Comprehensive Protection of Rights System of Rumiñahui.
4. In the area of social of rights through formation of Management and citizen participation committees and the organization of public hearings, advisory councils and accountability.

The Management and Citizen Participation System and the Comprehensive System for Protection of Rights, promote a new democratic concept that be able a process of "democracy extended" where the active citizen participation, the social control over the collective decisions, the public deliberation in the policy making, the design of strategies in the main area of development, are instituted as concrete and effective mechanisms for the exercise of rights, which enables to create conditions to overcome social demands.

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## **THE JURY**

This experience has achieved to establish a system of full participation. Although it is a precondition imposed by the Ecuadorian Constitution, a budget of 30% per annum is considered for this purpose. Each canton must adapt it and this has been done by the government team of this canton. They have been 5 years practicing a mentality of open government and they have a strategy to achieve until 2022.

The case of Rumiñahui seems to reflect a systematic effort in institutionalizing participatory democracy spaces as the base of local development strategies. It focuses innovatively on the complex interaction between the local dimension of participatory spaces as the PB and strategic policy choices and plans taking places at larger scales. Compared with the other 2 cases it seems to be less transferrable due to the strict connection with the contextual condition.



10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



O I D P

## “Implementation of the citizen participation system in the Santa Ana canton”

### PROMOTER

Santa Ana, Manabí (Ecuador) – 47.836 inhabitants

### SUBJECT AREA

Others: local development

### + INFO

<http://santaana.gob.ec>

### SUMMARY

The implementation of the System of Citizen Participation in our canton, is the best example of local development depends on the will of authorities and citizens, becoming a tool in the decision making process about how municipal resources are distributed taking into account the real needs of the communities. Adding to that, the political will of the mayor, Santa Ana is a reference in participatory processes and we have made a significant progress in the implementation of mechanisms of participation.

One of the aspects that it has been strengthened is the right to inclusion. The exercise of citizenship implies a responsible participation, promote a practice of responsibility between the population and the municipality, generating a significant level of empowerment in the development projects. With participatory planning we try to activate all the sectors of Santa Ana canton, especially the rural area, which historically they have a lack of public services and now they are part in making decisions process.





**10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION**



**O I D P**

The aim of this local government is share these processes and experiences with other levels of government, not only within our territory, but at the regional level, that is why we believe that the exchange of experiences and construction of mutual learning allowing feedback of knowledge is very important. Also to engage the citizens of the results of management, it is encouraged a culture of accountability, it reduces the risk of corruption and therefore may pursue several objectives like promote participation is a way and not an end in itself, and it can help to improve the effectiveness of public services and mobilize community resources for common challenges and the provision of quality public services.

It can be identified a paradigm of participation, which is based on the promotion of more complex forms of participation, where citizens not only participate in events and activities, access to social services, access to information, but which progress towards joint management and joint planning where the population participates and influences public policy.







## “Open government agents”

### PROMOTER

City of Sao Paulo (Brazil) – 11.253.503 inhabitants

### SUBJECT AREA

Open government / E-government

### + INFO

<http://saopauloaberta.prefeitura.sp.gov.br/index.php/noticia/cursos-e-oficinas-do-programa-agente-de-governo-aberto-comecam-a-ser-distribuidas-pela-cidade/>

### SUMMARY

Transparency and participatory management have become more important for democratic institutions every day, and to promote this reality in the city of São Paulo, the Municipality promotes and coordinates actions of transparency, participation, technological innovation and integrity through *São Paulo Open*, an Inter-Government initiative of Open Government in São Paulo.

For this process to gain strength and involve more and more managers and citizens, it is essential to invest in training in these areas, and therefore, since its inception, *São Paulo Open* promoted various training processes that promote exchanges between universities, social movements, civil society and officials (civil servants), thus spreading the culture of open government.

Thus arose the Open Government Agents Program, an initiative of *São Paulo Open* and four municipal departments, and one of the first experiences in the world at the municipal level decentralized training on Open Government, marked by low implementation costs and great potential emerged of reach.





**10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION**



**O I D P**

The program selects, through a notice, forty-eight "Open Government agents" responsible for training to an estimated audience of 25,000 people, including municipal workers, counselors (elected), social movements, vulnerable population and others interested in issues related to technology, programming, communication, social networking, participatory mapping Culture, Transparency and Access to Information.

Since November 2015 these courses and activities are offered in all regions of São Paulo, and have a schedule to meet any kind of need: from quick workshops (2h30) to longer courses (three and six months). So, São Paulo Open aims to disseminate the open agenda Open Government in the territory, contributing to its appropriation by the population and consolidation as a way of governing.

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## **THE JURY**

This initiative reflects in my opinion the commitment to promote the creation of a shared agenda between society and government, which contributes to the fulfillment of institutional objectives, to improve governance steadily, guiding social challenges, and promote the formation of citizens in the exercise of their rights and obligations.



## “Community consultation framework as a means of citizen participation in municipal planning”

### PROMOTER

Banliues Du Monde Mauritanie, Sebkh (Mauritania)

### SUBJECT AREA

Others: Municipal planning

### + INFO

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### SUMMARY

The rural exodus and the sedentary lifestyle of a large part of the Mauritanian population have produced a new urban poverty, aggravated by the fragility of family and social fabric. The new political and economic reality of the country and the new composition of the institutional actors generate new hopes, but still it is not clear about the redistribution of resources, a key vector of the country's stability and socio-economic development. In this context, democracy and social cohesion are two inseparable processes, especially at the level of local governments and particularly in the capital, Nouakchott, where one-third of the country's population live.

In order to preserve social cohesion, public action should be strengthened through collaboration between state, local elected officials and civil society. The Mauritanian State helps the implementation of a framework for improving this collaboration: the signing of the Cotonou agreements, a planning guide, the last statement of policy for the decentralization and local development, the project coding local governments and the publication and the implementation of "community development plans" and Committees Citizens Coalition (CCC).

The "Local Governance and Social Cohesion" (LGSC) project is part of this government aim, shared by local elected officials. Indeed it has been launched by the Urban Community of Nouakchott (UCN). Within the UCN, Cell Studies and Projects (CSP) is the focus operator.

Thus, with the support of the project, each municipality of Nouakchott, has already launched a Community Coordination Committee under the agreement discussed above. These committees bring together members of the local civil society, local elected officials, key people in the municipality and state representatives in order to exchange ideas on the development of the municipality, and plan future projects to be carried out.



The main objectives are:

- To promote consultation and dialogue among the city, its citizens and the local actors.
- Strengthen ownership, legitimacy and social acceptability of actions and policies undertaken by the Council.
- Address the gaps in human resources and competencies of the City Council.
- Strengthening local democracy.
- Strengthening social cohesion and citizenship.
- Strengthen intercultural dialogue (social cohesion tool) and the quality of life of citizens.
- Be a support tool to the municipalities.



The process involves:

- Identify all the organizations of local civil society of municipality of Sebka.
- Select from this base, 20 organizations of local civil society more successful, according to predetermined criteria.
- Organize a forum of civil society (within the City Council) and proceed to select 10 members to represent civil society in the CCC.
- The Mayor elects representatives in the CCC.
- The Prefect of the Department appoints 3 members of decentralized state services.



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## “Model of comprehensive participation in a territory. Participate Tenerife”

### PROMOTER

Island Council of Tenerife (Spain) – 889.933 inhabitants

### SUBJECT AREA

Open government / E-government

### + INFO

<http://www.participatenerife.es>

### SUMMARY

The main objective is to work in a practical and innovative way for a participatory manner territory initial working axes they allow taking the right steps.

For the project we have scored 5 points:

Axis I. Participation cannot be understand if you do not work internally from the Local Administration, strengthening concepts and ensuring internal culture change. To do this, we have created a Technical Committee on Open Government 45 service headquarters structure forming the Cabildo Insular de Tenerife (The Government of the Tenerife Island) participates. (For more information about the Cabildo, [www.tenerife.es](http://www.tenerife.es)). It was developed in a participatory way an ethical code of good governance adopted unanimously by the plenary of the Corporation.

Axis II. Generate various channels of participation [www.participatenerife.es](http://www.participatenerife.es) where we generated various participatory processes with high participation of citizens.

We are improving our remote channels obtaining warranty EFQM certificate. As we have united all reusable data in [www.opendatatenerife.es](http://www.opendatatenerife.es)

Axis III. We have done important work in education and training. We have formed

60 technicians and councilors

45 university experts

200 schools of citizen participation

500 civic associations

1020 citizenship who aren't members of civic associations



10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



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Axis IV. Awareness and information, it is necessary to view the contents and the work done for this we have created a mobile campaign in the territory creating carp days of the citizenship. We have relied on a drawing of a hit which was conducted in a participatory manner that allows motivate residents

Axis V. Pilot projects that evaluate empirically with indicators that allows its implementation throughout the country.

Te damos la bienvenida a la plataforma de  
**Participación Ciudadana**  
del Cabildo Insular de Tenerife





10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION



O I D P

## “Learn how much it cost: week of responsibility”

### PROMOTER

City of Valongo (Portugal) – 93.858 inhabitants

### SUBJECT AREA

Open government / E-government

### + INFO

<http://www.cm-valongo.pt/>

<http://rener.pt/semana/>

### SUMMARY

The project "Learn how much it costs - week of accountability" is an unprecedented initiative in the city and in the country, which seeks to strengthen public awareness and citizen participation. It is intended to stimulate the involvement of the population in local governance through accountability of the financial performance of the municipality. This initiative enables audit the municipality and collect proposals for the future.

The City Council has an accounting system that allows knowing how much it costs each activity carried out by the municipality. City Council expenses can be broken down by each sector and each activity developed and they are accessible on the dedicated website "Learn How Much It Costs".





**10<sup>TH</sup> AWARD  
BEST PRACTICES IN  
CITIZENS' PARTICIPATION**



**O I D P**

This project has its epilogue, immediately after the end of the fiscal year, with a public exhibition called "Accountability Week". For five days the municipal responsible tour the four parish churches of the municipality to explain to the population how to handle and in what they spend money from the municipal budget and it is also a space where it is addressed directly and closely with citizens, the municipal problems, and ideas are discussed to help in the participatory decision-making process.

It is noteworthy that although it is only the second year of the project "Learn how much it costs - week of accountability", there has been a change in the culture of internal management of the municipality, both politically and technically. This project has resulted in greater discipline and rigor in the technical organization of municipal resources, a better understanding of the annual evolution of the cost structure of the municipality, better information to support decisions and greater interaction with society civil.

As a sign of this change, the municipality of Valongo climbed from 123rd to 13th in the ranking of transparency of the Portuguese municipalities, organized by the *Associação Cívica Transparência and Integridade*, becoming the most transparent municipality of Porto region.

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## THE JURY

This experience is focused on the active engagement of citizens in order to enforce accountability and effectiveness of public services at municipal level. The main strength of this experience regards two points. First, the capacity to transform traditional transparency mechanisms based on the release of information into an interactive process of active engagement of the citizens. The shift from transparency toward accountability relies on the capacity to translate complex info in a language understandable and interoperable with people's knowledge. Secondly, the attention in incorporating the feedback of the participatory experience in order to redefine the functioning of transparency related routines within the local administration. In addition, this experience seems to be replicable also in different context where already take place a mechanism of collection and publication of public open data.