



PART 1: BASIC DATA

Title of the experience: Participatory Process of Praça do Martim Moniz		
Name of the city/region: Lisbon		
Country: Portugal		
Institution presenting the candidacy: Lisbon City Council		
Start date of the experience: :14 December 2020		
End date of the experience: 15 January 2021		
Type of candidacy	New experience	X
Type of experience	Other (specify): Participatory Process for the Urban Requalification of Martim Moniz Square	X
Objective of the experience	Improving the quality of public decision-making through the mechanisms of participatory democracy	X
Territorial area	Neighbourhood	X
Thematic area	Urban management	X

PART 2: DESCRIPTION OF THE EXPERIENCE

Objectives

<p>Main objective of the innovative experience:</p> <p>This experience consisted of listening to and getting to know the opinions of the citizens, in the initial conception, for a future project to improve Martim Moniz Square, more suited to the needs, desires and concerns of those who live, work or enjoy the square.</p> <p>A mixed methodological approach (quantitative and qualitative) was used for the Martim Moniz Square Participatory Process.</p> <p>Citizen participation aims to create an inclusive and integrating space for the multiculturalism of the area and, in this way, guarantee the quality of the political decision in the future, taking into account the creation of value generated by citizen participation.</p>
<p>How have you achieved this objective?</p> <p>To achieve this objective, a Task Force was created, promoted by the Office of the Councillor for Urban Planning and Participation, in articulation with the Participation Division, the services of the municipality, the local Parish Council (Santa Maria Maior) and external consultants;</p> <ul style="list-style-type: none"> ● Online and face-to-face surveys were conducted; ● Online focus groups were conducted; ● A working session was held with the "Jardim no Martim Moniz" Movement; ● Through the Parish Council of Santa Maria Maior a challenge was launched to the infant and primary schools of the parish for the children to freely design the future of the square.



- Communication - Given the state of restriction imposed by the pandemic, it was necessary to reinvent and adapt communication, which was mainly based on digital media. We invested in a website exclusively dedicated to the participatory process, simple and intuitive, in the Participation Division's own social networks and in the institutional social networks of the Lisbon City Council.

To fight the info-exclusion, we used the *infomail* and a "physical" point of information and collection of ideas, accompanied by an exhibition of MUPI installed in Martim Moniz Square.

With this strategy we have achieved a participatory process of excellence, which has become a benchmark for the future, according to the press and academics.

To what extent has this objective been achieved?

The Martim Moniz Square Participatory Process (PPMM) promoted the participation of children, adolescents, elderly people, immigrants, shopkeepers and residents of the area, with the concern to ensure the participation of all in an equitable manner and to involve citizens traditionally under-represented;

11 focus groups were carried out, with a total of 74 participants, with local entities or activities developed in the parish of Santa Maria Maior;

1009 citizens of different age groups, qualifications and 22 nationalities participated in the survey, and all parishes of the city were represented;

73 children from kindergarten and primary school participated and drew what they would like to see in the square;

Innovation in the methodologies used also ensured a truly aggregative, inclusive and accessible participatory process;

An exhibition with relevant information on the history and evolution of Martim Moniz Square over the years provided empowering information, contributing to informed participation and generating added value.

From all for all, for the remarkable benefit of all citizens, technicians and politicians of the municipality.

Dimensions of the experience

Which is the most innovative aspect of the experience?

We consider that the most innovative aspect of this process was the fact that it was the first large-scale, almost entirely digital participatory process. Previously, this component was present in several Participatory Processes, but, as a support to something developed in a physical/face-to-face manner.

In this process, we went in the opposite direction. The central objective was to build an almost entirely digital participatory process, given the limitations imposed by the COVID-19 pandemic. The face-to-face/physical factor was onl and exceptionally, considered to combat info-exclusion.

In this sense, the objective was far exceeded. This participatory process has thus become a process oriented towards the future, towards new audiences, inclusive, accessible, differentiating, modern, progressive, by all and for all.



We believe that, given the circumstances, we have identified a model for the future of all participatory processes.

To what extent is the procedure transferable?

Given the success of the 1st phase of participation, the Lisbon City Council plans to adapt and replicate this participatory process to other areas of the city.

It should be noted that the requalification of the square created the synergy for the application to the World Monument Fund for the rehabilitation of the Torre da Pela (in the Martim Moniz area).

The fact that it was the 1st large-scale Participatory Process, almost completely digital,, guarantees its adaptation to pandemic situations, becoming the model for the future of all participatory processes, adaptable to any city, place or context.

Why do you consider that the experience is feasible?

All the difficulties linked to the COVID-19 Pandemic, implied a technical and organisational adaptation of the Martim Moniz Participatory Process.

The methodologies adopted in the meantime and duly adapted to these circumstances proved to be quite fruitful, given the strong support and participation of citizens in this participatory process.

We highlight the great diversity of participants, in terms of nationalities (22), age groups, and the coverage of the entire municipality of Lisbon, despite the special focus on the local population, with a high percentage of immigrants, traditionally under-represented.

Among other aspects, citizens highlighted the most positive and unfavourable factors, revealed their feelings associated with the square, and presented proposals and ideas for the future, associating their feelings with their expectations regarding life in the square.

As an example, one of several factors revealing the high involvement of citizens regarding the future of the square is reflected in the 91% response rate when asked about and the ideas that come to mind:

- Garden
- Green
- Culture
- Space
- Security.

Therefore, it seems that this practice is not only feasible, but also represents the emergence of a new paradigm of participation.

How has the experience been coordinated with other actors and processes?

Firstly, a Multidisciplinary Team, duly trained, involving several municipal services, the Urban Planning and Participation Department, external consultants and the Parish Council, was set up and met regularly.

Given the health constraints of the COVID-19 pandemic, online methods of participation were favoured.

However, the participation of more vulnerable sectors and under-represented groups was ensured, with the support of a team present in Martim Moniz Square and with the collaboration of the Santa Maria Maior Parish Council in facilitating and speeding up

contacts with representative entities of the parish and in conducting Focus Groups with elderly people.

Among the complementary initiatives are also the following dynamics:

A working session with the "Jardim no Martim Moniz" Movement, to listen to citizens who created a proposal prior to this participatory process to which is associated a petition with 1600 signatures delivered to the Municipal Assembly on 30 April 2019);

A challenge launched through the Parish Council of Santa Maria Maior to the Kindergarten and the primary school of the parish for children to freely design the future of the square.

What has been the level of co-responsibility?

This Participatory Process is coordinated by the Office of the Councillor for Urban Planning and Participation, in close collaboration with the Participation Division, in articulation with the municipal services, Parish Councils and other entities already mentioned. Despite the division of tasks, there is a transversal cooperation.

The different actors have contributed technically, stimulating and accompanying the different initiatives developed throughout this participatory process, enriching it and making it as participatory as possible in its different phases.

Which evaluation and accountability mechanisms were used?

Despite the pandemic situation, with the necessary adaptations already mentioned, we obtained a high level of citizen support for the Martim Moniz Square Participatory Process.

The Focus Group also revealed, in addition to the great diversity of contributions, congratulations for the participatory process and enthusiasm for the opportunity to give their testimony.

It is worth highlighting the deep knowledge of Martim Moniz Square by most of the participants in the Focus Group, the great diversity of ideas, in several aspects, the strong support and motivation revealed by citizens and entities to participate in the requalification of the future Martim Moniz Square.

This participatory process was widely publicised on the Participation Portal, on the Social Networks of the Lisbon City Council and other communication media.

As a result of this participatory process, a final report was prepared for public presentation.

Summary of the experience

The Martim Moniz Participatory Process, with the goal of promoting the requalification of this important Lisbon square, used a survey approach by questionnaire and Focus Groups (online). The aim was to know the relationship of the Lisboans with the square and collect ideas for its requalification. The survey was made available on the *Lisboa Participa website* and in person at Martim Moniz Square. It was a dynamic process, integrating the multicultural reality of that territory, with work in the field, of articulation with the local community and with all citizens in general.

For the statistical analyses, the data from 1009 survey respondents were considered. The data collected was analysed using the quantitative method, with recourse to SPSS (Statistical Package for the Social Science) statistical software for the analysis of closed answers and relationships between variables. The open question of the questionnaire was



addressed by grouping according to word clusters. While the evidence gathered from the Focus Groups had qualitative analysis as methodology.

As for the methodology, it is contemplated: Publication of a draft report with the result of the participation, including a period for possible proposals for improvements to the document or complaints; Presentation at a Town Hall meeting of the conclusions of the public participation and a proposal for a preliminary programme of the project to alter the Martim Moniz Square; Technical and specialized participation, open and plural, for the development of spatial proposals (design of proposals that materialize the results of the public participation); Approval, in a Town Hall meeting, of the base programme for the international public tender for the Martim Moniz Square execution project; Involvement of partners in the field, namely, organizations, associations, institutional partners (parish council) and territorial networks.

11 online focus groups (discussion sessions lasting 60 minutes) were held, in order to collect contributions from citizens who usually do not participate in these initiatives (e.g., the international community, the elderly, young people), thus seeking to ensure the inclusion of various socio-demographic groups. The data was analysed by mapping expressions and ideas grouped by themes and recording their frequency (number of people who mentioned the expressions or ideas).

Complementary initiatives also included 1) a work session with the Movement "Jardim no Martim Moniz," to listen to the citizens who created a proposal prior to this participatory process to which is associated a petition with 1600 signatures delivered to the Municipal Assembly on 30 April 2019); 2) a challenge launched through the Parish Council of Santa Maria Maior to the Kindergarten and primary school of the parish for children to freely draw the future of the Square.

In this study, 1156 citizens participated (1009 in the survey + 74 in focus groups + 73 children with drawings) of different age groups, qualifications and nationalities. All of the city's parishes were represented in the survey.

A total of 11 focus group sessions were held, 7 of which with local entities or entities whose activity is carried out in the parish of Santa Maria Maior and which allowed the inclusion of various under-represented groups.