



## Towards We-Government: Collective and participative approaches for addressing local policy challenges

Grant Agreement number: 693514

### D2.6

## Local Validation Trial Report v.2

Project co-funded by the European Commission within H2020-EURO-2014-2015/H2020-EURO-6-2015		
Dissemination Level		
PU	Public	X
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium (including the Commission Services)	

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## Status, Abstract, Keywords, Statement of originality

<b>Dissemination level:</b>	Public
<b>Contractual date of delivery:</b>	31 <sup>th</sup> March 2019
<b>Actual date of delivery:</b>	29 <sup>th</sup> March 2019
<b>Work Package:</b>	WP2 Stakeholder engagement & local test trials
<b>Type:</b>	Report
<b>Approval Status:</b>	Final
<b>Version:</b>	1.0
<b>Abstract</b> <p>This report (D2.6) provides an overview of the operational implementation of the local WeGovNow pilots being pursued during the final project year and the lessons learned from the validation trials. It represents an update of a previous version (D2.5) as well as a revised version of the D. 2.6 delivered on 11<sup>th</sup> Jan 2019. In general terms, the public pilots aim at validating collective and participative approaches enabled by the new WeGovNow platform for addressing local policy challenges. To this end, the pilot platform is currently operated under day-to-day conditions by the City of Turin, the London Borough of Southwark and San Donà di Piave, a rather rural municipality near Venice. The focus of the current report is on providing a description of how the three pilot municipalities have so far practically utilised the WeGovNow pilot platform for the purpose of addressing policy challenges they face within local policy contexts on the operational achievements, experiences and lessons learned during the testing phase. The current overview is deliberately intended to be descriptive by nature. Observable impacts will be reported in terms of dedicated evaluation reports (D4.2).</p>	
<b>Keywords</b> <p>WeGovNow pilot operation, pilot platform instances, policy-driven use case operation, local policy issues.</p>	
<b>Statement of originality</b> <p>The information in this document reflects only the authors' views and the European Community is not liable for any use that may be made of the information contained therein. The information in this document is provided as is and no guarantee or warranty is given that the information is fit for any particular purpose. The user thereof uses the information at its sole risk and liability.</p>	

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## Executive Summary

This report (D2.6) provides an overview of the operational implementation of the local WeGovNow pilots pursued during the final project year and the lessons learned from the validation trials with focus on the operational achievements and experiences. It represents an update of a previous report (D2.5) that was aimed at documenting the operation of the validation trials at an interim stage of the overall pilot duration. When compared with its previous version, the current report provides further details on particular participatory processes which have been put in place by the three municipalities with a view to addressing selected policy challenges with help of WeGovNow and identifying the added value provided during the citizen engagement both for reaching a wider audience by engaging different stakeholders and improving the effectiveness of administrative process in local municipalities through the use of the WeGovNow platform. To this end, a set of policy driven use case scenarios were developed for exploiting the capabilities generally provided by the pilot platform under day-to-day conditions, rather than in a laboratory setting. When compared with the previous version of this report, further information has also been added when it comes to efforts made in order to promote the publicly available pilots service towards different local stake holders concerned in the particular use case scenarios.

In general terms, the public pilots aim at validating collective and participative approaches enabled by the new WeGovNow platform for addressing local policy challenges. To this end, the pilot platform has been operated since the beginning of 2018 under day-to-day conditions by the City of Turin, the London Borough of Southwark and San Donà di Piave, a rather rural municipality near Venice. In technological respect, the WeGovNow pilot platform has been implemented in terms of a modular web-based service according to the Software as a Service (SaaS) approach (see also D3.1). No local software installation is thus required at the three pilot sites. The overall platform comprises several software modules which interoperate as an integrated web service offered in the three pilot municipalities. Each component developer team involved in the project consortium operates one or more platform components remotely, and provides help desk services to the local pilot site teams respectively (see also D2.4). In the framework of the public pilots, this technical infrastructure is utilised by municipal staff (backend) as well as citizens, NGOs and local business (frontend) under day-to-day conditions. Beyond this, each pilot municipality has configured the pilot platform up to a certain extent according to local requirements, thereby relying on a number of configuration options that are generally available in relation to individual platform components.

All in all, the WeGovNow pilot service has been utilised in the three pilot municipalities to address a number of local policy challenges, in particular by:

- involving citizen in funding decisions about NGO-driven cultural projects in the framework of an urban regeneration programme (“AxTO” policy use case);

- exploring new ways of co-developing and co-managing public spaces (“Parco Dora” policy use case), thereby involving local communities and different Departments of the Municipality and improving the coordination of diverse activities and exchanging informed of planned activities and events;
- facilitate a more sustainable behaviour among by public bodies and private households (“Energy efficiency” policy use case), in line with a local suitability strategy;
- promote community cohesion (e.g. “Faith Groups” use case) supporting cross-faith collaboration in joint activity to support a local faith group strategy;
- motivating young people to engage in public matters (e.g “Youth Engagement” policy use case) and in employment and training (“Youth & Employment”policy use case);
- obtaining feedback from local people and other stakeholders on proposed services improvements and allowing them to influence in detail the design that is going to be implemented (“Highways” policy use case).

## 1 Introduction

This report (D2.6) provides an overview of the operational implementation of the local WeGovNow pilots that are being pursued during the final project year and the lessons learned from the validation trials with focus on the operational achievements and experiences. It represents an update of a previous report (D2.5) documenting the operation of the validation trails at an interim stage of the overall pilot duration. In general terms, the public pilots aim at validating collective and participative approaches enabled by the new WeGovNow platform for addressing local policy challenges. To this end, the pilot platform has been operated since the beginning of 2018 under day-to-day conditions by the City of Turin, the London Borough of Southwark and San Donà di Piave, a rather rural municipality near Venice.

Certain information on the WeGovNow pilots has already been made available in earlier deliverables, e.g. on use case development (D2.3) and pilot planning (D2.4). Although it is generally not intended to repeat content from earlier reports, selected information has been included into the current report to the extent necessary for enabling reading it as a self-standing document. The focus is on providing a description of how the three pilot municipalities have practically utilised the WeGovNow pilot platform for the purpose of addressing policy challenges they face within their particular local circumstances. The current overview is deliberately intended to be descriptive. Observable impacts will be reported in terms of dedicated evaluation reports (D4.3)

When compared with its previous version (D2.5), the current report provides further details on the particular participatory processes that have been put in place by the three municipalities with a view to addressing selected policy challenges with help of WeGovNow and identifying the added value provided during the citizen engagement both for reaching a wider audience by engaging different stakeholders and improving the effectiveness of administrative process in local municipalities through the use of the WeGovNow platform. A set of policy driven use case scenarios was developed for exploiting the capabilities generally provided by the pilot platform under day-to-day conditions, rather than in a laboratory setting. When compared with the previous version of this report, further information has therefore also been added when it comes to efforts made to promote the publicly available pilots service towards different local stake holders concerned in particular policy use case scenarios.

This report provides details proving WeGovNow to be a replicable model to improve the collaboration among citizens and Municipalities and a reliable tool for identifying citizens needs, as well as a replicable approach in similar contexts able to increase the collaboration between citizens and local administrations by improving the effectiveness of administrative process through the use of the WeGovNow platform.

The current report starts with an overview of pilot implementation activities cutting across all three pilot municipalities (Chapter 2). It goes on with a presentation of different local policy use cases which have been pursued with help of the pilot platform by the three WeGovNow pilot municipalities (Chapter 3). For each policy use case scenario, the policy issues addressed by means of WeGovNow are briefly summarised. This is followed by a description of how the use case scenario has been operationally implemented in the framework of the local WeGovNow pilots. Finally, a brief outlook is presented.

## 2 WeGovNow pilot service operation

As described elsewhere (D3.1), the WeGovNow pilot platform has been implemented in terms of a modular web-based service according to the Software as a Service (SaaS) approach. No local software installation is thus required at the three pilot sites. According to the architecture adopted for the purposes of the WeGovNow pilot platform, the overall platform comprises several software modules which interoperate as an integrated web service offered in the three pilot municipalities.<sup>1</sup> Each component developer team involved in the project consortium operates one or more platform components remotely, and provides help desk services to the local pilot site teams respectively (see also D2.4). In the framework of the public pilots this technical infrastructure is utilised by municipal staff (backend) as well as citizens, NGOs and local business (frontend) under day-to-day conditions.<sup>2</sup>

Other than e.g. commonly available eGovernment services, the WeGovNow pilot platform represents a flexible “tool box” enabling the support of diverse utilisation patterns rather than a single “service work flow”. All WeGovNow pilot users were free to utilise the WeGovNow pilot platform and its individual components as they wish, e.g. in terms of bringing up initiatives for public deliberation and voting, networking with others around any issue they wish, posting any content they like, commenting on contributions made by others and so on. Moreover, the three pilot municipalities have however developed a number of use case scenarios around local policy issues. These policy-driven use cases relate to local policy goals, strategies and/or programmes that have emerged in the pilot municipalities independent of the WeGovNow project. From the perspective of the pilot municipalities, WeGovNow enables addressing these in a more participatory and collaborative manner when compared with traditional approaches. At the same time, the policy driven use cases are intended to stimulate citizens and local stake holders to start bringing up their own issues and initiatives through WeGovNow.

### 2.1 Local pilot platform instances

The overall platform comprises of several software modules which interoperate as an integrated web service offered in the three pilot municipalities. Different component developer teams involved in the project consortium operated one or more platform components remotely, and provided help desk services to the local pilot site teams respectively. They have customised the text displayed on the platform’s entry page and the terms of use (ToU) statements respectively. As a general rule, users have to register to the local WeGovNow pilot service via the platform. The user registration and validation process

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<sup>1</sup> As discussed in D3.5, the approach adopted by WeGovNow towards archiving the integration (and further development) of existing and newly developed civic engagement software modules enabled WeGovNow to develop a platform that involved heterogeneous web-based technologies. From a sustainability perspective, at the same time this approach enables the flexible extension of the current WeGovNow platform with further software components in the future.

<sup>2</sup> The WeGovNow pilot platform enables user registration in terms of so called “personal accounts” which are available to individual citizens and so called “role accounts” which are available to organisations.



for the pilot platform has been tailored according to the requirements of each pilot municipality. Almost 10.000 user accounts have been activated so far across the three pilot municipalities.

The WeGovNow platform has been implemented in terms of a modular web-based service according to the Software as a Service (SaaS) approach to enable new forms of citizen-government relationships towards more collaborative practices for enabling, deepening and/or widening the involvement of citizens, civil society organisations or local businesses in fields that have traditionally been the preserve of public service providers. Beyond the standard set-up of the WeGovNow pilot platform some local configuration requirements have emerged from diverging organisational structures at the three pilot municipalities.

As described elsewhere (D2.2), the WeGovNow platform has been conceptualised as a socio-technical system to be used for addressing local policy challenges in a participatory manner.<sup>3</sup> In practical terms, this means that the WeGovNow approach requires the pilot municipalities to pursue both technology innovation and administrative process innovation in parallel. Beyond utilising the mere software functionalities provided by the WeGovNow platform, each pilot municipality has also defined new roles and responsibilities internal its own administration for the purposes of the WeGovNow pilots.

Beyond this, each pilot municipality has configured the pilot platform up to a certain extent according to local requirements, thereby relying on a number of configuration options that are generally available in relation to individual platform components. Moreover, the software architecture of the WGN platform includes a so called “Style Service” which enables the pilot municipalities to adapt the look-and-feel of the pilot platform to their local requirements up to a certain extent, e.g. in line with style guides used by the pilot municipality more generally.<sup>4</sup> For public piloting purposes, a dedicated platform instance is therefore operated for each municipality as follows:

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<sup>3</sup> The concept of socio-technical systems has originally been developed as an approach to organizational work design, thereby recognizing the interaction between people and technology in workplaces. Later, it has been extended to ICT-based service delivery more generally (see e.g. Pasmore, W. A., 1988. *Designing Effective Organizations: The Sociotechnical Systems Perspective*. Academic Press). Within WeGovNow the stakeholder engagement activities conducted during the development phase of the project have confirmed that the desired civic participation can usually not be delivered by ICT alone but by a socio-technical system. In a socio-technical system, service delivery incorporates a number of elements in addition to ICT, in particular specific roles played by relevant stake holders, including staff of the public administration. Such a perspective does not however exclude that in some cases, service automation can be virtually complete, with no personnel roles in day-to-day service provision. In such cases overall services and ICT services are close to identical. For sustainable delivery even of fully automated services, the wider socio-technical system is never completely absent. Where there is an organisation with responsibility for the automated service, organisational processes are always necessary, if not for acquiring data then for maintaining and updating software..

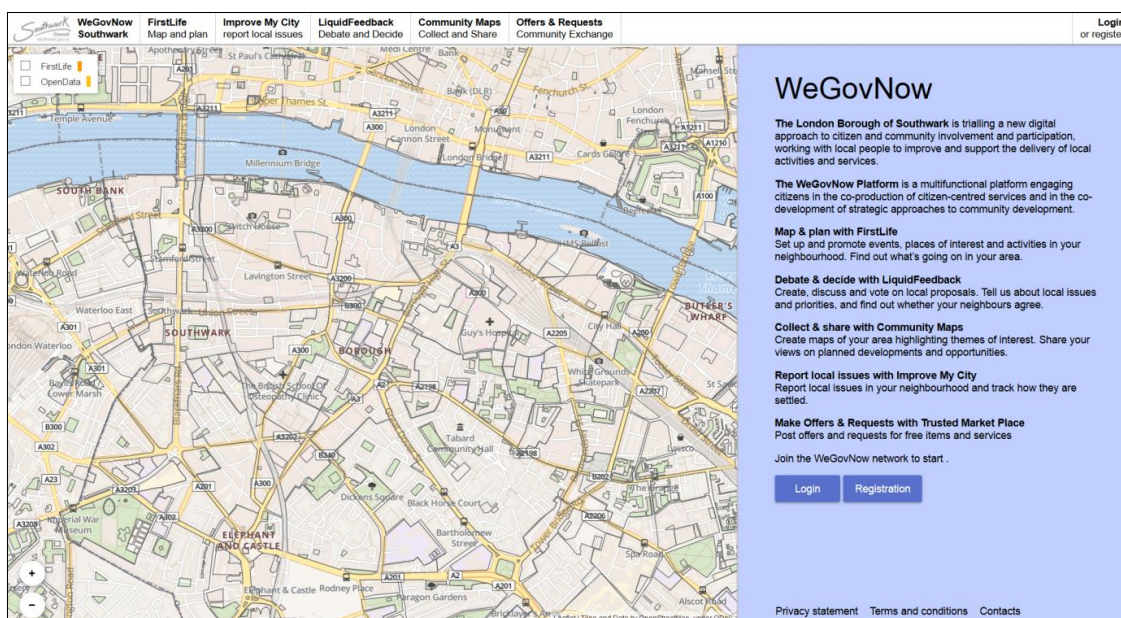
<sup>4</sup> Technically speaking, the software architecture of the WGN platform includes an API service, the so called “Style Service”, providing WGN style sheets dynamically to the individual platform components (see also D3.1).

- San Donà di Piave: <https://sandona.wegovnow.eu>
- Southwark: <https://southwark.wegovnow.eu>
- Turin: <https://torino.wegovnow.eu>

## 2.2 Pilot user registration and validation

In legal terms each municipality provides a publicly accessible service to its citizens and to local NGOs/businesses throughout the pilot duration by means of the WeGovNow platform. They have customised the text displayed on the platform's entry page and a terms of use statements respectively (Figure 1). In line with European Data Protection legislation, the pilot municipalities have also concluded bilateral data processing agreements with each consortium partner technically hosting one or more components of the pilot platform.<sup>5</sup>

**Figure 1 - Screen shot of the entry page to the WeGovNow pilot platform in the London Borough of Southwark**



As a general rule, users have to register to the WeGovNow pilot platform. All three pilot municipalities target citizens aged 16 years and above and self-registration is not possible below that age.<sup>6</sup> The user registration and validation process for the pilot platform has been

<sup>5</sup> The General Data Protection Regulation (GDPR) has come into effect on 25th May 2018, i.e. during the project duration of WeGovNow. Amongst the requirements imposed by the GDPR, this regulation differentiates between the so called "data controller", i.e. in the current case the municipality offering the WeGovNow pilot service to its citizens publicly, and the "data processor", i.e. those partners hosting a platform component. Processing of data on behalf of a data controller requires an assignment in writing between both parties according to the law. For further details see also D2.4.

<sup>6</sup> The GDPR establishes specific rules for protecting children's personal data (Article 8). If an organisation offers online services ('information society services') to children and relies on consent to collect information about them, children can give their own consent to this processing at the age of 16 (the member states will have the possibility to lower this age to a minimum of 13 years). If a child is younger then it will be necessary to collect consent from a person holding 'parental responsibility'.

tailored according to the requirements of each pilot site. This is described in the following subsections. A total of 9770 user accounts have been activated thus far across the three pilot municipalities.

### 2.2.1 Turin

Upon registration participants must provide their:

- Nome (first name)
- Cognome (surname)
- Data di nascita (date of birth)
- Luogo di nascita (place of birth)
- Codice fiscale (fiscal code)
- Indirizzo Email (email address)
- +39 Numero di telefono (mobile phone number)

If the fiscal code matches the entered data and the mobile phone number has not been used before, an SMS with a PIN is sent to the number provided. If the PIN is entered correctly immediate access is granted before verification by the city (as a leap of faith). Otherwise the admission is granted after verification by the city.

Upon admission an email with an activation link is sent to the email provided during the registration. The participant clicks on the activation link and can complete the signup by choosing screen, login name and password. The click on the activation link also automatically verifies the used email address. The verified email address on file can be used for automatic notifications from the various WeGovNow applications and for newsletters of the city.

The verification is done by the city according to their own criteria. While “Same Codice fiscale” is a definite duplicate attempt, other fields do not necessarily suggest a duplicate request. If the city decides to refuse access the request is rejected (if no account has been created so far) or the account is cancelled (if the access has previously been admitted).

### 2.2.2 San Donà di Piave

In San Donà participants provide the same data as in Torino plus their residential address. Upon registration they provide their:

- Nome (first name)
- Cognome (surname)
- Indirizzo (address)
- Codice postale (postal code)

- Città (city)
- Data di nascita (date of birth)
- Luogo di nascita (place of birth)
- Codice fiscale (fiscal code)
- Indirizzo Email (email address)
- +39 Numero di telefono cellulare (mobile telephone number)

The further registration process is identical to the process in Torino.

### 2.2.3 London Borough of Southwark

Upon registration participants have to provide their:

- First name
- Surname
- Postcode
- Date of Birth
- Email address

Mobile (for instant verification) is not mandatory and can be bypassed triggering a manual verification by Southwark Council. The further registration process is similar to the process in the Italian pilot sites.

### 3 WeGovNow pilot use case operation

All WeGovNow pilot users are free to utilise the WeGovNow pilot platform and its individual components as they wish, e.g. in terms of bringing up initiatives for public deliberation and voting, networking with others around any issue they wish, posting any content they like, commenting on contributions made by others and so on. Beyond this, the three pilot municipalities have developed a number of use case scenarios around local policy issues for piloting purposes in particular. These policy-driven use cases relate to local policy goals, strategies and/or programmes that have emerged in the pilot municipalities independent of the WeGovNow project. From the perspective of the pilot municipalities, WeGovNow however enables addressing these in a more participatory and collaborative manner when compared with traditional approaches. At the same time, the policy driven use cases are intended to stimulate citizens and local stakeholders to start bringing up their own issues and initiatives through WeGovNow. In this sense were the use case scenarios that had been developed by the three pilot municipalities earlier in the project (see e.g. D2.4) not considered as a finite selection, and new use cases emerging in the three pilot municipalities during the overall project's pilot phase can be implemented at any time.

All in all, the WeGovNow pilot service has been utilised to address a number of local policy challenges, in particular by:

- involving citizens in funding decisions about NGO-driven cultural projects in the framework of an urban regeneration programme ("AxTO" policy use case);
- exploring new ways of co-developing and co-managing public spaces ("Parco Dora" policy use case), thereby involving local communities and different Departments of the Municipality and improving the coordination of diverse activities and exchanging information of planned activities and events;
- facilitating a more sustainable behaviour among public bodies and private households ("Energy efficiency" policy use case), in line with a local sustainability strategy;
- promoting community cohesion (e.g. "Faith Groups" use case) supporting cross-faith collaboration in joint activity to support a local faith group strategy;
- motivating young people to engage in public matters (e.g. "Youth Engagement" policy use case) and in employment and training ("Youth & Employment" policy use case);
- obtaining feedback from local people and other stakeholders on proposed services improvements and allowing them to influence in detail the design that is going to be implemented ("Highways" policy use case).

### 3.1 The “Neighbourhood” use case – Enabling a responsive communication between citizens reporting problems, the public administration and third parties.

#### 3.1.1 Local policy issue addressed

All municipalities participating in WeGovNow strive for improving the collaboration with their citizens when it comes to identifying and addressing problems in local neighbourhoods more quickly and having a better idea of what is happening there. At the same time the citizens expect the public administration to be responsive to issues emerging in their neighbourhoods. Against this background the WeGoveNow pilot platform is utilised to establish a responsive communication with citizens who have identified a problem in their neighbourhood, and were meaningful to bringing “third parties” into the loop.

#### 3.1.2 Use case implementation

##### 3.1.2.1 Participatory process and key stakeholders

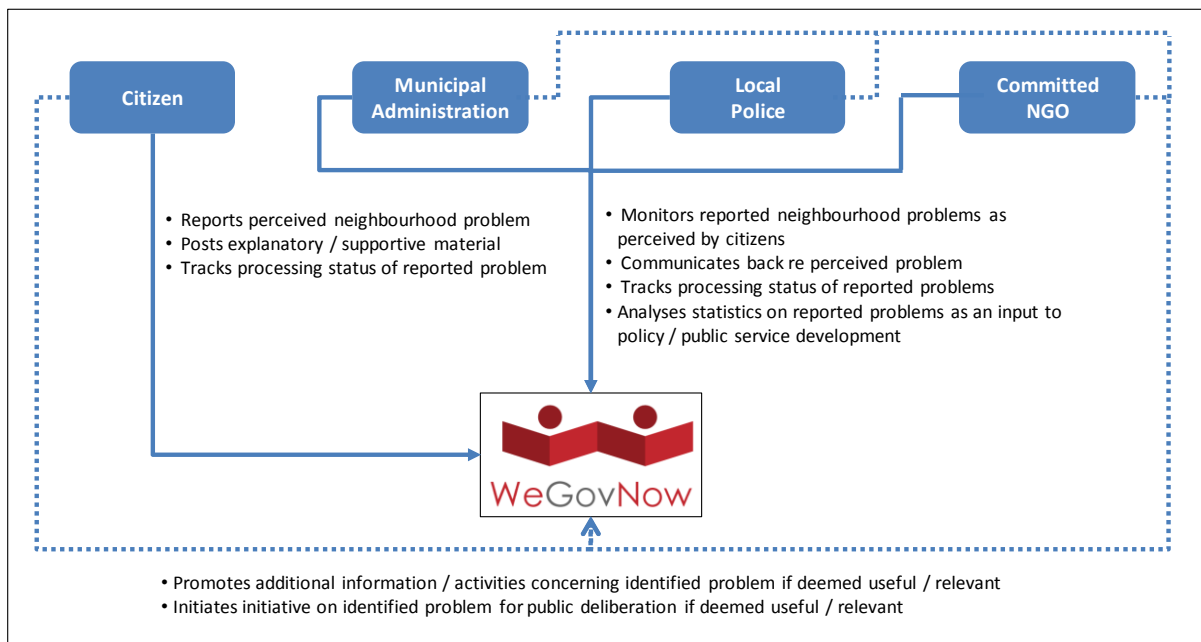
Figure 2 below presents a graphical summary of the main elements of the participatory process that has been developed by the pilot municipalities with help of WeGovNow.

In general terms, the participatory process piloted in this use case can be summarized as follows:

- Citizens are enabled to report problems they identify in their local neighborhood through the WeGovNow pilot platform according to pre-specified thematic areas (in writing, by adding pictures and/or tagged on a map of the area).
- A responsive communication is established through the WeGovNow platform between the citizen and the public administration and/or external parties with an assigned responsibility, supported by issue tracking capabilities provided by WeGovNow.
- All issues reported by the citizens can be viewed through WeGovNow (but not any bilateral communication) and each user has the possibility to support issues reported by others.
- By means of certain analytics functionalities provided by the WeGovNow platform, the municipality has the possibility to analyze all issues reported according to a number of parameter, e.g. the total number of issues reported per category or the average time required for settling an issues since it has been reported by a citizen. These statistics can be fed into efforts directed towards public services improvements or further policy planning.
- Beyond bilateral communication between the citizens and the public administration, both parties, i.e. every registered user, have the possibility to initiate a public

deliberation process through WeGovNow on proposed solutions and/or related initiatives, e.g. if a frequently reported problem cannot be satisfactorily addressed.

**Figure 2 - Generic participation process scheme for the “Neighbourhood” use case scenario**



Internal to each municipality one or more administrative units are responsible for dealing with issues reported by the citizens through the WeGovNow pilot platform, supported by issue tracking functionalities. Depending on the given local context, an NGO (Turin) and the local police (San Donà) are brought into the loop as “third parties”.

### 3.1.2.2 Use case preparation and promotion

The “Neighbourhood” use case has so far been promoted primarily in the framework of general project dissemination and in the framework of public WeGovNow labs organised in the three pilot municipalities.

In Turin, the municipality decided to focus on urban mobility issues and to involve a local biker association (giving them access to the backend of individual WeGovNow platform components). This group has been collaborating with the municipalities’ mobility department already prior to WeGovNow in terms of reporting news about bicycle mobility.

Citizens report issues about mobility on the platform and the local biker association may summarize and aggregate by topic problems indicated by the citizens before reporting issues to the administration in order to speed up the collaborative problem solving process. When an issue is “solved” means that the issue have been reported to the Administration.

Categories have been agreed by Municipality and local biker association and include:

- a) Cycle paths conditions
  - a.1) potholes
  - a.2) road surface
- b) Dangerous points



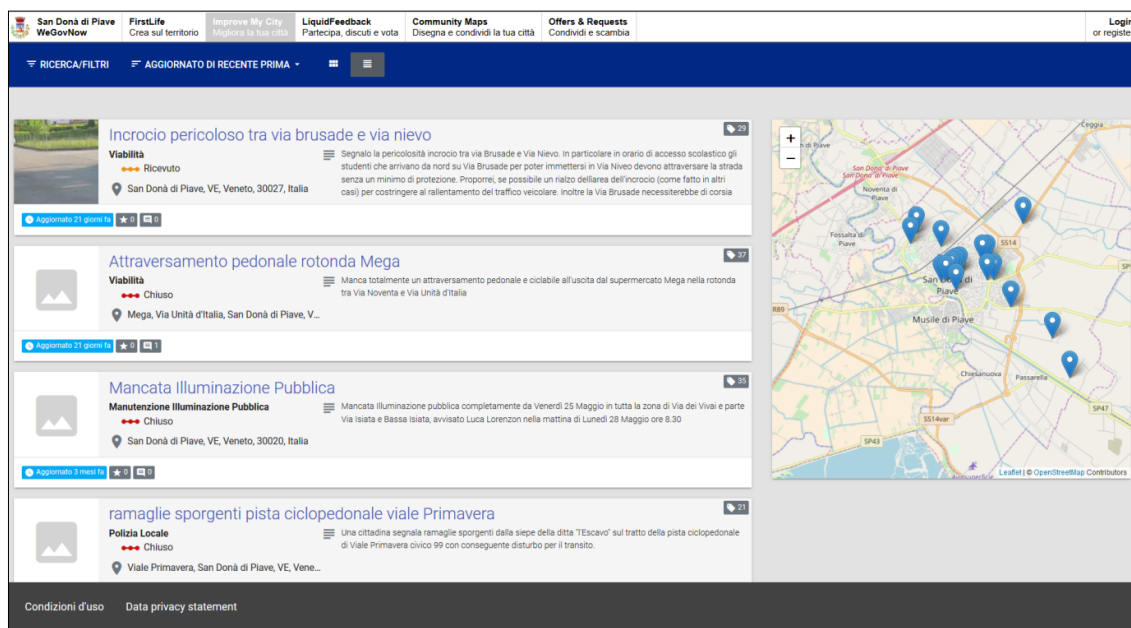
- b.1) low visibility
- b.2) pedestrian crossing
- b.3) obstacles
- c) New bike path

The one Torino is testing could be an interesting model to improve the collaboration among citizens-associations-Municipality.

### 3.1.2.3 Platform configuration requirements

Beyond the standard set-up of the WeGovNow pilot platform (Figure 5), some local configuration requirements have emerged from diverging organisational structures at the three pilot municipalities. These concern the specification of certain thematic areas according to which problems in the neighbourhood can be reported through the WeGovNow platform, such as “public works”, “public lightening”, “roads and sidewalks”, “public green”, “public housing”, “waste and urban hygiene” and “safety”. Such categories reflect the governance structures prevailing at the public administrations in the various pilot municipalities.

Figure 5 - Screen shot of the San Donà pilot platform instance



### 3.1.3 Lessons learned

The “Neighbourhood” use case has so far been primarily driven by the public administrations in the three pilot municipalities. Designing the internal flow process aimed at managing different inputs coming from the citizens has turned out as a "critical" point, in particular when it comes to being able to cope with a potentially increasing demand for municipal resources. In Turin the Municipality decided to focus on urban mobility issues, and backend access of individual WeGovNow platform components has been granted to a



local biker association local without violating relevant law. This group has been collaborating with the municipalities' mobility department already prior to WeGovNow in terms of reporting news about bicycle mobility. The local biker association summarizes and aggregates by topic problems indicated by the citizens before reporting issues to the administration in order to speed up the collaborative problem solving process.

At the end of the pilot phase, the Municipality has received more than 20 reports: the first summary about the urban mobility has been delivered to the administration in early February. In our opinion the one tested in Torino could be an interesting and replicable model to improve the collaboration among citizens-associations-Municipality.

In San Donà Di Piave the investment on transparent identification of the neighbourhood use case focused on community based initiatives and services and the early identification of problems. Thanks to specific training activities addressed to Local Police and Public work Department WeGovNow is now recognised as a reliable tool for identifying neighbourhood and transparent response tracking.

Actually 12 workers of the Municipality have been trained to manage the neighbourhood use case. Also the internal work processes have been designed and set up (more specifically, a process led by the use of WeGovNow Improve My City.)

In the neighbourhood use case up to 5 non-profit organizations have been engaged: San Vincenzo de Paoli (Charity), Red Cross (NGO), Antes (elderly people representative), il Portico Cooperativa Sociale (social cooperative), Insieme si Può (social cooperative).

Among them around 50 people have been trained and actively supported (by the students engaged in the school work alternance).

The main results are the creation of the map of social opportunities (WeGovNow Mapping for Change), the uploading of data of local welfare organizations (WeGovNow First Life), the public discussion to organize a marathon to collect funds for social aims, created by the Youth City Council (40 students + 3 educators).

## 3.2 The “AxTO” use case - Involving citizens in funding decisions about NGO-driven cultural projects within Turin’s ongoing AxTO investment programme

### 3.2.1 Local policy issue addressed

Between 2017 and 2019, the City of Turin is going to invest 45 Million Euro, of which 18 Million Euro will be funded by the Italian Government (Presidenza del Consiglio dei Ministri), in the framework of the so called AxTO programme (Action for Turin’s Suburbs). The programme includes different thematic axes, each being directed towards re-developing the

city's peripheral areas. It is administered by a dedicated department ("Progetto AxTO - Beni Comuni - Periferie") internal to the public administration. The AxTO department operates a dedicated web site for public communication purposes. Overall, 44 policy interventions have been defined for being pursued in the framework of the AxTO programme. Under one of the programme's thematic axes, the one on "education and culture", a public call for proposals for socio-cultural projects had been published on the AxTO web site in late 2017.

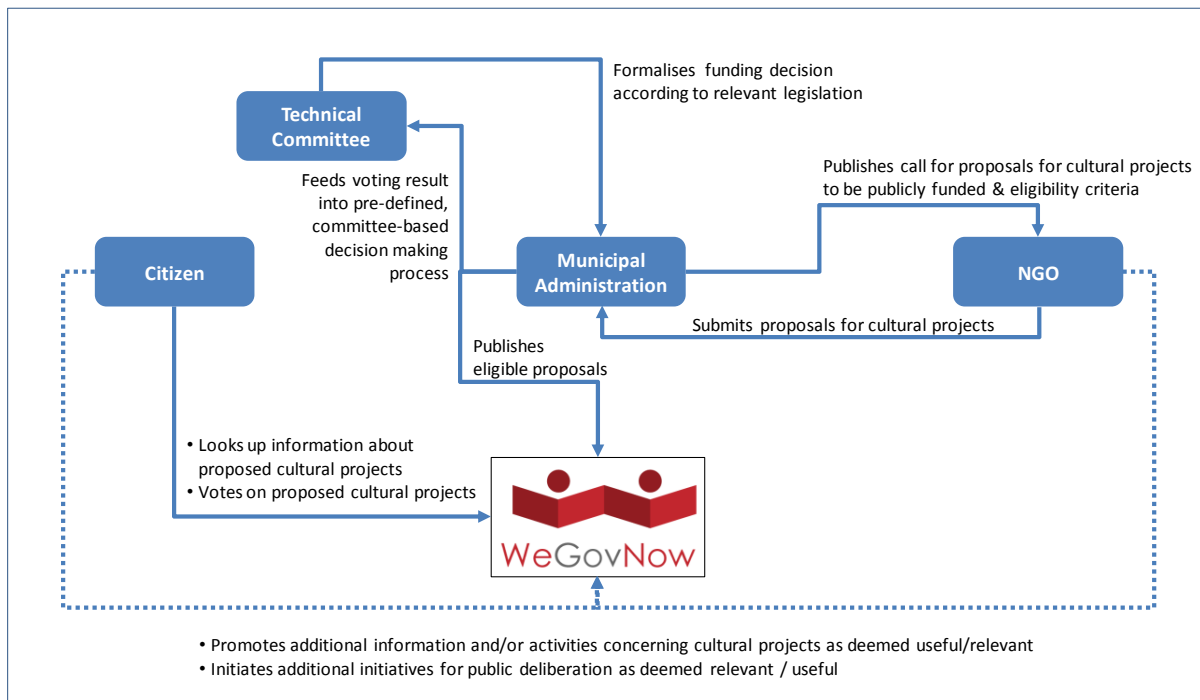
This particular activity of the AxTO department (activity 4.01: Progetti innovativi in ambito sociale e culturale) had so far not been considered as a dedicated use case for the WeGovNow project (see D4.2). Following a joint assessment by the AxTO department and the WeGovNow project team, it was however decided in late 2017 to take the opportunity offered by the WeGovNow approach for promoting collective participation within the framework of the ongoing AxTO programme. In particular, WeGovNow was found to enable the city of Turin to adopt an innovative approach in dealing with the call for proposals that had already been published under its AxTO programme, while at the same time being able to meet particular requirements set out in the programme's definition. To this end, a participatory decision process was implemented through WeGovNow.

### 3.2.2 Use case implementation

#### 3.2.2.1 Participation process and key stakeholders

To enable compliance with the rules set out by the original AxTO programme a multi-staged participatory decision making process was implemented through WeGovNow, as graphically summarised in Figure 6.

Figure 6– Generic participation process scheme for the “AxTO” use case scenario



The main elements of this process can be summarised as follows:

- By means of a public call issued by the public administration, i.e. the AxTO department, local NGOs were encouraged to describe ideas on socio-cultural initiatives that they deem suitable for supporting the re-development of sub-urban areas of the city.
- In a pre-selection phase incoming proposals were assessed by the AxTO department in relation to their eligibility under the programme.
- As far as eligible, descriptions were prepared by the proposing NGOs and uploaded onto the WeGovNow platform, including text and photos.
- By means of public voting, the citizens were enabled to influence the decision-making process when it comes to the distribution of available public funds across the proposed initiatives. The AxTO programme defines two funding thresholds for each thematic category, as follows:
  - a. projects requesting public funding up to 50.000 €
  - b. projects requesting public funding up to 100.000 €
- Votes casted from the citizens through WeGovNow were transferred into quantitative scores by the AxTO department. These citizens’ scores were then fed into a final decision-making step internal to the AxTO department together with quantitative scores derived from a separate voting by the members a technical committee that had been set up by the municipality.

- The final decision was formalised by means of an administrative act from the Head of Department and a public notice on the official web site of the City of Turin.
- A documentation of the participatory decision-making process is made publicly accessible during a legally required objection period.

In total, 73 NGOs were found eligible for proposing initiatives within the AxTO scheme. They can be grouped into the following categories:

- Cultural associations
- Sport associations
- Social cooperatives
- Theatre companies (NGOs)

#### 3.2.2.2 Use case preparation and promotion

This WeGovNow use case has been publicly promoted at pilot site level by means of multiple communication activities and channels, primarily including:

- Online announcement of local WeGovNow partners
- Press release
- Announcement on AxTO official website
- Announcement on Torino Social Innovation official website
- Announcement on Torino Social Innovation Facebook and twitter account
- Promotion through so called AxTO info points

Beyond the WeGovNow team, the offices involved in the AxTO project have also provided first level support for registration and platform usage.

#### 3.2.2.3 Platform configuration requirements

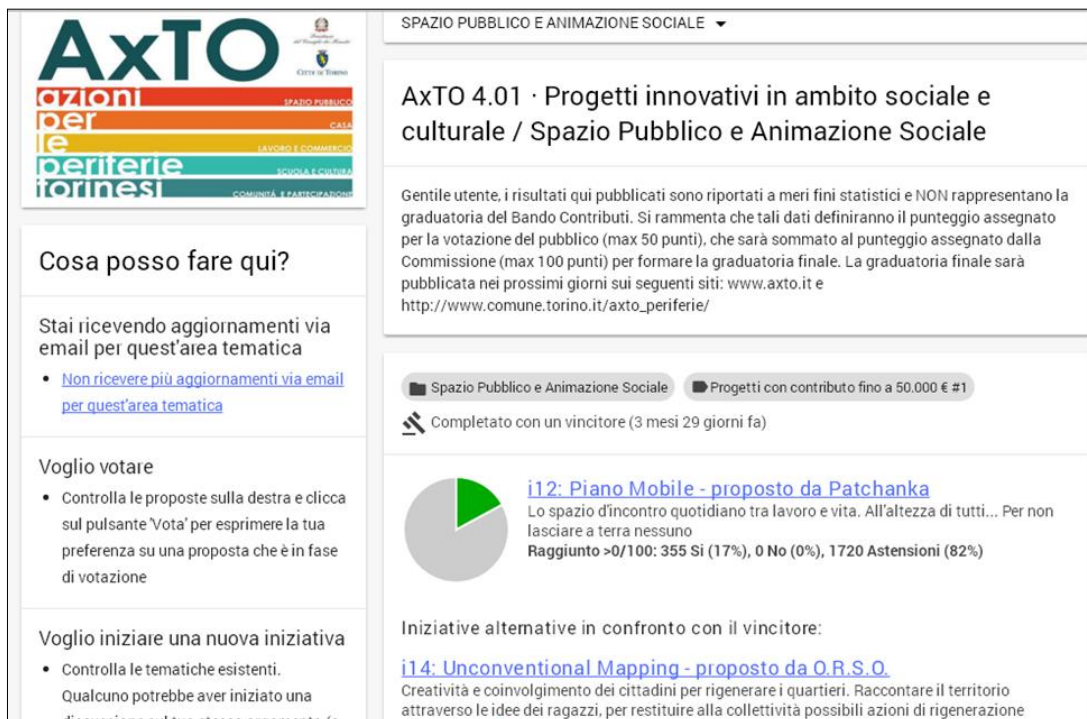
To enable WeGovNow to meet particular requirements stemming from the pre-defined AxTO scheme, the standard configuration of the WeGovNow platform was customised for the purposes of this use case. This concerned in particular its LiquidFeedback component which provides inter alia the voting functionality of the overall platform. Here, four thematic areas were set up within WeGovNow under which the initiatives proposed by local NGOs were displayed within

- public spaces
- integration
- music and performing arts
- digital innovation

These thematic categories had been defined in the original AxTO programme which. Each thematic area again contained two sub-areas reflecting two funding thresholds (€ 50.000,- and € 100.000,-) a set out in the AxTO programme as well. The duration of the WeGovNow voting phase was set to 21 days in line with AxTO rules. Every WeGovNow user was able to cast one vote per thematic category and funding threshold, i.e. eight votes overall. In total, 12,217 votes were casted by registered WeGovNow users.

To enable compliance with information that had already been publicly communicated in the initial AxTO call, it was further decided to change the default setting of the LiquidFeedback voting system from preferential voting to plurality voting. Also, the logo of the Turin's AxTO programme was displayed on the WeGovNow platform at the entry page to its LiquidFeedback component (Figure 7).

Figure 7 – Screen shot of the Turin pilot platform instance (cut-out)



**AxTO**  
azioni per le periferie torinesi

SPAZIO PUBBLICO E ANIMAZIONE SOCIALE

**AxTO 4.01 · Progetti innovativi in ambito sociale e culturale / Spazio Pubblico e Animazione Sociale**

Gentile utente, i risultati qui pubblicati sono riportati a meri fini statistici e NON rappresentano la graduatoria del Bando Contributi. Si rammenta che tali dati definiranno il punteggio assegnato per la votazione del pubblico (max 50 punti), che sarà sommato al punteggio assegnato dalla Commissione (max 100 punti) per formare la graduatoria finale. La graduatoria finale sarà pubblicata nei prossimi giorni sui seguenti siti: [www.axto.it](http://www.axto.it) e [http://www.comune.torino.it/axto\\_periferie/](http://www.comune.torino.it/axto_periferie/)

Spazio Pubblico e Animazione Sociale · Progetti con contributo fino a 50.000 € #1

Completato con un vincitore (3 mesi 29 giorni fa)

**i12: Piano Mobile - proposto da Patchanka**  
Lo spazio d'incontro quotidiano tra lavoro e vita. All'altezza di tutti... Per non lasciare a terra nessuno  
Raggiunto >0/100: 355 Sì (17%), 0 No (0%), 1720 Astensioni (82%)

Iniziative alternative in confronto con il vincitore:  
**i14: Unconventional Mapping - proposto da O.R.S.O.**  
Creatività e coinvolgimento dei cittadini per rigenerare i quartieri. Raccontare il territorio attraverso le idee dei ragazzi, per restituire alla collettività possibili azioni di rigenerazione

Finally, it was decided that the outcomes of the voting phase as well as the final funding decision are published on the AxTO web site rather than the WeGovNow platform. Following intensive discussions internal to the pilot municipality this decision is based on the following considerations. For reasons of transparency, the WeGovNow platform does not support a secret electronic ballot when it comes to user voting.<sup>7</sup> In practice this means that all votes casted are generally visible to registered WeGovNow users. Albeit this approach is generally welcomed by the public administration, it had not been explicitly communicated

<sup>7</sup> It is commonly accepted that democratic decision making processes must be verifiable to be trustworthy. In this context, it has been shown that closed electronic ballots by definition fail in meeting two mandatory requirements at the same time, namely verifiability by the participants and secrecy of the ballot (Behrens, Kistner, Nitsche and Swierczek: The Principles of LiquidFeedback, Berlin, 2014). For the purposes of civic participation purpose, by design WeGovNow therefore supports an open electronic ballot only.

in the initial call for proposals published by the AxTO department. It was concluded by the city of Turin that this might bear the risk that users participating in the voting on projects proposed in the framework of the AxTO scheme might not have been fully aware of the fact that their votes are visible to registered WeGovNow users. Instead of displaying the casted votes on the WeGovNow platform as initially envisaged, it was therefore decided by the City of Turin to enable verification of the casted votes in this particular instance only on request by individual users with help of a frozen clone of the WeGovNow platform not displayed publicly

### 3.2.3 Lessons learned

Although this particular use case has been adopted for the purposes of WeGovNow rather shortly before the starting to the project's public pilot phase, it could be successfully implemented. With thousands of citizens registering and voting in a rather short time span, it has helped in proving the pilot platform's technical reliability when it comes to large scale utilisation, also proving that the process is replicable in similar contexts. Moreover, the process of user registration and verification implemented for the purpose of WeGovNow has proved to not representing a general obstacle towards attracting pilot users at a larger scale, neither in relation to its technical reliability nor usability wise.

In total, 73 NGOs were found eligible for proposing initiatives within the AxTO scheme. Since every NGO was interested in promoting their own project, as a result we had more than 9.000 citizens registering and voting in a rather short time span.

From the NGOs point of view, the WeGovNow platform has been useful in order to promote their socio-cultural initiatives and the NGOs themselves, reaching a wider audience.

Finally, a lesson could be learned when it comes to handling participatory processes with the support of WeGovNow on the part of the public administration. When communicating to citizens through other channels than the WeGovNow platform itself municipalities should make clear that the pilot platform supports an open electronic ballot.

## 3.3 The "Parco Dora" use case - Co-design of new areas for young people and teenagers within the Dora Park in Turin

### 3.3.1 Local policy issue addressed

The City of Turin utilises the WeGovNow platform for piloting a new way of co-developing and co-managing public spaces. A former industrial area which has been converted into an urban park, Parco Dora, some years ago offers several playgrounds for children and sports facilities such as skate spaces and volleyball, basketball, tennis and football courts. A remaining area within the park, the so called Vitali area, is still to be developed with help of funds available from a national program concerning suburban development. In the future, this area is intended to provide a public space attracting young people in particular, e.g. for daily activities such as doing sports or socialising but also for occasional events such as

concerts, festivals, cultural or religious activities where thousands of people may gather together. With help of WeGovNow the City of Turin is entering new ground in terms of:

- co-designing the physical shape of the area as well a co-developing activities/services for its further public use, thereby involving local communities and different Departments of the Municipality
- co-managing this public space, thereby improving the coordination of diverse activities and exchanging informed of planned activities and events.

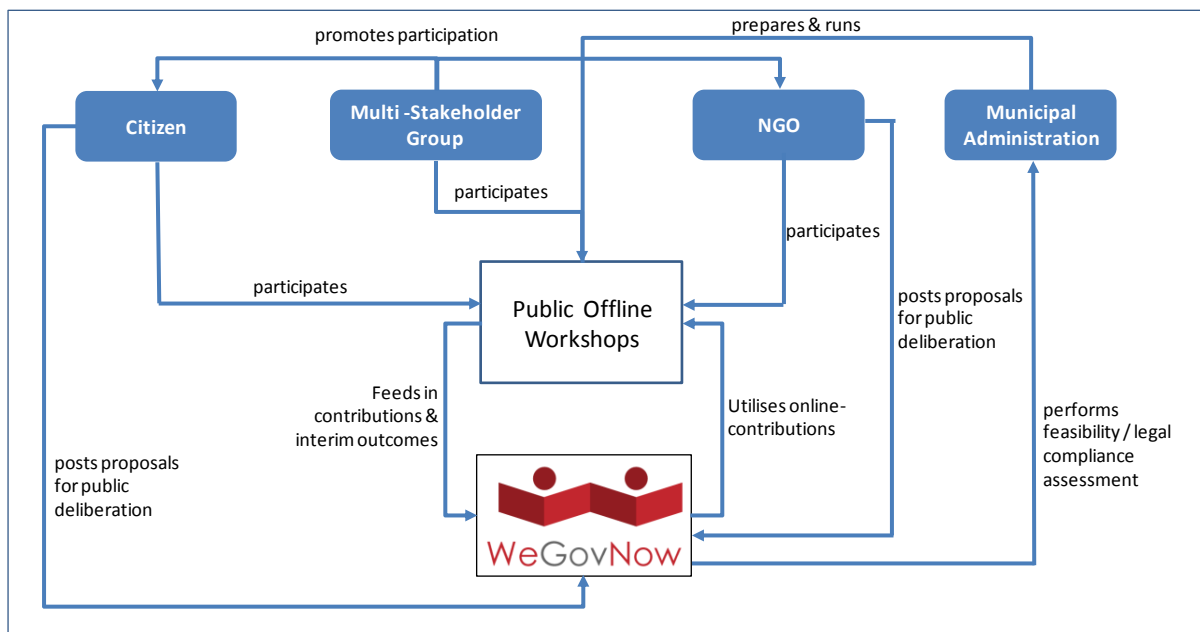
Through a publicly accessible co-design process supported by WeGovNow, the City of Torino aims at designing and building an area for teenagers and young people in particular, thereby involving local communities, associations and citizens in the design process. At the end of the co-design process, the Public Green Department will provide feasible implementation plan complying with relevant regulation, e.g. when it comes to public procurement requirements, thereby taking into account the outcomes of the participatory process supported by the WeGovNow platform.

### 3.3.2 Use case implementation

#### 3.3.2.1 Participation process and key stakeholders

The “Parco Dora” use case was launched towards the end of 2017 by different municipal department. An initial process model for the further co-development of the Dora Park was consolidated in collaboration with diverse stake holders, including various departments of the local administration as well as external organizations and groups. The process model includes offline activities (workshops) and complementary online activities enabled by the WeGovNow platform. Also the area of intervention (Vitali area) was specified in detail and particular population sections were identified which are to be particularly targeted, beyond the general public.

Figure 8 - Generic participation process scheme for the “Parco Dora” use case scenario



The participation model developed by the public administration in collaboration with local stakeholders needs to take specific local regulation into account, namely the “Regulation on collaboration between citizen and the City for the care, shared management and regeneration of urban commons” adopted in 2016. As a so called “pact of collaboration” with the urban authority this local regulation defines a common administrative process in different regards, e.g. in terms of respective powers, liabilities, expenses, insurance, etc. The co-development process model adopted for the purposes of WeGovNow within this regulatory framework can be summarised as follows (Figure 8):

- collaborative definition of the intervention area and basic co-design rules (in line with relevant local regulation);
- initial co-design of proposals for interventions by means of public off-line workshops;
- structured online deliberation of proposed interventions through WeGovNow, including the possibility to change existing proposals and propose alternative interventions;
- quantification of the public preference by means of online voting through WeGovNow;
- assessment of the preferred intervention(s) by the public administration (e.g. in relation to financiability, regulative/legal requirements potentially relevant such as procurement rules, security/liability issues and the like);
- online feedback by the public administration and final decision making;
- implementation of the finally adopted redevelopment measure(s)



- continuous online networking among the stake holders involved in relation to planning/management of activities concerning the new area within Parco Dora.

A formalized multi-stake holder group was set up to coordinate further use case implementation. Different stakeholders have yet joined this group as follows:

- The City Councillor of Turin responsible for Environment, UE funds, Energy, Green areas
- EU Funds Department
- Public Green Department
- District 4 and 5 (geographically defined units of the local administration)
- MACA (Environmental Museum)
- Environment Park
- Italo Calvino Public library
- UISP (National Sport Association)
- Innesto (Cultural association)
- Dora Shopping Mall

Beyond mobilising citizens to engage in the various co-development activities throughout the entire co-design process, the working group has the role of coordinating the process in terms of:

- defining specific target groups (population groups who are supposed to utilise the area in particular) beyond the general public and the main functions to be assigned to the area;
- defining guide-lines, rules, project frame and main criteria for the co-design (i.e. environmental sustainability, regulatory issues, etc.), starting from the executable project of the area provided by the Public Green;
- identifying strategic/structural restraints;
- Defining the timing of the different co-design phases and appropriate methodologies to involve stakeholders and citizens.

### 3.3.2.2 Use case preparation and promotion

Involving local key stakeholders at an early stage was considered crucial. They act as an interface to engage the target population in particular (mainly young people) in specific off-line (e.g. workshops) and online activities (e.g. online deliberation). Moreover, they serve as local information points promoting participation in process more generally, e.g. by organizing events, promoting and communicating about the approach more generally.

To stimulate this process, the *Special Project Innovation, European Funds and Smart City Department* (EU Funds Department) has organized a series of meetings and technical

demonstrations at an early stage with various stakeholders internal to the public administration mentioned above. Also, a public WeGovNow Lab was organized in early 2018 at which many of these organizations were present, beyond citizens. Moreover, temporary “info points” are being set up during specific events which continue take place in Dora Park. Permanent “info points” are maintained at selected places throughout the City (MAcA; Hortus Conclusus; Envipark; Dora shopping mall; I. Calvino Public Library).



At the occasion of a public event hosted by the Biblioteca Civica Italo Calvino the 26<sup>th</sup> of September 2018 the Environment councilor of the City of Turin reiterated the invitation to all citizens to participate in the new type of co-design process enabled by WeGovNow. A press release ([http://www.comune.torino.it/ucstampa/comunicati/article\\_723.shtml](http://www.comune.torino.it/ucstampa/comunicati/article_723.shtml)) has been handed out on the official website of the City of Turin after the public event.

On 11th, 18th and 22th October 2018 three participative workshops testing the use of the WeGovNow platform in Turin have been held by the City of Turin in collaboration with other partners (University of Turin, Giacomo Brodolini Foundation, Polytechnic of Turin) at the Environment Park, the scientific and technological park of the city.

The City of Turin had defined guide-lines, rules, project frame and main criteria for the co-design (i.e. environmental sustainability, regulatory issues, etc) and identified strategic/structural restraints. A calendar of public off-line workshops has been displayed on the platform and shared on Torino Social Innovation social networks.

The workshops have been split in three thematic blocks – aggregation, sport and green – and aimed at collecting proposals from citizens to co-design a 500 sq of Parco Dora and

defining specific target groups (population groups who are supposed to utilise the area in particular) beyond the general public and the main functions to be assigned to the area.

A large number of stakeholders have been involved in the workshops, including:

- a) The City Councillor of Turin responsible for Environment, UE funds, Energy, Green areas
- b) EU Funds Department
- c) Public Green Department
- d) District 4 and 5 (geographically defined units of the local administration)
- e) MAcA (Environmental Museum)
- f) Environment Park
- g) Italo Calvino Public library
- h) UISP (National Sport Association)
- i) Dora Shopping Mall
- j) Street Sports association
- k) Spina 3 Citizens Committee
- l) INGEST Citizens Committee

During the workshops participants, divided into two groups, worked together on proposals with the moderation of the organizers and reported their projects in a plenary session – which have also been uploaded on the WeGovNow platform – to discuss criticalities and strengths. The outcomes of every workshop have been uploaded to the WeGovNow platform (as a report which summarizes the main outcomes). Proponents had the chance to discuss, modify and receive other opinions on their proposals during the “discussion phase”. After that proposals have been verified by the City of Turin and voted by citizens. This process has also been applied to other proposals citizens not participating in the workshops have uploaded on the WeGovNow platform.

Figure 10 – Screen shot of the Turin pilot platform instance (cut-out)

» Parco Dora - Green design » Proposta civica #9

### Proposta civica #9

✓ 1. Ammissione (raggiunto) ⓘ  
 ► 2. Discussione (27 giorni 01:12:38 rimasti)  
 Durante la fase di discussione, la tematica viene discussa mentre i proponenti migliorano le proposte e le motivazioni nelle loro iniziative. I sostenitori delle iniziative possono scrivere e valutare i suggerimenti per il miglioramento.  
 ⓘ 3. Verifica (7 giorni) ⓘ  
 ⓘ 4. Votazione (14 giorni) ⓘ

### Iniziativa alternativa

Attualmente questa è l'unica iniziativa in questa tematica, perché nessuno ha iniziato un'iniziativa alternativa (ancora).

### Cosa posso fare qui?

Non hai il permesso per votare in questa sezione  
 • [Login](#)

### Persone interessate

Francesco Tre, AlexS, Mamma3.0

### i74: Area Gioco bambini - Parco Dora - Lotto da realizzare

Mamma3.0  
 3 sostenitori

Suggerimenti per la creazione di un'area giochi funzionale e manutenibile (non come quella oltre il fiume, che è più bassa di livello e si allaga durante i temporali).

- Mancanza di ombra.** le altre aree gioco del parco non hanno ombra --> questo le rende inutilizzabili negli orari più utili per i bambini (tipicamente 16-18, nel periodo primavera estate) perché i giochi stessi sono incandescenti, e non si riesce a stare sotto il sole.  
 1. Soluzione: piantumazione di alberi a crescita veloce. Per esempio le piante a fusto biancastro che sono state messe nell'aiuola che divide i due parcheggi del centro commerciale Snos, sono cresciute all'altezza attuale in un paio d'anni, non sono mai state potate e, pur essendo abbastanza isolate, hanno resistito bene ai temporali violenti delle ultime estati.
- Giochi per età miste.** un paio di anni fa sono state create due aree giochi al Parco Dora, una per bambini piccoli e una per i più grandi, molto distanti tra loro. Ma secondo voi se si hanno 2-3 figli, come si fa? un giorno per i piccoli e uno per i grandi? All'estero, creano aree gioco più grandi (magari con DOPPIA recinzione) con giochi per i più piccoli e i più grandi tutti insieme, così da facilitare il compito della vigilanza sui più piccoli da parte dei genitori, e consentire l'autonomia ai bambini più grandi
- Le fontanelle** è meglio sia a richiesta, e non a getto continuo, perché i bambini tendono a voler giocare con l'acqua in modo difficilmente controllabile.
- Tipologia di giochi:** prima di tutto: robusti, la zona è piena di vandali, inutile badare all'estetica di qualcosa che è rotto dopo una settimana. Valutare anche che i pezzi da sostituire siano facili e poco costosi, in modo da renderne fattibile la sostituzione in tempi brevi (e non aspettare anni). In fondo ai bambini basta poco (scivoli, un po' di altalene, molle e arrampicata)
- Recinzioni:** dato che vengono danneggiate facilmente, è utile che intorno alle aree giochi sia sostanzialmente doppia, così che eventuali "fughe" dei piccoli vengano ostacolate più facilmente. E in quelle più esterne si possono creare aree per il gioco con pallone e bici/monopattini, che così non travolgono quelli i bambini più piccoli.
- Panchine:** tante. Le mamme/nonni sono stanchi. E rivolte verso i giochi e all'interno delle recinzioni, fuori non servono
- Piante/aiuole interne all'area giochi:** sebbene i bambini devono giocare con il verde, è meglio un'area giochi pulita dove eventuali rifiuti vengono spazzati anche dal vento, e non trattenuti da erba/terra bagnata dell'ultima pioggia. Se c'è tanto verde intorno non ha senso che

The two main proposals (link: <https://torino.liquidfeedback.net/index/index.html?area=5>) reflected on the one hand the necessity of creating a place for aggregation and culture, a Public Agorà where people can meet and create new collaborations (see proposal 76) and on the other hand the desire of sport associations living the area to realize a sport hub equipped for street sports (see proposal 78).

Figure 11 – Screen shot of the Turin pilot platform instance (cut-out)

LiquidFeedback - WeGovNow

https://torino.liquidfeedback.net/index/index.html?unit=1&area=5

App, gmail, ComuneTO, Reverso Context, WordReference, RNA, WeGovNow, IMC - Admin

WeGovNow Città di Torino, FirstLife map & plan, Improve My City report local issues, LiquidFeedback debate & decide, Community Maps collect & share, Offers and Requests Community Exchange, Login o registrazione

Completato con un vincitore (20 giorni 21:20:32 fa)

### Cosa posso fare qui?

Non hai il permesso per votare in questa sezione  
 • [Login](#)

### Utenti abilitati (9786)

WeGovNow - Città di Torino: clauet, LiquidFeedback: Stefano Renzi, WeGovNow - Città di Torino 2: Rainbow66, Badhollen, alessio, PiperitaPatti, Beps81, mfg, Salvo, Aandrea1421, sdalo, bossgang, Annamaria, Gianni Nassi, Ivano Sciretti, ElenaOG, Giuseppe La Corte, Daniel Bongioanni, Marta Arduino, BonnieBones, MaxTG, MANGA, Stefano85, Mario59, Skateboarding Torino, Die, SilviaZ, bonny93, Sofi, Enricoquaro, Nunzio

### i78: Area sportivo aggregativa

by Lucio Cottafava  
 Raggiunto >50/100: 37 Si (77%), 0 No (0%), 11 Astensioni (22%)

Parco Dora - Green design, Proposta civica #14

Tutte le iniziative non hanno superato il secondo quorum (21 giorni 23:48:20 fa)

### i79: Fontana Monumentale

by ANGELO PASSALACQUA

Parco Dora - Green design, Proposta civica #12

Completato con un vincitore (22 giorni 13:49:37 fa)

### i77: Sport, cultura e relax

by RobertaTesta  
 Raggiunto >50/100: 1 Si (100%), 0 No (0%), 0 Astensioni (0%)

Iniziative alternative che non hanno passato il secondo quorum (0/100):

### i80: sport/punto ristoro

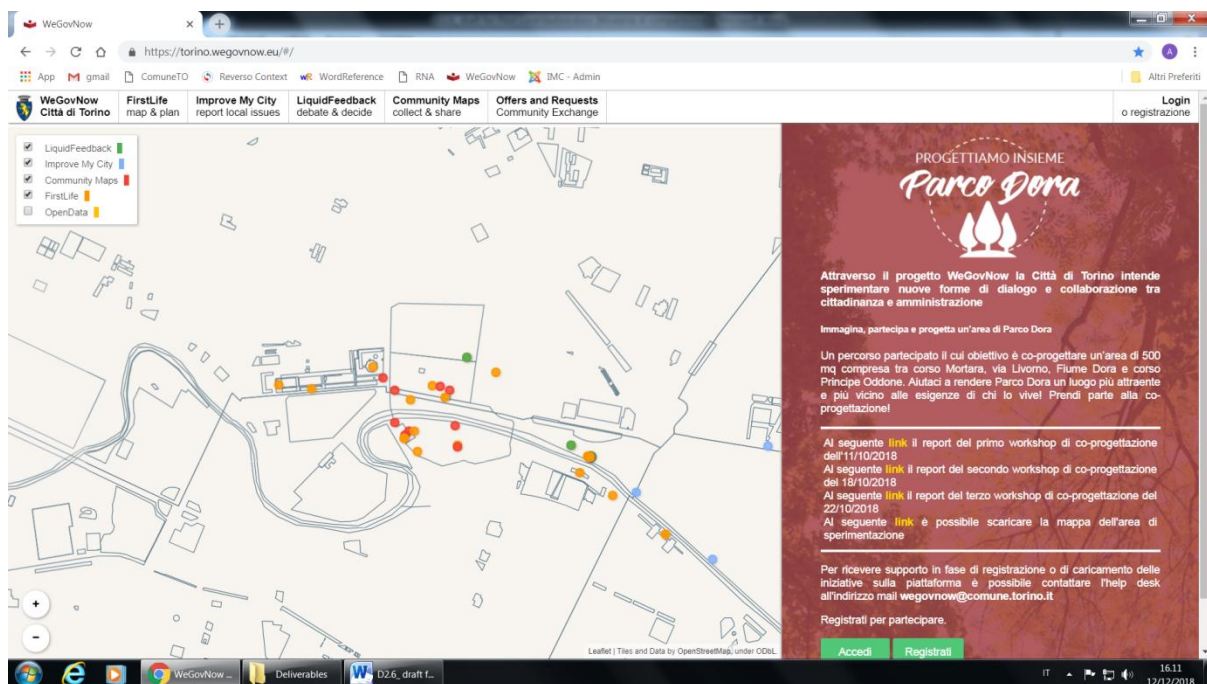
There are a number of points of convergence between the two proposals seeing aggregation and the presence of a green area as emblematic and demonstrating how fruitful participative processes are when fostered by new approaches combined with the use of new technologies such as the WeGovNow approach and platform.

The co-design processes' outcome has been disclosed during a public event the 17<sup>th</sup> of December. The outcome has to be formalized by the Public Green department in a feasible implementation plan complying with relevant regulation.

### 3.3.2.3 Platform configuration requirements

Beyond the standard set-up of the pilot platform instance in Turin, no particular configuration of the WeGovNow platform was customised for the purposes of this use case. This concerned in particular the landing page, which has been customised focusing on Dora Park, also in order to allow the City of Turin to provide news about the off-line workshops and to upload outcomes of every workshop.

Figure 12 – Screen shot of the Turin pilot platform landing page



### 3.3.3 Lessons learned

This particular use case has been successfully implemented. Almost 50 citizens have taken part in each workshop; more than 100 new user have registered on the platform for this specific use case; 7 initiatives have been uploaded on the platform and have been supported and voted by around 100 citizens; different platform components have been integrated in order to localise on the map the initiatives uploaded.



During the pilot, the Landing Page has been customized focusing on Dora Park and using the same graphic of the communication materials, in order to let the platform be recognisable by all citizens. We also decided to use the Landing Page to provide news about the off-line activities and to upload outcomes of every workshop. This has been very important because it helped to create a bridge between online and offline activities, and also helped people to follow the whole process.

During the participatory process, citizens and associations increased their network with other relevant stakeholders and related opportunities for establishing partnerships around local themes.

At the end of the participatory process 7 initiatives have been uploaded on the platform and have been supported and voted by around 100 citizens. The winning initiative reflected the desire of sport associations living the area to realize a street sport hub. Now, outcome have to be formalized by the Public Green department in a feasible implementation plan complying with relevant national regulation.

One of the most important outcomes of the co-design process in a long term perspective has been the opportunity to find a local community that could accept the responsibility for managing this future public space, improving the coordination and collaboration between Municipality and private local stakeholder, with an expected positive impact in terms of common value created and shared.

As a lesson learned, we could stress the attention on the importance to combine offline and online activities (and also online and offline promotion and communication activities) in order to reach a wider audience and engage different stakeholder.

### 3.4 The “Energy Efficiency” use case - Engaging local communities in developing sustainable mobility solutions in San Donà

#### 3.4.1 Local policy issue addressed

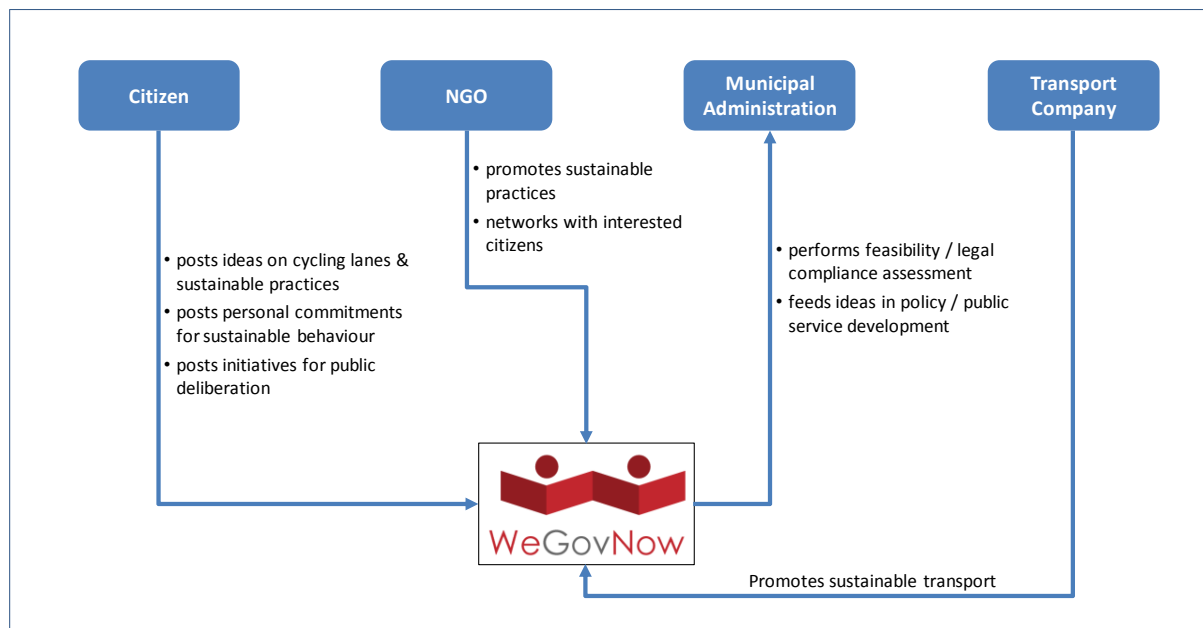
In the framework of its environmental policies the municipality of San Donà di Piave aims at facilitating a more efficient use of energy by public bodies and private households, the ultimate aim being to reduce local CO2 emissions in the area. Some investments have already been planned to be made in order to connect the city center with other locations in the area by new cycling lanes, e.g. the provincial high school and the secondary school. Against this general background, the WeGovNow platform is utilized in San Donà for co-developing sustainable mobility strategies and practices by involving the public administration, relevant local groups and the citizens more generally.

### 3.4.2 Use case implementation

#### 3.4.2.1 Participation process and key stake holders

The participatory process piloted in relation to San Donà's "Energy Efficiency" use case encompasses different elements as graphically summarized by Figure 13.

**Figure 13 - Generic participation process scheme for the "Energy Efficiency" use case scenario**



The generic elements of the participatory process that has been developed for the purposes of the "Energy Efficiency" use case scenario can be summarized as follows:

- WeGovNow users contribute to a specifically configured thematic map, a so called community map, on cycling by means of participatory mapping functionalities provided by WeGovNow pilot platform. The map visualizes existing cycling lanes and proposals for additional ones made by the users, including any comments posted.
- Local initiatives already promoting the utilization of bikes in the framework local initiatives, e.g. in relation to healthy life styles and environmental issues, network with interested citizens, NGO's and municipal staff through the WeGovNow pilot platform in order to coordinate local activities, promote events and the like.
- Alternative proposals for sustainable practices in relation to local mobility can be fed into a structured online deliberation process enabled by the WeGovNow pilot platform, including preferential voting.
- Any measures/practices proposed through the WeGovNow pilot platform requiring action and/or investment by the public administration are assessed (e.g. in relation to their feasibility in financial regard, regulatory/legal issues potentially involved and

the like), and feedback to WeGovNow users is provided through the pilot platform respectively.

Around the “Energy Efficiency” use case pursued in San Donà, a number of local stakeholders addressing topics around sustainable mobility and energy saving more generally are committed to promote wider participation throughout the pilot region:

- The team of an ongoing initiative, the so called “Energy Care” project which had been launched with the support of the EU’s Interreg scheme in collaboration with two other regions<sup>8</sup>, contributes to the co-development of sustainable mobility strategies and practices through the pilot platform. Kallipolis, a local partner in the Energy Care project, focuses on the most vulnerable groups and believes that urban environments can actually become equity spaces. This association has got in touch in 2017 with the Municipality of San Donà di Piave because of its interest in urban environment and the participatory planning process.
- About 300 students of the local high schools are developing initial ideas with their teachers on sustainable local mobility and energy saving practices for being published on the WeGovNow platform for further deliberation among WeGovNow users. They come from:
  - “Istituto Tecnico Tecnologico Statale Vito Volterra”;
  - “Liceo Scientifico Leonardo da Vinci”;
  - “Liceo Classico Eugenio Montale”;
  - “Istituto Tecnico Commerciale Leon Battista Alberti”

In particular 30 students ( 16 years) from the Istituto Tecnico Commerciale Leon Battista Alberti have realized a “WeGovNow lab” meant as a specific training project aimed at the use of the WeGovNow platform to collect data and information about the city, the territory and the natural environment. During the “lab” the students have got the possibility to interact with UNITO as “beta testers and bug hunters”.

This 5 months experience has been officially presented from the school to the Municipality on May 22nd. It has represented the opportunity to integrate, inside and outside the school, the teaching of different subjects (history, geography, natural sciences, ICT) and to test new ways (formal and informal) to provide education at school. Main results can be summarized as follows:

- better knowledge about the territory and its resources among the students;
- implemented sense of identity and social inclusion among the students and the teachers;
- possibility, for the students, to collaborate with research and innovation organizations operating at a European level;

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<sup>8</sup> Since the mid of 2017 the Municipality of San Donà di Piave is partner of the Interreg V-A Italy-Slovenia 2014-2020 project called “Energy Care”. The overall objective is the reduction of CO2 emissions, energy consumption and energy poverty within the Programme area, with a focus on the areas of City of Trieste, Koper and San Donà di Piave



- different perception of the role of the local Authority not only as bureaucratic actor but also as local innovation driver;

In the framework of a more wide strategy to get a better urban transport system also the local transport company ATVO expressed its interest for promoting sustainable mobility also through the WeGovNow platform by integrating open data about local public transport.

#### 3.4.2.2 Use case preparation and promotion

Beyond general dissemination activities concerning the WeGovNow project, a number of targeted meetings and demonstration sessions were organized to promote the “Energy Efficiency” use case in particular. Beyond promotional events, the public administration in San Donà di Piave has entered into a formal agreement with three local high schools (Liceo Scientifico Galilei, Liceo Statale E. Montale and Istituto Tecnico Tecnologico Statale Volterra) enabling 30 students to work as WeGovNow ambassadors. In the framework of a formalized internship program, the agreement enables each student ambassador to spend 30 hours per week on promoting WeGovNow in the local community over the coming months. As a preparatory measure, the young ambassadors underwent a 10 hours online training programme provided by the WeGovNow project which enables them to support the local administration as well as non-government organizations, businesses and citizens in making effective use of the pilot platform under day-to-day conditions.

WeGovNow team represented by Mapping for Change , attended the Le Fiere Del Rosario annual festival in San Donà Di Piave to support the pilot municipality in introducing the WeGovNow platform to a new audience. The annual three-day festival has been attended by 300,000 visitors, provided a perfect opportunity to show local people a new way of participating in the shaping of their city. Using large paper maps at the exhibition stand and hands-on activities the WeGovNow stand focused on three key areas, a) namely sustainability in partnership with the Energy care project and partners , b) urban regeneration in partnership with the Urban Local Group and c) cycle routes.

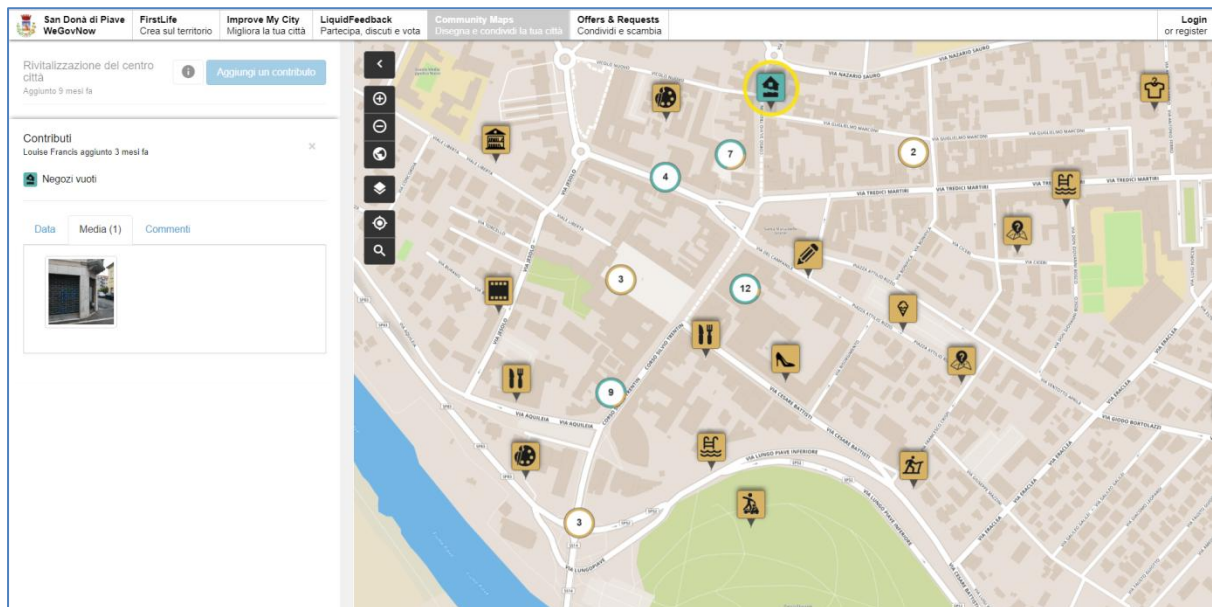


The sustainability activity encouraged visitors to add icons to a map on the stand wall and record either actions or pledges they can take to reduce their environmental footprint. Contributions included reducing car use by cycling to work and school and recycling as much waste as possible. All the contributions were digitised by students and entered on to Sustainability map within the WeGovNow platform. The map will be used by EnergyCare to inspire further positive actions to improve sustainability in the region.

The urban regeneration activities included a mapping party around the city to record the empty shops, highlighting the need to attract more business to the area. Visitors to the stand were then asked, 'What is missing from San Donà?' and were then invited to add icons and comments to a large map of the city to illustrate their suggestions. These ideas will be

used by Urbact to build a business case to attract local entrepreneurs and start-up businesses. The map was also digitised by students of Istituto Alberti on the Community Map within the WeGovNow platform so it can remain open for further ideas and shared amongst the San Donà community.

**Figure - Screen shot of the WeGovNow Community Maps component in San Dona**



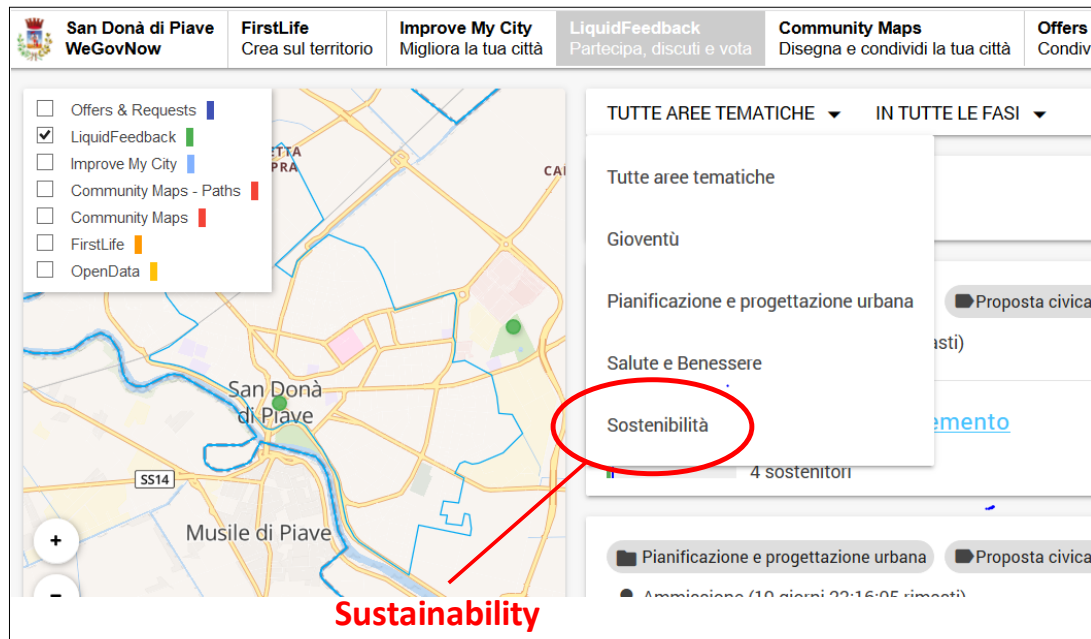
On the final day of the San Donà di Piave event the team gathered a party and took to our wheels, following a planned cycle route around the town, led by Andrea Cereser, the Mayor of San Donà Di Piave who is an avid cyclist. During the journey, photos and notes of interesting points were uploaded to the WeGovNow Community Map dealing with cycle routes. The activity raised awareness of the possible cycle routes in the city and also added contributions to the map which future cyclists can benefit from.



### 3.4.2.3 Platform configuration requirements

Beyond the standard set-up of the pilot platform in San Donà, only minor configuration requirements have emerged from the “Energy Efficiency” use case. They mainly concern labelling issues, e.g. in relation to the “sustainability” label used in a drop down menu of the LiquidFeedback platform component as illustrated by Figure 14.

Figure 14 – Annotated screen shot of the San Donà pilot platform instance (cut-out)



### 3.4.3 Lessons learned

Beyond awareness rising about the WeGovNow pilot more generally, efforts pursued in relation to the “Energy Efficiency” use case in San Donà have so far concentrated on motivating local stake holders which have been addressing issues around energy efficiency already in the past to utilise the WeGovNow pilot platform for their purposes, e.g. in the framework of a WeGovNow lab organised in February 2018 this year and a number of targeted meetings. These have populated the pilot platform with content respectively, e.g. on existing biking routes. As these stake holders play an important multiplier role in the pilot region, it is expected that the number of pilot users will be steadily increasing around the “Energy Efficiency” use case. Moreover, it is expected that an increasing number of citizens will adopt a more discursive platform utilisation habit by the time, e.g. stimulated by policy proposals put out for wider discussion by local schools and the “Energy Care” team. Related to this, a specific WeGovNow lab on energy efficiency and green mobility held during the three day of the local exhibition called Fiera del Rosario from 6th to 8th October stimulated further contribution through the WeGovNow platform.

A very concrete added value from this side has been the synergy between WeGovNow and two other EU projects (the Urbact project “City Center Doctor” and the Interreg Italy-



Slovenia project “Energy Care”). This meant for the Municipality a concrete increasing of trust got from the local community (Up to 1.000 people have been engaged during the 3 years projects life in the different scenarios, public meetings, training and testing activities).

### 3.5 The “Youth Engagement” use case – Motivating young people in San Donà to engage in public matters

#### 3.5.1 Local policy issue addressed

During the pilot preparation phase, an initial focus of local pilot activities in San Donà had been on the co-development of occupation-related initiatives with and for young people living in the area. Various off-line meetings had been held during that stage with school teachers and students. From a local WeGovNow lab in San Donà it had emerged that the perspective should be widened towards more generally stimulating young people to actively engage in public matters through WeGovNow, occupational matters being one aspect among others. Against this background the WeGovNow pilot platform is used by local schools as part of their teaching activities for educating their students in public matters and citizenship.

As already referred in 3.4.2.1, The Municipality of San Donà di Piave has entered into a formal agreement with three local high schools (Liceo Scientifico Galilei, Liceo Statale E. Montale and Istituto Tecnico Tecnologico Statale Volterra) enabling 30 students to work in to the Municipality as WeGovNow testers. In the framework of a formalized internship program, the agreement enables each student to spend 30 hours in designing and promoting new public service models enhanced by the use of the WeGovNow platform.

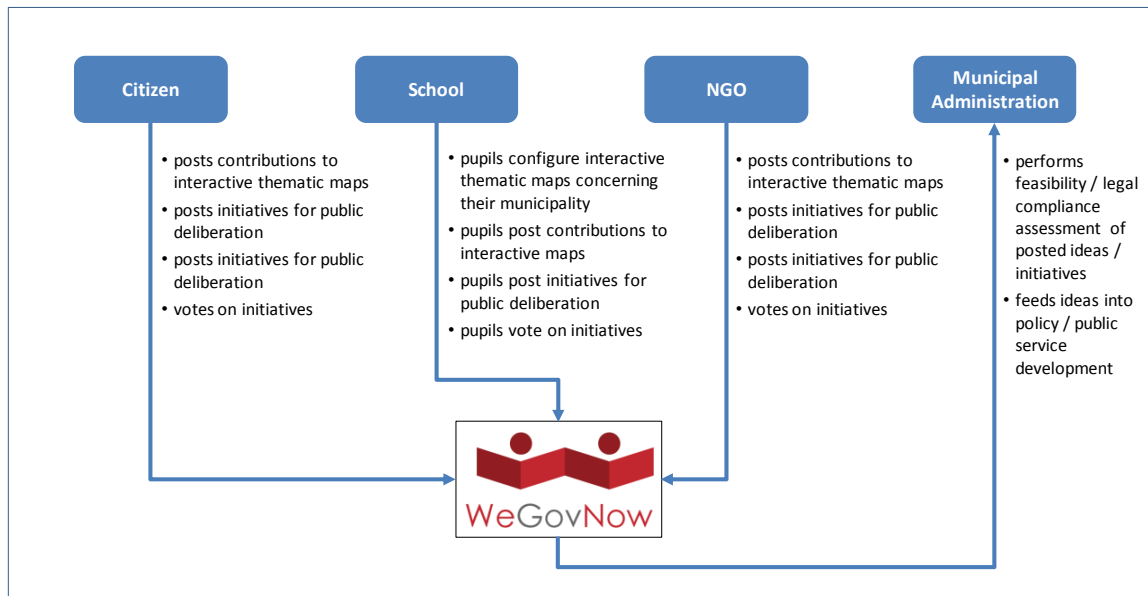
This innovative approach creating new collaboration pathways thanks to the use of ICT is also the subject of an ongoing research named "WORK SCHOOL ALTERNATION AND PUBLIC ADMINISTRATION: ANALYSIS OF AN EXAMPLE OF DIGITAL WELFARE, by Martina Visentin Assistant Professor - Ph.D, Sociology & Social Policy - University of Padova - Dept. of Political Science, Law and International Studies. in Sociology and Social Policies 3/2018 (in course of publication). This research based on the WeGovNow experience in San donà di Piave, through the experimentation of the Alternation School Work (ASL) as a policy of transition to adult life, wants to highlight the potential of this device and some criticalities of the so-called digital welfare or platforms. The first part illustrates the reference context within which Italy shows strong complexity in the development of skills promoted by the educational system, despite recognizing that important reforms have been launched. In fact, there is a mismatch between demand and supply of skills in which they struggle to meet 'good workers' with 'good job opportunities'. The second part describes the structural and cultural characteristics of the Work School alternation. In the third part the case study is presented, a particular declination of the Work School alternation. Finally, in the final part of the contribution, will be showed the challenging aspects of this measure in a perspective of local welfare and innovation.

## 3.5.2 Use case implementation

### 3.5.2.1 Participation process and key stakeholders

As any other WeGovNow user, students have the possibility to utilise all components of the pilot platform at any time and as they wish. Beyond this, a dedicated process has been put in place in order to stimulate schools students to engage in local matters concerning their municipality. This is graphically summarised in Figure 15.

**Figure 15 - Generic participation process scheme for the “Youth Engagement” use case scenario**



The process can be summarized as follows:

- Pupils aged 16 years and above develop thematic maps as part of their educational program, so called community maps, to express what they deem relevant about their lives and home places. This way, they identify the assets of their neighborhood, look at opportunities and create a picture of what it is like to live in their municipality. Through the participatory mapping functionalities provided by WeGovNow other citizens and organizations beyond the participating schools contribute to such maps as well, helping identify the community’s capacities and assets and plan for future provision.
- Individual policy proposals are fed into a structured online deliberation process enabled by the WeGovNow pilot platform, including preferential voting.
- School students network with interested citizens, NGO’s and municipal staff through the WeGovNow pilot platform in order to coordinate local activities, promote events and the like.
- Any activities /policy measures proposed through the WeGovNow pilot platform requiring action and/or investment by the public administration are assessed (e.g. in relation to their feasibility in financial regard, regulatory/legal issues potentially

involved and the like), and feedback to WeGovNow users is provided through the pilot platform respectively.

When it comes to the “Youth Engagement” use case in San Donà, beyond the municipality, local schools play a major role in stimulating wider use of WeGovNow:

- The "Alberti High school", a high school for technology and commerce, one of the first local stakeholders recognizing the potentials generally provided by WeGovNow for engaging young people in public matters, was able since mid of 2016 to secure public funding under the National Operational Plan concerning the European Social Fund for setting up an internal school project directed towards civic online participation through an afternoon course on online civic participation using the WeGovNow pilot platform.
- Dealing with the youth policies in San Donà di Piave the platform has been used in the educational activities dealing with the Youth City Council and the Youth Center (Altroké project). These activities are managed by a social enterprise providing educational services. In this context the platform was used by the Youth City Council during the Rosary Fair event on Saturday and Sunday, where in collaboration with the MFC staff a specific account was created for the Youth City Council in which the youngsters could experiment and move on the portal. They have also used this platform to give life to the discussion open to all citizens on their initiative: charity marathon; specifically, they asked where best to donate the funds collected, mapped the path of the marathon itself and reflected on how to better use shops and vacant / abandoned places in the city.
- All this involved directly the 40 members of the Youth City Council and all their families, extending the range of action and indirectly involving the small town of San Donà di Piave who responded to the survey on charity. The same platform is still operational for the youth center other than that every Thursday afternoon at the municipal offices: the youngsters comment and write the current and future youth activities in the program and share the photos of the new subscribers in instagram inside of a contest. The contest will continue throughout the month of February and possibly a second edition is assumed. The young protagonists of the management of the platform are those who attend the youth center, for an average of 20 boys and relapses on the circle of young people their peers.

### 3.5.2.2 Use case preparation and promotion

Beyond a number of bilateral meetings of the WeGovNow pilot team in San Donà and school representatives, the “Youth Engagement” use case was particularly promoted by a WeGovNow Lab organised by the Volterra Institute on 15 March to which around 300 students attended. A similar event was organized at a local cultural centre, the Centro Culturale Leonardo Da Vinci, addressing citizens more generally. According to the formal agreement between local high schools and the municipality mentioned above 30 students work as WeGovNow ambassadors in the community over the coming months. Beyond providing hands-on support to others, the young ambassadors use the pilot platform

themselves in their role as citizens, thereby facilitating the emergence of a new culture of civil participation in San Donà. Figure 16 overleaf illustrates e.g. voting outcomes on a proposal for cultural events in the municipality made by local school students.

Also during the San Donà di Piave Festival students presented the WeGovNow functionalities to their peers and their concrete plans on using the WeGovNow component to organise a charity marathon and the component to decide who to raise funds for. Representatives of the local business forum were also introduced to the platform to think about how it can benefit their members, for example by having a place to advertise jobs and opportunities to young people, adding events to WeGovNow FirstLife or offering surplus stock on WeGovNow Offers & Requests.



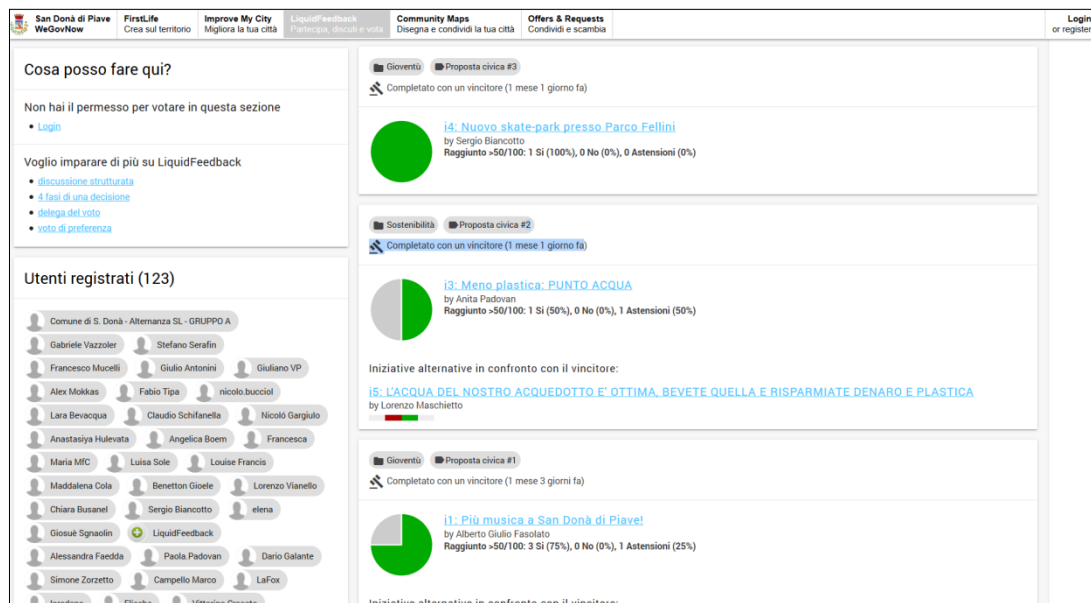
All in all, the festival was a great success, allowing the team to show the platform and its many uses to a large, diverse and very engaged audience who may otherwise not have known about WeGovNow. In addition, the festival was reported by the local news and on social media, increasing our reach even further. The key to WeGovNow's success at the festival was the organisation by the team at Comune Di San Donà Di Piave and Mapping for Change, the enthusiasm shown by all partners, the support provided by the hard working students of the City High Schools and the very public backing of the Mayor – Andrea Cereser.

### 3.5.2.3 Platform configuration requirements

Beyond the general platform set-up, no particular configuration requirements on the local pilot platform instance have yet emerged from the “Youth Engagement” use case.



Figure 16 – Screen shot of the San Donà pilot platform instance (cut out)



### 3.5.3 Lessons learned

In the first part of the testing phase the “Youth Engagement” use case has to a large extent been driven by activities stimulated internal to the participating schools, e.g. as part of school projects designed and conducted as part of the pupils’ study programme. In a mature phase of the pilot duration it has further stimulated wider participation of young people outside the immediate school context happened. Not at least the WeGovNow student ambassador programme agreed with local schools stimulated increasing use of the WeGovNow platform in the wider community. Students’ commitment has represented a very useful support to the local administration and other stake holders, e.g. local ageing organisations, the “Energy Care” team, and the “newborn” Urban Local group to increase the usage of WeGovNow pilot platform to promote the urban regeneration. The urban regeneration activities, as experienced during the San Donà di Piave Festival, included a mapping party around the city to record the empty shops, highlighting the need to attract more business to the area. Visitors to the stand were then asked ‘What is missing from San Donà?’ and were invited to add icons and comments to a large map of the city to illustrate their suggestions. These ideas will be used by the Urban Local Group to build a business case to attract local entrepreneurs and start-up businesses.

In this scenario the use of the WeGovNow platform has gradually supported the implementation of collaboration mechanisms and integrated actions aiming to drive revitalisation of the city centre.

During this process the following questions were deemed most relevant for developing urban regeneration themes at a local level: What are the drivers of a local economy which can be influenced to stimulate new business development and growth in the city centre? How do we deal with traffic congestion and the other factors that put people off to come into the city centre? What can we do to make our city smart and what can technology do

for our city centre? What can we do to make our city centre more attractive and a nice place for people? How do we keep young people in our city and in particular how can we get young people to 'hang-out', live and work in the city centre?

Starting from these key questions the Municipality decided to use WeGovNow first of all to implement a set of open data dealing with retail businesses organizations in San Donà di Piave (retailers, business organizations, empty shops and related stakeholders - they are now available on the WeGovNow platform). This data are ready to be used by the Municipality and/or by private users to promote events, initiatives, business opportunities, job searches.

Into the collaborative process, the WeGovNow platform has been tested by the "Urban local group", a new group with representation of key stakeholders who can play significant roles to create an attractive city centre for new and existing businesses. An interdisciplinary group born during the development of an Urbact project – City Centre Doctor – which focused its attention mainly to design and create thematic maps as for example the one of empty shops.

During this process up to 30 members of the Urban Local Group have been engaged in testing the platform. The ULG is now an official association called "An'Cora" and there are at least 15 trained people potentially users of the main WeGovNow functionalities.

This experience increased the empowerment of citizens and business organizations to influence administrative and political decision making on municipal level and increased networking with other stakeholders and related opportunities for establishing partnerships around themes of the city centre revitalization.

Following the exploitation event held at the University of Padua on January 25th there have been two very positive expressions of interest:

- the first one comes from SHERPA s.r.l. (a spin-off company of the University of Padua – Political Science Department) which is active in providing support to Public Administrations, business organizations and NGO for the realization of local and sustainable development processes.
- The second one come from the Municipality of Venice - Department for the Development of the Territory and Sustainable City – which is now evaluating how to use the WeGovNow platform in order to promote a participatory approach to urban policies implementation.

A first technical meeting has been held in Venice on March 19th with the participation of the Municipality of Venice, San Donà di Piave and some University of Turin representatives.

## 3.6 The “Youth & Employment” use case - Supporting young people in Southwark to find employment and training opportunities

### 3.6.1 Local policy issue addressed

The London borough of Southwark is committed to promoting equality of opportunity for all young people. Currently young people may experience barriers to accessing employment and training opportunities. Further, existing routes into employment and training do not make adequate use of the new technologies that young people may be familiar with in other areas of their lives. Against this background, in Southwark WeGovNow is seen as an opportunity to leverage technology by presenting the opportunities that young people need in a format that they understand and appreciate.

At the same time businesses across the London borough of Southwark and more widely, London and beyond have expressed the need to engage the next generation of professionals within their industries. For example, there is currently a shortage of young professionals going into the Science Technology Engineering and Mathematics (STEM) and Health Services industries across the United Kingdom. These industries are vital to the economy and future growth of Britain. Inspiring, developing and encouraging future talent to consider a career within these and other industries as viable options is crucial to sustainability and future economic growth.

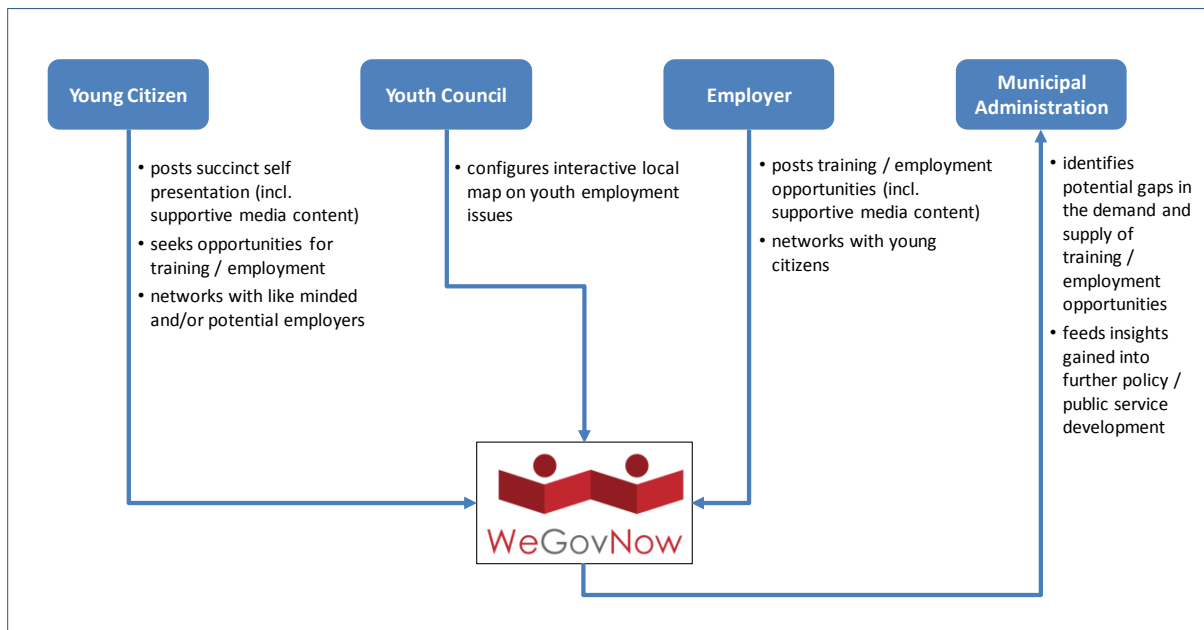
The ambition therefore is to stimulate use of the WeGovNow pilot platform as a youth focused digital careers and employability hub which offers local young people opportunities to access employment and professional networking opportunities within various fields and industries, online networking with professionals and like-minded people, and to forge links with businesses and employers across various industries and sectors.

### 3.6.2 Use case implementation

#### 3.6.2.1 Participation process and key stake holders

In general, WeGovNow enables young people to access crowd-sourced information on pathway opportunities ranging from work experience and volunteering to training, apprenticeships and part time and full-time employment, engaging directly with the employer or opportunity/service providers. In that sense the pilot platform acts as a bridge between employers seeking to reach young people and young people seeking employment, training or work experience.

**Figure 17 - Generic participation process scheme for the “Youth & Engagement” use case scenario**



More specifically, the participation process pursued in the framework of this use case can be summarised as follows (Figure 17):

- Employers post training opportunities and vacancies advertised by their business that are aimed at young people i.e. school leavers or graduates. Job seekers access the various opportunities through one single access point, thus bringing together the vast professional and personal development of youth opportunities under WeGovNow.
- The pilot platform supports the objective of making local opportunities more visible and accessible to young people, highlighting the specific areas and industries where there are shortages or significant investments which will enable young people to consider a sustainable career path as well as enable the London Borough of Southwark to identify where the potential gaps may be in the future and plan to mitigate against this.
- Young people in Southwark access WeGovNow not only to find out more about employment and training opportunities that are available. They can also publicise a more succinct version of their own résumé, and specify to prospective employers or training bodies the kinds of opportunities that they are seeking.
- Young people and businesses use the WeGovNow pilot platform as a youth focused digital careers and employability hub which offers local young people opportunities to access employment opportunities within various fields and industries, online networking with professionals and like-minded people, and to forge links with businesses and employers across various industries and sectors.

Beyond the municipal administration, two main local stakeholders are involved in stimulating uptake of the WeGovNow pilot platform around the “Youth & Employment” use case:

- Southwark Youth Council, an elected group of young people in conjunction with London borough of Southwark, have identified youth employment as a key priority and wish to use WeGovNow as a tool to help address it. Together with the public administration the Youth Council develops a participatory map, a so called community map, on youth employment. By means of the participatory mapping functions offered by WeGovNow, other users can contribute as well.
- The Local Economy and Communities and Voluntary Sector teams contribute suitable opportunities. In some cases, the local team uploads initial data, but in the longer term the aim is to encourage employers and training bodies to interact with the platform themselves. Through training sessions and various ‘how to’ tutorial guides that have been produced by the municipality, a number of employers and service providers have taken on the role of input data themselves directly onto WeGovNow opportunities map, enabling the municipality to transition from the role of contributor to moderator as intended.

### 3.6.2.2 Use case preparation and promotion

The key to this particular use case scenario is that it is youth led, highlighting the need for youth targeted employment opportunities and showcasing that there is a real appetite amongst local young people to make it happen and engage with the opportunities on offer. To this end, the WeGovNow platform has been discussed and promoted at weekly meetings of the Southwark Youth Council, where young members have and are continuing to contribute to the development of this scenario and ongoing activities. The weekly meetings, hosted by Youth Council are also attended by invited guests including stakeholders representing local businesses, NGOs, Government Officials and other authority bodies.

The Youth Council is also a prime means of dissemination to young people in the borough. Official WeGovNow flyers have been disseminated to young people and schools across the borough within the council’s networks in both digital and hard copy format. They have been distributed to young people in schools, community youth clubs and youth groups. A number of outreach sessions and meetings with local businesses have taken place in two ways. The first of which is a pop up ‘door knocking’ exercise where municipality officers, team members from Mapping for Change and youth councillors turn up at the door of small and big business to introduce the platform and how the municipality and young people are using it as well as explaining the value that it brings to businesses and the wider community. The second approach takes the form of planned meetings with key stakeholders which were organised a head of time to sit down with representatives to explain both the use case and the platform in depth including demonstrations and illustrations of the platform and its capabilities. These face to face meetings included organisations such as The London Fire Brigade, British Land, voluntary organisations, Business Launchpad, InSpire, The Southwark

Peace Garden and charities through Community Southwark, Enterprise organisations, Bright Ideas Trust and The Millennials Club and arts organisations such as The London Southbank Centre and Poetic Unity to name a few for illustrative purposes.



The WeGovNow platform has been promoted via communications channels including the council's and Southwark Youth Council's social media channels such as Facebook, Twitter and Instagram, Council's website, Community Council newsletters and local press. Apart from general project dissemination, the "Youth & Employment" use case was promoted in the framework of a Youth Careers and Employment fair hosted by the council.

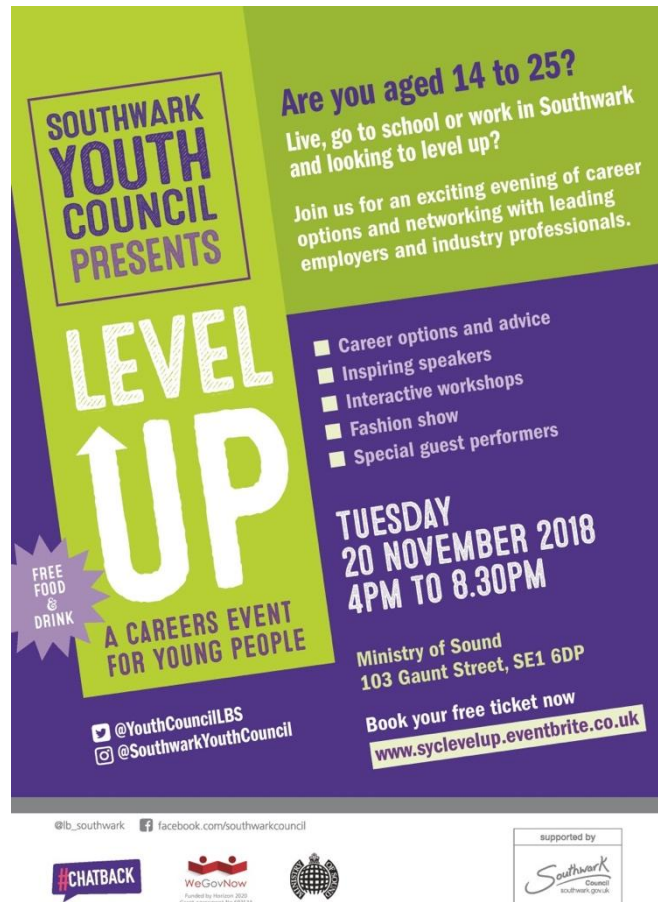


Employers and training providers, including Southwark Council and its partners, are working to identify work and training opportunities which will then be hosted through the bespoke WeGovNow community map. The careers and employability event at its core was an opportunity to introduce the two main stakeholders which are the young people seeking employment and training opportunities and the employers and to also establish the WeGovNow platform as vital function in enabling the development of new networks and relationships as well as encouraging employers to register to the site and populate it with existing as well as future opportunities.

The event took place on 20 November at the world famous Ministry of Sound nightclub venue. It was attended by around 170 young people who registered via the event application, Eventbrite, as well as numerous employers, public sector organisations and young entrepreneurs.

The event incorporated a number of features – including displays of young people’s work, learning and personal development workshops, presentations on opportunities and WeGovNow as a solution to both seeking and promoting youth targeted offers and a panel discussion with inspirational young achievers from various industries including investment banking, health and fitness, media and performing arts, fashion and enterprise.

There was an on-stage presentation of WeGovNow, as well as a stall in the main hall where staff supported young people to register on WeGovNow and add details about their education, experience and career interests. WeGovNow branded products were used as an additional incentive for registration, marketing and brand awareness.



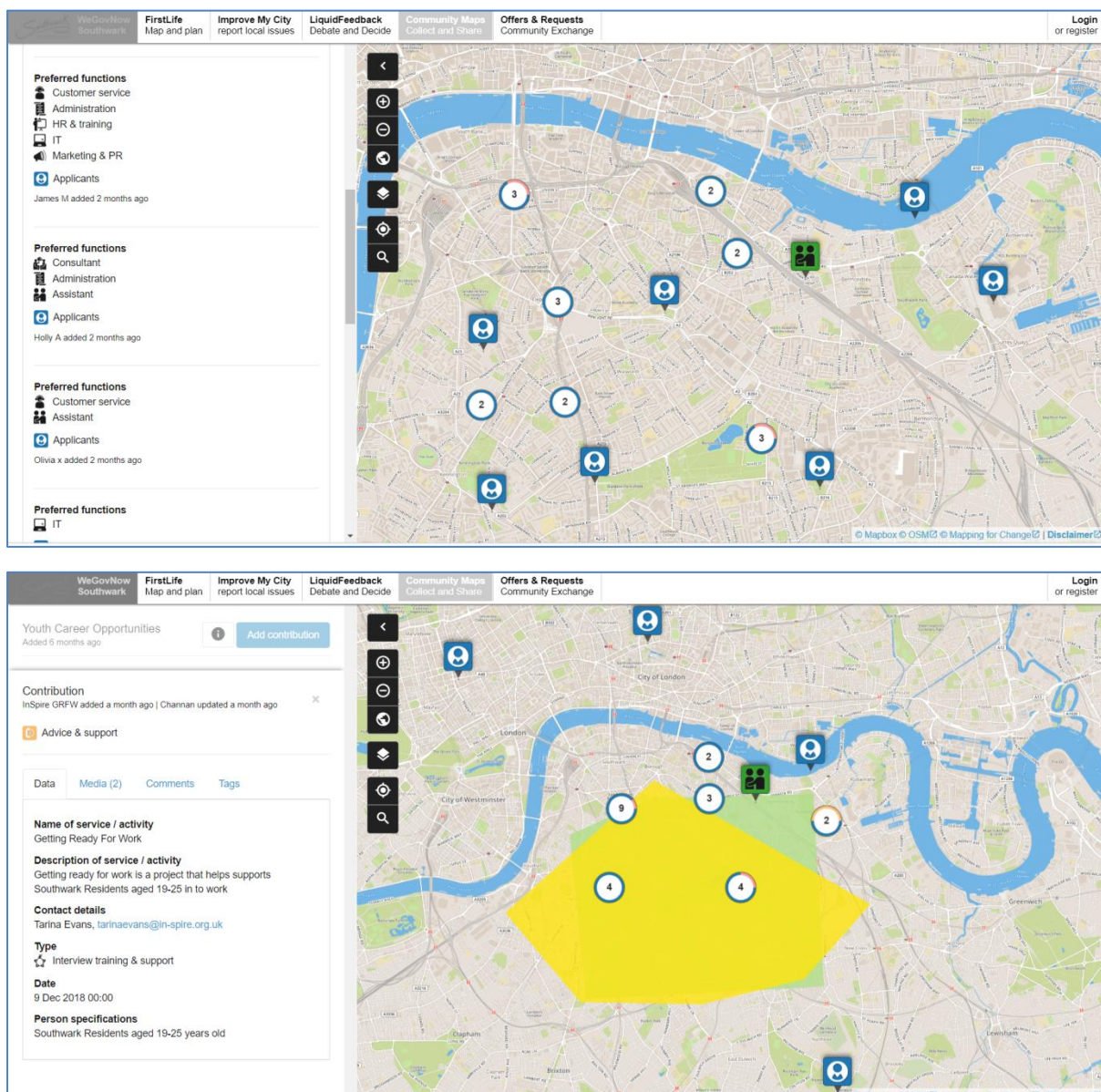




### 3.6.2.3 Platform configuration requirements

Beyond the general set-up of the WeGovNow pilot platform, some configuration requirements have emerged from the “Youth & Employment” use case in relation to the bespoke community map on youth employment opportunities mentioned above (Figure 18). These concern entry points for employers/training providers as well as for young people. Categories reflect the types of opportunities being offered or sought – e.g. training/employment, paid/unpaid, salary level, permanent/short-term, sector of interest.

Figure 18 - screen shot of the Southwark pilot platform instance (cut-out)



### 3.6.3 Lessons learned

It is clear that there is a real need in Southwark for additional mechanisms to bring young people in contact with employment and training opportunities.

Our work with young people, both the Youth Council members and those who attended the “Level Up” careers event, has demonstrated that the WeGovNow platform is a viable tool for this purpose – young people were able to register and provide meaningful descriptions of their experience and ambitions. However engaging employers and training providers has been more of a challenge than initially anticipated. Engaging employers and seeking out new and current opportunities is an ongoing task, requiring regular input in bid to keep the platform up to date with relevant opportunities and activities – employers and training providers have many options for promoting their opportunities, so the challenge is making

this platform part of their business-as-usual approach. The effectiveness of this particular use case is heavily reliant on constant user engagement in terms of actively populating opportunities as well as responding to the needs or requests of “opportunity seekers”.

This approach to using the platform almost certainly can have a long-term future, as the need identified is likely to continue. It provides a new and innovative approach to an ongoing problem. In tandem with the Southwark Youth Council itself and other initiatives, it demonstrates our commitment to increasing community cohesion and support for young residents. A direct outcome from the pilot phase was that we put over a hundred young people in contact with employers and training providers and provided them with an enhanced sense of their future opportunities, raising aspirations. As a direct result of the youth employment event, at least eight young people have successfully secured work experience placements during their schools’ work experience week and over the summer holidays.

As in the pilot phase it also provides opportunities for the municipality to work with dozens of partner organisations (for example the London Fire Brigade) who also have youth employment initiatives. Its success relies on achieving a critical mass of content, which is accurate and regularly updated, so that all stakeholders are incentivised to return – once this critical mass is achieved, it has the potential to be self-sustaining as the platform is well aligned to existing technology adoption in the target audience.

The approach could certainly be replicated for similar scenarios or in alternative localities. It might not be appropriate to replicate or supplement existing recruitment approaches, but could be a useful resource for specific employment sectors beyond the youth case – for example, a municipality might work with the local arts sector and use this approach to match creative individuals with opportunities.

### 3.7 The “Highways” use case - Obtaining detailed feedback from local people and other stakeholders on proposed highways improvements at Harper Road in Southwark

#### 3.7.1 Local policy issue addressed

The Highways department at Southwark Council runs a substantial programme of local consultations in relation to any highway improvement schemes that are initiated. These typically involve setting up a consultation on the council’s online consultation hub and hosting a drop-in session local to the site in question. Both online and in-person consultations are publicized using a variety of communication channels including direct mail, the posting of public signage, and social media. Though Southwark council obtains a reasonable breadth of engagement in these consultations, the depth of feedback is not always as good as it could be. Those community members who are unable to attend a consultation in person are not given tools that allow them to contribute in a directly

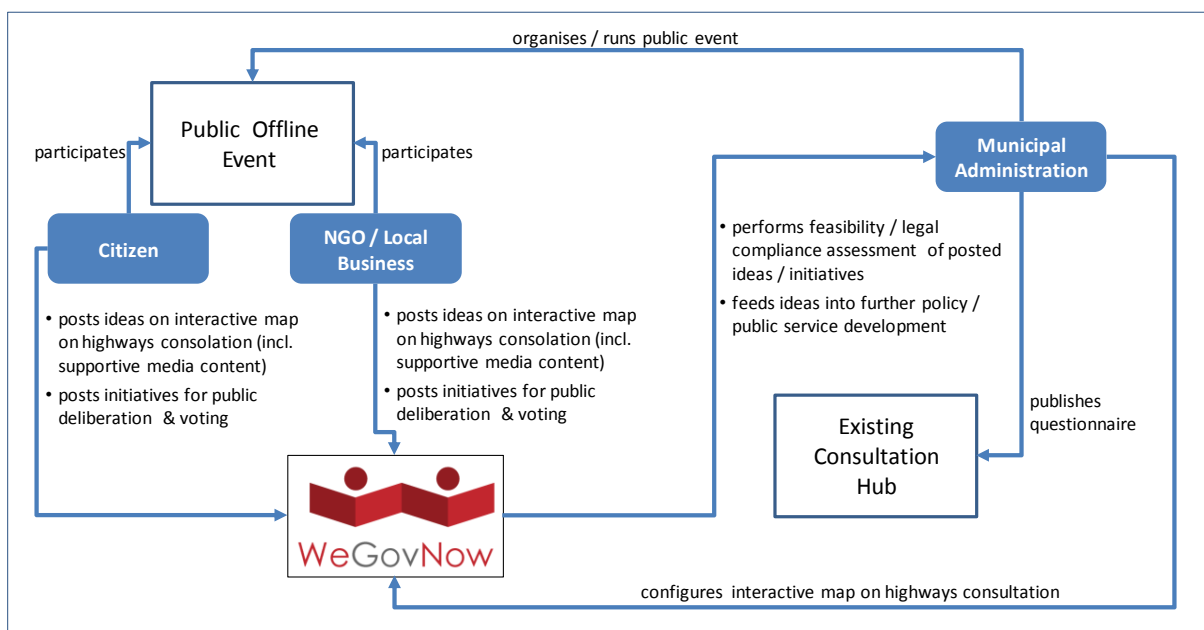
equivalent manner. Therefore, some residents are not being enabled to contribute as fully as possible to local street improvements.

### 3.7.2 Use case implementation

#### 3.7.2.1 Participation process and key stake holders

The WeGovNow pilot platform is utilised as a part of both in-person and online consultations to enable citizens to visualise and offer detailed feedback on proposed street improvements. Harper Road has been identified as a scheme to use as a test case for this methodology. Southwark council already knows that those residents and other stakeholders believe this road to be too busy with cars, noisy and dangerous. There is a range of possible solutions, and the WeGovNow platform is used to extract fine-grained feedback on how residents and stakeholders would like us to apply those solutions. The generic elements of the participatory process developed for this purpose is graphically summarised by Figure 19. It allows individuals who want to contribute at home the chance to provide exactly the same kinds of feedback as they might contribute in person. The final result is an implemented scheme that better meets the needs of the local community

Figure 19 - Generic participation process scheme for the “Highways” use case scenario



The participatory process pursued in relation to the “Highways” use case comprises a number of key elements as follows:

- By means of the participatory mapping functionalities provided by the WeGovNow pilot platform, the Highways team configures an interactive map for the Harper Road scheme. This displays the proposed street improvements as developed by the council’s designers, with the facility to overlay and manipulate additional options.



The Highways team and its designers are able to review all the comments and proposals received from stakeholders, alongside regular channels such as the consultation hub and WeGovNow, and use this feedback to inform the final design for the street which will go to a statutory consultation and be implemented.

- Institutional stakeholders include the local mosque, local school, shopkeepers, and emergency and refuse services. Additionally, there are prominent cycling stakeholder groups who want to promote a cycling-friendly street design. These stakeholders are able to comment and interact with the Harper Road community map, alongside existing engagement tools, to specify exactly how they think plans should be adjusted to meet their priorities.
- Members of the public, in particular residents of Harper Road and the surrounding area, have the opportunity to comment directly on the map and influence in detail the design that is implemented.
- All feedback obtained is ultimately fed into the design process, and also used to help evaluate the success of the scheme.

### 3.7.2.2 Use case preparation and promotion

The opportunity to contribute via the WeGovNow platform was promoted alongside the typical promotional activities already undertaken for a Highways consultation:

The council's online consultation hub, as well as presenting a consultation in a standard format, provided a cross-link to the platform and invited participants to register and give us more detailed feedback via the map.

A flyer inviting contributions was mailed to all households in the area around Harper Road. This highlighted opportunities to respond via the consultation hub as well as via WeGovNow, in addition to identifying other engagement opportunities.

These opportunities were promoted via local media, council newsletters, repeated social media and direct email to key stakeholders.



To accompany this a document was developed explaining in detail how to register for the WeGovNow platform and then how the user can provide feedback on the Harper Road project. This document was made available online.

The centrepiece of the project was a street stall event on the afternoon of 30<sup>th</sup> November. We set up a gazebo, tables and chairs, maps and posters, and even our own coffee cart, on a stretch of pavement on Harper Road. Visitors to the stall and passers by were offered a range of opportunities to provide their views on the street improvement proposals:



- They could register on WeGovNow via tablet and input their opinions on the map while in discussion with council staff.
- They could use post-it notes and stickers to explain their views on one of the large laminated maps. These would then be added to the online map by Southwark staff.
- They could take one of the flyers available on the day, register and input at home.

The value of this event, beyond promoting use of WeGovNow, was in reaching people who would not ordinarily attend council events or respond to online consultations. There was a recognised value also in bringing our activities into the heart of a relatively deprived local community.



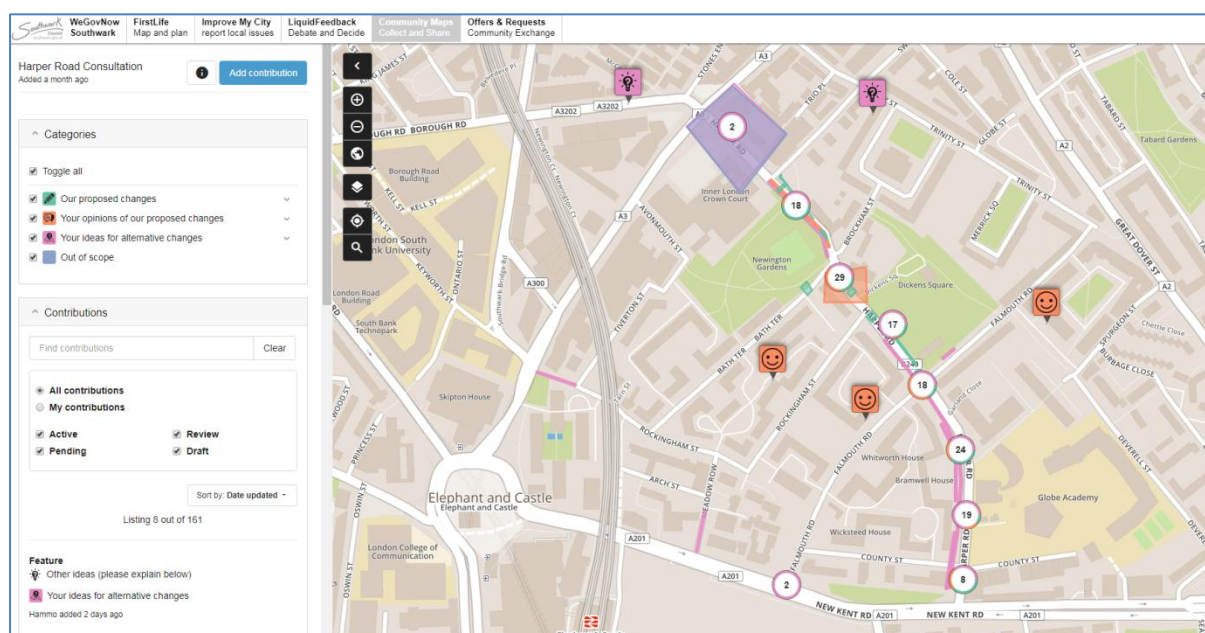
### 3.7.2.3 Platform configuration requirements

Beyond the general set-up of the pilot platform, some configuration requirements have emerged from this “Highways” use case particularly with respect to WeGovNow’s Community Maps component. By means of the configuration options provided, the Highways team has set up a bespoke interactive map for this scenario (Figure 20). This includes a depiction of the proposed street improvements rendered on the map using the provided toolset. Some examples of these improvements are new planting areas, footway

buildouts, and speed humps. Ultimately these layers will be locked for editing and citizens are provided with a selection of open categories enabling them to provide various types feedback on the elements that they see depicted on the map. These include positive or negative general feedback as well as a way to indicate preferred crossing areas.

Users contributing outside of an in-person consultation have to register for an account on the WeGovNow platform but no additional requirements are imposed in order for them to provide their input to the consultation. Citizens attending the Harper Road on-site input their contribution via a shared account created for that event. This is to reduce the friction to contribute at that event where the intent is to capture busy locals who may not otherwise have the time.

Figure 20 – Community Maps Overview



### 3.7.3 Lessons learned

This was a highly localised and short-term project and as such was never going to see large numbers of registrations on WeGovNow. However those who have registered have used the platform to make very useful and in-depth comments which will inform the final designs.

Feedback suggests that some people, who have become cynical about existing approaches and think of them as rubber-stamping council decisions, appreciate the more open-ended opportunity provided by WeGovNow.

Combined with the street stall event, this was a very successful approach to reaching some communities who may ordinarily be harder to reach. Though we used this as a supplement to our traditional consultation approaches, its success was in providing a deeper, more detailed level of feedback, and engagement with local communities who may not always respond to a traditional question-and-answer approach. The capacity to read and comment



on each others' comments was under-exploited in this instance, but has scope to be of value for future scenarios.

It is very likely that the Highways team will seek to use WeGovNow or similar mapping technology for future engagement – the combination of in-depth commentary and positive community interaction has a strong appeal. We will support other divisions within the municipality to apply a similar map-based approach where applicable – there will certainly be applicability for our Parks team and Housing teams, in addition to Transport Planning. It will be interesting to implement this approach in a more open-ended project – where outputs are less defined and stakeholder-input can have greater influence. It is clear however that it will usually only be successful when undertaken in tandem with face-to-face engagement approaches.

### 3.8 The “Faith Groups” use case - Working with faith groups to support cross-faith collaboration in joint activity and promote community cohesion in Southwark

#### 3.8.1 Local policy issue addressed

Southwark is the proud host of several hundred faith groups in the borough. In support of its Fairer Future Promises, Southwark Council is developing a Faith Strategy that will set out a new relationship between faith groups, the council, and the wider community and voluntary sector. This strategy is to:

- improve understanding of faith groups in terms of their internal set up and links with other local people/groups;
- capture issues, barriers and opportunities to working with faith groups;
- capture ways faith groups can work collaboratively with the council, voluntary sector, each other and the wider community;
- identify good practice to inform the work we as a council do with faith groups, and work done by faith groups themselves.

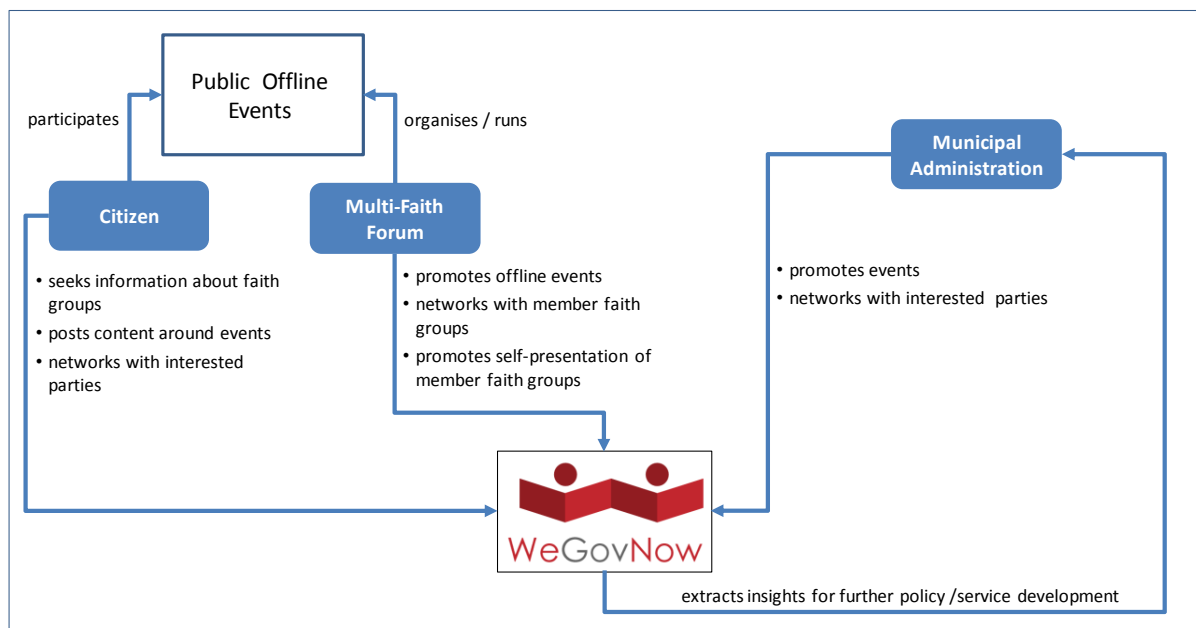
Currently faith groups are often unaware of each other’s activities and opportunities to work with the council and other bodies. This leads to poor understanding between faith communities, as well as duplication of efforts and inefficient use of resources. Against this background, the “Faith Groups” pilot use case is intended to provide the means for Faith organisations to connect with one another, the Council, their congregations and with the wider community. In particular, WeGovNow helps to facilitate the development, promotion and delivery of specific activities.

## 3.8.2 Use case implementation

### 3.8.2.1 Participation process and stake holders

The Community Engagement team at Southwark council have a goal to support community cohesion, encourage greater collaboration between faith groups, and, in an era of austerity, to ensure that all resources for community support are being used efficiently. Against this background, a participation process has been developed as graphically summarised in Figure 21.

**Figure 21 - Generic participation process scheme for the “Faith Group” use case scenario**



Against this background, the capabilities provided by the WeGovNow pilot platform are in particular utilised for information sharing and networking of faith group leaders, members and the Council:

- The Council uses the WeGovNow platform, to highlight a range of activities, events and locations that may be of interest to all residents, including faith groups. It is responsible for responding to any local queries about the use of the WeGovNow platform and supporting stakeholders and members of the public to use it.
- The Southwark Multi-Faith Forum, a forum of faith leaders from across Southwark, including the organisers of the Peckham Faith Walk, use WeGovNow to promote activities and opportunities provided by faith organisations to each other, their congregations and the wider community. As a focus case, the details of the Faith Walk will be advertised and promoted through the platform, and members of the faith communities are encouraged and supported to sign up, comment and contribute content.
- Faith group leaders and members of their congregations are encouraged and supported to view and sign up to the platform as part of the promotion of the Faith

Walk. Once on the platform, they have the opportunity to read about and engage with other activities, including those organised by other faith organisations around the borough. They also have the opportunity to upload their own activities, events and opportunities.

### 3.8.2.2 Use case preparation and promotion

One specific event, this year's Walk that took place on 9 an opportunity for members groups to work together, about each other's WeGovNow platform was



Peckham Faith September, was of several faith meet and find out communities. the used to support the development and delivery of this event, which in turn will promote

opportunities to publicise other faith based events and activities. Beyond the promotion via social media – Facebook sites and newsletters for local community councils, Twitter and the council website - there has been face-to-face promotion with materials at the Peckham Faith Walk and other events.

Council staff met with 'Transform Southwark', a group of churches collaborating in social action, to promote the platform and discuss the role of digital engagement.

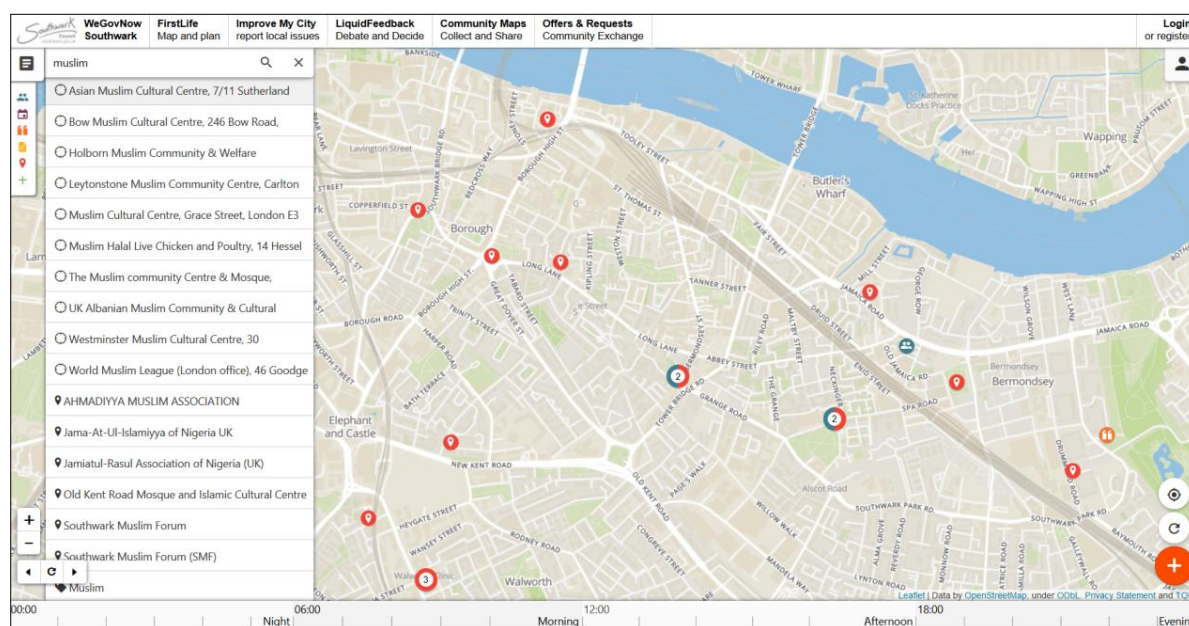
They also presented the platform to partner organisations working on the Volunteering Strategy, exploring the opportunity to link up members of the voluntary and community sector and identify areas of unmet need.

The platform was also introduced in one session of the series of Faith Strategy Workshops held in December 2018, where we explored faith groups' digital requirements.

### 3.8.2.3 Platform configuration requirements

Apart from the general set-up of the WeGovNow pilot platform, some configuration requirements have emerged in particular when it comes to the overall platform's FirstLife component. In particular, set of categories were added that reflect the typical organisations and activity types that users were expected to upload around the "Faith Groups" use case (Figure 22).

Figure 22 - screen shot of the Southwark pilot platform instance



### 3.8.3 Lessons learned

Faith leaders have previously expressed the wish for an online directory or way of identifying and mapping one another, and seeing where there are areas of common purpose. Existing directory approaches have not really been adequate to this task, and require significant municipality resources to maintain. Therefore it is certain the WeGovNow platform offers a new and better opportunity to meet this need and facilitate information exchange.

We have promoted the WeGovNow approach alongside the development of our Faith Strategy, an intensive process which has seen renewed and improved links with dozens of local faith groups through a series of in-depth meetings. This level of activity is not sustainable – but WeGovNow should contribute to maintaining the links that have been established and distributing the workload. This will have benefits for several municipality departments, such as those involved with housing, adult and children services, public health, employment, child exploitation and crime, who all need to communicate and work through faith groups to reach local communities.

The challenge is in promoting this to a community that is not in all parts digitally engaged. It is likely, for the medium-term at least, that this approach will need to be spearheaded through tech-savvy lead stakeholders, until such point as it becomes an accepted and self-sustaining tool. The opportunity is there to reduce the dependence on the municipality's resources as a linking body, if faith stakeholders are able to identify and contact one another more easily. In the longer-term, this should stimulate the development of projects in the community and provide benefits in community activity and cohesion.

It is likely that we would continue to use the WeGovNow FirstLife element of the platform to achieve this, however it is clear that the Offers and Requests section would also be a

viable tool for the Community and Voluntary sector, that we will be able to promote with longer-term use of the platform. Several other suggestions have been made for bespoke and specific directory approaches, for example in the local economy sector – stakeholders have a keen need, which is not being met through existing technology to promote their services and to locate and link up with opportunities in their areas.

## Annex

### Overview of activities carried out by the pilot municipalities to implement and operate the local validation trials

Date	Type	Short description
<b>TORINO</b>		
21/02/2017	Meeting	Meeting with Dora shopping mall to consider collaboration
13/03/2017	Meeting	Internal meeting with Public green department to define the Parco Dora use case scenario
4/04/2017	Meeting	Internal meeting with Culture department to define a possible use case scenario
11/05/2017	Meeting	Internal meeting with Culture department to define a possible use case scenario
17/05/2017	Meeting	Meeting with Urban regeneration department and Innesto association to define a possible use case scenario
22/05/2017	Meeting	Meeting with Dora shopping mall, Protenia association and Sereno Regis Institute to define a possible use case scenario
31/05/2017	Meeting	Meeting with Culture department, Environment Museum, Envipark, Dora shopping mall to define a possible use case scenario
24/07/2017	Meeting	Internal meeting with Environment councilor of the City of Turin and Public green department to define the Parco Dora use case scenario
25/07/2017	Meeting	Meeting with Public green department, UISP and street sport associations to define the Parco Dora use case scenario and engagement strategy
26/09/2017	Meeting	Meeting with I. Calvino public library to consider collaboration
5/10/2017	Meeting	Internal meeting with Public Green department in order to define budget, timing and guidelines for the Parco Dora use case scenario
01/02/2018	WGN Lab	Stakeholder involved: Environmental Museum; UISP National sport association; I. Calvino public library; Innesto association
13/04/2018	Meeting	Internal meeting with Public Green department, FGB and UniTO in order to define the launch of the Parco Dora use case scenario
15/05/2018	Meeting	Internal meeting with key stakeholder in order to define the launch of the Parco Dora use case scenario and objectives of the co-design process. 24 people involved (Environment councilor of the City of Turin; different departments of the City of Turin; Districts 4 and 5; Environment Park, Environmental Museum;



Date	Type	Short description
		UISP National sport association; Dora shopping mall; UniTO, Politecnico di Torino)
10/09/2018	Meeting	Internal meeting with Sport associations in order to involve them in the co-design process. 5 associations (9 members) involved
26/09/2018	Event	Launch event of the Parco Dora use case scenario. Environment councilor of the City of Turin reiterated the invitation to all citizens to participate in the new type of co-design process enabled by WeGovNow. More than 50 citizens and stakeholder involved
11/10/2018	Workshop	1° co-design workshop. 5 associations, 2 Citizens Committee and around 20 citizens involved
18/10/2018	Workshop	2° co-design workshop. 5 associations, 2 Citizens Committee and around 20 citizens involved
22/10/2018	Workshop	3° co-design workshop. 5 associations, 2 Citizens Committee and around 20 citizens involved
16/10/2018	Meeting	Meeting with Mobility department and local bikers association to define Neighbourhood use case scenario
9/11/2018 28/11/2018 10/12/2018	Online meetings	Online meetings with local bikers association to get feedback on Neighbourhood use case scenario
17/12/2018	Event	Announcement of Parco Dora Outcomes
<b>SAN DONÀ DI PIAVE</b>		
May 22nd, 2018	Public meeting	Official Presentation to the Municipality of the “wegovnow lab” experience, managed by the high school Istituto Tecnico Commerciale Leon Battista Alberti, in which 30 students (16 years old) and teachers joined realized a “wegovnow lab” meant as a specific training project aimed at the use of the wegovnow platform to collect data and information about the city, the territory and the natural environment. (See attached ppt).
June + July 2018	10 hours of Training activities	10 hours online training programme provided by the WeGovNow project partners to 30 local high school students under the umbrella of the work-school alternance scheme. It enabled the students to support the local administration as well as non-government organizations, businesses and citizens in making effective use of the pilot platform under day-to-day conditions.
September 29, 2018	Public walk	Public walk promoted by the Municipality and managed in the framework of the Energy care project aimed to promote the use of the wegovnow platform in order to map and discuss better mobility solutions in San Donà di Piave.
October,	Event	The annual three-day San Donà di Piave festival (Le Fiere del Rosario) <a href="http://mappingforchange.org.uk/2018/10/le-fiere-del-">http://mappingforchange.org.uk/2018/10/le-fiere-del-</a>



Date	Type	Short description
6,7,8. 2018		rosario-san-dona-di-piave/ The annual three-day festival has been attended by 300,000 visitors and so presented the perfect opportunity to show local people a new way of participating in the shaping of their city. Using large paper maps at the exhibition stand and hands-on activities we focused on three key areas – sustainability in partnership with EnergyCare Interreg; urban regeneration in partnership with Urbact; and cycle routes.
10/01/18	Internal meeting	Planning of the 3 days Consortium partners training activities. Preparation of the draft agenda and discussion of the of the operational tasks
17/01/18	Meeting	With school representative (teacher) Rosa Diotto of the Alberti High School. Preparation of the draft agenda and discussion of the of the operational tasks related to the February 15 training day ath the school.
18/01/18	Internal meeting	Evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave
24/01/18	Training meeting	Presentation of the wegovnow functionalities during a meeting on the ageing scenario held at the nursing home “Monumento Ai Caduti in Guerra”. Meeting attended by 18 health and social workers on behalf of the nursing home, the local health Authority and the Municipality.
01/02/18	Training meeting	Presentation of the wegovnow functionalities to a group of managers of local NGOs (social cooperatives : Consorzio Insieme and Il Portico cooperativa sociale)
02/02/18	Meeting at the nursing home	Presentation of the wegovnow functionalities during a meeting on the ageing scenario held at the nursing home “Monumento Ai Caduti in Guerra”. Meeting attended by 18 health and social workers on behalf of the nursing home, the local health Authority and the Municipality.
02/02/18	Meeting at Arsenàl treviso	Meeting at the Arsenàl – regional provider for ICT in health and social inclusion – to introduce to the wgn functionalities
05/02/18	Internal meeting	Evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave
08/02/18	Internal meeting	Evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave
14/02/18	Public training course	4 hours from 9 to 13 of training activity provided by LF and MFC to public workers at the Centro Culturale Leonardo da Vinci
14/02/18	Public training course	2,5 hours of training activity leaded by UNITO to 30 representatives of local associations, NGOs, schools, citizens at the Oratorio Don Bosco.
15/02/18	Public training	full day of training activity provided by all technical partners to

Date	Type	Short description
	course	80 students of the local High schools at the Istituto Alberti
16/02/18	Public training course	4 hours from 9 to 13 of training activity provided by IMC and UNITO to 25 public workers at the City Council Hall
28/02/18	internal meeting	evaluation and discussion with the public works department to prepare a map of the public works in San Donà di Piave
07/03/18	meeting with (teachers) Rosa Diotto and Monica Vistoi of the Alberti High School	Preparation of the “wegovnow lab” - specific training project aimed at the use of the wegovnow platform to collect data and information about the city, the territory and the natural environment.
09/03/18	Internal meeting	Meeting with the Mayor and main internal service responsible to update the state of the art of the platform to be opened
15/03/18	Public meeting at the Istituto Volterra morning	Public meeting with 300 students of the different local high schools to present the wegovnw platform and the Interreg ITA-SLO Energy care project
15/03/18	Public meeting at the Centro Culturale Da Vinci evening	Public meeting with 30 citizens to present the wegovnw platform and the Interreg ITA-SLO Energy care project
19/06/18	Training meeting at the City Council Hall – afternoon	First session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
20/06/18	Training meeting at the City Council Hall – afternoon	second session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
21/06/18	Training meeting at the City Council Hall – afternoon	Third session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
25/06/18	Training meeting at the City Council Hall – afternoon	Fourth session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
26/06/18	Training meeting at the City Council Hall – afternoon	Fifth session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
27/06/18	Training meeting at the City Council Hall – afternoon	Sixth session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
28/06/18	Training meeting at the City Council Hall – afternoon	Seventh session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools

Date	Type	Short description
12/07/18	Training meeting at the City Council Hall – afternoon	Eight session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
13/07/18	Training meeting at the City Council Hall – afternoon	Eight session of the 40 hours WORK SCHOOL ALTERNATION programme involving 30 students of 3 local high schools
31/07/18	Meeting	meeting with the representatives of the local health authority and of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Center to present and test the wgn platform
23/08/18	Internal meeting	Meeting to update the New City Council delegates to the use of the wegovnw platform
31/08/18	Meeting	Meeting with Social services city councillor delegate Silvia Lasfanti and representatives of San Vincenzo de Paoli – volunteers association to promote the use of Trusted Market Place/offers and request
04/09/18	Meeting	Meeting with the representatives of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Center to present and test the wgn platform
17/09/18	Meeting with the Fiere del Rosario manager	Meeting to prepare the wegovnow stand at the Fiere del Rosario from 6 to 8 October
20/09/18	Project meeting	Meeting with the Energy care project coordinator to better integrate mobility in to the wgn functionalities
03/10/18	Meeting	Meeting with MFC and the representatives of the the social cooperative providing educational services for students and managing the Youth City Council and the Youth Center to present and test the wgn platform
16/10/18	Meeting	Meeting with the representatives of the local health authority and of the social cooperative providing educational services for students and managing the Youth City Council and the Youth Center to present and test the wgn platform
23/10/18	Internal meeting	Follow up meeting to evaluate the results of the wgn stand at the Fiere del Rosario
29/10/18	Internal meeting	Follow up meeting to evaluate the results of the wgn stand at the Fiere del Rosario
<b>LONDON BOROUGH OF SOUTHWARK</b>		
25.01.18	WGN lab	WeGovNow training Lab with consortium and attended by British Land, Community Southwark, NHS, municipal department representatives from Communities, Housing, Highways, Planning Policy, Regeneration and Commissioning.

Date	Type	Short description
10.03.18	Meeting	V-Inspired rewarding volunteers. Presentation of WGN and capabilities for charities to register and engage volunteers.
21.06.18	Meeting	Flyer dissemination and brief presentation of WGN at Youth Service providers network meeting Millwall Football Club, Street Doctors, Look Ahead, Leap CC, Everyone Active, Creation Trust, Fight 4 Change, Southwark Works and Southwark Young Advisors.
12.07.18	Workshop	Workshop with year 9 students at Ark Globe Academy school to explore what kinds of opportunities they would be interested in seeing on the WGN platform and ideas on how we can engage young people to participate.
2.08.18	Event	Millennials Club and Worth of Mouth, youth media platform host summer networking event at Pearson Education. Attended by over 120 young entrepreneurs and influencers. WGN was pitched as part of youth opportunities and innovation segment, exposing innovative ideas to engage young people in positive and manful activities.
6.08.18	WGN Lab	Youth Training Lab with Youth Council, young people, MfC and Community Engagement
15.08.18	Meeting	Meeting at Wilmot Dixon Interiors, promoting WGN services and capabilities for work experience, training and internship opportunities for young people and also link up with charities to help meet their corporate social responsibility outputs.
22.08.18	Meeting	Meeting at Norton Rose Fullbright law firm to promote WGN services and capabilities to promote work experience, training and internship opportunities for young people
29.08.18	Meeting	Planning meeting Bright Ideas Trust to support the youth event, run workshops and promote free training opportunities on WGN
4.09.18	Meeting	Southwark Faith Walk planning meeting with the Multi-faith forum members comprised of faith leaders and municipality officers.
5.09.18	Public Meeting	WeGovNow flyers and information leaflets disseminated at Camberwell Community council meeting to over 100 attendees of local citizens.
	Event	WGN Presentation and demo to Southwark faith leaders.
9.09.18	Event	Southwark Faith Walk organised by the Southwark Multi-faith forum and supported by the municipality took guests around various part of the borough to visit places of worship including churches, mosques and Buddhist Centre. Sharing knowledge and experiences whilst the walk and places visited was mapped out on WeGovNow to capture the day.
11.09.18	Public meeting	Peckham and Nunhead Community Council meeting themes on digital spaces. WeGovNow was presented followed by a panel

Date	Type	Short description
		discussion Q&A on WGN as a community digital solution and a good way to continue community related participation and engagement digitally in between meetings. Over 80 local residents, Councillors and digital service providers and users attended the meeting.
20.09.18	Meeting	Presentation of WeGovNow at the Volunteering Strategy Group meeting comprised of members from Southwark charities including Southwark Works, Southbank Centre, Black Cultural Archives, Community Southwark, Shakespeare's Globe Theatre, Link Age Southwark.
8.10.18	Meeting	Mentoring opportunities with Mentors Hub. A brief presentation of WGN offers and requests illustrating the possibility for mentors to make an offer or mentees to make requests via WGN. Also opportunities map demo.
19.10.18	Meeting	Meeting with municipal police and young people from Camberwell Young Cadets to discuss training and volunteering offers aimed at local youths to be promoted on WGN
25.10.18	Outreach	Youth Event on knife crime. Distributed flyer for upcoming event.
7.11.18	Meeting	Meeting with two municipality officers from the local economy team to discuss apprenticeships and internships to be promoted on WGN
8.11.18	Outreach	Street walk ups/ conversations with professions along More London business area in SE1.
9.11.18	Outreach	All day business engagement activities including pop up site visits and scheduled meetings. WGN Leaflet and flyer drops at business doors/reception.
19, 12, 5 November /29, 22, 15 October	Meeting	Southwark Youth Council weekly meetings, event planning with youth council members, young people and invited guests including event speakers, performers and volunteers in preparation for level up event.
20.11.18	Event	Southwark Youth council, Level Up careers event for young people. Youth organised and youth run event to engage, inspire and promote employment and development opportunities aimed at young people and promoting WeGovNow as the main tool to access local opportunities as well as up sharing and uploading existing opportunities.
30.11.18	Event	Harper Road Stall – Consultation event engaging local citizens in the Harper Road consultation process through the WeGovNow platform including mapping new proposals and contributing new ideas and commenting on existing proposed improvements and changes by the municipality.
19.12.18	Meeting	Linking young people to skills and jobs meeting – WeGovNow presented to cabinet member for Jobs, Skills and Innovation and lead representatives from Youth Services, Education, Business

Date	Type	Short description
		Alliance Social Services and Communications and Public Affairs
20.12.18	Meeting	Community engagement team meet with Local economy team to discuss employment opportunities that can be loaded onto the opportunities map and explore possibilities for continued platform use and linking to existing Southwark offer provided by employment support service Southwark Works.
16.01.19	Event	WGN Exploitation workshop with stakeholders internal to the municipality

**End of D. 2.6**