

CITIZ@MOVE

TRAVEL GUIDE
TO PARTICIPATION
IN TWENTY EUROPEAN CITIES

Publication director / Bernard Declève

Project manager / Francisco Javier Pando Sastre

Contributions

Citiz@Move WG1 - Aarhus /

Aarhus, Denmark : Sonja Mikkelsen, Osman Farah, Trine Spohr, Lotte Olsen, Francoise Nduruu-
gira, Gitte Krogh, Helle Hansen, Iman Yacoub, Ahmed- ElAhmed, Kambiz Hormoozi, Mohammed
Hawa, Sami Saidana, Lars Holmboe, Lisbet Albertsen, Stephen Thomsen, Nemat Houshmand,
Ambara Hashi Nur, Mohamud Mohamed Jama / Aalborg, Denmark : Grethe Andreasen, Erik
Ørbæk, Esben Elbæk, Kit Bos, Jette Juel Jensen / Gera, Germany : Anja Ruhland, Evelyn Fichtel-
mann, Marc Röhlrig, Mrs. Olga Lange/ Islington, London, UK : Rebecca Brown, Clive Clarke, Cedric
D'Amico, Toyin Fagbemi /

Citiz@Move WG2 - Charleroi /

Bruxelles, Belgique : Liliane Cocozza, Rita Glineur, Marie-Paule Connan, Karema Menassar, Désirée
Simon, Benoît Stoffen, Catherine Van Rymenant, Mathieu Verhaegen / Charleroi, Belgique: Eric
Dosimont, José Pinilla, Laurence Vereecke, Lacroix Eric, Myriam Poroli, Jonik Christian / La Lou-
vière, Belgique : Louisa Alfieri, Claire Secco, Anne-Marie Vandeboogaert / Sambre-ville, Belgique :
Olivier Romain, Philippe Hancq, Bernard Riguelle / Turin, Italy: Luisa AVEDANO, Renato Berga-
min, Gianfranco Presutti / Valenciennes, France : Geneviève ADAM, Pascal DUBOIS, Salvatore
SANNO /

Citiz@Move WG3 – Sevilla /

Cosenza, Italy : Leonardo Aciri, Bernardino Pandolfo, Pietro Paolo Barca / Derry, UK : Tony
Monaghan / Graz, Austria : Christian Nussmueller, Kurt Hoermann, Patrick Dramberger (until 2005:
Hansjoerg Luser, Alexander Ferstl, Sylvia Trattner-Jakob) / Misterbianco: Giuseppe Giuffrida,
Massimo Ferrari / Pecs, Hungary: Inke Bogner / Sevilla, Spain : Paula Garvín, Soledad Granero,
Javier Pando, Beatriz Salas, Luisa Diaz / Siracusa, Italy: Sergio Campanella, Paola Paci, / Toledo,
Spain María Esther Jiménez, Nicole Simon, José Luis Rubio / Valencia, Spain: César Jiménez,
Marta Galbís, Esther Coperías / West Athens, Greece : Moskos Diamantopoulos, George Bouritis,
Grigoris Zouzoulas /

Experts / Bernard Declève, Bernard Francq, Haaron Saad, Francisco Sierra Caballero / Luis Hojas,
Susana Partida

General Coordinator / Macarena Ybarra

Design / Carole Lemaire

This project has been part funded by the European Regional Development Fund within the
framework of the Urbact programme

© Citiz@Move, 2006.

Dépôt légal :

ISBN :

CITIZ@MOVE

TRAVEL GUIDE
TO PARTICIPATION
IN TWENTY EUROPEAN CITIES

TABLE OF CONTENTS

Credits	2
Table of contents	5
Introduction	
Citiz@Move : A singular experience	7
Green itinerary	
Citizen Participation and inclusion of minorities	15
• The journey of WG1.	17
• Aalborg, Denmark. From playgrounds renewal to social cohesion.	22
• Aarhus, Denmark. Networking and community development.	27
• Gera, Germany. Ethnic citizens and cultural mediation.	33
• Islington, United Kingdom. Building a Local Strategic Partnership.	41
Red itinerary	
Citizen participation and governance of urban projects	47
• The journey of WG2.	49
• Bruxelles-Laeken, Belgium. Speak up to act.	53
• Charleroi, Belgium. Coproducing a citizens' space.	58
• La Louvière, Belgium. Which social coordination for which city project?	63
• Sambreville, Belgium. A Community Platform of the Districts.	69
• Turin-Mirafiori, Italy. The 'Everyday House'.	73
• Valenciennes, France. A sustainable city faced with its future.	77

Blue itinerary

Citizen participation and new information and communication technologies

85

- The journey of WG3. 87
- Cosenza, Italy. Technology serving the citizens. 92
- Derry, Ireland. Debate on citizen participation in Urban planning 96
- Graz, Austria. Combining traditional methods with
new Information Technologies. 100
- Misterbianco, Italy. Neighbourhood workshops
to connect the centre to its suburbs. 109
- Pecs, Hungary. Quickly notes on citizen's participation. 110
- Seville, Spain. Some tools of active citizenship. 112
- Syracuse, Italy. Local forums to assist local development. 120
- Toledo, Spain. The first steps of citizen's participation. 122
- Valencia, Spain. The gradual construction of co-production
conditions. 124
- West - Athens, Greece. New technologies
and inter-municipal cooperation. 130

To muse over when going back ...

135

CITIZ@MOVE ✦

A SINGULAR EXPERIENCE

INTRODUCTION

Citiz@move is a network of twenty European cities which, since 2004 and with the support of URBACT, has been involved in a process of exchanging and experiencing new ways of involving citizens in urban regeneration.

The dynamic network system was set up based upon three issues:

- * Citizen participation and inclusion of minorities;
- * Citizen participation and governance of urban projects;
- * Citizen participation and information and communication technologies

The process of exchanging experiences, financed by URBACT, has three levels:

- ❖ Local workshops: one workshop in each participating city.
 - ❖ Seminars for exchanging experiences: three to four meetings per topic
 - ❖ General assemblies of the twenty cities within the network: three assemblies over the course of the project.
- 
- A map of Europe with the text 'CITIZ@MOVE' overlaid. The map shows the continent of Europe, with Iceland and the British Isles highlighted in orange, indicating the project's focus area. The rest of Europe is shown in light yellow, and the surrounding seas are blue.



Localisation of the twenty cities within the network

LEARNING FROM EACH OTHER THROUGH TRAVEL

"All learning requires travel"

Michel Serrès

(translated from *Le Tiers-Instruit*, 1991, p.28).

The purpose of this travel log book is to communicate the findings of the exchange of experiences within the partner cities. It does not intend to establish those processes reported as model processes, but rather to propose guidelines, facilitating the exchange of experiences and practices.

The document encompasses three types of travellers:

The guide: an account of the journey-route, highlighting the methods used by the partner cities within the framework of the local workshops;

The visitor: an account that outlines any surprise, raises questions and refers to experiences that take place elsewhere. Each participant was for the guide for his/her own experience and the visitor for the experiences of others;

The reader: offered the chance to travel throughout Europe by using both of these reports and to view citizen participation and those lands being regenerated, where new social and institutional practices are being introduced and where the idea of a city and the means of making society are being transformed.

STRUCTURE OF THE TRAVEL LOG BOOK

The travel log is organised around three itineraries; the routes are the underlying issues upon which the network's core objective is based. There is a section dedicated to each itinerary. The final chapter summarises the main lessons to be drawn from the trip.

✧ Green itinerary / Access through the participants

This outlines the projects developed by the WG1 towns (Aalborg, Aarhus, Gera and Islington) to encourage the integration and involvement of ethnic minorities in depressed communities in regeneration projects. These reports will be accompanied by useful references as well as various guidelines to follow for empowerment planning and methods.

✧ Red itinerary / Access through the processes

This itinerary retraces the early experiences of when the local workshops were being established in 6 towns (Brussels – Laeken, Charle-roi, La Louvière, Sambreville, Turin – North Mirafiori and Valencia). The report is based on the collective approach of action research focused on the challenges involved in managing town projects and defining the conditions of citizen participation.

✧ Blue itinerary / Access through the tools

The main objective of the third itinerary is to experiment and adapt to the local conditions for tools geared towards citizen participation based on the New Information and Communication Technologies. Ten cities are involved: Cosenza, Derry, Graz, Misterbianco, Pecs, Seville, Syracuse, Toledo, Valencia and West-Athens. At least in principle, each city has tried and tested four tools: a participative method for local diagnosis, an e-administration tool, a local telecentres infrastructure and a training programme for the use of NICT in the management of local urban-planning.

A MIXTURE OF UNIQUE AND COMMON FEATURES

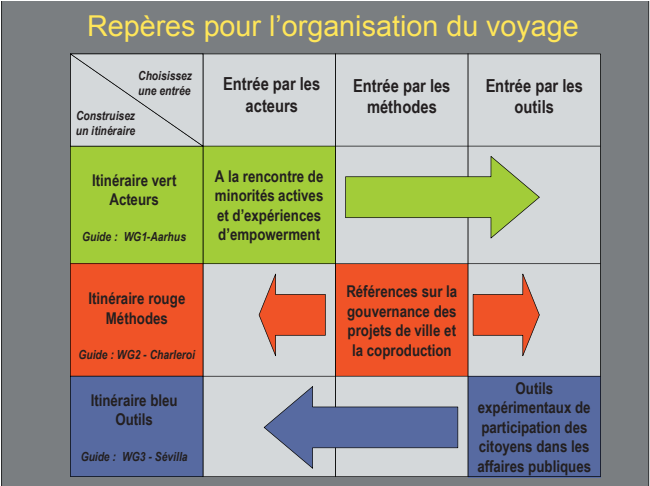
Beyond the choice of the entry set of themes, one will see that the local forms of participative democracy implemented in the twenty cities are very diversified, just like were the modes of implication of each city in the dynamics of the network.

The singularity of the approaches does not prevent however from releasing a number of common features. Among these, the way in which the twenty cities adapted the logic of research-action.

For some of them, the finality was mainly an evaluation, the dynamics of exchange offering the opportunity to valorize locally developing processes of transformation and of releasing criteria of governance and active citizenship

Other cities on the other hand were more implied in a procedure of project, seizing the dynamics of Citiz@move to locally develop participative processes that tended towards specific production targets.

The lesson to be learned from this journey is that the participation culture is definitively plural. The blending of singularities and common features characterizing the cities will help the reader - political leader, technician, administrator or citizen - to establish the link between the contents of the guide and its own practice, without being tied to any model.



AN EXERCISE IN COLLECTIVE WRITING

A final mention in order to bring this introduction to a close; producing this document has enabled an exercise in collective writing that is in keeping with the logic of the network. The text was produced based on accounts and information provided by the partners as well as comments about the visits organized as part of the seminars for the exchange of experiences. The analyses are extracts from seminar reports and the working notes drawn up by the experts. Many thanks to all of the participants in these meetings for their contribution.

While the travellers are to thank for the contents of this document, the formulation of the text and any potential errors of interpretation should be considered the responsibility of the director of this publication. The director became involved at a very late stage of developing the network and was particularly subject to extremely short deadlines. Draft documents were circulated to all involved and were revised, discussed and amended, thereby enabling each to adopt the concept of the “travel guide” and the corresponding editorial line. On the other hand, the very short deadlines and language constraints have meant that undoubtedly some errors or inaccuracies may remain. By all accounts, this exercise in collective writing has been a delightful experience. The contents of the experiences themselves and the dynamics of the exchanges that these experiences have made possible, provides proof in itself of the strength of the European movement in the search for innovation

Bernard Declève



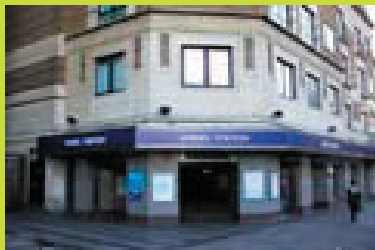
AALBORG - BUTIKCAFEEN



AARHUS- WOMEN EMPOWERMENT



GERA - YOUNG MUSICIANS



ISLINGTON - ANGELSTATION

**CITIZEN PARTICIPATION AND
INCLUSION OF MINORITIES**

ITINERARY 1

- **The journey of WG1.**
- **Aalborg, Denmark. From playgrounds renewal to social cohesion.**
- **Aarhus, Denmark. Networking and community development.**
- **Gera, Germany. Ethnic citizens and cultural mediation.**
- **Islington, United Kingdom. Building a local strategic partnership.**

THE JOURNEY OF WG1

This first section of our travel guide presents the experiences of four cities dealing with the theme of Empowerment and Inclusion of Ethnic Minorities from deprived communities into the process of community development and urban regeneration. Through local workshop activities, working group seminars and contribution to the citiz@moves general assembly meetings, the representative of Aarhus, Aalborg, Gera and Islington - London identified and discussed good practice cases, relevant themes and methods. In addition, these four cities constituting the Citiz@Move Working Group 1 benefited from exchanges and inputs from other partners from the network, from WG1 expert and from a number of Urbact and European conferences and seminars that debated on challenges confronting major European cities.

Summary of the local experiences presented and shared into the Citiz@Move WG1

Partner city	Main focus	Practice case
Aarhus	Empowerment and Inclusion of Youth	1. Youth and Parental Guidance on Education and Employment
		2. Youth Magazine: Point of View
		3. Contact Place for Youth
	Empowerment and Inclusion of Women	4. Dream House and Inter Women Exchange
	Business Entrepreneurship	5. Ethnic Business Entrepreneurs (NYVIRK)
Aalborg	Intercommunity Empowerment and Inclusion	6. Time for Family and Quality of Life for Ethnic Seniors
		7. Playground Construction
		8. Project F
Gera	Intercommunity Empowerment and Inclusion	9. Bridge building between Citizens
		10. Voice for the Vulnerable: Refugee Life in Gera
		11. Inter-religious Dialogue: Case from Gera
Islington	Business Entrepreneurship	12. Islington Reflex Project

The bottom up approach of conducting local workshops where local actors, authorities, associations and ordinary citizens gather and exchange ideas and methods of good practice is beneficial recommendable. Similarly working group seminars that brought four partner cities to present their local experiences and to share with others were productive. The problem is that local experiences and conducts are not necessarily directly transferable. Indicating that what is relevant for a city and a local environment might not be promising for other partners and vice versa.

HOW TO GO AHEAD?

There are essentially two contextual aspects to the work of WG1. Firstly there is the issue of participation and secondly, how to include integrate ethnic minorities more effectively in community development and urban regeneration.

A first itinerary can be chosen by the lector, asking the practices developed by the partner cities for instance where they are on the Arnstein eight-step ladder to participation (see above) and why they are there. It can be helpful to discover others realities and to understand how complex and diverse is the issue of participation. It also can help the lector to assign a place to his own experience, methods and skills on the ladder between a situation of 'no participation' and a situation of citizen control of the decision-making process.

A second way leads the lector to discover the partner's cities proposals and experiences dealing with the integration of ethnic minorities into community regeneration strategies. Aarhus, Aalborg, Gera and Islington share numerous similarities in this area. But there are also a lot of differences in experiences, composition of minority groups, structures, methods and priorities when dealing with the theme that we are working with. For instance Islington has both minorities with

The Arnstein eight-step ladder to participation

As part of its work WG1 focussed on methodologies and models for community participation. One such model is the Arnstein eight-step ladder to participation. Sherry Arnstein's (1966) "ladder of citizen's participation" (Figure 1) presented a typology of citizen's involvement in the decision-making process that ranged from total non-participation on to the highest level of involvement that would result in citizen control of the decision-making process.

8. Citizen Control
7. Delegated Power
6. Partnership
5. Placation
4. Consultation
3. Informing
2. Therapy
1. Manipulation

Figure 1. Arnstein's Ladder of Citizen's Participation (1966)

According to Arnstein, the first two rungs of the ladder (1 & 2) represent non participation which Arnstein also describes as attempts to 'educate' participants. Levels 3 and 4 allow participants to hear and have a voice, but they have no power to ensure that their voice has influence. At level 5 participants can advise, but the right to decide is retained by the agency.

True participation begins where 'Partnerships' enable negotiation and shared decision-making responsibility. Arnstein considers that partnership working is most effective when participants have an organised and resourced base from which to work, and to which they are accountable.

At levels 7 and 8 participants form the majority in decision-making arenas, or hold managerial power.

Applying this model to the traditional forms of user involvement within most organizations is revealing. Where are you on the ladder? Do you have clear, genuine reasons for being there?

More information : Arnstein, S., 1969, 'A Ladder of Citizen Participation' AIP Journal, p 216-224



deep roots in British history and society and recent arrivals of immigrants and refugees. In Aarhus, the perspective is mostly related to new arrived minority groups with immigrant or refugee background.

Already from the first step of its itinerary (Aarhus, June 2004), members of the working group acknowledged the difference of approach and understanding of the theme “the inclusion of ethnic minorities” by partners. Islington- London based its approach to the theme with its long term experience in dealing with the issue of inclusion of ethnic minorities. For Islington, the ethnic minorities are not considered homogenous group. The situation appears different for Aarhus and Aalborg that consider the inclusion of ethnic minorities as a recent development and challenge to the authorities and decision makers in their municipalities. This explains their interest in developing new methods of inclusion and empowerment through local workshops participated by representatives of the authorities, projects, associations and ordinary citizens, sitting together to discuss the best way forward to include and empower ethnic minorities.

Similarly, Gera lacks historical experience in political and social engagement of ethnic inclusion and diversity. Nonetheless, the city received some refugees from the third world, though the number is not as high as other partner cities. With the issue of inclusion and empowerment, Gera is confronting another type of inclusion challenges which other three cities are not familiar with. It is related to the challenge coming from the inclusion and the resettlement of immigrants with German ancestors from the former eastern block. Representatives from Gera at the seminar in Islington confirmed that these newly resettled immigrants confront serious problems with regard to the inclusion and participation in the German society. The difficulties range from social, linguistic, political and economic; problems that other three cities recognise, but with different understanding and perspective.

Everyone knows that (im)migration is a growing and permanent part of Europe's future. But the views are differing on both the goals of integration and the most appropriate strategies to achieve it. Migrants bring significant economic and cultural benefits. Some newcomers are successful in the labour market and enjoy positive relations with other residents. But there is evidence that many face disadvantages on all the key indexes of integration: legal rights, education, employment, criminal justice, health, living conditions, and civic participation. Moreover, migrants and the second generation can be well integrated on one index (such as intermarriage), but not on others (such as high unemployment).

Public resentment of migrants and fear of difference leads to discrimination, community tensions, and occasional violence. In addition, it has contributed to the rise of far-right political parties, which successfully exploit people's fears and resentments. Public anxiety about Muslim minorities (in particular since the September 11 terrorist attacks), subsequent international conflicts, and vocal hostility towards Muslims in Europe all point to the need for a comprehensive integration strategy.

The experiences of Aarhus, Aalborg, Gera and Islington confirm that the integration mechanism is a two-way process. Migrants and their receiving societies need to progressively adapt to each other in order to foster social cohesion, economic welfare and prosperity for all in a short-term as well as long-term perspective. They also confirm that it's necessary to develop a holistic approach towards the integration of both established and future immigrants.

AALBORG - FROM PLAYGROUND RENEWAL TO SOCIAL COHESION

The city of Aalborg is now involved in numerous programs including youth with ethnic minority background by introducing them to oppor-

tunities to get free time activities. The partners in Aalborg have also extended experience on establishing and supporting association life in general. This experience is expected to be applied to associations with ethnic minorities.

Contact

Grethe Andreassen
Per Thornberg,
Aalborg Urban Regeneration Center.
Kvarterværkstedet, Sebbesundvej 2a
9220, Aalborg East, Nordjylland,
Denmark
Tel. G. Andreassen:
Office : +45 99317601
Mobile : +45 99317616
E - Mail: Pth-teknik@aalborg.dk
Website : [Wwww.kvarterloft.dk/galleri/hvalpsundvej](http://www.kvarterloft.dk/galleri/hvalpsundvej)
Gra-teknik@aalborg.dk

CREATION OF A JOB CENTER

A workshop-café has been established. The idea was brought up by a group of mentally ill persons. Many of them are very artistically inclined, and they wanted a place to sell their works – and to meet and talk to other people. So now there's a shop, a café

and 2 workshops, run almost by volunteers – both mentally ill and well. In the workshop there is an employee to help and assist the users if necessary: Sometimes the workshop-café provides courses and the workshops are also available for residents to use for making repairs to bikes etc.

CONSTRUCTION OF PLAYGROUNDS

There are a lot of green spots and places in the area – and also a lot of children – so the need for playgrounds is high. One of these playgrounds is a very good example of participation in urban regeneration project.

Minorities in Aalborg East

The City of Aalborg is Denmark's fourth largest city and with more than 163,000 inhabitants, the largest metropolitan area in the North Jutland Region. The City is attractively located on the banks of the Limm Fjord and a popular meeting place for visitors from many countries.

Originally founded by Vikings as a trading settlement over 1000 years ago, the city has continually attracted businesses throughout its history, and offers excellent facilities and company domiciles, backed up by a well developed infrastructure and outstanding research and development facilities.

Aalborg benefited from several EU supported projects. The Urban Regeneration Project (URP) of Aalborg East, is one of them. Aalborg-East is a suburb with approximately 15.000 residents and where the non-profit housing makes a total of 66% of all housing. The remaining built-up areas consist of detached houses (25% of the area) or of student hostels.

In Aalborg –East, the 0-24 year old makes about 40% of the residents and the elderly (above 65 year) makes only 6%. There is a highly representation of single parents (about twice as many as in the rest of the city) and of citizens by another ethnic background: 10,9% of the districts citizens are foreigners. From this about half is from North America, Nordic and European countries, while 20% is from Africa and 20% from Asia. The foreign citizens are primarily in the age of 25-49 years old. Many unemployed, many mentally ill persons are also living in the area.

Freeze frame
Aalborg



The area where the playground was built is in a local non-profit housing association with 164 households existing of both Danes and ethnic minorities. There are several small playgrounds for toddlers and one playground for the older children in this local housing association.

The existing playgrounds were worn down and did not maintain the safety regulations. A couple of mothers figured out that it would create good solidarity in the housing association if the residents renovated the playground themselves. They contacted Aalborg Urban Regeneration Center to get advice and financial support. Thereafter they contacted all the citizens in the housing association and found some people who would work on unpaid voluntary basis. During a period of 2-3 months they build a natural playground. Everybody worked in the area where their skills were best – some planted plants, build swings, cut wood or arranged foods and drinks or did some of the administration. Aalborg Urban Regeneration Center participated as counsellor and work manager and participated in a big part of the practical work.

The new playground and the good cohesion which were created during the work were celebrated with a big initiation party. At the party new ideas for a follow up project occurred.

The project is not a specific ethnic integration project, but it gave cohesion among all the citizens and therefore it integrated both refugees, ordinary Danes, bikers, mentally ill persons and lonely persons.

The playground became a common meeting ground on neutral grounds – Here all social groups are equal!

A URP worker describes the project in her own words:

“3 mothers asked us to help them renew the playground in their road. We had a meeting, talked the ideas through, looked at the possibilities – and told the three women, that they had to find some more persons to help – and we would support them. They found a lot of people, some of them dug holes, some could use a saw, one was good in drawing animals – and others made coffee and brought cookies.

During the working-weeks, others, just passing by, joined the team, and plans were changed, as ideas came up. Now the playground really

Renewing the playgrounds : A way to build equality

Project design

- The origin and initiative came from the citizens
- The decision- makers were the involved citizens and Aalborg Urban Regeneration Center
- The decision process was short and instantaneously
- Aalborg Urban Regeneration Center was the manager of the project
- The involved citizens were in charge of the implementation

Resources involved (financial, human, others)

- The project cost amounted to Euro 3.815 which included 1 paid employee from Aalborg Urban Regeneration Center in 10 days
- The 40 volunteers (15 were working full time in the project) were unpaid.

The project was informal evaluated among the citizens

Forces

- The project resulted in strengthening and empowerment of the citizens initiative. It also resulted in bridge-building between the parent groups and created common values between the citizens.
- The playground is built of long lasting environmental friendly materials
- We expect that the project is sustainable and will be maintained as long as some of the participants, who have the feeling of co-ownership, live in the area.

Weakness / Problems

- Some of the volunteers did not keep the appointments and this created disappointment among the volunteers.
- Some of the volunteers were drinking too many beers and the Aalborg Urban Regeneration Center employee had to tell them to stop drinking at the work area.

Opportunities

- The project also resulted in a 2 days "survival"- trip for the teenagers and the building of another playground in the area by the initiative of the parents



Methodological
References

3 mothers asked us to help them re-new the playground

belongs to the people – they made it themselves and they got fellowship crossing nationalities.

When they celebrated the new place, they got to talk about the young people in the area – what can we do to stop them getting bored and making troubles? They gathered the youngsters and asked them, what they would like to do – and then they made it come through together with the young ones. They made survival weekends to the forest, and they built a place for beach volley, wall climbing and basketball – and together with that a fireplace, table and benches. It is used – and kept nice and neat by the young ones themselves.

Before the project started, there were no kind of partnership or feeling of responsibility against the area – it was up to the non-profit housing board to do everything. That is changed now, and all they need is a new idea or task to keep up the good relations.”

Map of Aalborg-East



Play ground



AARHUS, DENMARK. NETWORKING AND COMMUNITY DEVELOPMENT

As a large city with number of opportunities, Aarhus attracts citizens with ethnic minority background that wants to pursue education, employment and business opportunities. This also brings social, economic and political challenges to accommodate and provide service for the immigrants. One of the most pressing issues is the large concentration of inhabitants with a number of social and economic challenges into certain deprived neighbourhoods. Politicians and civil society groups have been trying to address these deficiencies for the benefit of all in the city. Thus, the municipality of Aarhus pioneered in introducing the first ever progressive integration policies for local authorities in 1996. In subsequent years, number of other Danish cities adapted the Aarhus integration model. More recently, this integration policy was modified and expanded through the inclusion of ideas from civil society groups and relevant actors that deal with issues of integration and community development in local level.

Contact

Sonja Mikkelsen, Urban II manager
The Municipality of Aarhus
The Urban II administration
Jernaldervej 3
8210 Aarhus V
Denmark
Tel. +45 8948 7601
E-mail: sm@urban.aarhus.dk

A. Osman Farah
The Municipality of Aarhus
The Urban II administration
Jernaldervej 3
8210 Aarhus V
Denmark
Tel. +45 8948 7604
E-mail: of@urban.aarhus.dk

More informations :
About Urban programme II
www.urbanbydel.dk.
About the municipality of Aarhus
www.aarhuskommune.dk

AARHUS LOCAL WORKSHOP ACTIVITIES

In order to reach and include more citizens in deprived community neighbourhoods, Urban Programme II Aarhus conducts activities designed to empower and train communities, so they better access and contribute to services and developments addressing neighbourhood challenges.

Apart from applying methods of appreciative participatory approach, the programme organises a number of public events to bring ordinary citizens, organised groups (projects and associations) and the public and decision making authorities at local and national level.

Firstly, in connection with Aarhus's active participation and contribution to the Urbact network [citiz@move](#), Aarhus conducts local workshops, so far 8 of them.

Apart from contributing to the activities of our network, the aim is to bring central and relevant actors in and around the neighbourhood to talk and develop community conducts and strategies.

In the workshop sessions, participants exchange good practice cases and encountered challenges. At the same time, they express ideas and proposals in an informal setting with mutual respect and understanding. Each workshop session brings about 50 participants representing authorities, projects, associations and ordinary citizens. In addition, external guests and evaluators are invited to observe and inspire.

Ethnic minorities in Aarhus

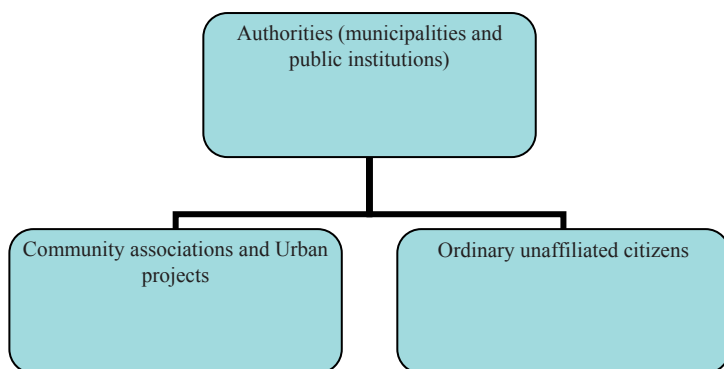
The city of Aarhus, the second largest city in Denmark, is situated in the heart of Jutland. The municipality covers approximately 285,000 inhabitants. It has the largest ethnic concentration in Denmark. The city has in the last decade acquired specific experience in citizens' participation and inclusion of ethnic minorities.

- 36.729 inhabitants originated from other countries
- 18.294 inhabitants are refugee and immigrants with foreign citizenship
- 40 % are children – young population
- 80 % lives in social buildings from 60-70'erne
- 1/3 Without education
- 1/3 of Aarhus, Welfare recipients
- 73 % of R/I outside the job marked
- 4.000 private enterprise in the area
- The poorest area in Denmark

Freeze frame
Aarhus



Since April 2004, 8 local workshops have been organized on the following themes:



- * The inclusion of children and youth with ethnic background in the integration process
- * Gender relations and women empowerment and how to improve women education
- * Mentor programs and initiatives for ethnic citizens
- * Citizen obligations and rights.

THE FORUM PROJECT NET

Secondly, Aarhus Urban Programme coordinates a quarterly event where projects under urban programme (there are almost 60 projects focusing on areas from improving employment opportunities, space and accessibility, the application of IT technology and women, youth and senior empowerment) come together in an exchange development forum called "PROJECT NET". On its 6th session, Monday the 22nd of June 2006, representatives from projects discussed on project results and dissemination, project evaluation and project anchoring when the project period ends.

THE “VESTBYSAMLING”

Finally and even more importantly, Urban programme II Aarhus organises a major annual event that brings about 400 people representing the neighbourhood, projects, politicians and the public and the private institutions that work with community regeneration and development. The “vestbysamling” meaning “western neighbourhood gathering” is highly significant gathering that through thematic workshops, social and cultural arrangements, citizens meet and engage dialogue with each other and with politicians, professional community developers and decision makers and thereby create better image, understanding and cooperation in the neighbourhood.

THE INTEGRATION HOUSE

One of the local workshops focused specifically on the theme: “Empowerment of Ethnic minorities, especially women and youth”. To put empowerment related activities and experiences into context; the workshop invited a municipality institution with documented experiences and success with empowerment of the ethnic women. This institution is called “The Integration House”. The workshop also invited an editor group from an Urban supported magazine called “Point of View”.

The Integrations House’s efforts are aimed at immigrant and refugee women with a need of comprehensive introduction about the life in Denmark. Focus herewith lies on the conditions of been parents in a foreign culture and a process of clarifying ones education and job prospects.

The Integration House was incorporated in an EU supported project from 2003-2004 where the aim was to apply empowerment methods to help ethnic women empowering themselves. The project was successful and helped women that participated to proceed with realising their developmental, education and job plan.

On average, the women spent between 6- 12 months in project activities.

POINT OF VIEW

The urban programme supported Youth Magazine, Point of View, aims at contributing to promote success stories from Urban neighbourhood. A group of 24 talented youth with different ethnicity established a core group consisting of an editor and contributing journalists to publish monthly magazine, Point of View, to tell and disseminate the thinking, the challenges, ambitions and creativity of the youth in the neighbourhood to the local community and to other cities in Denmark.

The empowerment of ethnic youth

In Denmark and many other European countries, Youth from deprived communities confront serious challenges from, for instance, mainstream media, lack or insufficient schooling and unemployment. Already from its inception, Aarhus Urban II program identified the empowerment of youth as one of the most essential elements in stable and successful community regeneration - not least that children and youth represent the future for the wider community and the country as such. In addition, urban II program in close cooperation with social housing associations initiated projects aimed at creating employment opportunities within and in relation to deprived community neighbourhoods where some inhabitants enjoy a long tradition on business engagement and entrepreneurship from their country of origin.



Aarhus port



Aarhus –West Map



The youth go to places where actual interesting activities are taking place. Apart from being themselves an association they keep in contact and join other relevant networks in the area. This is a magazine written and published by youth to a youth audience. But that does not mean other important stories are not covered. The language is Danish and that secures broader reading and writing constituency.

The project aims at adding nuance into the popular daily media's normally narrow-outlook on ethnic youth, provide free time activities for the youth and thereby foster positive resources and role models. The core group has established an association, sold the idea to the neighbourhood, recruited potential contributors and organized presentations about the project for children & youth in schools. Furthermore, 14 issues of the Magazine have been published between august 2003 and July 2005, and the publication was increasingly becoming popular attracting not only the adult and youth group's curiosity, but inspired youth that continue to present themselves as potential contributors to the magazine

Globus 1 – Urban Activity Center



Aarhus - centre and historical cathedral



GERA, GERMANY - ETHNIC CITIZENSHIP AND CULTURAL MEDIATION

Gera, Germany's experience in dealing with ethnic inclusion is limited. There are minorities living in Gera but it is difficult to determine whether they are ethnic or foreign origin. There are for instance minorities with German ancestors who immigrated from former Soviet republics. The municipality of Gera is engaged in the process of conducting programs that promote equality and inclusion of the minorities. Three initiatives will be presented here.

The immigrant population in Gera consists of 3 % of inhabitants. Of these immigrants, 1,4 % are of foreign origin, and 1,6 % are resettlers from the former Soviet Union. Rates have increased since 1991, but have been stable within the last years. The main sources of migration are Russian Federation, Vietnam, Serbia-Montenegro, Turkey, Ukraine, Kazakhstan, Azerbaijan, Italy, Poland, and Pakistan.

Most of the immigrant population has been living in Germany for many years (businessmen, artists, employees, relatives of German citizens, unemployed people). The foreign citizens with permanent right to stay in Germany can be regarded as "integrated". It is the group of resettlers that has the biggest integration problems: they come with special expectations, most do not speak German, but are German citizens as soon as they come to Germany. However, they have suffered discrimination since 1941 (blamed as collaborators).

Contact

Representative for Foreigners in the
City of Gera
Mrs. Evelyn Fichtelmann
Gagarinstr. 99/101
07545 Gera
url : www.gera.de
Phone: +49.365.838.3029
e-mail : Aussiedler.auslaenderbeauftragte@gera.de

Intercultural Association Gera /
Interkultureller Verein Gera e.V.
Mrs. Olga Lange,
Werner-Petzold-Str.10,
07549 Gera, Germany
Phone: +49.365.711 90 82
Email: ikvgera@gmx.de
Website : www.ikv-gera.de

Diakonie Sozialdienst für Flüchtlinge
Trebnitzer Str. 6
07545 Gera, Germany
Phone: +49.0365.800 77 98
Email: Diakonie-fluechtlinge@hotmail.de

In Gera therefore integration projects mainly aim at raising awareness and acceptance of the citizens of Gera for other cultures and different cultural identities of immigrants. Three projects will be presented here.

FORUM INTERRELIGIOUS DIALOGUE

The majority of the population in Gera does not belong to any religion. For Christian believers, the majority is Protestant, but there is also a Catholic community. In addition, there are members of Christian free churches. A Jewish life has practically ceased to exist in Gera after 1938. In the past 10 years, a stable Muslim community and a small, but very active Bahá'í- community have been developed.

Since 1999, representatives of different religious groups in Gera invite to a public dialogue of religions on a regular basis. Public dialogue events have taken place on different subjects, e.g. "Holy Places", "Gift of life – the birth", "Marriage and the meaning of the wedding", "Life after death", etc. . Every year, three thematic events take place. The aim of this project is to contribute to a living together in partnership of people of different beliefs in Gera. It is the only inter-religious dialogue of this kind in the region of Thuringia.

To listen is more important than to speak

Initiators of the first event were the Youth Pastor of the city, one representative of the Bahá'í and the Representative for Foreigners of the City of Gera. They have managed the project since then. In addition, Muslim representatives and representatives of the Coptic Christians and others take part. The group for the "Forum interreligious dialogue" is member of the Round Table for Tolerance and Humanity in Gera.

Some Key Lessons can to be drawn from this experience :

- ✱ Prejudices can be minimized by information about the contents of the beliefs, by integrating authentic writings and representatives of the religions and by providing a platform for personal contact.
- ✱ A universal participation can be achieved by this form of public event. Every participant can speak.
- ✱ Common prayer can create relationships and understanding. Through the exchange of information, an atmosphere is created that helps to counterbalance language understanding problems.

But some permanent challenges due to external factors can also be identified. For example, because of the change of the Imam, the co-operation with Muslim representatives became difficult. Generally it is difficult to involve a variety of religions because of the limited number of representatives.

BUILDING BRIDGES BETWEEN LOCAL AND NEW RESIDENTS

In Gera-Lusan, a neighbourhood with ca. 34.000 inhabitants where many people with migration background are living (late re-settlers, 'quota refugees' and other foreign nationals), the social structure called for actions against intolerance and building bridges between local and new residents. The Intercultural Association, in close co-operation with the City of Gera and the „Network Integration“, has implemented since 2004 a permanent place open for people of all ages and backgrounds with the focus on supporting the living-together of migrants and local residents.

The project is developing four types of activities:

- ✱ Reading Club for ALL: meeting people / read books and newspapers / play chess etc.
- ✱ Open Culture: Movie nights / Choir of locals and migrants / Weekly Music Group for bilingual children / Seniors' Club

Forum interreligious dialogue : A defined structure

Participants (usually 15-20 people) are interested people from different age groups and social backgrounds.

Some of the involved actors meet regularly for exchanging ideas and for preparing the public meetings. Before the events, actors prepare to present contents from their religion with the help of texts from their holy writings on the chosen subject.

For the thematic events, the participants have defined rules, such as “to listen is more important than to speak”, “differences can be recognized as a value” and “be open to others”.

A thematic event has always the same structure:

- every participant presents itself and defines his/her expectations,
- The representatives of the religious groups present their contents on the subject. In most cases, also comments and ideas from religions other than the represented are included.
- The participants present their personal views and own experiences and, sometimes, explain cultural differences based on the different background contents.
- After each event, the organizers discuss the atmosphere and content of the dialogue.

The actors are volunteers and the room is provided free of charge. Resources for PR are provided by the City of Gera, financial support for catering is given by private donators.

- * Regular education activities and information events for and with migrants (e.g. information event on the immigration law, on labour law, on the educational system in Germany). The events and activities address all people, not only migrants and also attract a variety of people from the neighbourhood.
- * Social consulting for migrants and their families

The resources involved for the project implementation are 2 employees of the Intercultural Association with migration background, plus volunteers/members of the association. After three years stabile



structures have been established that will have potential of being self-sufficient. Core groups of participants have been established and with help of volunteer leaders there are good prospects of continuation because there is a clear demand, e.g. for the Seniors' Club and the choir.

During the first three years, the project was co-financed by national, regional (region of Thuringia) and Local (City of Gera) funds. The structure of funding must be reconsidered now. Member fees can contribute but it represents small amounts. However, education activities cannot work without further funding. Participants can not pay full costs of a training course.

Key Lessons to be drawn

- Word-of-mouth advertising is more effective than press work.
- Core group of regular participants is important, while always welcoming new members
- Project work = neighbourhood work: initiatives for the integration of migrants need to be embedded in neighbourhood initiatives for ALL
- Focus on neighbourhood - not the entire city - allows more tailor-made offerings
- Success of initiatives also depends on the degree of involvement of migrants and locals as active participants.
- Migrants are interested in 'essential' things rather than pleasant spare-time activities ð combination of valuable information and spare-time activities needs to be created

VOICE FOR VULNERABLE

From April 2002 to May 2005, the Diakonie Social Service for Refugees in co-operation with the City Administration of Gera, has supported a network of refugees and original citizens of Gera in producing the book "RefugeeLife. Reports from Gera" (Flüchtlings Leben. Berichte aus Gera), to show the daily struggling process of



Methodological
References

Key Lessons to be drawn

- It needs a lot of time to develop a network. One has to create trust and patience to step over difficulties and challenges together.
- One needs a stable network to reach publicity.
- In Social work it is very important to make publicity to reach a great lobby. Social workers have to learn new instruments of P.R. work.

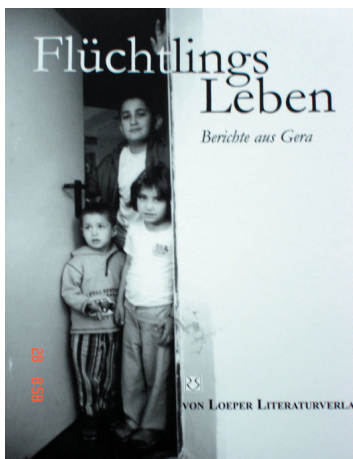
refugees and contribute to a better understanding between refugees and original inhabitants.

At first, an exhibition – “I just wanted to be treated like a human” - has been prepared. The overwhelmingly positive reaction to the exhibition encouraged to develop the project further and to create a book of reports, stories and lyrics by refugees from different countries of origin ac-

companied by photographs. Additional information was given on the countries of origins and the asylum right in order to create further understanding of the refugees' situation.

The project has been funded by the association and several others public partners : European Refugees Funds, City of Gera, Free State of Thuringia

The process was coordinated by 2 employees of the Diakonie Social Service for Refugees and 1 employee (20%) of the City Administration of Gera. The refugees have produced all the main texts and paintings meanwhile secondary texts and photographs were realized by volunteers.



Cover of the book « Flüchtlings Leben. Berichte aus Gera »



Methodological
References

Agenda of a success story

1.4. 2002

Start of project "Organizing social work for refugees in a network"

09/2002

First idea of the book

10/2002

Asylum-seekers write their stories

03/2003

Exhibition "I just wanted to be treated like a human"

31.3. 2003

End of project "Organizing social work for refugees in a network"

06/2003

Gathering more volunteers and stories, creation of a photo series for the book

10/2003

Completion of work, layout of the book, publisher starts printing

12.12. 2003

First presentation of the book, sale starts in bookstores

04/2004

Photo exhibition with pictures from the book

23.5. 2005

Award for "Democracy and Tolerance" by the German Ministry of Interior

Difficult to tell
its own story

One of the coordinator is evaluating the experience as follows:

"We had no experience in publishing a book; therefore the project sometimes seemed too big for us. But the book is well-known and accepted in the region. Furthermore, it is used in school classes as working material. It is a main step for developing a better attitude towards foreigners in our city.

Even if the refugees volunteered, it was hard for them to work on their own story and to face their individual problems. But they are now more confident. And on the other side, the citizens of Gera got to know the

Gera inter-cultural choir

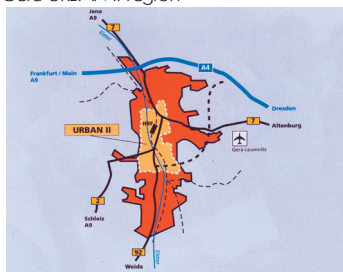


Methodological
References

refugees as active and interesting personalities and not only as help seekers. They developed a more positive attitude towards foreigners.

The book continues to be used as a support of the dialogue between citizens and foreigners. A stable and wide network was constituted around it, through presentations - debate regular made by the refugees all around the region. Thanks to the book, we found now many partners in all different parts of society –youth, sports, education or culture”.

Gera URBAN II region



Gera inter-cultural association's activities



ISLINGTON, UNITED KINGDOM - BUILDING A LOCAL STRATEGIC PARTNERSHIP

The London district of Islington is an area of central London which has a large ethnic minority and migrant population representing many different nationalities and cultural traditions. These include large Afro-Caribbean, Asian, African, Turkish, Greek, Irish, Chinese and Kurdish communities. The ethnic and social diversity of the district has helped create an exciting, cosmopolitan and culturally rich area. Islington is known as the largest entertainment centre outside of the centre of London and also for being home to the Arsenal Football Club. The dynamic local economy and the rich cultural life doesn't alter the fact that there is a huge diversity between the rich and poor and that many ethnic minorities however still have unemployment rates higher than average. Islington Council has many programmes attempting to deal with this problem and to foster the social inclusion and the full participation in civic life of the various ethnic and deprived communities living in the district.

Contact

Tony Swash, Cedric D'amico
London Borough of Islington
Room 225 municipal offices, 222
Upper street
N1 1XR
London, Great Britain
Tel. +44 207 527 3496
E-mail: tswash@urban.islington.
gov.uk
E-mail: cedric@urban.islington.
gov.uk

Shelly Choudhury, Commu-
nity Network Co ordinator
- shellychoudhury@ivac.org.uk
- +44 207 354 6369
Margaret Agana, Commu-
nity Network Administrator
- margaretagana@ivac.org.uk
+44 207 354 6376

ISLINGTON STRATEGIC PARTNERSHIP (ISP)

In February 2002, Islington has established a Local Strategic Partnership after being identified as one of the government's 88 «Neighbourhood Renewal Areas» and singled out for a special grant, the Neighbourhood Renewal Fund (NRF).

The Islington Strategic Partnership (ISP) was set up. More than £14m was made available to Islington for the initial Neighbourhood

Renewal period of 2001-2004, followed by a further £12.5m to provide for 2004-2006. The ISP has spent NRF on a total of more than 300 projects, working towards benefiting the areas that most require regenerating and providing residents with a better quality of life. NRF-funded projects cover a variety of areas, including those listed below :

- * Tackling crime.
- * Improving the standard of local social housing.

Freeze frame
Islington



Urban Context of Islington

Islington is located close to the centre of London and covers an area of fifteen square kilometres. The southern end of the district includes parts of the City of London, the capital's financial district. Its current population is around 180,000 which means it is a relatively crowded district with 111 persons per hectares, 40% more than the inner London average. The government projections show an expected increase in population to about 204,000 by 2011.

Part of this growth is linked to a steady increase in the number of young adults moving into Islington - many from overseas. There are also signs that these people are starting families and staying in the capital, rather than moving to the suburbs. There are now over 60,000 people aged 16-34 living in Islington, more than twice as many as the number of residents of retirement age.

There is a huge diversity within Islington between the rich and poor. The UK government's index of deprivation rates Islington as the eleventh most deprived district in England. In contrast over a third of Islington's new households earn over 95,000 Euros per year.

- 9% of the population from ethnic minorities
- 45% of the ethnic minority population live in London
- 20% of businesses in London are from the BME community
- 60,000 BME firms in London - employing 200,000 people
- 16% of ethnic minorities are self employed compared to 10% of the white population

- * Boosting the educational chances of local children and young people.
- * Transforming the environment.
- * Improving health services in Islington.
- * Supporting borough residents in gaining proper employment.

ISLINGTON COMMUNITY NETWORK COMMITTEE

Islington also has a community network where most community and interest groups are represented. The aim of the network is to promote interests of the voluntary and community sector and to improve relationship between the different groups. The terms of reference were agreed on 2 april 2003, after spending months working with local groups and consulting with thousands of people in the borough.

Islington Community Network is divided into 23 different networks. It can be described as a 'network of networks'. Because of the diversity of themes, every person in Islington should be able to find at least one network that relates to them. The networks are made up of local groups and individuals from the borough. Some are very well organised already and have formal structure, some work on a less formal basis, and some are still being developed.

Each theme network also elects or selects a representative to sit on the Islington Community Network Committee (ICNC). In this way, there is a flow of information between the ICNC and the theme networks.



Personalized advices to ethnic contractors

The aim of the Islington Community Network Committee is to provide a forum for the VCS to share information and resources, and to identify needs and build capacity within the sector. The Committee meets bi monthly to discuss issues affecting communities in Islington. The ICNC also elects 7 representatives to sit on the Islington Strategic Partnership (ISP).

Neighbourhood Renewal Fund and Local Strategic Partnerships

Freeze frame
Islington



The Neighbourhood Renewal National fund (NRF) is a national fund which aims to enable England's most deprived local authorities, in collaboration with their Local Strategic Partnership (LSP), to improve services, narrowing the gap between deprived areas and the rest of the country. A Local Strategic Partnership (LSPs) is a single non-statutory, multi-agency body, which aims to bring together all the key organisations of the public, private, community and voluntary sectors, delivering services at a local level.

LSPs are key to tackling deep seated, multi-faceted problems, requiring a range of responses from different bodies. Local partners working through a LSP will be expected to take many of the major decisions about priorities for their local area.

As a part of the national policy, the LSP is responsible for the implementation and monitoring of the Community and Neighbourhood renewal strategy. The LSP also allocates the Neighbourhood Renewal Funds (NRF) and seeks to act, where appropriate, as an 'umbrella body' for all partnerships in the area. The Strategy has the following three high level objectives:

- Promoting Neighbourhood Renewal around the poorest communities
- Promoting active citizenship and community empowerment
- Promoting sustainable improvements to mainstream services

THE REFLEX MODEL

(WEB SITE : WWW.REFLEX.ME.UK)

REFLEX was a local partnership led by the London Borough of Islington and part supported through the EQUAL ESF programme. It developed a model to support enterprises initiated by communities who have experienced social exclusion in the labour market. Key to the model is the direct involvement of community organisations and the provision of a high standard of support to enterprises.

The essence of Reflex model is to develop the capacity of community organisations to enable them to support and advice businesses generated by their communities. Reflex enabled organisations to employ Community Based Business Advisers and to develop their capacity to support enterprises and entrepreneurs. The accessibility of advisers and flexibility of Reflex produced a highly effective model that can be developed by other partnerships.

The activities developed are the following:

- Training of Business Advisors
- Delivery of Business Advice
- Capacity building of Community Organisations
- Business networks
- Research
- Thematic Networking
- Transnational

The Reflex model has attracted attention from the Office of the Deputy Prime Minister, Government Office for London, London Development Agency, the Social Inclusion Unit and the Small Business Services. The European Commission now quotes REFLEX as an exemplar in terms of European entrepreneurship policy.



CHARLEROI - PORTE OUEST



LA LOUVIÈRE - REFLEXION GROUP



TURIN - CASCINA ROCCAFRANCA



SAMBREVILLE - MAIN SQUARE

**CITIZEN PARTICIPATION AND
GOVERNANCE OF URBAN PROJECTS**

ITINERARY 2

- **The journey of WG2.**
- **Bruxelles-Laeken, Belgium. Speak up to act.**
- **Charleroi, Belgium. Coproducing a citizens' space.**
- **La Louvière, Belgium. Which social coordination for which city project ?**
- **Sambreville, Belgium. A Community Platform of the Districts.**
- **Turin-Mirafiori, Italy. The 'Everyday House'.**
- **Valenciennes, France. A sustainable city faced with its future**

THE JOURNEY OF WG2

This second itinerary includes the six cities of the Citiz@Move network for which the exchange of experiences is based on the question of the rapport between governance and citizen participation in the management of city projects. Led by the city of Charleroi in Belgium, the six cities involved were Brussels-Laeken, Charleroi, La Louvière and Sambreville in Belgium, Turin-Mirafiori in the North of Italy and Valenciennes in France. The sub-network's approach, benefiting from the support of an URBACT expert (Bernard Francq), was carried out over a period of three years, during which time local workshops (referred to here as 'production cells') were set up or further improved in the six cities, whilst a series of meetings helped develop collective reflection through texts directly produced by the group.

In addition to the questioning topic adopted, one of the most innovative aspects of the approach was having based the production of collective knowledge-building on the principles of action research. The knowledge-building sessions carried out within the local 'production cells' were alternated with sessions on the exchange of experiences and evaluation within the framework of transnational WG seminars.

"... The production cells examined what was being done and what could be done, at a local level, with regard to integrating citizen participation as an urban project method. Ideally, the cells bring together all people concerned at a local level: decision-makers, professionals, residents, community representatives, public institutions. Ideally, it is hoped that there is political will to provide the initial impetus ¹(...)"

(...)There are two types of production cells; either a new group is formed as is the case in Charleroi, or it is part of an existing group: social table or forum (Turin), project monitoring committee (Valenciennes),

¹ Extract from Bernard Francq's note, « Où en sommes-nous ? », Citiz@Move /WG2/ 23 janvier 2006.

social coordination (Brussels and La Louvière) or even a local platform of neighbourhoods (Sambreville).

(...) When part of an existing group, URBACT has provided the opportunity to carry out an evaluative reflection upon how the group works and the actions taken, with the aim of identifying ways of improving governance and citizen participation”².

Another original aspect of this approach is the way in which the production of the document is organised; it is both systematic and gradual and in a register that is closer to that of a writing workshop than of externalised production.

PRODUCTION CELLS EXPOSED TO A VERY DIVERSIFIED NETWORK OF EXPERIENCES

The diversity, heterogeneity and the richness of experiences to which the sub-network of production cells is exposed, makes these an ideal setting for accumulating practical experiences. This diversity of experiences can be seen at different levels:

- * Diversity of those involved in the project and of the levels of action: out of the six partners involved, two initiatives are organised by an institution in charge of developing social action, whilst the other four are directly linked to the council. Three initiatives focus on a single neighbourhood (Brussels-Laeken, Charleroi Porte Ouest, Turin Mirafiori Nord), whereas the other three were developed on a city-wide scale – urban centres - (Valenciennes) or on a group of old districts that have been merged (La Louvière, Sambreville).
- * Diversity of the political will to participate: from one case to the next, the participants highlight the differences that exist regarding the cohesion of the municipal team and the coordination of the

² Extract from Jose Pinilla's report, « Projet URBACT : Repères pour l'organisation des cellules de production », Citiz@Move / WG2 / Document 1.

different administrative council services involved in managing the projects. Furthermore, we will be able to see that the degree of involvement of the associations may vary greatly, ranging from the basic use of premises to a social cohesion project.

- ✱ Diversity of means: the different production cells have extremely variable means of coordination in terms of personnel and technical and financial means of information or communication as well as the infrastructure of the places where the action is based.

The readers are left to discover for themselves the experience of each city and at the end of the booklet they are invited to take stock of any elements of surprise, comments and questions that arise from the visit.

The action research itinerary

Once the preliminary work had been carried out – setting up the sub-network, talks with the URBACT secretariat, establishing contacts with the different cities – eight meetings marked out the action research itinerary

1 Aarhus, 11 and 12 June 2004

The first Working Seminar was integrated into the “founding” general assembly of the Citiz@Move network. It was an opportunity for the partners to introduce themselves and to reach an agreement on how to set up the production cells. A common observation grid was proposed.

2 Turin, Mirafiori neighbourhood, 11 to 13 November 2004.

Turin's ‘social table’ experiment places the issue of empowerment at the centre of the debates, focusing on one question that was continuously being raised: must a PLACE – day centre, community centre, community branch, etc - be identified in order for a policy of citizen participation to exist and develop?



3 Charleroi, 18 and 19 March 2005

This third Working Seminar was used for the reconstitution of observation grids (context and types of action) and to analyse the ways in which local communities participated in local action. The first inventory of conditions required for participation to be deemed an on-going process was produced.

4 Charleroi, 26 to 29 May 2005

The Working Seminar that took place within the second general Citiz@Move assembly was an opportunity to take stock of the cell production situation and to add the notion of 'local development' to the debate. Further consideration was given to the importance of PLACE.

5 Valenciennes, 13 to 15 October 2005

The follow-up team of the Valenciennes city project shared with the group an impressive number of actual experiences. The analytical work was related to Valenciennes' experience as a model of local democracy.

6 Charleroi, 19 December 2005

The work in writing was subsequent to the process of exchanging analyses and information. A limited number of participants (one per experiment) highlighted three complementary action models and the conditions required to make them operative were reviewed. A first text was drawn-up after this meeting.

7 Brussels, 2 to 4 February 2006

The aim of the meeting was to provide an overview of experiences, analyse practices and hold a writing workshop. The text drawn up as a result of the Charleroi meeting was debated and approved. All the members of the sub-network agreed to complete and specifically outline certain points.

8 Sambreville and La Louvière, 6 to 7 June 2006

Final WG seminar and completion of the collective knowledge-building project. The first discussion of the text for inclusion in the general document to be presented at the final network GA in Seville, November 2006. The rest of the write-up will be done through regular correspondence between the teams and the person in charge of the final written publication.



BRUSSELS – LAEKEN CENTRE, BELGIUM.

SPEAK UP TO ACT

In Brussels, like elsewhere, a major hurdle faced by associations and government welfare bodies is that of finding a means of getting the most disadvantaged members of the community involved in collective action. It is with this objective in mind that the Public Centre of Social Action (CPAS) of Brussels has launched a participatory budget project which gives citizens the opportunity to become involved in identifying and managing projects aimed at improving the living conditions in their neighbourhood. In the district of Laeken-Centre, this project is spear-headed by a coordinating body that represents the main stakeholders of the neighbourhood. The tools for dialogue recommended here consist of, on the one hand, consultative meetings and, on the other, focus groups. In this paper, we pay particular attention to the means of acting used by the focus groups which creates promising openings for involving the most disadvantaged members of the community.

CONTACT

Antenne du CPAS de Bruxelles
Rue Stéphanie 27 1020 Bruxelles
Catherine Van Rymenant :
+ 32.497.59.90.61

Key words: Participatory budget / Focus groups / Life accounts / Empowerment

FREE YOUR SPEECH AND HAVE CONVICTION

The best way to get insecure members of the community involved is to “*listen to them in order to understand what they are saying and how they live*”. Driven by this principle, the Brussels/Laeken-Centre CPAS team has tried to find a way to make it easier for those without a voice to participate in focus-groups organized within the framework of the participatory budget project. The team has established a method of enabling those people who are inexperienced in expressing themselves or of being heard, to voice their opinions: by using the

“*speak up to act*” journal. The main characteristic of this method is to value people’s experiences. These people are invited to talk about their day-to-day life in the neighbourhood. By feeling that they are being heard and by seeing that their life accounts can be transformed into a written account of symbolic value – the journal – they gain confidence. Over time, they learn to analyse their own situation to the point of being able to express, in a group situation, what they feel is good or not so good for them.

This is a method that brings individuals face to face with themselves and teaches them how to evolve on two levels: first, through being listened to by others, their self-esteem grows; second, the interaction of exchanges gradually brings them out of themselves and allows them to compare their thoughts and feelings with those of others.

Another advantage of this method is that it values personal expression as an element of collective construction. The disadvantaged individual draws upon his/her own life experiences to bring them closer to the group community. It is their individual knowledge and experience that drives them to make suggestions or to take on commitments in local community projects.

The Brussels CPAS participatory budget: A four stage approach

Jan. 2002 to June 2002

Formulating of the plan of action and a socio-economic study of the area

Sept. 2002 to June 2003

Consulting the persons concerned (residents, associations, social workers) through meetings.

Sept. 2003 to Dec. 2003

Group project selection and inclusion in the budget

Jan. 2004 to Dec. 2004

Group presentation and implementation of the selected projects
The final stage of the project, which is still in progress, is aimed at encouraging the most disadvantaged members of the community to express themselves by agreeing to enter into dialogue with elected representatives, experts and heads of institutions, to establish living conditions that are more fitting with their expectations. The participatory budget is intended for all citizens and not only CPAS users. The aim is to find the best way of promoting neighbourhood participation.



The listening and understanding approach is the key to establishing trust. It allows people who are socially excluded to realise that their contribution is vital for improving their quality of life.

A report based on 11 topics Each life-account is recorded in a journal based on 11 topics. The focus groups are generally made up of around ten people. So far, 235 journals have been completed by adults, 15 by people in situations of extreme hardship and 65 by children.

Laeken-centre

The district of Laeken Centre is one of the seven entities that make up the city of Brussels. It has 18,000 inhabitants, 20-30% of which come from immigrant populations (Turkish, Moroccan, Central African, Central and Eastern European), which adds a particularly multicultural feel to the district. The housing is relatively old and accommodation is generally run-down. There is a strong inter-association dynamic: approximately forty private associations, around thirty of which are linked to council institutions or services, two neighbourhood committees and various cultural associations.

The context in which the plan of action, made up by the intervention policy, developed as follows:

1993:

Security and Prevention Contracts

1995:

Decentralisation of the community centres of the Brussels CPAS

1995:

Creation of PICOL (Cohabitation Integration Partnership in Laeken)

2003:

Implementation of the Participatory Budget at the level of the CPAS Brussels-City, within the framework of the community initiative programme

2004:

Recognition of the Amalia Cultural Centre (Maison de la Création Amalia), by the Brussels North Cultural Centre.



A cultural centre at the heart of the neighbourhood. At a neighbourhood level, the initiative is led by a valuable exchange of experience and knowledge which is proof of the existence of a real relationship of collaboration between public institutions and associations. The initiative is also part of the community project led by la Maison de la Création Amalia which is a cultural centre at the heart of the neighbourhood.

This cultural centre at the heart of the Laeken-Centre district is jointly run by associations, representatives of the local community and the authorities. Counting on the support of network-creating centres such as the Maison de la Création and the Brussels CPAS Stéphanie community centre in the Laeken-Centre district has certainly been a decisive factor in the project's success.

Freeze frame
Brussels



Laeken Social Coordination (CSL)

Laeken Social Coordination is a platform of exchanges and consultation between approximately 70 local organisations from both the public and private sector: forty of them are private non-profit making organisations, and around thirty of them are linked to government services or institutions. Since 1996, Laeken Social Coordination has pursued the same objectives, notably:

- Regular evaluation of changing needs and of the efficiency of responding to these;
- Involving residents, users, families when defining these needs and the course of action;
- Improving collaboration with public authorities.

The structure of the CSL consists of three levels:

- The assembly. It is called every two months to exchange information on possible synergies and to provide an up-date on the progress of work undertaken by the action committees. Once a year it evaluates the work carried out over the course of the year and plans further social action.
- The action committees bring together a select number of members to discuss the programme's topics that are tackled under "interassociation", as was the case for the 'Speak up to act' journals.
- The office, made up of volunteers from the member organisations, manages the follow-up of all the meetings.

The joint mobilisation partnership has been able to reach all the deprived communities whose involvement in focus groups was specifically sought after. It has also allowed each participant to be individually briefed before the start of the collective process. Indeed, it is for this reason that the level of participation in the focus groups was spectacularly high. The level of public participation in the general meetings was not as high. However, the interventions made there were generally very useful. Furthermore, the meetings have provoked thought amongst the different participants as well as establishing more solidarity and concrete proposals that have rapidly been put in place.

The action described here was not just aimed at social education but also at internally transforming the CPAS institution. It is hoped that transparency as regards spending public money and achieving active citizen participation right up to the decision-making process are improved.

CHARLEROI, BELGIUM - COPRODUCING A CITIZENS' SPACE

CONTACT

CPAS de Charleroi / Espace citoyen
Porte - Ouest
20, rue de la Providence,
Marchienne-au-Pont.
Eric Dosimont, José Pinilla, Laurence
Vereecke, Michel De Ridder
Tel. : + 32.71.50.04.23

With the Espace Citoyen Porte Ouest (West Gate Citizens' Space), the Charleroi CPAS has accepted the challenge of experimenting with a new method of running and controlling its former community resource centres. The new reference model is that of Spanish civic centres. However, the adaptation of this model within the context of the West Gate area poses a series of challenges for this organisation. It is this problematic situation that has come into play within the framework of the research activities of the WG2, which the Citiz@Move network has to thank for the initiative.

COMMUNITY RESOURCE CENTRES AT CITIZENS' SPACES

At the beginning of the 1990s, closely following the Poverty III community initiative programme, the Charleroi CPAS took on the social development of the districts in order to fight against the crisis of districts affected by the de-industrialisation of the economy. Two community resource centres at Dampremy and Marchienne-Doche were created during this period.

In 2000, the West Gate Citizens' Space at Charleroi was created. The new facility covers the areas of Marchienne-au-Pont and Monceau-sur-Sambre, which represent a population of 17 500 inhabitants. The concept of the Citizens' Space, which from this point onwards replaces that of the Community Resource Centre, corresponds to a change in orientation in the strategy for distributing resources. The emphasis is now placed on learning about citizenship, taking initiatives and participation and not the "consumption" of assistance.

A MULTITUDE OF SERVICES AND JOB OPPORTUNITIES

The West Gate Citizens' Space offers a multitude of services and job opportunities: these range from a theatre (Créad'Ames) to job search

The CPAS: a public instrument in the fight against poverty

In Belgium the main aim of the Public Social Action Centres (CPAS) is that of guaranteeing that the right to social security is exercised. The CPAS is especially responsible for granting 'social integration revenue'. However, it also administers other means of 'material, medical, medico-social, or psychological' assistance for which it resorts to occasionally palliative, occasionally curative and occasionally preventative means (art.57 § 1 Organic Law of 1976). The legislator has left the CPAS and thus local initiative with a large margin for initiative and creativity in fighting against poverty. The Charleroi CPAS seeks to act collectively on the causes. This becomes self-explanatory through the characteristics of pockets of exclusion, or even the hard line poverty which resists the classic individualising approaches. The Citizens' Space is a lever of this strategy.

services as well as cooking workshops, a district newspaper (le petit MonMar), and a local committee providing assistance on district projects or festivals. Around fifty people, both paid workers and volunteers, are involved and it is organised into four branches of work:

- * Provision of access services to rights and institutions;
- * Coproduction of collective projects with other partners or with the residents to create social links;
- * Support for the development of a space for autonomous projects managed by associations or residents;
- * Organisation of thematic consultation groups enlisting a large institutional and associative partnership.

The policy of the 'place' is to favour the development of social links, amicable relationships and meetings between neighbours; everything which is part of urban sociability. Those who frequent the centre justify its existence whilst the professional social workers are there to listen to the people, support them and develop initiatives with them.



The West Gate, regrouping districts with extremely diverse characteristics

(source : Citiz@Move / WG2/ Document 3 / The socio-economic characteristics of the West Gate district)

The West Gate zone is regrouped into seven large districts:

- two densely populated districts, well equipped in terms of business and services: Monceau- Parc and Marchienne Cartier ;
- between these two 'centres', there is a district where self-employed people and company managers
- are neighbours with the beneficiaries of social integration revenue : Marchienne- Etat
- three districts peripheral to this grouping which has a lot of publicly subsidised housing: Les grands Trieux, Matadi and Hameau ;
- a more affluent district which has recently experienced an economic boom: Marchienne-Est

Freeze frame
Charleroi



A large part of the inhabitants of the seven districts are faced with the habitual problems experienced by areas where development has been blocked: long-term unemployment, the precarious nature of family links, social isolation, loneliness, relegation to the margins of a flexible society, integration revenue, an aging population, inadequate housing, insufficient or damaged public space and facilities, health problems, school failure, poor qualifications, excessive concentration of migrants, exploitation of a population (many of whom are illegal workers) who are weakened by what is known as the mafia of bedsits . To regain confidence, in such a situation, a great effort is required to re-find oneself as well as the places- such as the Citizens' Space- where one feels protected and sheltered.

One of the strengths of the West Gate is the density of its economic and associative tissue. Despite the decline in industries, we can list over 300 economic initiatives in the Marchienne area. Scores of social, vocational, cultural and sports associations are also prosperous and highly respected there and help to add a multicultural feel to the West Gate area. Other associations or authorities which do not have their headquarters in the area are equally present there through their projects. Numerous decentralised public services have also been set up there, as well as numerous schools and Educational Centres.

TOWARDS MORE COPRODUCTION

The project of organising a local facility such as the citizens' space however runs the double risk of a falling back on itself: falling back on the institution and on the ways of managing the facilities, to the detriment of the innovative research and opening up the services offered; the population falling back on itself and its difficulties. This is why the West Gate Citizens' Space has opted for more coproduction with its partners (public or private), associations and the residents. In daily life, there is already a good level of coordination between the associative actors, residents and institutions on all of the questions linked to the management of this place. As yet, however, no co-management committee has been established.

One of the organisers summarises the challenge to which the project must rise: *"For the Charleroi CPAS, the West Gate Citizens Space plays a showcase role. It is a centre for creativity where we experiment both with new methods of participative management and the pedagogical background of a project which claims to make users and residents social actors. We hope to see the innovations in the outskirts spread to the organisation in years to come. the early signs of which can already be seen."*

CITIZEN PARTICIPATION WHICH CHANGES WITH THE WIND

The participation of the residents in activities organised by the Citizens' Space changes a great deal from one day to the next. From the moment when two decisional stakes come together, we find few residents and it is often the same ones who get involved. Some have even become part-time voluntary workers.

L'espace citoyen Porte Ouest



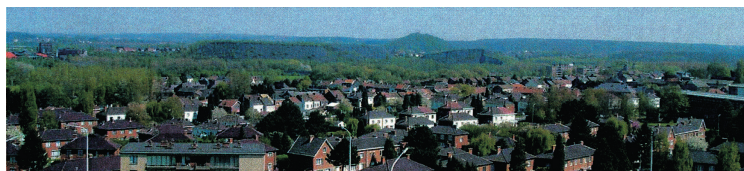
On the other hand, an initiative such as Créad'Ames shows how a group of residents progressively succeeded in achieving self management to the point of being able to on a play at Eden, the large theatre in Marchiennes. The residents' participation is also significant in the MonMar, the district newspaper. Occasionally this participation is selective, occasionally it is more noticeable in the form of action such as citizens' workshops and the local committee supporting district projects and festivals organised in collaboration with district committees.

At the same time it lacks "educated" and "informed" leaders who are capable of managing a project, and "provide an intermediary" for the immigration populations or certain more disadvantaged groups.

It is often the same ones who get involved *The Citizens' Space is a good tool for participative democracy ; it allows us to carry out experiments aiming to increase the residents' involvement in the "management" of their town. However, there remains a great deal of progress to be made. The project is still in its initial stages. Most of the users of Citizens' Space still do not feel affected by town policy. When they do express themselves regarding the stakes involved in regenerating the district (housing, security, living environment), it is more in the shape and form of a complaint or by means of fragmented initiatives. The culture of collective action is still not well-developed in these fields.*

The culture of participative democracy is not very developed in Charleroi in general. We can see some small-scale initiatives developing (such as Urbact) or "large-scale" consultations. There is a long way to go however before it can equal Valenciennes where there is an on-line local council and a long tradition of dialogue with the driving forces of the district as soon as a public place is developed.

View Porte Ouest



LA LOUVIÈRE, BELGIUM - WHICH SOCIAL COORDINATION FOR WHICH CITY PROJECT?

The experience of La Louvière is interesting for those who wish to appraise the conditions linked with implementing a 'city contract'. With the backing of the federal city policy, La Louvière has been following this course since 2000. There are numerous problems: a city centre that has lost its appeal to surrounding districts, industries in decline, old neighbourhoods that feel as if they are not really part of the 'new' town. The PPP service (Prevention and Proximity Project), in charge of social coordination at a district level, has developed a dual-focused strategy within this setting: first, it aims to decentralise the PPP's action within the heart of the districts and develop tools to assist participation in council administration (advisory council citizen meetings, etc); second, it aims to support citizen initiatives by encouraging mini-projects in the local community centres.

CONTACT

Service APP (Action Prévention - Proximité)

Social Coordination : Louisa Alfieri, Claire Secco, Anne-Marie Vandeboogaert

Atelier vélo

Maria Niffece – Coordinatrice

Rue du Gazomètre, 50 - 7100 La Louvière

Tel : 064/27.81.81 - Fax : 064/27.81.68

e-mail : maria.niffece@lalouviere.be –

Workshop : 10 Cité Jardin - Saint Vaast

A DISTRICT-WIDE POLICY – THE STAKES

Located in the centre of the Walloon area of Belgium, La Louvière has 77,000 inhabitants spread over 11 former districts which have been merged into one single entity since 1977. In order to try and create a sense of connection between the districts, the city decided, in 2001, to change the set-up of council services, which until then had been very centralised, by creating district councils. The aim of this was to create a sense of belonging, based on equal services. In the end, however, rather than district councils, local community centres were set up offering a range of activities and benefiting from the sup-

Socio-economic context

A large sector of the city's population is working class and 19% of the residents are immigrants.

Economically speaking, the city boasts a wide range of businesses in its centre as well as a large shopping mall. But a prolonged industrial crisis has led to generalised economic uncertainty. Unemployment affects 18.6% of the working population and 19.4% of job seekers are under 25. This situation of difficulty has brought about an increase in the protest vote for the far-right.

However, there is an extremely strong cultural dynamic; in six of the city's eleven districts, a neighbourhood committee completes an already very active social fabric.

The local community centres are an important resource for local development. The political cohesion of the socialist majority in power is also strong but the coordination of local council services leaves something to be desired.

Freeze frame
La Louvière



port of social contributors. The intention was that social connections and collective actions would emerge as a result of these centres. Since 2001, two local community centres were initially opened, followed by a further three, and later six in the various outlying districts: Maurage, Saint-Vaast, Trivière, Houdeng – Aimeries, Houdeng-Goegnies, as well as in Bois-du-Luc, an area of industrial and social historic importance that was regenerated in 1999 within the Urban programme framework.

Activities which create the conditions for social connection

It is a tough gamble: will providing local facilities be enough to generate a community spirit in an area where social links

are weak or even non-existent? Local

celebrations and public holidays (Easter, Saint Nicholas and Christmas, etc) are used as a way of getting people together, for children to take part in activities with their parents and for unemployed young people to meet senior members of society. Job-seeking workshops, a bicycle workshop, a cooking workshop: the 26 people making up the social coordination service have increased the number of activities on offer to allow people to feel like they are a part of where they live and to create an environment in which social connections can be made between cultures, groups and generations. But for some people, all these activities remain superficial and do not constitute real development work.

No visible policy of local integrated development

A problem for La Louvière is that if there is a political desire to make the city something more than a mosaic of old council entities, it is not very apparent and it has not made way for a visible policy of local integrated development. It is not that the elected representatives do not know what the different services are doing to prevent people from being isolated. They are aware of the work undertaken by the Prevention-Proximity team, just as they are aware of the action taken by the Public Centre of Social Action, of the Deputy Burgomaster of the Family and of active associations in the field. But making these actions transparent, communicating with local populations, getting them involved in developing public spaces, promoting what is being done, gradually and on a daily basis, do not appear to be priorities for them. This is considered the case to such an extent that one informed observer stated that “*in La Louvière, the political decision-makers are not interested in their city*”.

The local community centres in La Louvière face the same risks as those that were faced by the Citizen Space in Charleroi: becoming locked into a mechanism of providing facilities while the citizens close in on themselves and their problems. One observer remarked, “*The more we develop local community centres and bolster targeted community spirit, the less the likelihood of exchanges between different centres*”.

From the district council to the local community center

With the district councils, the lay-out of municipal action continues to be structured along a ‘centre to periphery’ model, even though it proposes a decentralised approach. In La Louvière, the idea was, above all, to increase the number of centres offering administrative services in order to provide all of the districts with ‘equal services’. The political component of the project – the institution of district municipal councils – was not considered.

With the local community centres, the municipal structure evolved towards a polycentric model. This made way for a real process of decentralisation which, in principal, creates a new system of relations amongst those involved.



Methodological
References

The more the local community centres are developed, the stronger the community spirit approach, is to be built. Without this, the role of social contributors is reduced to organising activities that make the local citizens increasingly dependent.

and the greater the risk that resident participation will dwindle". A strong political will and an effective, transparent information-communication policy are required if a relationship of trust, which constitutes the corner-stone of an integrated

THE BICYCLE THAT CHANGED THE IMAGE OF A DISTRICT

In spite of these difficulties, the city project can boast some real success stories. Take, for example, Saint-Vaast and its district garden. Often it is referred to as 'Chicago'. Saint-Vaast has all the necessary prerequisites to generate problems of isolation, insecurity and exclusion and is where one of the five community centres was urgently opened.

Various initiatives have been set up there: a toy library, a cooperative that manages around twenty gardens tended by Turkish women, various surgeries and a bicycle workshop. The district is situated on the outskirts of the city and public transport is limited. Why not, therefore, use bikes to get around, to be mobile or to simply go for a ride? The idea began in 2001 along with all the difficulties involved when trying to ensure the continuity of such a project. A team in charge of buying, maintaining and hiring the bikes had to be formed. A former metalworker for the CPAS got involved in the project: within two years, the bicycle workshop had more than one hundred bikes. None of these bikes were brand new, nor were they in tiptop condition; the workshop's bikes came about through joint efforts in the form of salvaging old bikes, donations and a string of DIY jobs. This led to novice cyclists getting involved in a range of constantly expanding activities, which have already become a real tourist attraction in La Louvière.

The success of this project lies in having integrated the conditions of a highly stigmatised area and having developed, within this, an activity that allows the residents to come out of themselves and open up to the world: by taking part in bicycle rides along the canals, by discovering the boat-lifts of the town of Strépy-Bracquegnies, by bringing together children, parents, neighbours and day trippers. It is a model of success. Today, the bicycle workshop has over 200 bikes giving

Bikes, that's my department!

A project initiated by the Proximity Prevention Action, the CPAS and the Tourist Office aimed at getting young people (under 16s) involved in a workshop environment and teaching them how to repair bicycles. Services include bicycle hiring, help with repairs and maintenance (for all members of the public), bicycles for children as well as setting up various projects based on the bicycle theme (pedalo trips, etc)

Workshop address: 10 Cité Jardin - Saint Vaast

everyone the opportunity to rediscover the charms of the region and allowing the Saint-Vaast district to lose its 'Chicago' name. Long live the bicycle!

THE MAKE-UP : AN ORIGINAL PUBLIC SERVICE

Let us not see a bond of cause for purpose, though...

In Saint-Vaast, a group of

adults, supported by the welfare officer of the Public Center of Social Action chose to get involved in the future of their district, the improvement of their environment, but also their own development.

Freeze frame
La Louvière



Bicycle workshop



Making-up



Taking an active part in the citizens meetings of their district, constructing but also sometimes protesting, some of these adults occupied a service slot very useful to the community in a city where culture of the folklore and festival is important, therefore the idea of a making-up workshop.

With the help of the CPAS welfare officer, parents propose their competences in making-up during local festivals, but also in public and privated demonstrations. The group received the support of the Action Proximity Prevention for its project.

They were offered a formation and a bag of material to launch out in the adventure. Today, the group is very much in demand and its competence is not to prove any more. These adults are opened in the world and travelled in the city and beyond to offer their services and their smile.

A local community centre



SAMBREVILLE, BELGIUM - A COMMUNITY PLATFORM OF THE DISTRICTS

The Community Platform of the Sambreville Districts (PFCQ) is a non-profit making organisation created with the framework of the Community Initiative Programme PIC/Urban 2 in order to regroup the actors involved in urban development around a social and cultural regeneration project. The organisation aims to achieve four objectives:

- * To develop social urban action based on “the creation of production conditions which benefit everybody rather than their distribution”.
- * To develop a new approach to Public Services
- * To be the interface between the associative or public actors and the community administration;
- * To unite the players in the field (public, private and associative) in a task aimed at reintegrating the most vulnerable people in society.

Since the platform was created in 2002, it has been able to take the credit for the following achievements:

- * Setting-up the platform as a non-profit making organisation
- * Inventory of social, health and cultural actors= LI CASSOC project (Premises for the Coordination of Sporting, Social and Cultural Action). A data base and a web site have been set up.
- * Series of citizens’ meetings
- * Structuring a network of instructors on the streets
- * Rives d’Art project (presented by the Cultural Centre)

CONTACT

ASBL « Plate-Forme Communale des Quartiers »

Olivier Romain, Philippe Hancq, Bernard Riguelle
Place Communale 26

5060 SAMBREVILLE Tél: 071/260.228

Site web : www.urbansambreville.be/Members/pfcq/

Sambreville Cultural Centre

Gaston Hénuzet, directeur

Sambreville

The town of Sambreville has 27 300 inhabitants, is densely populated with working class citizens and 11% of the population are of immigrant descent. The urban situation is heavily marked by industrial restructuring provoking industrial job losses which have not been compensated for by the creation of new jobs. In addition to this, development of the tertiary sector is poor which explains why 22.3% of the active population is unemployed.

AN INNOVATIVE PRACTICE: RIVES D'ART

For the all of the travellers of the Citiz@Move network that have stopped off at Sambreville, the 'Rives d'Art' project, developed by the Districts' Community Platform in association with the cultural centre and 17 other local associations, has turned out to be an achievement of example in terms of local development.

Freeze frame
Sambreville



Here, the smooth governing conditions came together:

- * a strong political will to apply the necessary resources in order to bring the economic depression of the Basse-Sambre region to a close;
- * a general will to work with transparency and confidence and adopt a common coordination tool;
- * a preliminary study identifying problems and energy to be mobilised and an appropriate communication strategy.

All this has led to the creation of 'Rives d'Art', an ambitious cultural project which hopes to unite all the social and cultural action resources available in the entity around a common production objective. The main element of the project is the annual coproduction of large-scale events, primarily of an artistic nature, which link the inhabitants, groups, and formal or informal associations. With this project we also wish to break with the cultural action practices, which are all too often sectorial, and add resources to it.

200 actors and extras at the Grand-Place for three days

For its first edition, the project was structured around the river Sambre which joins the different districts of the town and which has been an important vehicle in the towns development throughout the course

of history. For more than a year, the river has provided the opportunity to work culturally and symbolically on relationships in terms of the countryside, the land and the water. The highlight of the project was a large show that was performed for free at the Grand-Place of Sambreville 'Le chant de la Sambre' ('The song of the River Sambre') and took place in Spring 2005 involving more than 200 actors, dancers, musicians, singers, acrobats, and the same number of people behind the scenes.

In order to prepare this animated fresco painting, the actors and extras, whether they were debutants or not, were directed by professionals to master all of the tricks of the trade for the show: dialogue, songs, dances, circus tricks, combat sports and music.

However, the path of the river was also followed in order to create a link with other places: with 'Riv'age d'or' the priority of which is to improve intergenerational contact and exchanges in the districts; with Rivages in addition which develops intercultural action on the use of water in Sambreville and throughout the world; with Rives d'Arsoilles which seeks to raise children's awareness of the use of water, and of the precious commodity it represents for the planet, etc.

Bike rallye



The giant soup of the 'la Bavette' association



Rives d'Art also proposed a making a giant soup full of vegetables grown in the Seuris vegetable plot, where different associations are developing a village health project. Expositions, rap concerts, videos, short animated films, stories, conferences, etc. are amongst just some of the communication tools that were used. All of these are able to promote education, develop self confidence as well as confidence in others, and contribute to making art, in the most multi-disciplinary sense of the term, a tool towards improved coexistence.

The project stands out for its ability to adapt to the objectives of the Districts' Communal Platform, and also for the way in which it gives concrete expression to the idea of cultural democracy and provides evidence of the role of art as a lever in local development. Sambreville's experience fuels the debate on these themes of three hypotheses: firstly, the idea that the social integration of individuals or marginalised groups can be favoured through the organisation of a large cultural event which speaks to the people's imagination and in which they have the opportunity of participating either as actors in the preparation of the event or in the presentation of the event to the public. Secondly, it is also this conviction that cultural events of calibre, if they mobilise all of the town's actors, can create new links between public authority, citizens and private actors, and restore the local authorities' visibility, legitimacy and closeness. Finally, it is the idea that such events contribute to a positive image of the town, as much for its inhabitants as for people from outside the town.

The grand place after
the redevelopment



The song of the River Sambre



TURIN - MIRAFIORI, ITALY - 'THE EVERYDAY HOUSE'

Is it necessary for an area with social problems to have a place which allows its people to get together, to express themselves, to assert a clear identity, to introduce themselves or even to build social and cultural links? Hands-on experience to date would suggest that this is the case. The importance of having local facilities such as the Charleroi Citizens Space or neighbourhood housing schemes undoubtedly demonstrates this. However, most experience encountered so far has shown that the route taken by institutions relies on places where one can go and meet people. In Turin, at Mirafiori, a different route has been taken: the links existing between people were considered before designing the place. The place that has been designed guarantees a willingness to change the relationship between the town centre and the outskirts.

Contact

Casa del quotidiano
Luisa Avedano, Renato Bergamin, Gianfranco Presutti.
Cascina Roccafranca
Città di Torino / Comitato Urban 2 /
Vicedirezione Periferie
Via Rubino, 24, 10137, Torino, Piemonte, Italy
Téléphone : 0019-011-3110042
Mobile : 0019-349-4161298
0019-011-3147351
Renato.bergamin@comune.torino.it
Luisa.avedano@comune.torino.it
Gianfranco.presutti@comune.torino.it
<http://www.comune.torino.it/urban2/casadelquotidiano.html>

Fiat and its neighbourhood, Mirafiori, have been at the heart of economic development in Turin for more than a century. Crises in Taylorism and in the automobile industry, a drastic reduction in employment, leading industries and important industrial families losing their image, etc are all factors contributing to the end of the industrial pole in the latter part of the 70s and the concept of 'the neighbourhood' was relegated to the outskirts, away from the centre. The URBAN programme aims to put a stop to this downward spiral. La Casa del quotidiano literally meaning 'the everyday house' constitutes part of this programme. It aims to improve the public services offered

Mirafiori - North

Situated in the southern suburb of Turin, near the industrial FIAT site, Mirafiori Nord, the area of land involved in the URBAN II programme, covers an area of 2,135 km². Up until the end of the 1970s, its town planning development depended entirely on the needs of the FIAT factory and as a result there is a great deal of social housing located there. Today, there is a population of 24,843 inhabitants, 1.5% of whom are foreign. The reduction in the FIAT workforce has led to a large number of job losses: 17.8% of the active population is in fact unemployed. By contrast, commercial activity has survived; there are 251 boutiques operating in the district. Another great advantage of local development is the authority of associations and neighbourhood intermediaries.

In urban terms, the neighbourhood is a type of social housing museum. The public players – the local authority, the State and l'Agenzia territoriale per la Casa (ACT) – own 20% of the housing property market, compared with 6% in other parts of the city. This housing estate needs to be redeveloped and the neighbourhood requires a new town planning profile that better defines its central characteristic now that the FIAT factory has closed. The challenges of urban regeneration are therefore multiple, affecting public spaces, infrastructures and housing alike, whilst on the other hand affecting social networks, culture and the fight against discrimination.

The Policy of urban regeneration including the social and urban development of Mirafiori-Nord and a further 17 local development projects is nevertheless in competition with another land development strategy of the town; this latter has focused its efforts on the organisation of the 2006 Winter Olympic Games and the redeployment of the urban centre.

Freeze frame
Turin



LA CASCINA ROCCA FRANCA, A CENTRE FOR FAMILIES, CHILDREN AND THE ELDERLY

The project consists of renovating the buildings making up an old farm which has been abandoned since the 17th century – la Cascina Roccafranca – and developing the four hectares of adjacent land which is today surrounded by social housing. The objective is to renovate the development project and turn it into a vast modern centre to offer various social services to the inhabitants. The new cen-

tre will be a place specialising in managing and resolving conflicts and problems linked to poverty, as well as a watchdog for social needs. It will contribute to the drafting and implementation of social vocation projects, while providing fundamental services to the local community. It will specifically include a crèche and a playground, and even a meeting place to deal with and fight against the isolation of the elderly. The new centre will also offer an outdoor market where objects made by children will be sold in total safety. The market will also providing an information point about opportunities available for women in terms of setting-up their own businesses, as well as a thematic library.

Organisation based on the voluntary participation and skills of the elderly

A management structure has been specifically created to reorganise and improve public services within the URBAN zone. Labelled Tavolo sociale (literally, Social Table), it surveyed the local population prior to implementing the project. This survey revealed that elderly people living in the targeted area had free time and, very often, professional skills that they wished to make available to the local community.

The URBAN project will be dedicated to valuing its resources by encouraging the elderly to participate in the smooth running of the centre, in particular by organising training workshops based around craft activities. These workshops, which will be based essentially on an exchange of knowledge and on-the-job practical training, will be dedicated to interior decorating, personalising or altering various types of objects, embroidery and carpentry, etc.

Cascina Roccafranca – veduta esterna



Veduta area cascina



Methodological
References

In concrete terms, the aims of the project are the following:

- ✱ to redevelop the farm and its four hectares of land;
- ✱ to be able to accommodate 25 children in the crèche and playground;
- ✱ to organise a minimum of six craft workshops per year;
- ✱ to develop four social services bodies and 400m² of activities of local interest.

The new centre will also offer an outdoor market where objects made by children will be sold in total safety and it will also provide an information point about opportunities available for women in terms of setting-up their own businesses, as well as a thematic library. All of this would not have been made possible if local administrative officials and politicians, town planning professionals and the locals themselves had not formed the cooperative links that permitted this project to gradually emerge. Finally, the opening of the premises, the real challenge in itself, will constitute a cultural creation that will address the inhabitants of the centre of Turin by inviting them to discover another world. It really is a question of demonstrating that the outskirts and the people who live there are not lacking in imagination.

Cascina Roccafranca
– veduta interna



Laboratorio anziani



VALENCIENNES, FRANCE - A SUSTAINABLE CITY FACED WITH ITS FUTURE

Valenciennes, at the end of the 1980s, like many cities located on the stretch of Europe with a mining stronghold, was in the midst of a severe economic crisis: closure of businesses, job losses, large-scale emigration of young people, ageing of the population, etc; all of these were part of the vicious circle that brought about urban decline..

Contact

Geneviève Adam, Pascal Dubois,
Salvatore Sanno
Ville de Valenciennes
Place d'Armes, 59300, Valenciennes,
France
Phone Pascal DUBOIS :
32 7925848
e-mail : pdubois@ville-valencienne.fr

Key Words: Sustainable development / Agenda 21 /
Citizenship / Social cohesion / New technologies

In 1989, a new team of municipal leaders came to power. Driven by a dynamic and charismatic mayor, they would do everything possible in order to overcome this situation. The gradual yet sustainable establishment of a substantive agreement between the elected representatives and all of the government services was the first step towards regeneration. This strong cohesion between the city's actors constituted a lever for an ambitious city project. From 1995 onwards, large constructions got underway: a university, a theatre; new housing in place of industrial waste land in the city centre; tram works ripping up the city that were also symbolic of the commitment to the changes that were to take place in order to make the city sustainable once again; a new image, new public spaces, new means of transport, new links between the centre and the different districts. A new rapport was also established between the city and the river Escaut as its banks were redeveloped. These large-scale construction works were balanced out with a parallel step towards urban social development centred around the districts, with a systematic search to implement the principles of the Agenda 21 methodology. Valenciennes was the first city in France to have turned this into a plan of action. This is how, therefore, all of

the infrastructure introduced, meets the French High Environmental Quality standard (HQE). As stated by the Mayor's cabinet director, respecting this standard can be considered a sign of quality "but also a passport for obtaining European financial aid".

THE EVERYDAY CITIZEN

The creation of the sustainable city also involves strengthening relations between the elected representatives and the people in the districts. A team of twenty people are responsible for coordinating citizens' role in urban development. This is an additional step that is based upon several means of action: regular meetings between the elected representatives and the people from the districts, themed working groups, shared approaches, development of voluntary work, preparation and support to develop the inhabitants' expertise.

Freeze frame
Valenciennes



Six neighbourhood committees forming one association. The municipal policy is supported by six neighbourhood committees together forming one association. The committees have an autonomous function and are managed by the inhabitants but receive financial support from the municipality. Meetings are organised frequently in which the inhabitants voice their opinions regarding projects that actually concern them and those of a more day to day nature (roads, lighting, cleanliness, green spaces, etc).

The Valenciennes version of the sustainable city project

Culture as an essential element of development (theatre, museums, multimedia libraries) / Development of university services in the city centre making use of waste ground / Redeveloping the banks of the river Escaut / The tram and the urban transport plan / Operation 'city centre' / Redefining public spaces and lighting in the city / implementation of a housing policy: urban re-qualification and providing more housing / Valenciennes Citizen Circle (ACV), the first French city to have an on-line web-page / a network of large-scale works to promote the recreation of jobs on the construction sites / distinct urban area / a wager for an inclusive economy / Services for the public (crèches, day nurseries, neighbourhood facilities, prevention plans for health and social issues) / Development of district committees

The municipal service for Local Urban Management has effective tools: freephone service 0800 111 444 (24 hour), participation forms on the Internet, summary table making a record of requests, project files, etc). In addition, it has two funds that promote the development of mini-projects:

- ✱ Participation Funds for the inhabitants initiatives (FPH) (City and regional council financing) which finance collective initiatives such as organising festivals, trips, etc.),
- ✱ Urban Works Funds (FTU) (City and regional council financing) which enable the pursuit and promotion of amenities to improve quality of life (benches, games, etc.).

In 2002, the municipality signed a 5-year 'contract' with each district, which is revised annually. The contract specifies all of the actions that may be carried out and outlines a code of good conduct for participation.

VALENCIENNES CITIZEN CIRCLE

(www.valenciennes.fr)

The Valenciennes citizenship policy relies as much on 'face to face' communication as on new information/communication technologies. The municipal website Valenciennes Citizen Circle (Anneau Citoyen de Valenciennes, ACV) provides a good example of the way in which new technologies can contribute to the urgent need for a means of governing that is more participatory. Having the first city web-page to be established in France is indeed an effective means of facilitating dialogue between the inhabitants of Valenciennes themselves and with their elected representatives.

A 'live'
democracy

The inhabitants are given the opportunity to go on-line and follow any developments made by the municipal councils and to ask questions.

This is a modern and effective way of developing local democracy.

The citizens are also able to submit questions directly to the municipality on issues of local life or urban management on the internet or by the freephone service organised by the local urban management service. Requests are communicated to the elected representatives and the relevant services for filing the request. At each municipal council meeting, rebroadcast on the local channel, a specific amount of time is dedicated to providing a political response to the questions submitted.

This 'live' democracy runs the risk however that since it is televised, certain elected representatives have a tendency to forget the deliberative function of the council and turn local parliament into an impromptu television show.

It also requires infrastructure (the local channel, the website, the cyber centres, the video transmission lab which adjoins the municipal council room) and new know-how, both from the elected representatives and from the inhabitants and technicians.

Freeze frame
Valenciennes



The local channel

The local channel is a citizen's local on-line television channel that is broadcast on the Valenciennes website and on the city's cable network (channel 13).

The channel offers:

- weekly information updates made up of 4 to 8 news reports that vary depending on the events that are taking place in the city;
- extra themed reports (interviews, special features on people);
- live broadcasting from the municipal council;
- cross-border broadcasts with the city of Mons;
- a financial magazine;
- Phoenix programmes (local theatre), etc.

« MADAM, YOU SHOULD HAVE WATCHED THE TV... »

On 15 October 2005, inside the crowded room of the City Hall, a public consultation meeting was being held to discuss the redevelopment of the Place d'Armes square at the very centre of the city. Representatives of the citiz@move network were asked to attend the debates. The City Hall technicians were feeling a little nervous: it was feared that shopkeepers directly opposite the City Hall would oppose the new project worried that

By watching his hand on the screen drawing, the space for a square, that does not yet exist, could be seen taking shape

it would imply a reduced number of terraces and parking spaces than before.

The meeting was opened with a presentation of the project. It soon became apparent that the public and the organisers proceeded cautiously with this type of meeting where the information was presented before a clash of opinions, with the mayor acting as arbitrator. The know-how and communication tools used by the technicians were admirable. The most memorable and almost magical moment in particular was when, in order to explain that the development of the square would be flexible and would vary depending on the season and the requirements (weekly market, special ceremonies or events, everyday life), the head of technical services began to actually draw the various development plans on his computer.

Information provided about the process of development of the Place d'Armes

Since 2003, the system of participation associated with the project for the renovation of the Place d'Armes square has given rise to both reflection on the subject by themed working groups and public information meetings, and debates about the project. The five themed working groups are:

- quality of life and sustainable development
- businesses and parking
- city trade
- culture, heritage and architecture
- cafes, restaurants and night life

Freeze frame
Valenciennes

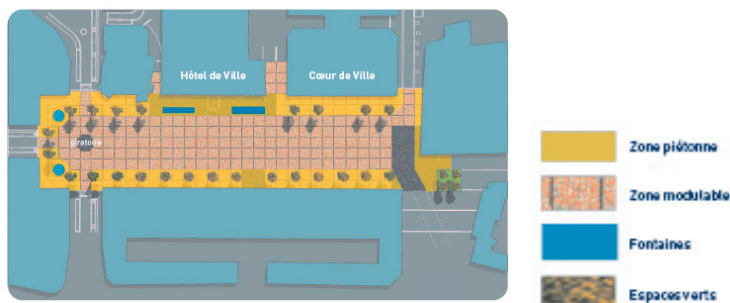



Le centre ville

la Place d'Armes se métamorphose.

Providing an on-screen drawing, which the public could participate in actively as they watched it develop, was a natural

sources : http://www.valenciennes.fr/Accueil/PDF/va2007_janvier06.pdf



sources : http://www.valenciennes.fr/Accueil/PDF/va2007_janvier06.pdf

piece of theatre that used technical media to the maximum: The designer's hand would hesitate, not quite certain of the lines, but the design of the project, looking abstract up to that point, suddenly appeared to take shape and come to life. The public followed attentively. By watching his hand on the screen, drawing, the space for a square, that does not yet exist, could be seen taking shape.

Live democracy is also a good lesson for the inhabitants about living together. The discipline of the debate must be respected whilst still allowing NIMBYist attitudes to be expressed. Everybody is entitled to speak but anyone who digresses from the subject or attempts to use part of the public space for their own personal gain is asked to stop. The mayor courteously yet firmly reminded one lady who took the opportunity to speak in order to express her concerns about a space located in another part of the city that: "Madam, that is not the issue on today's agenda, and It would seem that you did not watch the last televised session of the municipal council in which that question was widely debated and resolved".

A CITY IS NEVER FINISHED

Almost 20 years after the new leadership came to power, the urban project has finally become a reality: The tram was officially inaugurated on 19 June 2006. The redevelopment of the Place d'Armes

square and its surrounding areas in the city centre is approaching completion. Places that were previously made of concrete or paving are now covered with green grass and the new public spaces are benefiting from the city's revitalised rapport with water and nature. Indeed, the global image of the city has changed, the city is a noticeably more stable, the population has been rejuvenated and jobs have been created. Today, with 41,278 of the 350,000 inhabitants from the areas surrounding the city centre, once again Valenciennes can stake its claim on the title of a small up and coming metropolis.

However, a city is never finished. Everything that has been done over the past twenty years will need to be renovated: interest in neighbourhood will fade, citizen mobilisation never continues on its own, there will always be a great deal of difficulties in conveying what is at stake regarding sustainable development on an appropriate scale; sometimes regarding the evolution of individuals' behaviour, sometimes on a neighbourhood scale, sometimes on a city scale and nowadays on a suburban and district scale.

Valenciennes has overcome the economic crisis but there is a strong feeling that there is great deal more to be achieved: it is necessary to teach others that are adopting the same process, convince the surrounding communities to also take part in a system of governing based on the principles of sustainable development and the participation of citizens. A better idea will be gained of the way in which the city and its ValMétropole (Valenciennes metropolis) partners rise to this challenge when the social cohesion plan of the former mayor, who is now minister, is implemented locally.

Aerial view



Valenciennes city hall





WEST-ATHENS - ASDA



COSENZA - GAZEBO INTERNET



GRAZ - GBK BEFORE CONSTRUCTION WORKS



MISTERBIANCO - LARGO EUROPA

**CITIZEN PARTICIPATION AND
NEW INFORMATION AND
COMMUNICATION TECHNOLOGIES**

ITINERARY 3

- **The journey of WG3.**
- **Cosenza, Italy. Technology serving the citizens.**
- **Derry, Ireland. Debate on citizen participation in Urban planning**
- **Graz, Austria. Combining traditional methods with new Information Technologies.**
- **Misterbianco, Italy. Neighbourhood workshops to connect the centre to its suburbs.**
- **Pecs, Hungary. Quickly notes on citizen's participation.**
- **Toledo, Spain. The first steps of citizen's participation.**
- **Seville, Spain. Some tools of active citizenship.**
- **Syracuse, Italy. Local forums to assist local development.**
- **Valencia, Spain. The gradual construction of co-production conditions.**
- **West - Athens, Greece. New technologies and inter-municipal cooperation.**

THE JOURNEY OF WG3

The itinerary offered in this third section passes through ten cities that have all seized the opportunity offered by the URBACT programme in order to exchange their experiences of using New Information Communication Technologies (NICTs) as a means of encouraging citizen participation in public affairs.

The experiences presented by these ten cities revolve around central themes of research and experimentation common to a number of European cities:

- ✱ The decentralisation of administrative information and interactive communication between citizens, elected representatives and public administration officials
- ✱ Citizen participation in urban planning and in large urban development projects

The ten cities of the blue itinerary

Cosenza, Italy
 Derry, Ireland
 Graz, Austria
 Misterbianco, Italy
 Pécs, Hungary
 Seville, Spain
 Syracuse, Italy
 Toledo, Spain
 Valencia, Spain
 West-Athens, Greece

The Citiz@Move project has given these cities the chance to exchange their experiences on these issues, but also to commit to common production objectives. The specifications of the working group included four aims:

- ✱ To implement, in each city, a participatory diagnostic based on the methodology of the ‘Scenario Workshops’ (see box below). The diagnostic must lead to recommendations on three subjects: the existing systems of citizen participation in the cities, the functioning of associative structures and the tools for facilitating participation. On this final point, they were more specifically asked to draw up an appraisal on the existing NICT infrastructure in the city, as well as on the degree of appropriation of these tools as levers for citizen participation.
- ✱ To design and test an IT tool providing access to information on plans, programmes and urban development projects and allowing

two-way communication between citizens and public administration.

- ✱ To design a local telecentre infrastructure.
- ✱ To design a training programme, responding to the identified local needs, for using NICTs as well as e-democracy tools.

The methodology EASW - European Awareness Scenario Workshops

The European Awareness Scenario Workshops (EASW) methodology is a tool, endorsed by the European Commission, which promotes democratic participation in decision-making to improve local communities' living conditions. It is a useful tool for managing workshops that aim to recognise and thoroughly examine local community needs and to encourage the discussion and social participation associated with developing a coherent programme. It allows ideas to be exchanged, individual and collective opinions to be expressed and an open debate to be carried out on the political and institutional processes that govern a community's social and economic way of life. It also promotes citizens' local awareness leading to the formulation of a collective self-diagnosis. Its purpose, therefore, is to encourage vision and critically distance citizens from the problem with which the workshop is concerned, allowing for a feasible model of action for the city to be defined.

It was used by the WG3 cities to form a diagnosis of each city's situation regarding new information technologies and citizen participation, exploring the group vision of different social actors, diagnosing common problems and solutions and anticipating possible lines of development in the process of modernising local administration with digital technology.

Taking into account the different citizen structural groups, the participants are randomly selected from four categories:

1. Politicians – Public Administration
2. Professionals
3. Citizens
4. Associations – Non-Governmental Organisations

The EASW methodology requires two days of collective work and is based on two main activities: the development of scenarios (Vision works-



hop – 1st day) and the definition of a plan of action (Initiative workshop – 2nd day)¹.

For the development of scenarios, the participants are divided into homogeneous groups that correspond to the different thematic criteria. Each participant, working within the SWOT framework (Strengths, Weaknesses, Opportunities and Threats), analyses factors that are internal to the municipality (strengths and weaknesses) and external variables (opportunities and threats coming from the outside environment) concerning each of the workshop's themes. The aim is to identify potential scenarios, one positive and one negative.

In the second phase, definition of a plan of action, the participants are divided into heterogeneous groups to facilitate the exchange of opinions and to stimulate dialogue between the groups. They can thus express ideas and find common solutions. Each group is required to propose initiatives to achieve the shared future vision. It is very important that all the participants make a contribution, regardless of their aptitudes or attitudes to the issue.

The participants are required to indicate how the individual aspects of the shared future vision could be carried out, endeavouring to identify the actors responsible for the initiative, the tools and resources needed and the method or strategy required for its implementation.

The ideas identified in this way can be used to draw up a local plan of action that can contribute to achieving the shared future vision.

The diagnostic carried out in the ten cities produced the following results:

ASDA – West Athens

- Creation of an intercommunal web site
- Creation of an emergency and watch service via the Internet
- Development of NICT training for groups of the population at risk

Cosenza

- Creation of neighbourhood workshops
- Dissemination of new technologies within administration to support decentralisation

For a detailed presentation of the EASW method, readers are referred to Francisco Sierra Caballero's note, Methodology guide. Diagnosis and future scenarios workshops. New Technologies and active citizenship, CITIZ@MOVE Project, Document WG3 – 3, 17 pages



Derry

- Acknowledgement of the fragmentation and lack of coordination between the different means of participation, due to the large number and diversity of agencies involved in spatial planning processes
- Locally, there are established recognised participation procedures, the transparency of which is already guaranteed

Graz

- Confirmation of participants' interest in New Information and Communication Technologies that can really make a difference in terms of citizens' information

Misterbianco

- Creation of an interactive, integrated information system, through which citizens can enter into dialogue with local authorities
- Creation of a physical and technical infrastructure to support the citizen integration process and to lessen the physical and cultural gap between the city-centre and its outskirts

Siracuse

- Creation of a telecentre in each city district
- Dissemination of NICTs across the districts by introducing an SMS and teletext service
- Creation of multimedia centres

Seville

- Implementation of NIT training schemes
- Creation of telecentres
- Development of a programme of participatory budgets to serve local development

Valencia

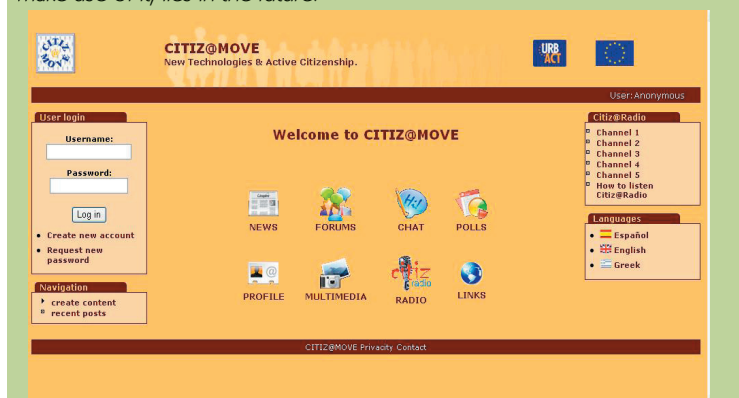
- Development of a mediation space between administration and associations, which should act as a space for receiving information and formulating proposals
- Creation of a training and promotion centre facilitating citizen access to NICTs

The tour of the cities offered to the reader on the following pages will focus on the contextualisation and level of implementation of

these different projects. The tour will focus on the different extents to which the cities have adopted the participation culture, as well as the differences that exist between them regarding facilities and the integration of NICTs as a lever for participatory democracy. It will also report on the level of awareness that those cities most involved in the itinerary have of the risk of 'IT breakdown' and the need to strike a balance between e-democracy tools and traditional tools that bring those involved face-to-face. It will also draw attention to the new urban opportunity offered by the installation in cities of the telecentre infrastructures physically required for deploying these new telematic networks. These installations are likely to give a new meaning to cities' public spaces if the physical installation is carried out in such a way that the 'telematic squares' (see Cosenza) offer those members of the public who frequent them new opportunities to meet people, not only virtually but also in person.

A portal for the network of cities to exchange participatory experiences

One of the aims of WG3 was to develop an all-encompassing web portal aimed at extending exchanges between the network of cities. The all-embracing nature of this tool means that it will not be referred to much in the tour of the cities, but suffice to say that the Web portal has been created and tested by most of those cities involved. Whether or not the cities will make use of it, lies in the future.



COSENZA, ITALY - TECHNOLOGY SERVING THE CITIZENS

Contacts :

Redazione WEB
Dott. Bernardino Pandolfo
Comune di Cosenza
Piazza dei Bruzi - 87100 Cosenza
piano terra - Ufficio Europa
tel/fax +39 0984 813368
Site web : http://www.comune.cosenza.it/municipalita/redazione_web.htm

Piazza telematica

Staff Democrazia Informatica
Filomena Redavide
Tel +39 0984813361

Città dei ragazzi

Dott.ssa Maria Rosaria Mossuto
via Panebianco - 87100 Cosenza
tel +39 0984813400
Sito web : <http://www.ragazzi.cosenza.org/>

Visitors passing through the city of Cosenza will note different approaches in the area of citizen participation. Firstly, in accordance with Italian law, Cosenza has created a contact centre to establish synergies between citizens and public authorities. The city also ensures and assesses the participation of its citizens. But not only is Cosenza implementing the law, it is also part of a network of municipalities – Novo Municipio – which place citizen participation at the centre of their “local project”. The local authorities of Cosenza have recently developed several interesting initiatives in order to promote citizen participation through new communication and information technologies and to establish positive interaction between the city’s public amenities and the new public places accessible via the Internet. Two places of particular interest worth visiting include the Piazza telematica and the Città dei ragazzi.

THE PIAZZA TELEMATICA

The ‘telematic square’ is the term adopted in Cosenza to describe a network of telecenters that provide the public with infrastructure and personalised IT services adapting to information needs and the need to participate in multimedia networks, distance learning, public debates, e-administration, telecommerce and teleworking.

It is a network of physical places dotted around the city, equipped with hardware, software and telecommunication technology “*promoting access to knowledge and to the raw ‘information’ material in circulation, acting as an interface with public authorities and a means of interaction with leading figures involved in the local development of economic, employment, cultural, educational and social sectors*”.

The actual installation of this telematic network’s infrastructure has generated a new public space in the city. This infrastructure is built in such a way that the ‘telematic squares’ offer their very diverse range of users with new opportunities for meeting, not only remotely but also in person.

The city of Cosenza is home to 100,000 inhabitants and is situated in the Calabria Region of Southern Italy. It is a university city: The University of Calabria, which is located in Cosenza, has 35,000 students, accounting for more than a third of the local population. The city’s economy is based on trade and the service sector industry.

The historic centre, which is of great patrimonial value, has been devalued over the years by the middle-and upper classes; it has progressively become poorer and more marginalised compared to the modern part of the city, which is also the case in many other cities subject to this phenomenon.

A regeneration project of the historic centre has been undertaken within the URBAN II framework. Cosenza has also implemented district-specific contracts.

The project was launched in October 2004 and is still in being developed. However, the first installations can already be accessed and there are two different types available:

- * Telematic kiosks, installed in public places, offer a new variety of street furniture in the same way as totems or computerised information boards.

- * Telematic terminals installed in public facilities such as the arts centre, the town hall or the città dei ragazzi.



THE CITTÀ DEI RAGAZZI

La città dei ragazzi is another interesting concept that makes it possible to observe how Cosenza integrates children and young people into the urban and educational dimension of the city project. This small, interactive urban centre, la città dei ragazzi, presents children with various possible ways of experimenting and developing their knowledge, their sense of responsibility and independence. The activities offered to children range from organised games to career-orientated workshops, as well as participative reflection upon the city's management.

The children's delegation and the piccolo municipio

We will particularly draw visitors' attention to two areas that make up the white treasure chest:

- The children's delegation, designed to be an area of dialogue and experimentation about conflicting opinions over issues such as active participation, education about individuals' rights, sustainable development;
- The 'Piccolo municipio', in which the children are invited to take part in the strategic definition of the city's development options, in areas such as the viability of green areas, regenerating urban areas, job security, political representation, organisation of public services and organisation of leisure and cultural activities.

The project is developed over an area of 33,000m² including a succession of open and closed spaces representing working areas. These

The web room



View of Città dei Ragazzi



Methodological
References

areas are represented by different coloured treasure chests depending on their category: the red treasure chest is the play area; the yellow treasure chest is used to represent communication, the arts and entertainment; the white treasure chest is used to depict the social department and municipal institution; while the blue treasure chest is home to the different workshops (music, arts and crafts, science activities, cooking and gardening).

In the yellow treasure chest, representing communication, the arts and entertainment, the children can explore the possibilities linked to new media, they can be introduced to different types of software and can access all information typical of 'telematic squares'.

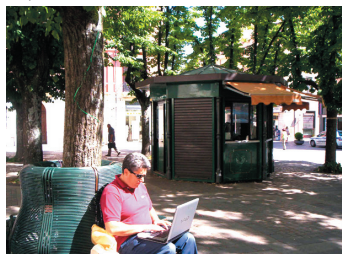
The Città dei Ragazzi is a municipal service which is privately and publicly managed. The city council has appointed the technical operative management of this to the temporary association *ciderre*, made up of six cooperatives and socio-economic associations.

Launched in November 2003, the project has quickly gained support from schools, families, teachers and the local population in general. According to its promoters, it is Italy's biggest, exclusively youth-orientated facility: *"neither a museum, nor a children's attraction park, but a model of creative participation"*.

The cultural centre's telecenter



A wireless user on the telematic square



DERRY, IRELAND - DEBATE ON CITIZEN PARTICIPATION IN URBAN PLANNING

Contacts :

Derry City Council
Economic Development Department
School of the Built Environment
Centre for Research in Property & Planning
University of Ulster
Newtownabbey
Co. Antrim
BT37 0QB

Since the re-organisation of local and central government in Northern Ireland (1973) local councils, including Derry City Council, have had a limited governance role relating to issues such as waste management and leisure provision. Development planning and control was centralised away from district councils to the Department of the Environment (DOE) Planning Service, the former restricted to a narrow consultative role. This distribution of government functions is referred to as part of the

region's democratic deficit where executive powers lie with civil servants rather than elected representatives. In recent years, certain responsibilities have returned to district councils including local economic development powers. Studying how citizens can become integrated into administration management by IT is both relevant and necessary for better planning and decision-making at all government levels in Londonderry/Derry. That's why the Derry City Council, with help of the university of Ulster, has undertaken a diagnosis of the levels of Citizen Engagement in the Planning Process.

The diagnosis shows that Citizen participation is recognised as an essential element for spatial planning activity. There is evidence of significant opportunity for citizen participation in the planning process in the Derry City Council area. The scale of public interest in planning issues has multiplied in recent years and the public now have a much better understanding of the impact of plans and knowledge of what is needed to make representations. There are established and well recognised mechanisms for citizen engagement in spatial planning in the Derry City Council area. And significant improvements

in the transparency of the regulatory planning system, with the Planning Service at the core, have taken place in the past decade.

However the variety and number of agencies involved in the plan preparation and development control processes leads to a largely fragmented and uncoordinated approach to participation. Tensions remain between what the current planning system can deliver – including the responsibilities laid on professional planners – and the ability of citizens to participate in the planning process. Among the agencies that have a role in the planning process there is little evidence of a co-ordinated approach in relation to strategic planning and the dissemination of information regarding core issues to the local

The research led by the university of Ulster

The research led by the School of the Built Environment, University of Ulster followed a threefold methodology:

- Desk based research on the role of citizen participation and planning information portals in facilitating participation.
- Structured discussions with key public and private sector participants involved in the planning process.
- Focus group of public, private, community and voluntary representatives to evaluate current levels of public participation in the planning process and to determine the information requirements of a planning portal.

The meeting was held on October 2005 . Over one hundred invitations were sent, with twenty people attending the focus group. Senior representatives from all sectors were present at the meeting including the Divisional Planning Manager and political representation. A neutral professional from the public sector agreed to chair the focus group.

Input from members of the focus group was of an informed nature. Common issues for effective citizen participation became evident as discussion at the focus group progressed:

- Communication
- Access
- Resources – physical and financial
- Joined-up thinking



Methodological
References

Derry City Council background information

Second largest urban settlement within Northern Ireland after Belfast, Londonderry/Derry is recognised as the regional hub for the North West region. The population, young and highly skilled and educated, is growing rapidly. There is a strong community and voluntary sector, and a democratic local government comprising thirty elected district councillors.

The City has suffered the loss of much of its traditional textile employment base in recent years. But it has been increasingly successful in attracting employment to the high-tech IT sector. New office development projects are coming on-stream across the city and political agreement has yielded significant urban development opportunities.

Despite this growth, unemployment rates remain higher and the Derry City Council area remains the most deprived district council area in Northern Ireland. Many citizens living in Derry must undertake each day the 75 mile journey in order to achieve appropriate employment in Belfast. The city also suffers from quite a poor transport infrastructure with road and rail links being less than satisfactory. The need for a coordinated and effective strategic approach to urban regeneration of the city and its hinterland is thus clear.

Freeze frame
Derry



citizen. Strategic information is not always available to enable citizens to make a representation. The current situation often appears confusing for the citizen. Indeed there is no clear structure or vehicle which provides comprehensive strategic planning information to the citizen in a format which is both engaging and accessible.

Aerial view of Derry



Using Council Public Information Kiosk



There is no clear structure which provides comprehensive strategic planning information to the citizen

Greater use is being made of web-based dissemination to inform the public of planning proposals. The research highlights difficulties with access

to information as online dissemination of materials becomes more popular. It must be recognised that many citizens do not yet have access to IT systems. Access to portals therefore needs to be maximised and widely advertised through for example, provision of terminals in public buildings.

The research shows that there is a continuing need for effective methods of engaging the public. In this respect, innovations in citizen participation such as the use of citizen panels and neighbourhood advisers, currently being employed elsewhere, are worthy of investigation. Enhancing citizen participation remains a two-way process of enabling citizens and improving communication from the public sector to the private and community/voluntary sectors.

You're arriving in Free Derry



The university of Ulster



GRAZ, AUSTRIA - COMBINING TRADITIONAL METHODS WITH NEW INFORMATION TECHNOLOGIES

Contacts :

Christian Nussmueller
City of Graz,
Programme Management
Urban Graz West
Europaplatz 20/5, 8020 Graz
T: +43 316 / 872-4210
F: +43 316 / 872-4209
E: urban@stadt.graz.at

The city of Graz has a very long tradition of citizen participation, in the modern sense of the term, that dates back to 1976, when the intended route of a motorway planned to be built was changed so that it ran outside the city due to pressure from a citizens' group. As a result of this, the city council set up a citizens' bureau to coordinate citizen initiatives and to disseminate information about city projects and coordinate public debates.

In recent years, the official homepage of the city of Graz (www.graz.at) has become an increasingly important resource for public information. However, it only works one way and is not really used as an interactive platform. In addition, the citizens' bureau is almost exclusively faced with initiatives which primarily aim at preventing future projects. There is a real gap between political decisions regarding development and the future of the city as well as citizens' priorities. This is why politicians and the city's authorities have been trying to find new ways of co-operating with citizens in order to identify and define, together, proposals that are both realistic and in line with their priorities. We will outline here three experiments that were initiated within the framework of this policy. These experiments are characterised by the link they establish between traditional consultation co-ordination methods and New Information Technologies.

FIRST CASE: DISCUSSION REGARDING THE PLANS TO PEDESTRIANISE OBERE NEUTORGASSE

Obere Neutorgasse is a main road running through the center of Graz which has serious traffic congestion problems. The Graz city council has decided unanimously to pedestrianise this road and by doing so, extend the centre's pedestrianised area. The citizens were invited to evaluate this decision and to propose possible alternatives.

Urban_Link Graz-West – the European programme

The programme “Urban_Link Graz-West” concerns the western side of the city, which covers an area of almost 750 hectares and has around 32,000 inhabitants. Vast and easily accessible, it is an area that, since the 18th Century, has been used for trade and industry. However, its spatial structure is heterogeneous and it particularly suffers from the divergences between industrial needs and those of residential developments. Its monofunctional nature, the inaccessibility of certain areas, the general lack of urban development quality and the ensuing social problems are the problems faced within the framework of the Urban_Link programme. The main aim of this programme is to develop a quality working and living environment in the area, taking into account the characteristics of the modern Information Society of the 21st Century.

Urban_Link must, above all, enable the west of Graz to become an urban area with specific qualities, notably by developing technological university institutes to create a public urban area, by encouraging the creation of innovative companies and by removing structural urban barriers. The transfer of knowledge between the economy and science, as well as new training opportunities, also play a crucial role in this project.

Freeze frame
Graz



Aerial view : Graz-West



The process of participation began with a public information session in order to explain the suggested proposal. Next, a workshop was organised between local residents and leading figures from the business world to gather ideas aimed at reducing traffic in Neutorgasse. This produced recommendations that were followed up and completed by representatives from the different interest groups during a round table discussion.

Parallel to this first course of action, 65 inhabitants of Graz were randomly chosen to form four planning cells (see the breakdown of the approach in the table). The second part of the process began with an introductory session during which urban and mobility experts provided basic information which was then supplemented with direct observations in the field. On the basis of the information collected during the session, the citizens analysed the problem and formulated planning proposals.

In total, one evening and two full days were required in order to come up with solutions to reduce traffic congestion in Neutorgasse. Those who participated were rewarded financially. The results were compared with the recommendations made by the representatives of the different interest groups during a further round table discussion.

The report, drawn up by the person in charge of the process, was checked by the representatives of the four planning cells before being presented to the city's urban commission by the citizens themselves.

All of the factions represented in the urban commission supported the development scenario recommended by the citizens and they advocated this proposal to the city Senate. It was on the basis of these hypotheses that the project was included in the budget negotiations. Today, the urban development is going according to plan and is due to be completed by the end of 2006.

SECOND CASE: DISCUSSION REGARDING THE PLANS FOR A PASS UNDER THE GKB- RAILWAY

In the second case, the urban development problem that the public were invited to work on was related to traffic difficulties caused by the intersection of a road (Alte Poststraße) and a railway line both located in the western part of the city. A group of experts had chosen two planning options for the road to pass under the railway line. In collaboration with the urban development programme URBAN_link Graz-West and an external agency in charge of co-ordination, Graz's citizens' bureau initiated steps to be taken for active citizen participation to help the authorities choose the most suitable solution. The citizens were thus asked to give their personal

A cultural context favourable to citizen participation

(from : <http://www.urban-link.at/14/07/06>)

With 230,000 inhabitants, Graz is Austria's second largest city. Due to its advantageous geographic location, it has always been a crossroads between central and south-eastern Europe. Referred to for the first time as "Grätz" in a document in 1128, the city has a historic centre that has been included in the UNESCO world cultural heritage list since 1999.

Culture makes up an important part of the city's development. There are three universities and 42,000 students, one of the few university chairs for jazz in the world, the literary workshop Forum Stadtpark, the avant-garde festival automne styrien, an academy for the arts and an architecture school. The city was the European capital of culture in 2003.

Freeze frame
Graz



Beginnings of works and inauguration of GKB



opinions on these two options, taking into account the criteria governing the experts' decisions: cost, technical feasibility, functionality, and development and construction site safety. By imposing the same criteria, it was possible to evaluate the importance given to each criterion by both the experts and the citizens. The citizens were asked to choose their preferred version and to submit a brief report outlining the reasons for their choice.

In this case, participation took place via an Internet platform. The citizens were asked to participate in the general discussion of the project in an online forum. For those people who did not have the necessary expertise and/or did not have access to the Internet, three information sites were set up in the project area, where they could access information about the project and benefit from technical assistance for using the Internet.

The comments and opinions expressed were statistically evaluated on the one hand, and a content analysis of these was carried out on the other. A synthesis of the two formed the basis of a report to be considered as an additional tool in helping the decision-making process.

Planning cells

(by Claudia Neubauer, 2004)

The 'planning cells' (Planungszellen) were initiated by the German sociologist, Peter C. Dienel in the 1970s. They are designed to improve local planning procedures by involving those persons most directly concerned. The first experiment took place in 1972, in the German city of Schwelm, regarding a rubbish tip. The model has since been used in a number of countries, notably the United States, Great Britain and Spain, where it is also known as the 'citizens' jury'.

The system is based on a group of 20 to 25 citizens who are randomly selected and represent a range of professions, sexes and ages, etc. In Germany, they are chosen from the lists of the residents' registration office (Einwohnermeldeamt), which deals with legal foreigner residents. The people selected are exempt from their professional activity for three to



four days in order to work on a local urban problem. They sign a contract with the sponsor and receive payment.

The sponsors can be municipalities, institutions or public companies such as, for example, state-owned public transport services. For three to four consecutive days, the citizens work alongside experts and representatives of the different interested parties, by means of seminars, plenary discussions or small group discussions, video projections and on-site visits. During this process, the panel of citizens is often divided into groups of five people (what is officially known as the 'planning cells'), in order to encourage all the participants to play an active role. The aim of the procedure is to provide them with a maximum amount of information and viewpoints regarding the economic, political and social aspects of the problem and to allow them to discuss and evaluate different options by highlighting the long-term consequences linked to each.

The result of the process is a compilation and comparison of the different proposals, made up of recommendations and firm opinions. An official report is then submitted to the political decision-makers and to the sponsor. Although the sponsor is not legally obliged to adhere to the recommendations of the citizens' jury, it is crucial for the credibility of the process that he or she agrees to consider them and, in the event that he or she refuses to do this, to explain the reasons for this decision.

An assuring outcome of this method is that the citizens work with a lot of enthusiasm and commitment. They prove themselves to be capable, within a short period of time, of proposing well-argued solutions to extremely complex issues. Dienel and Renn remark that the participants usually come away from this type of experience with a sense of satisfaction at having been made champions of public interest in real decision-making processes: "This experience, which is often new to them, brings with it a sense of adventure. It boosts self-confidence and helps construct an individual as well as social identity" (Dienel and Renn, 1995, p. 125). The 'planning cells' are also useful tools to incite or reinforce public confidence in the democratic system.

But the model has its limits. It is designed to deal with specific and localised problems. It is less so concerned with solving complex problems affecting different regions or social groups. It is not self-progressing and convening a planning cell is generally a «top-down» process.



A scientific evaluation made it possible to demonstrate the advantages and disadvantages of this type of participation. The conclusions of this evaluation were firstly, that information should continue to be offered via different channels of communication and secondly, that recourse to modern media was a good way of encouraging young people to become more involved in decision-making processes.

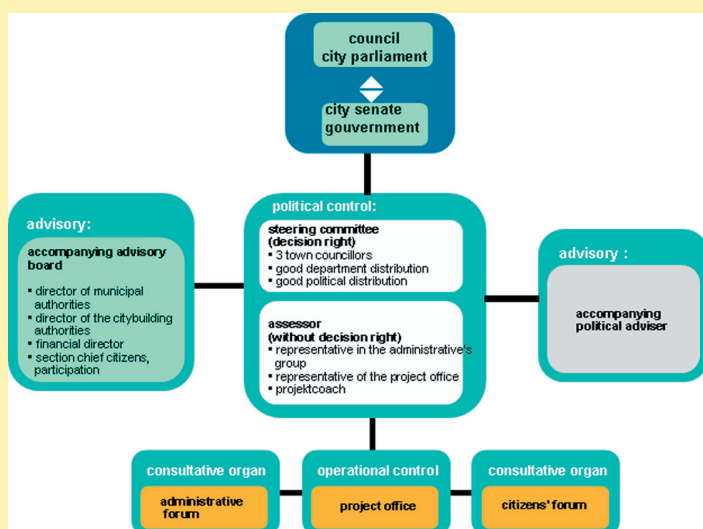
“WERKSTADT GRAZ”

A third innovative experiment, called “Werkstadt Graz”, is being prepared and will be put into practice in the autumn of 2006. It draws on a citizen participation method that was successfully applied to several Swiss municipalities and is known as the ‘Basel Model’.

Freeze frame
Graz



Graz: The place and the methods of citizen participation in the decision-making process



We refer to it here for three reasons: firstly because it is also based on a physical telecenter infrastructure and a web-site; secondly because it aims to organise an open process of citizen participation across the whole city, and unlike the two previous cases, participation has involved localised development issues; thirdly because the citiz@move workshop, which was held in Graz in 2005, can be seen as a trial run for this project.

THE URBAN BOX AND THE STADTTEILMONITORING

(<http://www.urban-link.at> > STADTTEIL INFO)

Graz did not wait for Citiz@Move to set up an infrastructure of telecenters and IT tools to encourage citizen involvement in public affairs. For a few years, the city has had 'the Urban Box' and the Stadtteilmonitoring-System financed by URBAN II which are high-performance tools in terms of direct participation approaches. The network experience has, nonetheless, given the city the chance to evaluate and fine-tune its use.

Stadtteilmonitoring is an regularly updated Internet platform that provides several informations on a range of public and commercial services within the programme area of URBAN Graz-West. The information is filed under categories such as health and education, social affairs,

Urban Box



traffic, leisure, population, Urban_link, facilities, restaurants, business services, housing, etc. This information can be accessed from any private PC or from one of the two public internet-terminals which are publicly

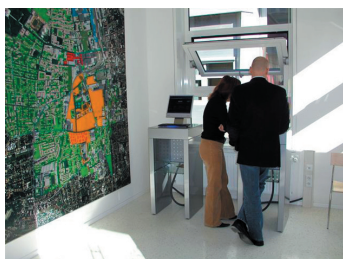
available at the Urban Box, the information centre of Urban_Link Graz-West on the Alte Poststraße, open since 2003.

The flexibility of this new media has made it possible to combine the advantages of the different participation processes. Online Services providing access to reliable informations and enabling citizens to base their opinions and proposals on precise and specific data could be one option to get citizens involved in planning processes.

It can also be seen that the enthusiasm shown towards new technologies encourages people to get involved and generates a growing appreciation both of the complexity of certain decisions and of the way in which decision-making processes work. In this respect, new technologies could be seen as useful tools for social integration.

Another lesson to be drawn from the Graz experience is that the conditions for successful participatory processes still depend on maintaining face-to-face relationships between citizens, technicians and decision-makers. The New Information Technologies can help to establish a new balance in this face-to-face relationship but they cannot replace it.

The terminals



Project pilot



MISTERBIANCO, ITALY - NEIGHBOURHOOD WORKSHOPS TO CONNECT THE CENTRE TO ITS SUBURBS

Located in Sicily, close to the city of Catania and Mount Etna, Misterbianco is a hub of communication through which all of Sicily's main roads pass. It is also the main commercial centre of southern Italy. It now has a population of 50,000 inhabitants, having doubled over the last 25 years due to a population explosion caused principally by immigration from the centre of Sicily. This rural exodus has also led to uncontrolled urbanisation and growth and the emergence of four unplanned districts, between the cities of Misterbianco and Catania. At present, these districts are isolated and badly integrated.

Contacts :

Giuseppe Giuffrida,
Massimo Ferrari
Via S. Antonio Abate n. 3
phone : +39 095 7556237
fax : +39 095 7556258
E-mail : misterbianco@urban2.it

It is in light of this, that the Urban II programme is getting involved. Its aim is to create new infrastructure and improve public spaces, and also to develop networks of cultural and social relations between the centre of Misterbianco and the inhabitants of the districts in question. The 'social cohesion' element of the project depends on the development of a network of three neighbourhood workshops that offer inhabitants the standard services and activities of social and cultural life. These workshops are currently being set up.

A coordination committee has been created within the Urban framework, made up of all the leading figures in the community: parishioners, associations, voluntary organisations, etc. An information



exchange network has also been put in place for schools. This network is not, however, computerised as the local population is not technically trained in the use of new information technologies.

Nicolosotoi

PECS, HUNGARY - SOME NOTES ON CITIZEN' PARTICIPATION

Contact

Local Government of the City
of Pécs
Dr. Jeno UJVÁRI, Inke BOGNÁR,
coordinator
7624 Pécs, Esze Tamás u. 5,
Hungary
Phone : + 36 72 511 628
E-mail : heritage.pecs@mail.datanet.hu
WebSite : www.pecs.hu

Municipality of Pécs has a unique character in Hungary because of the significant number of ethnic minorities. The Municipality includes nine minority governments (Roma, Bulgarian, Greek, Croatian, Polish, German, Serbian, Ukrainian Ruthenium). There are many ethnic minority institutions of education, minority associations, clubs, NGOs, art ensembles, regular radio and TV programs. Despite of these characteristic, there are no many innovative practices in the field of citizen participation in urban affairs.

In Pécs, the NGOs could get involved in the local government decision making process basically in two ways:

- * -by running at local elections and thus getting into the administrative bodies, exerting direct influence on local decisions;
- * by influencing local decisions through their professional activities and by the work done in local communities.

A Citizen can participate directly:

- * in the evaluation of city development projects which are shown in the City Hall walls during the decision making process, taking part on the citizens forum organized with this purposes.
- * The municipality assembly has two open setting each year when the citizens can participate and express their opinion.

The Self-government of Baranya County accepted a new **strategy of cooperation** with the civil societies on 18.03.2004. The Society of County's Civil Organisations was established including the fields

Pécs is situated in the southern part of Transdanubia, the Hungary's western region. The city has 164.000 inhabitants, it is the largest city in the western Hungary. It has a Mediterranean atmosphere, many museums and monuments, and its festivals attract every year many visitors. The first Hungarian university was founded in Pécs. The present university has a medical, law, engineering, economics, art and sciences faculties and about 30.000 students.

Mining was the major industry factor of the city (coal and uranium) up to the late 1980s. The mine and the extraction of uranium have already been closed and the rehabilitation of the mines and the restoration of damage have begun. The 150 years old Zsolnay Porcelain Factory had taken over the leading role in the economy at the turn of the century. Quality products are also produced in food, beer and wine industry. Since the privatization part of the large companies are jointly owned by foreign companies (British American Tobacco Factory, gas-based power station, waterworks, electricity works). In 1997 industrial park was established.

of social, health, cultural, education, ethnic, sport, environment-, youth care, tourism and public security groups. The member groups can provide suggestions for the plans of the committees, they can be involved in the work of evaluation committees those topics that are concerned to the civil sphere. The representatives of the groups will be invited to the county government assemblies. Experts also are invited to the government assemblies.

Freeze frame
Pécs



Aerial view of Pécs



Concert in Pécs



SEVILLE, SPAIN - PARTICIPATIVE BUDGETS AND 010 INFORMATION HOTLINE FOR CITIZENS

Contact

Francisco Javier Pando Sastre
Ayuntamiento de Sevilla,
Gerencia de Urbanismo
Avenida de Carlos III,
s/n. Isla de la Cartuja,
41092, Sevilla, España
Phone : + 34 95 448 02 14
E-mail : Fjps@urbanismo-sevilla.org
www.urbanismosevilla.org

Beatriz Salas Cuquerella
Ayuntamiento de Sevilla,
Participación Ciudadana
Bajos del Paseo Marqués de
Contadero, s/n,
41001, Sevilla, España
Phone : 954596006
Fax : 954596016
E-mail : jefser.pciudadana@sevilla.org

The Andalusian capital is one of the Spanish cities where the culture of citizen participation is most developed. The left-wing coalition (PSOE-IU) which resulted from the last municipal elections, is developing a 'programme for progress for the city'. The two main priorities of this programme are town planning and local democracy. Two elements of this programme will be presented here: the experience of participative budgets and the citizen information hotline which can be accessed by dialling 010.

A PARTICIPATIVE CULTURE ANCHORED IN THE INSTITUTIONS

In Seville, the search for innovation in terms of citizen participation may lie with a plan of action implemented at the beginning of the 1990s. This plan was characterised by:

- * The division of the city into six districts
- * The existence of district councils and citizen participation committees
- * The deployment of a network of civic centres in the different neighbourhoods
- * The development of a 010 citizen information hotline

Since March 1989 the city has been divided into six districts: Historic Centre, Triana, Macarena, Nervión/San Pablo, South and East. Each district has a district council which is responsible for facilitating relations between the local government and citizen organisations:

to inform, raise awareness, identify needs and promote activities. The district council is, above all, a tool for local democracy, it contributes to the gradual decentralisation of municipal power and the development of a local culture of citizen participation. However, it also contributes to the modernisation of the administration, favouring decentralisation and greater efficiency in public service management.

The district council is presided over by a councillor belonging to the local corporate body. The committee is made up in the following way:

- * 11 representatives from political parties;
- * 3 representatives from community associations;
- * 1 representative from the parents' association;
- * 3 representatives from other citizen associations.

A dynamic regional capital

The Andalusian capital is one of the Autonomous Community's main economic centres. It has thus become the main communications node, concentrating flows of people, goods and information. The renovation and modernisation of infrastructure systems has led to a combination of different transport systems, contributing to the positive development of a competitive space which is ideal for the implementation of economic activities. Seville's communications system consists of an international airport (the San Pablo Airport), an extensive rail network, the river port on the Guadalquivir River and a large road network. All of these provide the city with a series of competitive advantages, particularly with regard to its economic activities.



Freeze frame
Seville

At the district level, the law also establishes advice on citizen participation. There are open assemblies in which all citizens' organisations can participate and these are presided over by the Chair Councillor of the corresponding district. The activities of the district council are followed and the citizens' organisations can voice their opinions in these assemblies via their representatives and formulate proposals. Issues such as, women, schools, development cooperation, social services, senior citizens, lasting development, etc. are deliberated here.

AN INTEGRAL PARTICIPATION STRATEGY BASED ON A NETWORK OF CIVIC CENTRES

A third pillar of citizen participation is the network of civic centres. Currently in Seville there are eighteen functioning civic centres and four more are expected to open soon. The civic centre is a local facility which is dependent upon the municipal citizen participation service. It is open to all citizens but priority is given to local residents. There are public municipal services such as a library, social rooms, youth, sport and health facilities, etc. Acting in the same way as an organisation, the civic centre itself is the operator of collective actions in areas such as information, communication and leisure or even training and art education. The centre can also be used by social organisations in the district as an infrastructure supporting the development of temporary activities. Lastly, as a local facility, it also has an important function as a welcoming point and meeting place.

ESTABLISHING A SERVICE TO ENABLE INFORMATION TO BE ACCESSED: THE 010 HOTLINE

Since 1991, the municipality has had a 010 hotline which can be used by citizens to directly access the following basic information services:

- * Administrative and institutional information or information relating to social and cultural activities
- * Basic administrative requirements
- * Lodging complaints, requests or proposals (subsequently passed to the local government on the appropriate forms);
- * Relaying messages relating to information campaigns undertaken by Seville's local government.

This service is directly managed by the municipal officials who are also responsible for software management and updating the data

bank accessible through the information service. A web page where you can find all information relating to the services offered by the municipality of Seville's citizen participation department is in the process of being developed.

PARTICIPATIVE BUDGETS PROGRAMME

(www.presupuestosparticipativos.org)

Within the context outlined above, in 2003 the citizens' participation municipal delegation introduced the idea of participative budgets, following the model of Porto Alegre. The objective was to encourage citizens to get more involved in local management and take part in collective decisions concerning public spending. More specifically, the project aimed to:

- * Seek solutions which better respond to the needs and priorities identified by the inhabitants of the districts and areas.
- * Strengthen the citizens' self-esteem and their involvement in local political life;
- * Promote transparency in the decision making process and in the internal workings of municipal administration;
- * Create spaces for dialogue between local residents, the policies and technicians and reinforce the sense of a local community.

A support team has been formed, with the task of coordinating the process and providing the necessary technical support for its implementation. This team is independent from the administration; it is coordinated by 6 municipal technicians and researchers and students from the University of Seville, the University of Pablo de Olavide and the Universidad Complutense de Madrid (IEPALA)

The initial action to be taken by the support group was to organise a series of information sessions in order to raise public awareness and invite city dwellers to participate in the experiment. All municipal

Motor groups responsible for encouraging citizen participation.

and responsible for guaranteeing the spread of information and encouraging citizen participation in the districts. The members of these 'motor groups' followed an 'increased-capacity process' by using new techniques to foster participative action.

publicity aids (buses, billboards) were used to inform as many people as possible about the sessions. This enabled a working group ('motor groups' as referred to by the project itself) to be formed made up of volunteers

This enabled them to take responsibility for organising the district assemblies during which concrete programmes were developed for the use of public funds in the four areas of municipal management: the municipal districts, citizen participation, the municipal sports institute and town planning. The proposals preferred by the committees were those which involved cross-disciplinary work experience with women or young people.

Two other management tools were put into place to ensure the follow-up of the proposals:

- * The *technical commission for participative budgets* in charge of enforcing the decisions taken by the citizens
- * The *Consejo de ciudad* (Town Council) made up of delegates elected by district and area committees

More than 3000 people have participated in the committees

More than 3000 people have participated in the meetings and have taken part in the decision concerning the budget. As an indicator, it is worth noting that the objective of the municipality is to succeed in getting 15% of the resident population involved. The outcome of the first experiment therefore is satisfactory. However, the municipality is equally aware that this participation remains unsteady and furthermore, from the very beginning, this was far from being achieved. A slow

Increasing the capacities of the volunteers in the 'motor groups'

The 'increased-capacity process' organised by research teams, has combined information sessions, training sessions and sessions on learning techniques. Participants have been trained in the use of Internet forums. They have learnt how to make an institutional web page and have participated in workshops and in different types of meetings which teach them how to reflect collectively and to enter into dialogue not only with other citizens but also with municipal technicians and politicians on a range of themes. Moreover, they have also been integrated into processes concerning the exchange of experiences on citizen participation which has enabled them to analyse the experiences of municipalities such as Cordoba, Albacete or Porto Alegre in Brazil.

and gradual information process and by various mediations is still necessary in order to vanquish fears and resistance to the approach.

The participation of politicians has also been very unequal: representatives from some areas affected have actively participated, whilst the representatives for other political groups or those responsible for services unaffected by the programme have had participated passively or not at all. Many similar experiences can be evaluated in the same way.

By contrast, the process has been a powerful tool for providing training and in bringing about changes at the level of the representatives of the municipal services affected. Furthermore, another striking characteristic of this activity is the good level of cooperation between the city and the university. Around twenty students and researchers from three universities have been involved in the follow-up and analysis of the ex-

periment, providing them with subject matters for articles or doctoral theses in six areas of research: Education, communication, sociology, anthropology, law and geography.



Methodological
References

THE EXTENSION OF THE NETWORK OF PUBLIC ACCESS PLACES TO INTERNET

Coopération
Centre la ville
et l'université

We know the role played by publicity and strategic communication techniques in cities' efforts to position themselves in the global economy markets. In this context, Seville's experience breaks new ground insofar as it goes beyond the marketing strategies and makes communication available to local development.

Stages of the process

2003

- Establishment of a technical team responsible for the coordination and the implementation of the programme;
- Series of information sessions in the neighbourhoods and districts of the city. Mobilisation of local leaders, local associations and sectors (2003-2004)
- Formation of 'motor groups' by committees and by district
- Shared urban analyses and territorial diagnosis based on workshops for neighbourhoods and committees ;

2004

- Social diffusion and impetus campaign (2004)
- Organisation of committees
- Approval of internal rules on how the committees are to be run
- Formation of town council
- Drafting of public expenditure programme by the committees
- Handing over the project for local Government approval

2005

- Evaluation of the process



Methodological
References

During the Citiz@Move experience, Sevilla has dedicated 1,5 billions euros to incorporate new technologies of information/ communication into the local management system. The URBACT contribution increased this budget with 40%. It allowed to install 22 ciber-centers and 11 public access points to Internet, and to upgrade the information system in network for the citizens, available from the Civic centers or the public information service 010. This last service is now the only window of the administration on the local level as well as on the Regional and national ones.

The experiment highlights the advantages that a municipality can draw from developing a long-term participation policy, and without modelling the length of an activity on that of a legislature.

Day test of the gate Web carried out within the framework of the project Citiz@move



SYRACUSE, ITALY - LOCAL FORUMS TO PLAN AND ASSIST LOCAL DEVELOPMENT

Contact

Sergio Campanella
Comune di Siracusa
Ufficio Task Force Europa
c/o Gabinetto del Sindaco
Piazza Duomo, 4, 96100, Siracusa,
Italia
Phone (office)+ 39 0931 451027
(mobile)+ 39 339 7836022
Fax+ 39 0931 494199
E-mail : taskforceeuropa@simail.it
studioeuropeoc@tin.it

Over the past fifteen years, the city of Syracuse has developed 'consultation tables' as a tool for planning local development. Over the past five years, this has strengthened the organisation of specific Permanent Local Forums that discuss problematic issues, such as the impact of tourism on local development or the conditions of sustainable and integral urban development.

A strong associative movement, consisting of roughly one hundred organisations, is demanding further modernisation, transparency and administrative efficiency. It is pushing the Syracuse city council to expand talks with local citizens through the Local Forums approach.

As a methodological approach, the local forum is a synthesis of other previously developed tools for organising citizen participation. It works very much along the same lines as the 'consultation tables' or the 'production cells' tested in Graz. The approach, however, includes a principle of openness throughout the entire process which is not present in other systems where participants are selected by a survey adhering to certain representative criteria.

To find out more about the local forums, read the following document, included on the CD Citiz@Move: 'Experiencing the Local Forum's Practice: Some useful reflections and basic tools', S.E.C. Studio europeo Consulenti, studioeuropeoc@tin.it



Methodological
References

Syracuse

Syracuse is one of the oldest cities in the Mediterranean. It has had a long and dramatic history, signs of which can still be seen in its heritage. Annexed to the Kingdom of Italy in 1870, today, Syracuse is the capital of a district (referred to as a province) made up of 21 municipalities and 441,000 inhabitants (130,000 of which live in the city itself).

Syracuse is aware of the fact that its future depends on its ability to reverse the industrial development process and to create a system of culture and tourism at a global scale whilst remaining respectful to Syracuse's extraordinary surrounding environment. The Syracuse tourism network is in the process of being developed, but it does require further planning. The city is aware of the risks associated with a policy of mass tourism that is exclusively based on the attraction of beaches and sunshine. It is trying to develop a quality culture of tourism.

The Local Forum is a thematic working group, made up of all of the leading figures affected by sustainable urban development: politicians, technicians, representatives of interested groups, institutions, associations, unions, local residents, etc. The group evaluates the positive and negative experiences previously observed in a given area and defines new scenarios, strategies, objectives and tools (good practice guides, indicator systems, specific projects) to assist in the actual execution of sustainable urban development plans. It is one of the elements of a process of co-decision, which includes planning, tracking on-going projects and retrospective evaluation.

Freeze frame
Syracuse



The municipality's computer laboratory



The tiny island of Ortygia just off the coast of Syracuse



TOLEDO, SPAIN - THE FIRST STEPS TOWARDS CITIZEN PARTICIPATION

Contact

Esther Jiménez castillo
Ayuntamiento de Toledo
Unida Gestora de Programas Comunitarios
Concejalía de Participación Ciudadana
Plaza del Consistorio, nº 1, 45071 –
Toledo
Phone : + 34 925 26 97 60
e-mail : progcom2@ayto-toledo.org
Website : <http://www.ayto-toledo.org/>

In Toledo, the first steps are still being taken towards citizen participation. Until quite recently, the municipality had been adopting an administrative approach which left little room for the creation of new ways to form a closer relationship with its citizens. However, the new team elected in the 2003 municipal elections is attempting to bring about change.

Since being elected, the new team has established a citizen participation delegation. Implementing regulations for Citizen Participation have also been formulated, and were adopted on 31 January 2006. The objective of these regulations is to control the methods, procedures and means to be made available for participatory democracy. Using these regulations, the municipality hopes to compensate for taking delayed action in the area of citizen participation and to ensure this action is in accordance with the recommendations of the Spanish constitution.

The Citizens Help Desk

As is the case in Valenciennes or Seville, the citizens present their complaints to staff in charge of this service, either in person, by post, over the telephone or by email. The service ensures that the complaint is followed up and it is directed towards the relevant municipal department. The citizens then receive a reply by the same means that they used to contact the help desk.

Evaluating the results, based on a cost/efficiency study of the files dealt with, has highlighted the positive aspects of the service but has also revealed the very limited human resources and facilities available (2 people, 2 computers and 2 telephone lines). Furthermore, the communication model is still not very interactive.



Methodological
References

The urban development strategy for Toledo

Toledo, declared patrimony of humanity, enters the 21st century faced with the challenge of becoming modernised. Town planning is the cornerstone of municipal policy: high-speed systems, a new hospital, law courts, a trade and leisure centre, the large-scale project 'Gate of Toledo', etc. Being a historical city remains the symbol of its identity but today it must respond to the need to create new infrastructure and new facilities in order to adapt to the new demands of forming links between the city centre and its surrounding areas.

The municipality can build its strategy for citizen participation upon the following foundations:

- * the District Councils, decentralised administrative authorities which work for the citizens and associations and are well known;
- * the Citizens Help Desk, included in the participation delegation's mission since 2003 with the aim of providing information and following up complaints or proposals made by the citizens or any local organisation.

At an institutional level, the participation bodies provided for by the implementing regulations are the social council of the city, the sector councils and the municipal council of the residents' associations. However, the municipality must still establish the legal, economic and financial bases that allow them to function effectively.

Therefore, Toledo has joined the Citiz@Move network, considering it an effective means of injecting more vitality into this project.

Freeze frame
Toledo



Aerial view showing the social centre



Facade of the social centre



VALENCIA, SPAIN - THE GRADUAL CONSTRUCTION OF CO-PRODUCTION CONDITIONS

CONTACT

Oficina Riva – Ciutat Vella, Valencia
Fernando MUT OLTRA, Directeur
général
César JIMÉNEZ ALCAÑIZ, Manager
Calle Palma nº 5, 46003, VALENCIA,
SPAIN
Phone : + 34 96 386 55 51
E-mail : oficina_riva@gva.es

In Valencia, it is considered that the Citiz@Move project has contributed to a development in peoples' attitudes towards citizen participation. Taking advantage from oficina RIVA experience of urban regeneration process in the five districts making up the historic centre, working within the framework of an agreement between the Generalitat de la Comunitat Valenciana and the City Council, the mentioned office has started a similar process in Russafa district. Particular attention will be paid to the experiment which is in progress in the Russafa district, where integration tools such as the territorial diagnosis of participation, the telecentre and a web service providing information about projects have allowed a gradual move away from a situation of conflict between the public institutions and citizens "affected by" the projects and the move towards a situation of co-production of regeneration.

THE RIVA OFFICE AND THE PARTNERSHIP BETWEEN THE GENERALITAT AND THE CITY COUNCIL FOR THE REGENERATION OF THE CIUTAT VELLA

Since 1992 the Generalitat Valenciana and the Valencian city council have been linked by a partnership agreement, the objective of which is to fight against the degradation of the historic centre. The "Planes Especiales de Protección y Reforma Interior del Centro Histórico" (Special Plans for the Protection and Interior Reform of the Historic Centre) were approved in the same year by the five districts: el Carmen, Mercado, Velluters, Seu-Xerea and Universitat- Sant Fran-

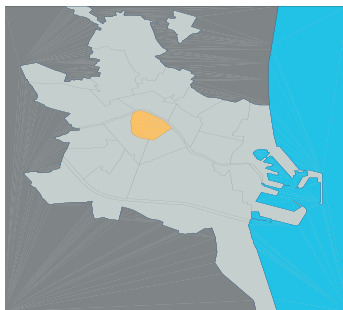
cesc. The RIVA office, dependent upon the Generalitat Valenciana, has been given the task of acting as the synthetic operator of this partnership. The RIVA office coordinates action programmes that are to be undertaken in the area of the restoration of the Ciutat Vella and initiates multiple legal, institutional and financial mechanisms necessary for implementing various types of projects. Now is going to be signed a new agreement between Generalitat de la Comunitat Valenciana and the City Council in order to stop the process of degradation and promote the redevelopment of Russafa district.

It is necessary to emphasise the special status of this agency that the agreement between regional and municipal administrations has enlisted to possibly have influence over municipal territory without necessarily depending on the town council.

Changing the
centre's image
by physically re-
developing places

In 1996, a first project was launched in the Velluters district which gives priority to the physical redevelopment of places. Ten years later, the centre's image has changed considerably. However, after urban transformations the prizes in the transformed districts have approach to prizes in the other districts of the historic centres. Furthermore, the authorities are in a position to evaluate what happens when citizens are not well informed about the aims and the content of the plans. The authorities begin to see how beneficial it could be to make information more

Ciutat Vella and the urban area of Valencia



Russafa district



The context of urban regeneration in Valencia

Valencia is the capital city of the Autonomous Community of Valencia and the centre of a metropolitan area consisting of 47 municipalities. More than half of the 1.5 million inhabitants living in the Metropolitan Area live in the city-centre.

Economic activities – main economic sectors

Valencia is an economical and political centre for the East Iberian Peninsula. The city of Valencia is, fundamentally, an area of services whose influence reaches out far beyond the limits of its municipal area. Even so, the city maintains an important industrial base which is made up of small and mid-size companies. Those which particularly stand out are the paper and graphic arts sectors, wood and furniture, metallic products and footwear and clothing. The economy of the city has enjoyed positive dynamic growth during recent years. The dynamism of the city as an economic centre and as a place of reference for a multiplicity of economic activities is also reflected in the strength of institutions which are key for economic development such as the Valencia Trade Fair, the Autonomous Port, the Stock Exchange, the Palace of Congresses or its Universities. The city has also a rising inner tourist visits range each year.

Freeze Frame
Valencia



Cultural context

Valencia has an interesting past. This can be seen in its streets and its heritage. The city had a Golden Century in the XIV century. At that time Valencia was the most populated city in Spain and the greatest town in the Aragonian Crown. It was the bridge to other Aragonian territories all over the Mediterranean Sea and it had many contacts with Southern Italy. This great past can be also seen in the monuments and throughout the town. The Lonja de la Seda trade building is the biggest representation of that powerful time. Until 1238 the City of Valencia had a roman centre and a surrounding Muslim town. When King Jaume I of Aragon conquered Valencia in that year, he reincorporated the Christian kingdoms. The city centre also contains Christian areas around the Muslim town. They extend as far as the remains of the city walls which were knocked down in the XIX century. Valencia also has a number of important cultural institutions that are becoming increasingly important in the development of the city: the IVAM (Valencia Institut of Modern Art), the Palace of Music or the City of Arts and Sciences contribute an undeniable added value to the city and to its metropolitan surroundings as a centre of culture and leisure.

Political context

At present the governing political force in the Autonomous Community of Valencia is the People's Party (Popular Party). The Valencian Parliament is made up of the Popular Party (47 seats), the Spanish Socialist Party (36 seats), the United Left together with the Greens and the Valencain Leftist Party ENTESA (6 seats), Bloque Nacionalista Valenciano Izquierda Verde (Valencia National Leftist Green Block) (4 seats) and the Valencianian Union (3 seats). The first Parliament since 1707, the year in which it was dissolved, was built in 1983 with the reestablishment of the Statute of Autonomy of 1982. Since 1983 and during three legislatures, the presidency of the Generalitat Valenciana was in the hands of the Socialist Party until 1995 when power passed to the People's Party which is still in power today.

readily available and transparent and to get residents and associations involved in the production of plans.

In search of new means of citizen participation

The projects recently initiated in the Russafa district have provided an opportunity to experiment with new means of citizen participation. Until now, this was not encouraged

to be taken any further than the extent required by legislation in terms of publicity, transparency and information. In Valencia, as in most cities, there is a legal obligation to consult the residents and their associations on the prospects of urban development. The approval of an urban project is especially determined by the organisation of a public exhibition over a certain period of time, during which all parties concerned can express their opinions on the project.

Freeze frame
Valencia



The RIVA office wanted to break new ground as regards this legal procedure and experiment with a more proactive and more satisfying participation mechanism for those affected by regeneration. It is from this perspective that, in Russafa, for

Web page with information on the district



the first time in its history, the Riva office has organised a participative territorial diagnosis. This has taken the form of a two-day workshop in which around twenty people participated and it was based on the EASW methodology presented in the introduction of this chapter.

The telecentre project undertaken as part of the Citiz@Move project acts along the same lines by promoting access to information, supporting the debate relating to public projects and favouring the launch of new citizen projects which may be levers of a social re-appropriation of the district.

A communication strategy which is a great asset for developing participation

The RIVA office has always placed a great deal of importance on communication in its workings. Since the first steps taken in the Velluters district, upon which the initial intervention phase was based, it has depended on television, multimedia publicity and an institutional web page to make a large number of letters and information on Ciutat Vella available to the public. Numerous CDs and videos on the Velluters district are also available.

An original process: the photographic marathon “el Centro es el Objectivo”

Amongst the action linking new technologies with citizen participation, specific attention will be paid to the experiment carried out by the Riva office regarding Ciutat Vella involving two photographic contests with the slogan “El centro en el objetivo” and a photographic marathon. These were photograph competitions in which participants were invited to visually communicate their perception of the image of the historic centre and its environment before and after the transformation project, as well as its social environment, which was coordinated by the Riva office. They were more than just a competition; they were a real evaluation procedure which enables the citizen to make his/her opinion on the transformations which have been carried out to be valued.



The Generalitat Valenciana and the new public space linked to the Internet

Generally speaking, the Generalitat Valenciana has provided a great number of information and public services with access to the internet. A whole series of certificates or administrative documents can be obtained in this way, just as it is possible to follow numerous e-training courses. Certain projects developed on a regional scale, such as 'Disemina' or 'Infoville' provide small towns or rural areas with internet connections, while others such as 'Avantic' provide access to business websites.

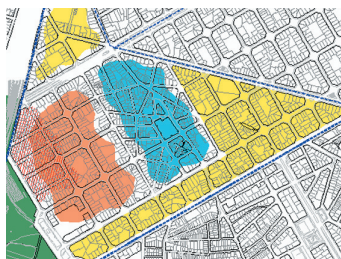
From the same perspective of making internet access available to all citizens, the city council of Valencia has developed the 'Valencia Ya @' programme which has enabled a large number of free Internet connection points to be installed in the area; amongst these there are 5 adult training rooms and over 100 internet posts have been installed in civic centres, as in Seville, making up the framework of the town's socio-cultural animation policy.

The Riva office's communication strategy lies within the perspective of reinforcing this general policy. For example, a special web page on the Russafa district has been created with the help of the Citiz@Move project and a telecentre will soon be installed in the district. This will be an easily identifiable public facility dedicated to informing, training and motivating citizens on the aims of the project. There will be an information point, a multi-media space, a fully equipped meeting room, information boards and complete documentation on municipal initiatives in the subject area of participation.

Participative diagnostic workshop



Socio-spatial characteristics of the Russafa district



Methodological
References

WEST-ATHENS, GREECE. NEW TECHNOLOGIES AND INTER-MUNICIPAL COOPERATION

Contact

ASDA Association pour le développement de la région Athènes - Ouest
 Moskos Diamantopoulos
 mpd@asda.gr
 Ethnikis Antistaseos 65, 121 34
 Peristeri, Hellas

The Association for the Development of West Athens (ASDA) is an interinstitutional project linking ten municipalities wishing to coordinate their public services and land development policies. New communication technologies and the Internet are powerful development tools in this type of network; ASDA's experience shows how they manage to generate information spaces, and how they facilitate coordination and public use of municipal resources.

Keywords: Inter-municipal cooperation, geographic information system

The purpose of establishing a network between the ten municipalities is to improve the global development of the territory :

- * Recognition of a territorial identity and a common social reality to the ten municipalities;
- * Development of a representative and inter-municipal cooperation framework;
- * Development of infrastructures and public transport services;
- * Improved access to public municipal services and economic integration of the regional development;
- * Development of training programmes and access to new technologies through programmes such as URBACT.

Members of ASDA WEST-ATHENS

10 Municipalities

Agia Varvara
 Agii Anargyri
 Aegaleo
 Zefyri
 Kamatero
 Korydallon
 Ilion
 Peristeri
 Petroupoli
 Haidari

4 political parties

P.A.S.O.K.,
 K.K.E.
 S.Y.N.
 N.D.



West-Athens: some territorial data

West Athens forms a significant part of the Attica region and is located on the western side of the basin. Geographically West Athens consists of Mount Poikilon and the two national roads (Athens-Salonica and Athens-Patras). This very

location has played an important role in the history of the region since ancient times. Nowadays one of the most vital road-axes in West Athens is Hiera Odos (meaning the Sacred Way). It dates back to the 5th century B.C. and was the road the mystics followed from the Acropolis down to Eleusis, the place where the well-known mystic rites-presumably the most important occult celebrations of ancient Greece-used to be celebrated.

The first region chosen by people arriving in the capital

Indelible are the «marks» left by the Byzantine era on West Athens (Daphni Monastery). Furthermore, during the Greek War of Independence (1821-1830) this area was the stage for the most important war operations. In 1833 Athens was proclaimed the capital of Greece and since that time the population has started to increase rapidly presenting two main milestones. Firstly, in 1922 huge numbers of Greeks came from Asia Minor and settled in West Athens and then in 1945 another huge mass of people from the Greek province started to settle in this region. The two main knock-on effects of this “explosion” were as follows: when the capital city began to acquire a predominant role in the economic development of the country, West Athens was the first region chosen by people arriving in the capital. Furthermore, due to the fact that this region was quite run-down, it offered the most economical option for settlers. It should be mentioned here that in recent years large numbers of Greeks, who were living in the former Soviet Union, chose to live permanently in West Athens when they returned to Greece.

Area (km²) : 70.5 Km²

Socio-demographic data

549,495 inhabitants (Official population on 1 January 2002)

Economic trends

Slow development of public services (services related to enterprises, health, and education) but encouraging development of new dynamic branches of the industrial and commercial sector. The construction sector is the first sector in terms of biggest share in enterprises as well as biggest annual turnover.

Freeze frame
West-Athens



A SYSTEM FOR DECENTRALISATION AND COORDINATION OF TOWN PLANNING

For two years, with the support of URBACT, ASDA has embarked upon the development of a Geographic Information System intended to favour decentralisation and the coordination of management of the area thanks to the use of new technologies. For West Athens, this project is undoubtedly innovative, given the poor level of development of telecommunication networks in the public sector and the lack of public systems facilitating citizens' access to information about the area. The cooperation between the ten municipalities should allow them to mutualise the available resources and land information services and to make these more accessible for citizens. At present, ASDA and most of the municipalities have a digital version of their texts and their letters, but this is intended for internal use only.

The scope of the project in terms of innovation is more obvious when we are aware of the framework in which town planning in Greece is developing. It is the National Ministry for Environment, Planning and Public Works which has control over urban planning, while local authorities (town councils - first level authorities- and community councils- second level authorities) only have an advisory capacity. These authorities, known as 'self-government', have, at the very most and in certain cases, the possibility of speeding up the planning process.

In 1985, the 1515/85 law organised the follow up of the implementation of the Master Plan of the Greater Athens Region, as well as the planning and approval procedures for the different plans (article 5). This law has generated a system where every Minister is responsible for planning and issuing authorisation in his/her sector. One outcome of this law is that planning services and the granting of principal authorisations are the responsibility of both the Prefecture and the town councils, even if it is at a national level, by means of the Ministry for Environment, Planning and Public Works, where the right to control decisions regarding local plans is reserved.

Territorial planning on three levels

Nowadays there are three levels of planning in West Athens:

1) Athens Regulatory Planning.

The state law adopted in 1985 has very rarely been applied. For West Athens it covers:

- The strengthening of the district by the rearrangement of central services.
- Arrangement of three inter-municipal centres (Egaleo, Peristeri, Ag.Anargiri).
- Layout of the metropolitan centre (Haidari Camp).

2) West Athens Developmental Plan.

ASDA has now already designed two plans (in 1990 and in 1996) and the third one is under preparation. These plans are not legislated; they simply constitute a strategic tool for the municipalities.

3) General Urban Planning.

The Ministry for Environment, Planning and Public Works established these plans between 1984 and 1994 for all municipalities. Up until now, minimal changes have been made. General Urban Planning determines:

- land use zoning
- average density of inhabitancy and average layout factors
- the amount of ground needed for social facilities and free communal spaces
- the expansion of regions

A fundamental objective of General Urban Planning, according to instructions of the RPA was population holding, reinforcement of central procedures and the increase of floral zones.

General Urban Planning is enacted by Presidential Decree.

Freeze frame
West-Athens



West-Athens territory



Environment's day

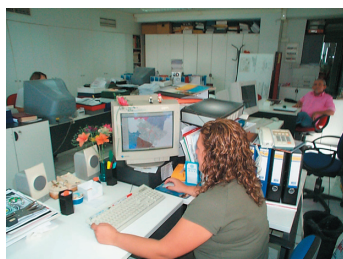


THE CITIZEN PARTICIPATION STATUTE

- * According to current legislation citizens' involvement is prescribed in urban development plans. Municipality has the possibility of convening meetings for the people where the objectives and the management of planning will be discussed. All planning mechanisms are subject to a period of public notice, the length of which varies depending on the kind of plan that it is. This formality is published in local newspapers. For all types of plans, the announcement is only made in local newspapers.
- * Each municipality which is a member of ASDA has created their own thematic participative councils, for example a Women's Council, Youth Council, etc. However, these councils are informal and only have consultative authority.
- * ASDA's administration is elected by the 10 Municipal Councils. Its competences are not clearly determined and come under the heading of "inter-municipal".

In this context, we see more clearly the stakes involved in the development of the network of a geographic information system and a web portal. One of the main characteristics of the webpage - that of being able to ensure compatibility between the open code systems and software under private intellectual ownership – will be retained.

ASDA's offices



TO MUSE OVER WHEN GOING BACK...

CONCLUSION

The practices of citizen participation found within the twenty cities making up the Citiz@Move network are proof of the existence and vigour of a European research movement for building local management processes that are more united, have greater participation and are more sustainable. Whether they be city representatives or experts, those taking part in the Citiz@Move network have particularly insisted upon the uniqueness of the practices of each city and the need to resist the temptation of following a model. This would also explain why we wanted this book to appear in the form of a travel guide. Adopting the form of a travel guide has meant that the ‘charms’ of each city could be highlighted and has avoided the wrongful use of language that makes generalisations.

At the end of the journey, each of the working groups were nevertheless asked what comments they would like to make for those who did not go on the journey with them. In addition to the rough written recollection stored on the CD-ROM and included in the attachment of this guide/log book, each working group made a cross analysis of the practices and collected their experiences in a report; the tone and the content of this report varied depending on

Travel culture as a participatory democratic cultural resource

It is often said that travel is made successful more so by the way in which it transforms the view of those who are travelling rather than what is actually on offer for the traveller to see. Travel culture depends upon one's ability to distance one's mind from the norm and welcome the out of the ordinary. As a cultural step, experience in participatory democracy can be likened to travel. Knowing how to change one's point of view is knowing how to discover the depth and richness of something that is unknown. It also involves being able to take in the knowledge of others in order to use it effectively, not in a competitive spirit but rather in the spirit of cooperation.



Methodological
References

the dynamics of the group and the writing strategy adopted. This final chapter presents a further collection of the reflections and recommendations emerging from the reports. It aims to be thought provoking for the persons responsible for local, national and European public policies as well as any citizen wishing to contribute to participative local governance.

STRENGTHENING AND INTEGRATING ETHNIC MINORITIES: THE KEY LESSONS OF THE JOURNEY ON THE GREEN ITINERARY¹

The experiences presented on the guide's green itinerary cover the cities of Aalborg, Aarhus, Gera and Islington and their specialist,

Freeze frame



Three levels of empowerment: individual, collective and institutional

The concept of empowerment refers to different categories of the process. Three levels of empowerment can be distinguished: individual, collective and institutional. At the level of individuals, the term is applied to a whole series of steps aiming to make individuals aware of all of the personal resources and abilities that they possess in order to take charge of their lives, to be willing to have contact with others, to learn to listen to and trust others and finally to respect any differences.

Collective empowerment is when certain groups of the population which act as 'resource groups' implement mutual aid strategies in order to help less fortunate groups solve their own problems. Institutional empowerment refers to those processes in which the public institutions cooperate with individuals or groups from minority backgrounds in order to become more familiar with minority groups, to be closer to them and to encourage greater social mobility.

In all of these cases, the concept of empowerment represents the processes in which the individuals, the community associations and the public institutions are placed in a cooperation situation. For each of these parties, the situation is favourable as they have either acquired new skills or gained an insight into opening up new opportunities.

¹ Cfr Citiz@move WG1 concluding report

Haaron Saad, has outlined three levels of recommendations: the first level concerns those persons involved in local development; the second level is geared towards the persons responsible for national policies; and the third level aims at European institutions. The recommendations revolve around three main themes:

- * Empowerment of young people, women and the elderly from ethnic minorities
- * Promotion of ethnic minority enterprise
- * Promotion of dialogue between communities

With regard to the empowerment of young people, the recommendations are as follows:

*** At a local level:**

Inviting youths, representatives of the media and other partners to discuss young people's dreams about the future. Create a local structure that can support the realisation of their dreams- both in leisure time and in an educational context, so that they have better expectations with regard to taking responsibility for their own future

*** At a national level:**

Provide real educational opportunities, also in private firms and institutions

*** At a European institutional level:**

Expansion of structural funds to include and support citizens from deprived communities, and community actors and institutions offering special and alternative education and training in promoting social cohesion and crime prevention

With regard to women, the experiences which more specifically deal with empowerment have the following recommendations:

*** At a local level:**

Set aside a space for women and women's associations. Places where they can exchange, train and express their wishes

*** At a national level:**

Support and encouragement for activities where women support each other in engaging and integrating into the society and particularly in the labour market

*** At a European institutional level:**

Provide financial support for women and their associations that pursue ideal and local based needs and initiatives (such as a dream house for women in the local community and alternative training and empowerment activities)

Including the elderly in society life would be favoured if the following measures were taken:

*** At a local level:**

Inspire ethnic communities to set up support groups, mentors and organisations for senior citizens. Provide training for youth groups that can help the elderly to participate and improve their quality of life

*** At a national level:**

Financial support for ethnic organisations to establish and conduct local activities for the elderly

*** At a European institutional level:**

Facilitate and support exchange activities across the EU on the empowerment of the elderly from ethnic communities in deprived neighbourhoods

The four cities also present recommendations on the subject of promoting ethnic minority enterprise. An excellent example of this is provided in the case of Islington:

*** At a local level:**

Educate role models among ethnic communities in the neighbourhood on how to establish and manage a successful business. At the same time make sure that there is relevant local intervention and that partnerships are available.

✧ **At a national level:**

Make starting businesses easy and attractive. If possible make social benefits available for business starters in a transition adaptation period. Make the process of getting start loans accessible and available for new entrepreneurs in the community.

✧ **At a European institutional level:**

Introduce and accommodate exchange programmes and activities among citizens involved in entrepreneurship and business activities.

Finally, recommendations have equally been made to develop dialogue between the ethnic communities. Let us follow the example provided by Gera:

✧ **At a local level:**

Finance and provide moral support and encouragement for multicultural activities on the condition that many ethnic groups participate and contribute. Invite relevant actors and sectors to take part and contribute.

✧ **At a national level:**

Financial support on the condition that the process is based on citizen participation and initiatives and managed with the involvement of professionals and organisations.

✧ **At a European institutional level:**

Support strategic building of a bottom up process. Avoid top down initiatives and demands.

THE CONDITIONS OF PARTICIPATORY GOVERNANCE: THE POINT OF VIEW OF THE CITIES INCLUDED ON THE RED ITINERARY

The cross reflection by the representatives of Bruxelles-Laeken, Charleroi, La Louvière, Sambreville, Turin and Valenciennes, with the support of Bernard Francq, have led to an outline of the conditions for establishing a link between citizen participation, local governing and participatory democracy. These conditions can be summarised in

six points, each defining one cultural dimension for participation. It is the combination of these six dimensions that guarantees that participatory governance is brought into effect.

1. Locally integrate a new means of policy-making

First, a political will is required that is based on corporate decision-making. There may be differences in terms of style: for some people, strong leadership and a likeable personality are desirable for identifying power whilst for others it is the work as a team carried out by a management crossing different sectors of the municipality that is more influential. Governance involves both admitting that “power is with he/she who decides because he/she has been elected» but it is also the need to establish a ‘new means of local policy-making’. The elected or administrative representatives must become the ‘orchestrators’ or ‘designers’. They must constantly seek co-financing at a local, regional, national or federal and European level and permanently be involved with aid for the project.

There has been a reasonable amount of resistance to this new means of policy-making however. For example, there is nothing more problematic than a policy maker who considers him/herself as a ‘head of department’ because he/she prevents the transversality of action at the grass routes. It can clearly be seen how it is difficult to distance this new means of policy-making from common practices in sectoral management. The other major obstacle is that of an administration lacking coordination. Thus, governance involves fixing objectives and priorities, following a work plan, foreseeing how to continue projects after their term has expired. In all areas, we have seen the tension between the will to make structures last and the necessary step towards the autonomisation of urban projects. Furthermore, some elected representatives do not have faith in the fact that the population and inhabitants or even associations can take charge of projects. This lack of trust is counter-productive.

2. Introduction to the culture of transparency

An essential criterion for the new means of policy-making is transparency in the processes of drafting projects and making decisions. Transversality establishes itself as a principle of action in order to map out the communication and exchange channels between administration services and population; this is what ensures coherence between the different actions regarding a global plan defined in time as well as the principle of profitability of all investments approved by the city. This requires a multi-annual investment plan over the long-term (5 years) so that civil servants and policies work in synchronisation. Transparency also involves citizens' vigilance over the use of funds and the participatory budget is only just the beginning of a practice that instils confidence. In addition, transparency also concerns the definition of principles of partnership between elected representatives, administrations, associations and inhabitants, and even citizens. We have been able to see that the number of cultural platforms or neighbourhood action depends upon the partnerships that are clearly established.

The lack of transparency is easily identifiable according to the following indications: absence of integrated steps, non-visibility of the project in its entirety, absence of a guidance outline, absence of an information and communication policy, instrumentalisation of associations, lack of thought regarding the problem of transferring experience. The absence of all of these elements means that there is a lack of respect for citizens, as well as a lack of respect between those involved in administration and politicians, who do not understand one another and do not agree, preventing them from working together.

3. Information and communication

This new culture also places great importance on information and communication. Participation requires that there be documents that clearly present the projects, that scheduled general assemblies be set up, and that there be a communal website outlining the projects as

well as a follow-up of these. Communication also involves carrying out analyses of the actual situation with the associations and responding to any requirements: applying the 'question/response' equation within a brief time frame. We were also able to see that since information for citizens is vital, adapting elected representatives to a sustainable development programme or to new principles of participatory governance is essential for ensuring that there is a trust relationship and a two-way understanding. Furthermore, there are certain general requirements to be met such as favouring access to IT material for citizens, the existence of a permanent forum for local development, the establishment of a local platform linking the different representatives involved in the action. This is also where new roles emerge: thus the creation of mediators for close interaction and to act as an interface, and people from the population who guarantee inter-network communication. This is absolutely vital for ensuring the transparency of partnerships.

The lack of any information or communication policy means that politicians can use time to their advantage by not clearly announcing their objectives within a clear time-frame. However, it is not only policies that are lacking. The associations and committees of all types can also be characterised by their lack of insistence that decisions be explained as well as a lack of a training project for inhabitants. In all areas, there is also a real infrastructure problem of introducing a culture of evaluating projects: how can the principles of a democratic evaluation be clearly presented? The answer to this question is not really known.

4. Favour the criteria of sustainability of practices

The representatives of Valenciennes have really stressed the importance of placing projects within a framework favouring the criteria of sustainability. Sustainable development is a governing regime in which projects are linked within one integrated action (economic, social, cultural, environmental) and where interactivity is perceived as

an ongoing process. A huge effort is yet to be made in order to build the links between these different spheres, both for the infrastructure works and for the way in which public spaces are designed or the community centres are internally organised. Agenda 21 should be used to a much greater extent in the municipalities as an operational work basis.

5. Forge a culture of day to day participation, at the grass routes

The culture of participation is not something that has been imposed. It is forged day after day by the inhabitants of the area by actually participating which favours direct intervention of the inhabitants through such means as complaint books. Participation requires new criteria for defining public power, such as defining the criteria of eligibility and terms of office (limited in time), creating a federation of associations (reflection of the territory) in order to coordinate projects and their effects, re-establishing trust and dialogue between citizens and political and social actors.

There are still many obstacles facing citizens' participation in the development of the city. Participation is not well received by many of the policy-makers: it is considered a process which is too lengthy, time-consuming and it involves confronting citizens who «participate less the more power they are given». Furthermore, many of the elected representatives refuse outright to allow a participatory democracy replace a representative democracy.

There may be resistance from certain social and associative workers who are afraid of sharing space with inhabitants who are investing their energy into fulfilling their role as an actor; it may interfere with the balance between inhabitants and professionals and between professionals themselves.

Participation is not enforced. The worst case scenario would be to participate because 'one has to participate' and to select participants in urban projects according to their cultural capital in order to re-

duce the risks. It is a means of introducing something that does not work alongside the general interest. It quickly generates other major problems such as, for example, the credibility of elected persons in the neighbourhood committees or preventing certain, less fortunate groups of the population from being able to access activities.

6. Create collective spaces with learning supports for speaking up

All of the experiences included on the red itinerary are a reflection of the importance of the connection between the place where the action takes place and the social links qualifying this place. For example, a community centre is a place where people can establish contact with others, find services but also learn how to improve self-management.

If making reference to a place is one of the conditions for participation, the participatory management of these places is not, however, without its problems: on the one hand there is a great deal of resistance with regard to implementing self-management regimes; on the other hand the confiscation of the place by certain people must be avoided.

GOVERNANCE AND CYBER DEMOCRACY – LESSONS TO BE DRAWN FROM THE PRACTICES ON THE BLUE ITINERARY

The experiences presented on the blue itinerary do not coincide with the reflection developed by the other cities but they do open up a new dimension of the place which is cyberspace. All of these experiences demonstrate how, beyond a great efficiency in the management of public services, the implementation of new technologies by local authorities enables and calls for the development of new forms of citizen participation which in particular prefigure the multiple 'virtual communities' which are created around regional analysis (Graz) a pedagogical project (Citta dei Ragazzi in Cosenza), a territorial data bank (ASDA), the deliberation of a municipal council (Valencien-

Different participation approaches

The analysis of the experiences of the Citiz@Move network confirms the typology of the different participation approaches, as outlined in the table below:

Approach	Strategic level - Setting priorities	Delivery / Decisions on implementation	Community control over resources
Passive, one way People are informed about what has been decided: information shared between professionals only	Community and user groups, newsletters	Community and user groups, newsletters	Information made available to community on opportunities for resource control (eg grants or awards schemes)
Reactive 'community consultation' People are consulted or answer questions - the process does not concede any share in decision-making. Professionals under no obligation to take on board peoples' views	Questionnaires, surveys, focus groups, panels and juries	Community groups and forums respond to service proposals. Users in the minority on Management committees	Meetings with groups and community interests to explore opportunities for resource transfer
Proactive 'community participation' Communities influence priorities, resource use and service provision to be provided through the Community Planning Partnership.	Joint planning groups and forums. Some cooptions to statutory committees	Joint management arrangements over specific projects and activities	Local service development on a franchise basis: terms and conditions set by the 'purchaser'
Interactive or Partnership working People participate in joint analysis, development of action plans and the strengthening of local groups and institutions. Learning methodologies are used to seek multiple perspectives, and groups decide how resources are used.	Support is provided for community to have equivalent access to expertise, advice and training	Users / community has management control of specified services	Local service provision with joint community / public sector control, or negotiated contracts
Community mobilisation / Empowerment People participate by taking initiatives independently to change systems. They develop contacts with external institutions for the resources and technical advice they need, but retain control over how those resources are used.	Pressure group and campaign activity to influence policy	Complete community authority for management of services	Service provision independently funded and managed by the community
Entrusted community control As above, but community also influences prioritisation and control of service provision or associated budgets	Community has leading voice in determining priorities in policy	Community has leading voice in delivery of public services	Community making decisions over public budget allocation

(Source: Citiz@move WG1 concluding report)



Methodological
References

nes) or the conception of a participatory budget (Seville) (See box: definition of the concept of the virtual community).

This led Francisco Sierra Caballero, expert and analyst in the practices developed by the WG3 cities, to draw up a series of recommendations in the final group report that we have reformulated below:

1. Develop a new information culture

Making the Internet and the exceptional creative potential of NICTs available for the local development service involves completely rethinking the information culture and local institutional communication. From now on, the local authorities should incorporate into their culture of government the citizens' right to be informed, to communicate, to freely voice their opinions and to incorporate opinion networks and exchanges by using NICTs and the associated mediation process. Taking charge of the process of the production and distribution of the contents and making it more accessible have become the primary challenges of local planning and management in this context. From this perspective, e-participation should be considered as a company of social interdependence production. The aim is to further develop local 'virtual communities' by establishing public debating spaces on questions of local development and gradually generate collective intelligence and a practical application for local self-government.

2. Go beyond e-government and create new virtual assemblies

The experiences included in the blue itinerary demonstrate that in order to build these local virtual communities that make it easier for citizens to take over the municipal public framework through on-line participatory democracy and the culture of discussion of the virtual forums and assemblies, the local authorities must promote:

- ✱ The development of community media that enable citizens and their organisations to actually test out political autonomy and freedom of expression;
- ✱ the production of these 'virtual assemblies', designed as places for structured debate within themed networks and in open spaces for information and public dialogue;
- ✱ virtual structuring and transparency of local administration in a way that offers the citizen all of the on-line services;
- ✱ the common practice of consultations, referendums and 'deterritorialised' elections by electronic voting.

One of the dangers is that, due to the efficiency and rationalisation of the resources, the local authorities will not limit the electronic government experience to the investigation of a more efficient management of services. E-government (publicity and transparency of information, on-line public services) must not be confused with cyber democracy which is common learning about ways of managing the local community when having been placed onto a network. Indeed, cyber democracy has greater scope than e-government when redefining the political and cultural relationship between citizens, time and territory. Cyber democracy is not confined to bringing about transparency in the municipal council, and it especially involves renewing and enriching the network of sociability and dynamism of community, associative, cultural, pedagogical and economic life. It is indeed the idea that the entire local community itself gradually becomes transparent.

The access that local authorities have to this new culture of governing, naturally requires that they possess infrastructure and a network of suitable public equipment and that they also significantly invest in:

- ✱ the diffusion and social awareness of implementing telematic resources;
- ✱ the civic training for participation through NICTs;
- ✱ the integration of the education system into the local development process.

3. Bridging the digital gap

What the authors refer to as 'the digital gap' is considered a major social and cultural risk of the technological reconfiguration that is taking place. In order to combat the risk of excluding those groups of the population that are not easily able to access the Internet, the local authorities must make their IT facilities accessible to everyone. This can be achieved by technically extending the network of internet connection points and free internet access points (tele-centres) and by increasing the processes of empowerment, enabling community organisations to develop and individuals to raise their level of education, to acquire greater personal self-esteem, to integrate into the networks and virtual communities and finally to acquire a greater project capacity. "In short, bridging the digital gap involves the groups with which we are working being capable of making the best possible use of this technology in order to improve their own quality of life and their environment» (VV.AA., 2003: 11).

4. Promote new forms of communication in association with organisations from the Third Sector

E-governance also requires the establishment of new practices for cooperation between the public authorities and the organisations of the Third Sector: NGOs and civil associations, universities, cooperative and trade union organisations. Indeed, only the critical networks of collective action incorporate the interest and the capacity to culturally and socially combine the cognitive links and steps that are necessary for the creation of these local virtual communities. Within a context of increasing and diversifying social demands, the NGOs are assuming an increasingly necessary role as public services agents working alongside or in place of the public authorities; they are particularly backed by the new technologies in developing innovative educational steps. Similarly, in an economic environment that has been completely reshaped by the emergence of the NICTs, the trade unions have an extremely important role to play in defending the rights of workers. Finally, one indispensable condition for the viability of the public spa-

Les communautés virtuelles : une nouvelle manière de faire société

(Source : Lévy, Pierre, 2002, pp75-81)

Dans un ouvrage passionnant sur la cyberdémocratie, Pierre Lévy définit le concept de communauté virtuelle, qui est tout simplement « un groupe de personnes en relation par le cyberspace ». Le fait d'être en communication par Internet ou par un réseau quelconque de télécommunication n'empêche évidemment pas les rencontres dans l'espace physique. Au contraire, « cette nouvelle manière de tisser le lien social ne se substitue pas aux autres mais s'y ajoute » (p. 76)

Toutes les grandes organisations classiques sont désormais presque toutes connectées à l'un ou l'autre système de télécommunication créateur de communautés virtuelles, si bien qu'elles sont presque toutes redoublées par une communauté virtuelle. Les conséquences économiques de l'émergence de cette nouvelle forme sociale sont capitales. De plus en plus, « le pouvoir économique se déplace entre les mains de consommateurs, et la seule manière pour les entreprises de rester en bon contact avec eux est d'entretenir une relation symbiotique avec une communauté virtuelle libre et créative de consommateurs partenaires » (p.80).

Ceci met les collectivités locales face à des perspectives mais aussi à des défis d'un genre tout-à-fait nouveau. Par exemple, dans cette perspective, la politique d'une ville vis-à-vis de la participation ne se limite ni aux résidents ni aux acteurs qui vivent physiquement la ville, mais à l'ensemble des gens connectés à elle dans le cyberspace. « Dans le cyberspace, les proximités géographiques ne disparaissent pas, elles sont redéfinies comme une classe de proximité sémantique, comme la langue, la discipline, l'orientation politique, sexuelle, etc. » (p.77). Les communautés virtuelles à base locale (villes, zones urbaines, régions) sont d'ailleurs parmi celles qui sont appelées au plus grand développement dans l'avenir.

Le développement de nouvelles communautés virtuelles liées entre elles par une appartenance ou de connexions à la ville peut être pris comme objectif de marketing urbain. Mais il ne faut pas limiter l'enjeu à cette dimension économique de marketing. Bien organisée, une communauté virtuelle représente une richesse culturelle importante en termes de connaissance distribuée, de capacité d'action et de puissance coopérative. « Une communauté virtuelle a vocation à devenir une intelligence collective, c'est-à-dire une source de connaissances et de créativité » (p.81).



Methodological
References

Du point de vue de l'internaute, la communauté locale à laquelle il appartient est une « communauté virtuelle potentielle ». Comme en témoignent les expériences développées au sein de Citiz@move, cette communauté virtuelle a vocation à abriter de nombreux processus d'intelligence collective qui ne pourraient avoir lieu dans des structures déterritorisées. On relèvera par exemples : les échanges d'information et de connaissance sur les ressources locales (Cosenza, Séville, Valenciennes, Valences, West-Athens), le commerce et les partenariats économiques locaux (Islington), les services de proximité, l'éducation des jeunes enfants (Cosenza), la coordination dans l'usage collectif des ressources locales (Bruxelles, Valenciennes, Séville), la délibération démocratique liée aux institutions politiques locales (Graz, Valenciennes, Séville), la vie associative et culturelle locale, la conscience et la gestion des enjeux environnementaux, etc. Plus ces processus d'intelligence collective sont féconds et plus s'accroît la prospérité et la qualité de vie de la communauté territoriale.

ces generated by the internet is the involvement of social movements and the organised civil society in the fight to defend cultural rights. In general, cooperation between the public institutions and the organisations from the Third Sector is a factor which determines practically all of the processes aiming to establish a more united and just means of self-government within the local authorities.

5. Develop human workforce

One problem faced by many authorities wishing to take this route is the poor level of public awareness of the many challenges linked to the reconstruction process that is underway. Whether it be in a material, social, economic, cultural or institutional dimension, the reshaping generated by the NICTs is rarely made severely problematic by the agents serving the local communities. Furthermore, these often only have very little knowledge of the local experiences associated with investigation into innovation that is underway. Initiatives such as those of Citiz@Move are evidently valuable as levers for awareness and a first step towards the local creation of conditions favourable to the development of this new culture of public action.



PARTICIPATION: A CULTURAL CHALLENGE AND A NECESSITY FOR THE DEMOCRATIC CITY

Whatever their uniqueness and differences, all of the experiences developed within the Citiz@Move network contribute to their ability to display that citizen participation is a necessity for the democratic city but also, and in particular, a huge cultural challenge.

Globally, the new technological package linked to the Internet, more or less integrated in each one, contributes to a global reshaping of the social relations and of the relation that citizens maintain temporarily and spatially. One lesson that has been drawn from the journey is that the cyberculture of local development depends upon a communicative rationality which differs greatly from those governing the bureaucratic mediation or interpersonal communication. It is not compatible with the survival of the hierarchies and pyramid management structures, and it calls into question the notion of centralisation itself. Indeed, the potential for social transformation linked to on-line information is directly affected by the ability for this to be connected on the cross flows of social and cultural energy, asynchronous and decentralised by nature.

At the end of this journey, we are slightly more familiar with how the awareness of the need and the requirements of the demands of participatory governance brings the local political actors face to face with the challenge of questioning the conceptions of power that have undoubtedly become outdated. Also, it can be seen that the stakes linked to what the representatives of Brussels, Charleroi, La Louvière, Sambreville, Turin and Valenciennes referred to as 'the new means of policy-making' have become clearer .

The final experiences presented demonstrate that e-participation, like many urban regeneration processes, is functioning (one only need look at the political agenda of a politician or a party). We have also

seen that the arrival of cyberspace within the sphere of local development was functioning in accordance with the dynamics for which the topological and temporal markers are no longer linked with the topological limitations of a territory. As a consequence, the public space and the local object must be redefined.

The experiences confirm, however, that this cyberculture does not leave the physical places deserted, places such as civic centres, cultural centres, or 'everyday houses', as well as streets, squares, museums, schools, libraries or other facilities that continue to flourish in the territory defining the dimension for the build-up and characterisation of the city. In the age of the Internet, any city where it is possible to physically gather together remains a preferential mechanism for 'interconnecting diversity' (Lévy, P., 2002, p.93), even if it is observed that cyberspace constitutes a new centre for the accumulation of information – a 'strange' centre situated henceforth everywhere in the network.

Upon arrival, it is also confirmed that the participatory research-action step, adopted as a central theme of the practices of the three sub-groups of the Citiz@Move network, is especially adapted to the culture of participatory governance. It favours the use of networks and the gradual creation of collective intelligence via types of virtual assemblies that are varied and often original.

This is the point where we come to a conclusion. But to conclude a journey and to identify what lessons can be learnt would really involve undertaking yet another journey. Thanks to all those who have taken part in this stage whose comments, we hope, will help others to pursue the next stage of the journey.

WHEN GOING BACK...