



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

Grant Agreement number: 693514

Draft Version for the Open Public Review Pilot

D4.3

Final Outcomes of Validation Trials

09th Jan 2019

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Status, Abstract, Keywords, Statement of originality

Deliverable Title	Outcomes of Validation Trials prepared for the purposes of the Open Public Review Pilot
Deliverable No.	D4.2 (draft for OPRP)
Dissemination level:	Public
Leading partner	empirica
Participating partners	empirica, Citta di Torino, San Dona, Southwark, Unito, LiquidFeedback, Infalia, Mapping for Change, UCL.
Contractual date of delivery:	31 Jan 2019
Actual date of delivery:	11 Jan 2019
Work Package:	W4 - Evaluation of local validation trials
Deliverable Type:	Report
Approval Status:	n.a.
Version:	n.a.

Abstract

This document presents preliminary outcomes of the evaluation workstrand of the WeGovNow project. It has been prepared for the purposes Open Public Review Pilot. The final version of this report will be due at the end of the overall project duration. Based on preliminary evaluation data available from the three pilot municipalities participating in the project, the current report sheds light on the extent to which the WeGovNow pilot service has yet been utilised and impacts observed so far. Based on evidence derived from the local validation pilots so far, preliminary conclusions are drawn.

Keywords

WeGovNow pilot service, pilot municipalities, platform monitoring, stakeholder feedback

Statement of originality

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Executive Summary

Please note: This report has been generated for the purposes of the Open Public Review Pilot on the basis of information collated until October 2018. Further information is currently analysed and will be presented in the final version of this report due by the end of the project duration.

Throughout its final project phase, the WeGovNow project is piloting a publicly accessible online service engaging citizens in participatory policy and community development. To this end, the WeGovNow pilot platform is operated under day-to-day conditions by three pilot municipalities, namely the City of Turin, the London Borough of Southwark and the municipality of San Donà di Piave near Venice. The pilot service is publicly available in all three municipalities upon registration. Preliminary evaluation data suggest that the local pilots attract the interest of broader sections of the population, independent of age and gender. Almost 10.000 users have yet registered to the pilot service across the three pilot municipalities, and 16.965 single usage events have yet been counted.

WeGovNow provides a set of core functions supporting civic participation and engagement for the purpose of addressing local policy challenges, including community networking & self-organisation (WeGovNow FirstLife), problem identification & tracking (WeGovNow Improve My City), democratic proposition development & decision making (WeGovNow LiquidFeedback), crowd sourcing of knowledge & ideas (WeGovNow Community Maps), exchange of volunteering opportunity & free items (WeGovNow Offers & Requests). Other than e.g. commonly available eGovernment services, the WeGovNow pilot platform represents a flexible “tool box” enabling the support of diverse utilisation patterns rather than a single “service work flow”. The currently available monitoring data suggest that roughly three quarters of the pilot users have up to now made use of WeGovNow in a rather “reactive” manner, i.e. their posts were triggered by original contributions posted by others.

At the same time, preliminary stakeholder feedback suggests a number of impacts which can principally be expected to flow from the WeGovNow pilot services to different parties involved. At the current stage of the evaluation work it seems appropriate to state that these concern, on the one hand, commonly accepted democratic values, e.g. in terms of empowering the citizens to have a say in local matters. On the other hand, currently perceived impacts concern more utilitarian aspects. WeGovNow is for instance perceived to enable better decision making and services delivery due to a broader range of ideas, knowledge and aspirations emerging from the local community. Moreover, preliminary experiences gained by the public administrations operating the validation pilots at the local level suggest a number of aspects potentially deserving attention if the capabilities generally provided by the WeGovNow approach are to be fully exploited under day-to-day conditions. These range from practical issues up to more strategic considerations.

Based on the hitherto presented analyses and further evidence which is currently analysed, ongoing evaluation work will also generate operational guidance on how best to exploit the capabilities generally provided by WeGovNow beyond the project duration.

1 Introduction

Please note: This report has been generated for the purposes of the Open Public Review Pilot on the basis of information collated until October 2018. Further information is currently analysed and will be presented in the final version of this report due by the end of the project duration.

This document presents preliminary outcomes of the evaluation workstrand of the WeGovNow project. Based on preliminary evaluation data available from the three pilot municipalities participating in the project, the current report sheds light on the extent to which the WeGovNow pilot service has yet been utilised and impacts observed so far.

The subsequent Chapter 2 presents an overview of the WeGovNow pilot service (2.1) and the local validation trials (2.2) conducted in the three municipalities participating in the project.

Chapter 3 presents a preliminary analysis of usage data derived from the pilot platform across the three WeGovNow municipalities. This starts with a preliminary analysis of data concerning the registration process (3.1). Next, a case-by-case analysis of usage data is presented in relation to the overall platform's core functions for civic participation and participatory community development (3.2). Finally, preliminary conclusions are drawn from the monitoring data analysed so far (3.3).

The report goes on with a preliminary analysis of feedback collated so far when it comes to different stakeholder groupings involved in the public pilots presented in Chapter 4. Here, the focus is at first on benefits perceived to ultimately flow from the WeGovNow pilot service to the individual stakeholders involved locally (4.1). This is followed by a preliminary analysis of experiences gained by the public administrations operating the WeGovNow pilot service locally, with a view to identifying key aspects deserving attention when deploying WeGovNow under day-to-day conditions (4.2). Next, preliminary conclusions are drawn from the hitherto presented analysis of stakeholder feedback collated up to now (D4.3).

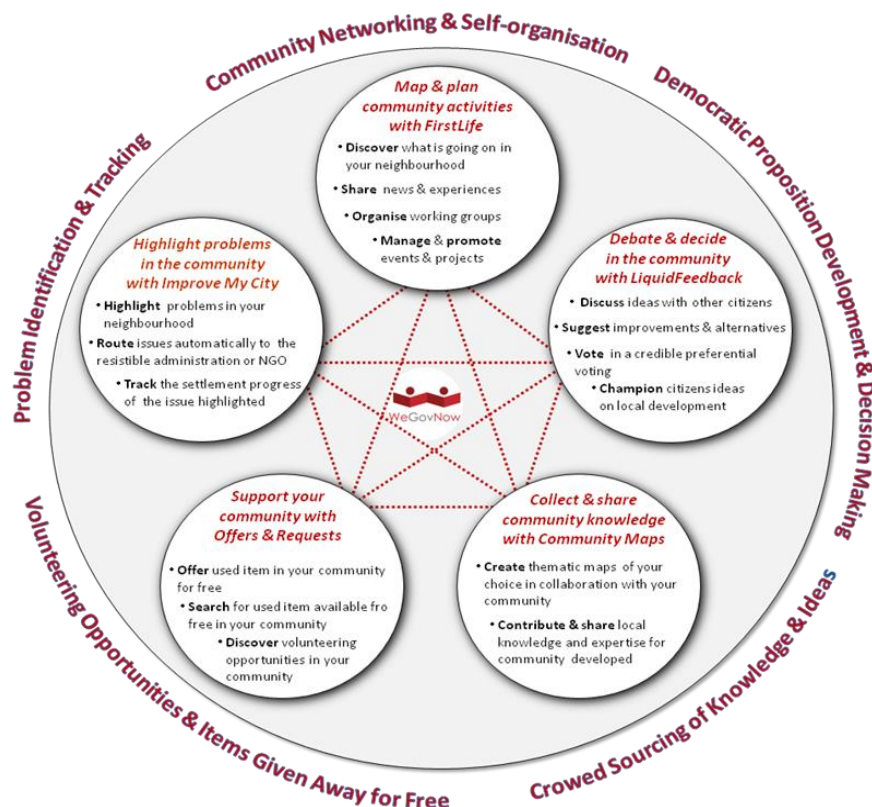
This is followed by an assessment of a set of policy driven use case scenarios pursued by the WeGovNow pilot municipalities presented throughout Chapter 5. For the moment, each policy use case scenario is briefly summarised when it comes to policy challenge to be addressed and the way WeGovNow has been utilised to help addressing these. The assessment part is however still lacking and will be included in the final version of this report due at the end of the project duration, based on the currently ongoing analysis of quantitative and qualitative information collated from the local pilots.

Chapter 6 finally presents a brief preliminary outlook towards the final conclusion of the evaluation report to be drawn on the basis of the final analyses which will become available until the end of the project duration.

2 Overview of the WeGovNow pilot service and the local validation trials

The WeGovNow project has been developed against the background of the ongoing transition of the public sector. In particular, the project aims at making a contribution to the transformation from viewing citizens as mere customers of public services towards what has occasionally been called We-Government¹, considering citizens as partners. To this end, an online engagement platform has been developed during the initial project phase. Generally speaking, it integrates different civic participation functions to support communication and collaboration of local stakeholders with a view to addressing local policy challenges in a participatory manner, thereby involving the residents, the civil society and the public administration. During the final project year, this platform has been piloted under day-to-day conditions in terms of a publicly available service in three municipalities, namely the City of Turin (IT), the London Borough of Southwark (UK) and San Doná di Pave (IT), a rather rural community near Venice.

Figure 1 – Core participation functions of the WeGovNow pilot service



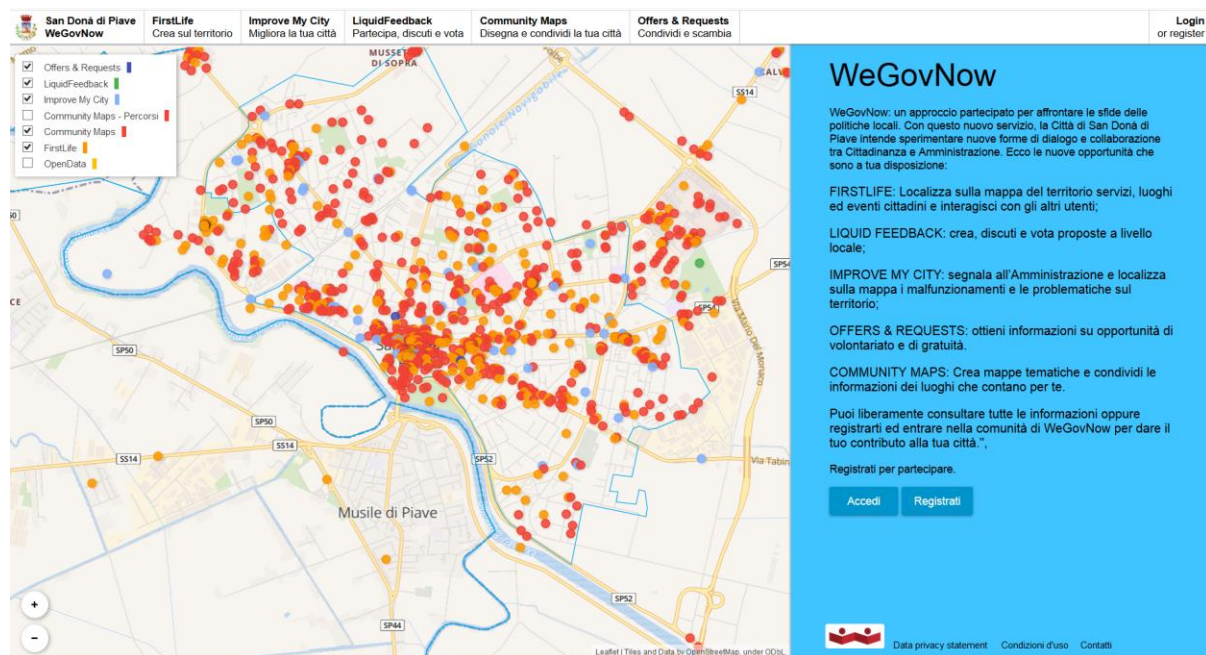
¹ Linders, D. (2012): From e-government to we-government: DeÀning a typology for citizen coproduction in the age of social media. Government Information Quarterly 29, 446–454.

2.1 Overview of the WeGovNow pilot service

As graphically summarised by Figure 1, a range of functions utilised for the purposes of civic participation are featured by means of different software components integrated into the WeGovNow pilot platform. The technical integration approach adopted during the project's platform development phase (see D3.1) enables the pilot users to flexibly switch between the individual WeGovNow components, whereby content posted within a given application is interlinked with other components as well. The pilot users are able to flexibly navigate through the overall platform either with help of a menu bar presented at the top of the screen or from inside a given component (Figure 2).

An interactive map of the pilot area is displayed at the local pilot service's entry page. This map visualises all posts made by local users with help of different platform components in terms of coloured dots. As a general rule all user contributions are displayed on this map, independent through which platform component they have originally been posted within in the overall system. It is however possible to filter the posts to be visualised on the entry page's overview map according to individual platform components. The users are able to view the underlying content, either by simply clicking on a particular dot visualising a user post on the entry page's overview map or by selecting a particular platform component from a menu bar displayed at the top of the screen. Also, there is the possibility to zoom into a particular geographic area a user may be interested in. Although non-registered "visitors" are generally able to see contributions made by registered users, they are unable to post own contributions unless they have registered to the pilot service themselves.

Figure 2 - The WeGovNow pilot service home page in San Donà di Piave



Screenshot from San Donà di Piave pilot

Through their inherent functionalities, together the WeGovNow core components thus provide an integrated "tool box" utilised in the three pilot municipalities for participatory

policy and community development. In a nutshell, the main participatory functions provided by the individual WeGovNow components can be described as follows.



Highlight problems in the community with WeGovNow

Improve My City: This WeGovNow component enables the pilot users to bring a problem they identify in their neighbourhood to the immediate attention of a

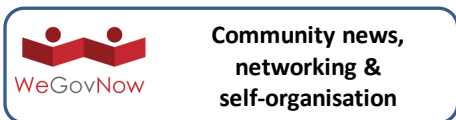
responsible party, be it a unit within the public administration or a named non-government organisation. Transparency on whether identified problems are immediately solvable or require further co-development of an adequate response is achieved by means of issue tracking functionalities.



Debate and decide with WeGovNow LiquidFeedback:

This WeGovNow component enables the pilot users to feed own proposals into a structured and transparent process of collective proposition development and

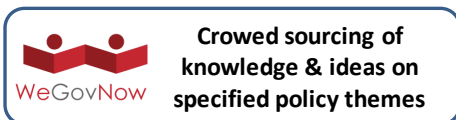
democratic decision making in terms of voting, whereby the voting result may not necessarily be binding to the public administration in a legal sense. In particular, the process allows considering pros and cons, enhancing existing propositions and suggesting alternatives as part of a structured and transparent deliberation process. Even if a subsequent voting result may not necessarily be legally binding, this WeGovNow component supports informed decision making by responsible representatives based on the popular vote.



Map & plan community activities with WeGovNow

FirstLife: Generally speaking, this WeGovNow component allows the pilot users to stay informed about what is going on in their municipality, promote

events and on-site activities happening throughout their municipality as well as network around things of interest along a timeline. In particular, the pilot users are able to create a newsfeed on places on a map, rather than on a personal page. By taking spatial aspects as focal point for user interaction, this WeGovNow component features community driven news sharing, networking and self-organisation in the sense of a social network based on a local map.



Collect and share knowledge and ideas with

WeGovNow Community Maps: In short, this WeGovNow component enables "crowded sourcing" of knowledge, ideas and aspirations in relation to

specified policy themes, thereby taking spatial aspects of a given policy theme as a focal point of civic online engagement. The pilot users contribute their knowledge, expertise, interests and opinions through the medium of interactive local maps designed around particular policy themes which are to be collectively addressed. Such interactive maps can easily be created and published with help of WeGovNow as a smart way of participatory community engagement and planning.



Community exchange on volunteering and items that are given away for free: This WeGovNow component in particular enables the pilot users to post offers for items and services they give away for free within the

local community. Also, local non-government organisations can present opportunities for volunteering.

2.2 Overview of the local validation trials

Relying on the WeGovNow pilot platform as described above, the three municipalities participating in the project have provided a publicly accessible pilot service to their citizens since the beginning of 2018.² Technically speaking, the pilot platform has been implemented in terms of a modular web-based service according to the so called 'Software as a Service' (SaaS) approach (see D3.1). No local software installation is thus required at the three pilot sites.³ The overall platform comprises several software modules which interoperate as an integrated web service offered by each pilot municipality under its own "brand", including e.g. the municipality's code of arms and the colouring utilised for its regular online presence.⁴

In the framework of the public pilots, this technical infrastructure is utilised by citizens (frontend) as well as municipal staff (backend) under day-to-day conditions. In this context, it is worth noting that in the public service domain value is rarely created by technology alone, rather than by people utilising technical systems for their purposes.⁵ When it comes

² The General Data Protection Regulation (GDPR) has come into effect on 25th May 2018, i.e. during the pilot duration of WeGovNow. In legal terms, each municipality provides a public service to its citizens throughout the pilot duration by means of the pilot platform. Amongst other requirements imposed by the GDPR, this regulation differentiates between the so called "data controller", i.e. in the current case the municipality offering the WeGovNow pilot service to its citizens publicly, and the "data processor", i.e. those partners hosting a platform component according to the platform's SaaS model. Processing of data on behalf of a data controller requires an assignment in writing between both parties. The pilot municipalities therefore had to conclude bilateral data processing agreements with each consortium partner technically hosting one or more components of the pilot platform (for details see also D2.4)

³ The approach adopted towards archiving the integration (and further development) of existing and newly developed civic engagement software modules enabled to rely on heterogeneous web-based technologies (for details see D3.5). From a sustainability perspective, at the same time this approach enables the flexible extension of the current WeGovNow platform even with further software components in the future.

⁴ In technological regard, this is supported by an API service included the WeGovNow platform architecture, the so called "Style Service", which provides style sheets dynamically to the individual platform components (see D3.1).

⁵ As discussed elsewhere (D2.2), the WeGovNow pilot service has been conceptualised as a so called socio-technical system. The concept of socio-technical systems has originally been developed as an approach to organizational work design, thereby recognizing the interaction between people and technology in workplaces. Later, it has been extended to ICT-based service delivery more generally (see e.g. Pasmore, W. A., 1988. Designing Effective Organizations: The Sociotechnical Systems Perspective. Academic Press). In a socio-technical system, service delivery incorporates a number of elements in addition to ICT, in particular specific roles played by relevant stake holders, including e.g. staff of the public administration. Such a perspective does not however exclude that in some cases, service automation can be virtually complete, with no personnel roles in day-to-day service provision. In such cases overall services and ICT services are close to identical. For sustainable delivery even of fully automated services, the wider socio-technical system

to successfully exploiting the technical capabilities generally provided by the WeGovNow pilot platform for addressing local policy challenges, each pilot municipality has also defined new roles and responsibilities internal its own administration. The pilot municipalities have thus pursued both technology innovation and administrative process innovation in parallel. Generally, all users are free to utilise the publicly available WeGovNow pilot platform and its individual components as they wish. Beyond this, each pilot municipality has developed specific policy-driven use case scenarios to be pursued during the project's public pilot phase with help of the platform. These relate to certain policy goals, strategies or programmes which had already emerged within the pilot sites' local policy context, i.e. independent of the WeGovNow project (for details see D2.6). Rather than determining particular functionalities to be provided by the technical WeGovNow infrastructure, these use cases scenarios are intended to guide the pilot municipalities in addressing existing policy challenges in a more participatory and collaborative manner with help of the of the WeGovNow pilot platform, when compared with traditional approaches. Table 1 summarises which policy driven sue case scenarios have been pursued for piloting purposes by the participating municipalities, thereby involving different stake holder groups potentially concerned.

Table 1 - Overview of local policy use cases developed by the WeGovNow pilot municipalities

Short title	Local policy challenge	Key stake holders involved	Pilot municipality
"Neighbourhood"	Responsive collaboration of citizens reporting problems in the neighbourhood, the public administration and committed third parties	<ul style="list-style-type: none"> • Citizen • Municipal administration • Local police • Committed local NGO 	<ul style="list-style-type: none"> • Municipality of San Doná di Piave • City of Turin • London Borough of Southwark
"AxTO"	Involve citizens in public funding decisions about NGO-driven cultural projects as part of an ongoing local investment programme (AxTO)	<ul style="list-style-type: none"> • Citizen • Municipal administration • Appointed technical committee • Local NGOs 	<ul style="list-style-type: none"> • City of Turin
"Parco Dora"	Involve local stakeholders in the co-design of a particular area in an existing public park (Parco Dora)	<ul style="list-style-type: none"> • Citizen • Municipal administration • Appointed technical committee • Local NGOs / businesses 	<ul style="list-style-type: none"> • City of Turin
"Energy Efficiency"	Engage local communities in developing sustainable local	<ul style="list-style-type: none"> • Citizen • Municipal administration 	<ul style="list-style-type: none"> • Municipality of Sam Doná di Piave

is never completely absent. Where there is an organisation with responsibility for the automated service, organisational processes are always necessary, if not for acquiring data then for maintaining and updating software.

Short title	Local policy challenge	Key stake holders involved	Pilot municipality
	mobility solutions	<ul style="list-style-type: none"> • Local NGOs • Local transport company 	
“Youth Engagement”	Motivate young people to engage in local public matters	<ul style="list-style-type: none"> • Citizen • Municipal administration • Local NGOs • Local transport company 	<ul style="list-style-type: none"> • Municipality of San Doná di Piave
“Youth & Employment”	Engage young people in finding employment and training opportunities	<ul style="list-style-type: none"> • Young citizen • Municipal administration • Youth Council • Local employers 	<ul style="list-style-type: none"> • London Borough of Southwark
“Highways!”	Obtain detailed feedback from local people and other stakeholders on proposed highway improvements	<ul style="list-style-type: none"> • Citizen • Municipal administration • Local NGOs / businesses 	<ul style="list-style-type: none"> • London Borough of Southwark
“Faith Groups”	Support cross-faith group collaboration and promote community cohesion	<ul style="list-style-type: none"> • Citizen • Municipal administration • Local multi-faith forum 	<ul style="list-style-type: none"> • London Borough of Southwark

3 Preliminary analysis of platform monitoring data

Please note: The analysis presented in the following chapter relies on platform monitoring data measured until October 2018. Further monitoring data is currently analysed and will be reported in the final version of this report due at the end of the project duration.

As described above, relying on the WeGovNow pilot platform the three pilot municipalities have provided a publicly accessible pilot service to their citizens upon registration. Registered users are able to post contributions or respond to contributions posted by others in various ways. All in all, 16.965 single usage events have yet been counted across the overall pilot platform, i.e. across all its functional components. A variety of options is generally available to registered pilot users to contribute original content to the pilot platform. As indicated earlier this may include a post promoting an upcoming event with help of WeGovNow FirstLive or reporting a problem in the local neighbourhood with help of WeGovNow Improve My City and so on. Likewise, registered users have the possibility to react in different ways on original contributions posted by others, e.g. in terms of casting a vote on an initiative launched by another user with help of WeGovNow LiquidFeedback, commenting a piece of information uploaded by another user with help of WeGovNow Community Maps and so on.

As can be seen from Table 2, roughly one in four WeGovNow usage events observed so far concern the posting of original contributions by registered pilot users, whereby only 2,7% concerned the subsequent updating of own posts. With only 0,3 %, the deletion of originally posted content is almost neglectable. At the same time, this result suggests that the bulk of WeGovNow usage events that have occurred so far concern posts responding in one way or another to content originally posted by others. Roughly seven in ten usage events concern such posts, i.e. they were triggered by original contributions made by others.

Table 2 - No. of usage events observed across the WeGovNow pilot platform

Original contributions posted	Original contributions updated	Original contributions deleted	Posts responding to contributions by others	Total
4072	451	48	12.394	16.965
(24 %)	(2,7 %)	(0,3%)	(73%)	(100%)

A preliminary analysis shedding light on how the individual WeGovNow components have so far been utilised by the registered pilot users in quantitative terms is presented in the following subsections. This starts with an analysis of the user registration process that has been put in place (3.1), followed by a case-by-case analysis of the WeGovNow core components (3.2).

3.1 WeGovNow pilot user registration

As mentioned earlier, for piloting purposes under day-to-day conditions the WeGovNow platform has been implemented in terms of a publicly accessible web-based service by each of the three pilot.⁶ Each of the pilot municipalities provides a publicly accessible online service to its citizens upon registration through the WeGovNow pilot platform, and all target citizens aged 16 years and above. Self-registration to the WeGovNow pilot service is not possible below that age.⁷ A user registration and validation process has been put in place to ensure that access is enabled only to the intended target population. At the same time, the registration process is to help in preventing undesired manipulation particularly when it comes to the democratic decision making capabilities

provided by the WeGovNow pilot service through its LiquidFeedback component in terms of voting.⁸ Apart from this, the process enables instant registration to the WeGovNow platform if ever possible

Text Box 1 - Summary of the WeGovNow user registration and verification process

If the requested fiscal code matches (only available for the Italian pilot sites) and the entered registration data have not been used before, an SMS with an automatically generated PIN is sent to the number provided. If the PIN is entered correctly immediate access is granted before verification by the pilot municipality (as a leap of faith). Otherwise the admission is granted after verification by the city. Upon admission an email with an activation link is sent to the email provided during the registration. The participant clicks on the activation link and can complete the signup by choosing screen, login name and password. The click on the activation link also automatically verifies the used email address. The verified email address on file can be used for automatic notifications from the various WeGovNow applications and for newsletters of the pilot municipality.

⁶ According to the SaaS model adopted for the purpose of pilot platform operation in the three pilot municipalities, each component developer team involved in the project consortium operates one or more platform components remotely, and provides help desk services to the local pilot site teams respectively (c.f. D2.4). Each pilot municipality has configured the pilot platform up to a certain extent according to local requirements, thereby relying on a number of standard configuration options provided by the WeGovNow platform in relation to its individual software components and its general look and feel. (c.f. D3.1).

⁷ European-level data protection regulation, namely the General Data Protection Regulation (GDPR) which has taken effect on 24th May 2018, establishes specific rules for protecting children's personal data (Article 8). If an organisation offers online services ('information society services') to children and relies on consent to collect information about them, children can give their own consent to this processing at the age of 16 (the member states will have the possibility to lower this age to a minimum of 13 years). If a child is younger then it is necessary to collect consent from a person holding 'parental responsibility'.

⁸ It is commonly accepted that democratic decision making processes need to be verifiable if they are to be trustworthy. This concerns non-electronic voting schemes and electronic voting systems alike, whereby the general requirement for verifiability concerns different aspects. To begin with, it needs to be verifiable that only eligible voters cast a vote. Further, it needs to be verifiable that only one vote is casted by one voter. Finally, it needs to be verifiable that the votes casted are counted correctly (C.f. Behrens, Kistner, Nitsche and Swierczek: The Principles of LiquidFeedback, Berlin, 2014).

When it comes to the operational implementation of the general user registration and validation process in the three pilot municipalities, local circumstances have been taken into account as well. They concern for instance the availability of a commonly used personal identity code at the two Italian pilot sites. The so called “codice fiscale” is widely used throughout the country and in multiple application contexts, despite the fact that this alphanumeric code has originally been designed by the Italian tax office.

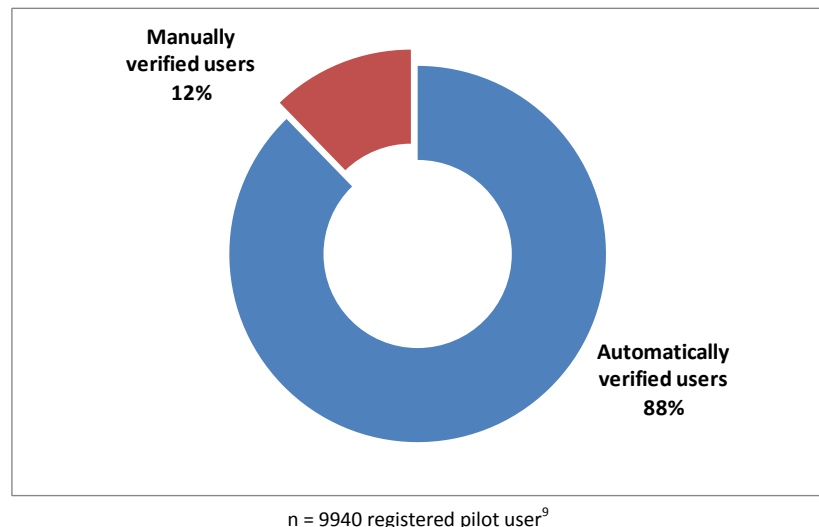
A similar identity code is however not available in the UK so that the registration process applied in Southwark does not rely on such an identity code. As described elsewhere (D2.5), the information requested from the users during the registration process and the subsequent validation process slightly differs across the pilot sites respectively. Information that are regularly

requested for registration purposes across all three sites includes first name, surname, date of birth, email address and a mobile telephone number, whereby the latter is mandatory only for automated user validation as described in Box 1 above.

In general, users registering to the WeGovNow pilot service are instantly verified by means of an automated process. Only in cases where the automated validation process fails the registration request is validated manually by the pilot municipalities. Users who wish to register to the pilot platform can also explicitly request manual verification, e.g. if they do not wish to provide a mobile phone number or if they do not possess a mobile phone at all.

Of the 9.976 registered user accounts who have yet been registered to the pilot platform across the three pilot municipalities, almost nine in ten (88%) could be instantly verified by means of the automated verification process (Figure 3). For the remaining share of 12% manual verification by the pilot municipalities was required.

Figure 3 –WeGovNow pilot users by validation method



⁹ Information on gender are available for only a subset of pilot users.

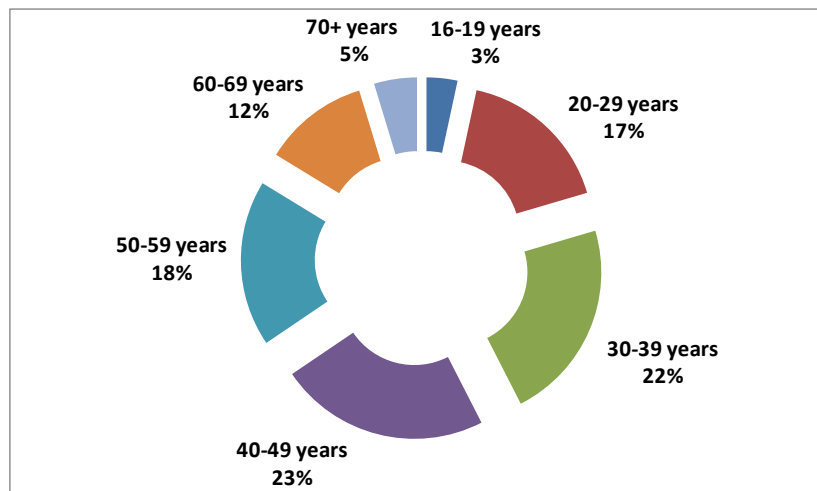
Generally, the automated validation process may fail due to incorrect entries into the registration form. In Italy specifying a fiscal code that is identical with one that has already been used by another registered user (“Same Codice fiscale”) is considered as a definite duplicate attempt resulting in a failure of the automated user validation process as well. Other fields may however not necessarily suggest a duplicate request. If the pilot municipality decides in questionable cases to refuse access the request is rejected.

Following automated validation of a registration request, a PIN is sent out by SMS. This PIN is to be used by validated users for activating their respective WeGovNow user account (Box 1). Some cases have however yet been observed where this PIN was finally not entered

correctly by the users. A closer investigation revealed different possibilities why this can happen:

- Participants provided a wrong phone number (accidentally or by purpose, foreign or not existing). It also appears that sometimes consecutive, probably invented, phone numbers were used (+393xxxxxxx01 +393xxxxxxx02).
- Participants re-submitted the form before entering the PIN. In one case the second request was sent within 7 seconds. As a result the first request cannot be completed and for the second (and all further requests) no SMS is sent because the phone number was used before. Generally, such requests become subject to manual verification.
- Participants entered a wrong PIN several times. In some cases the PIN attempts show swapped parts of the correct PIN, e.g. 123456 become 124356 and then 123465. In other cases 4 digit PINs (maybe ATM PINs) were entered.
- Participants navigated away.
- Participants closed browser window.

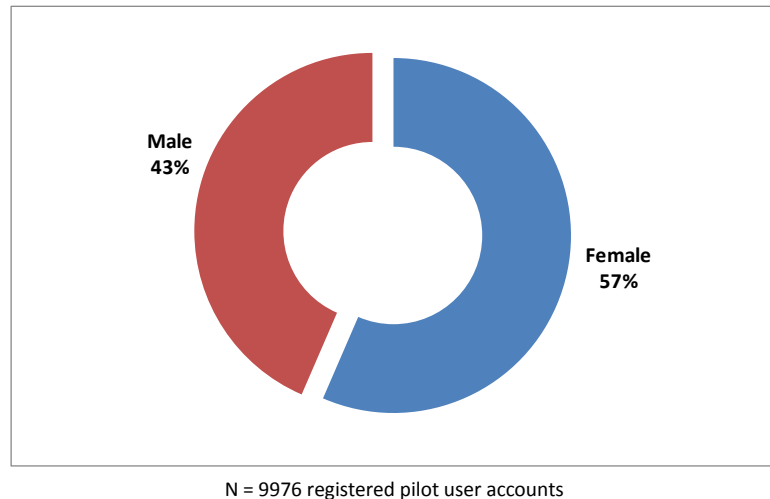
Figure 4 –WeGovNow pilot users by age



N = 9976 registered pilot user accounts

When it comes to socio-demographic characteristics of those having registered to the platform so far, it is striking that they spread quite widely across different age bands (Figure 4). Those aged between 20 and 59 years make up 80% of the currently registered pilot user community. Roughly one in ten pilot users is aged between 60 and 69 years. With 3% and 5% respectively, the youngest (16-19 years) and the oldest (70+ years) age bands are however represented to a lower extent when compared with the other age groups.

Figure 5 –WeGovNow pilot users by gender



When it comes to gender, it appears that the pilot user having registered to the WeGovNow platform yet spread rather evenly across female and male gender (Figure 5). Slightly more than one half (57%) of all registered pilot users are female users.

3.2 WeGovNow pilot service utilization

The following subsections present a quantitative analysis of how the individual WeGovNow components have been utilised by the registered pilot users so far.

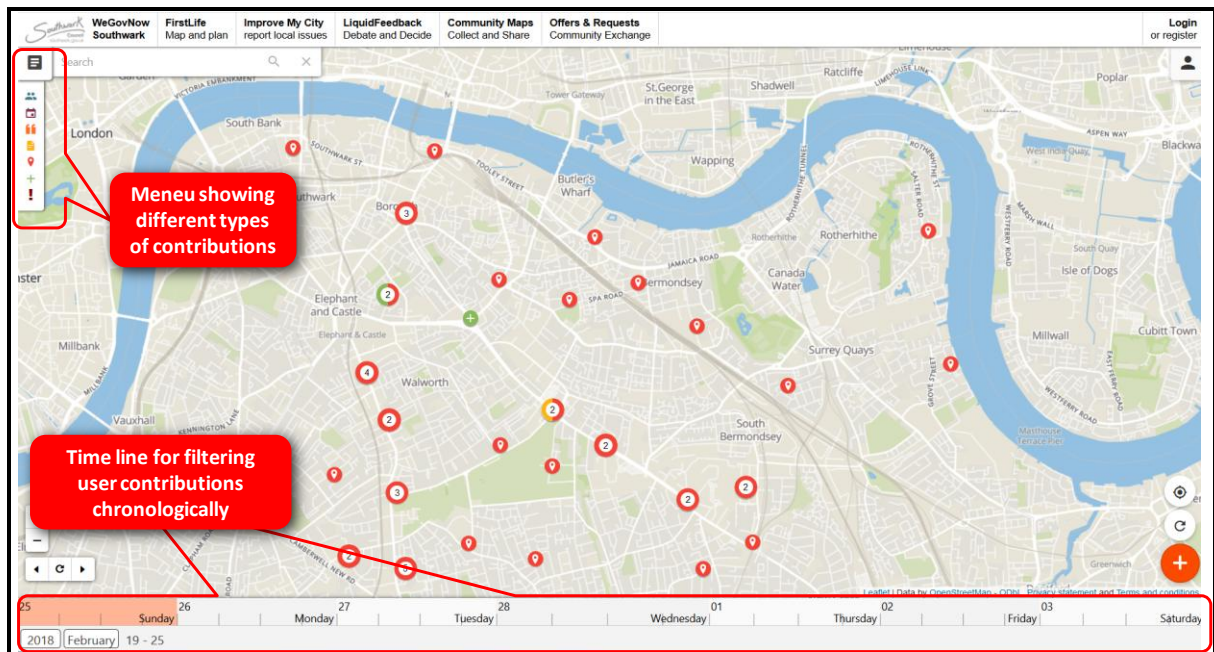
3.2.1 WeGovNow FirstLife

As outlined earlier, WeGovNow First Life allows the pilot users to stay informed about what is going on in the municipality and network around things of interest along a timeline (Figure 6). In particular it enables them to create a newsfeed on places on an interactive map, rather than on a personal page. Registered pilot users can post on the map points of interest, events, news, stories, and to create groups. These appear on the newsfeed of the area the user is visualizing, and they can be filtered via a temporal window (Figure 7). It is possible to zoom into geographic areas of particular interest to the users. They can also subscribe to particularly entities put on the map by others to receive updates and become members of groups, so to coordinate with each other in a bottom-up fashion.

Overall, 931 usage events have occurred through WeGovNow FirstLife up to now (Figure 8). Almost eight in ten usage events concerned the mapping of new objects on the interactive maps showing the pilot municipalities respectively, e.g. a place or an event to be promoted towards the local WeGovNow user community. Every tenth activity concerned the deletion or the updating of objects that had already been created. The posting of additional content

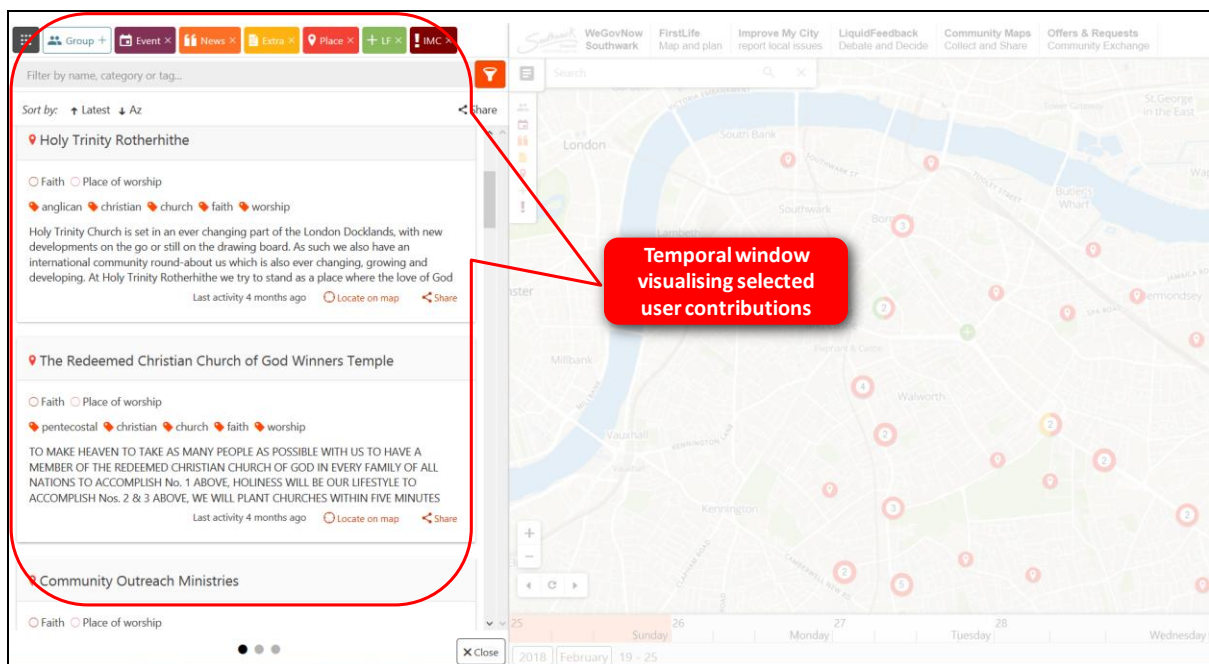
concerning objects that had already been mapped within WeGovNow FirstLife (e.g. in terms of comments, documents or media) has up to now played a comparatively smaller role. All in all, only about one in ten usage event was indeed directed towards posting additional content to objects that already existed on the local map.

Figure 6 – WeGovNow First Life overview screen



Screenshot from Southwark pilot

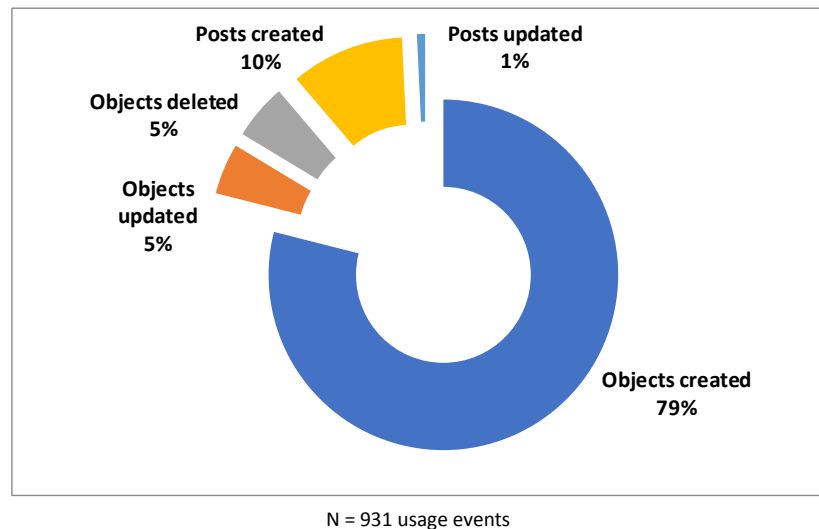
Figure 7 – WeGovNow First Life temporal screen



Screenshot from Southwark pilot

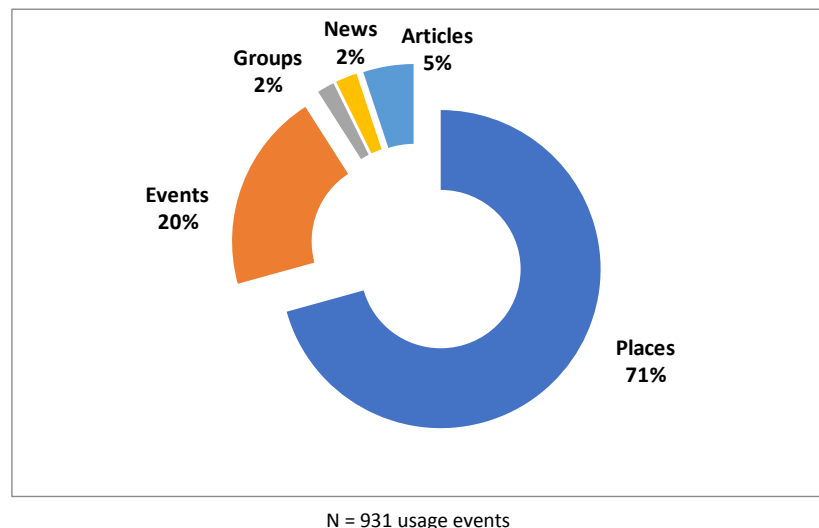
Figure 9 shows different types of contributions that have been made with help of WeGovNow First Life up to now. As can be seen from this figure, the majority of usage events occurred so far concern the mapping of places (71%). With 20% of all contribution made so far, the mapping of events has played a less prominent role yet. However, the possibility to contribute articles (5%) and news (2%) has obviously been utilised even less frequently by the pilot users yet.

Figure 8 – Usage events by means of WeGovNow FirstLife



As mentioned earlier, WeGovNow FirstLife also offers the possibility to set up groups in relation to a particular map entry. With only 2% of all usage events that have yet occurred within WeGovNow FirstLife, only a small proportion of users have however yet taken advantage of this feature. All in all the, the preliminary data suggest that the pilot users have yet adopted WeGovNow First Life primarily for promoting places and events towards the WeGovNow user community. A more discursive utilisation of this WeGovNow

Figure 9 – Types of contributions by means of WeGovNow FirstLife



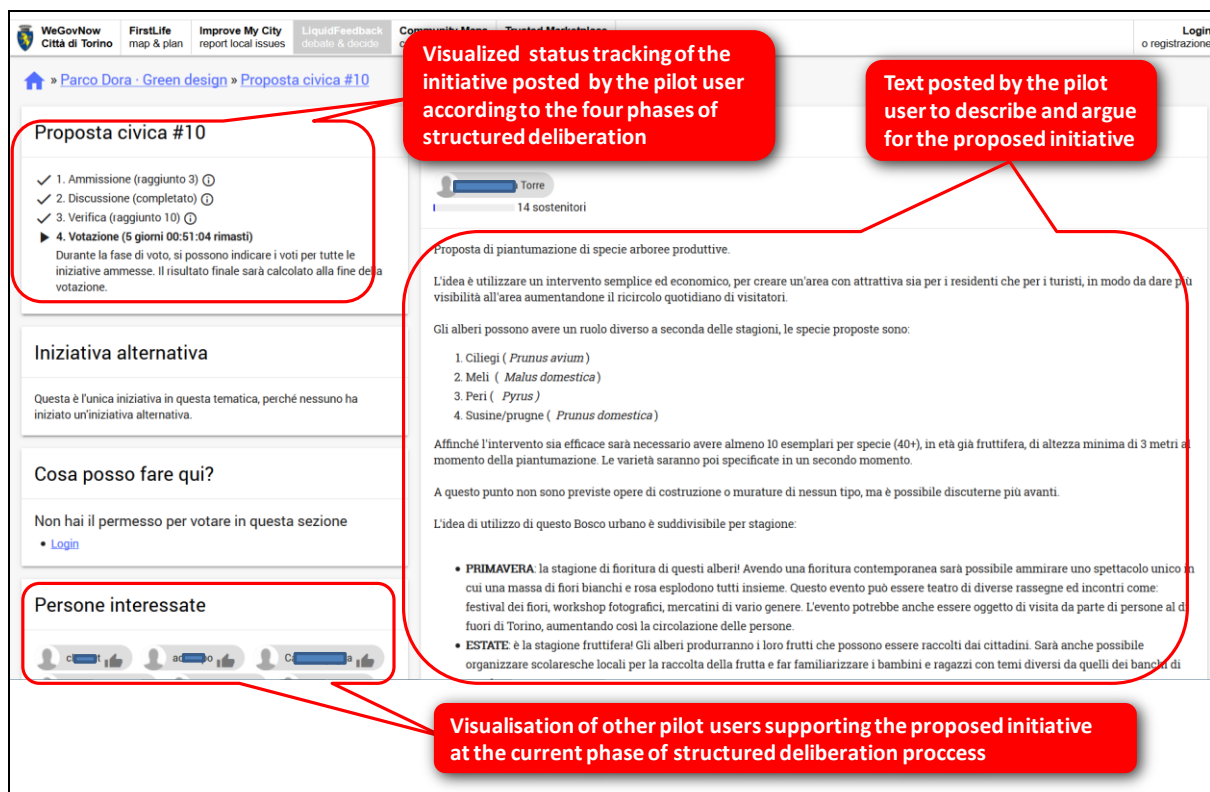
component, e.g. in terms of contributing additional content around objects once these have been created for the first time, has yet to occur. This is particularly true for the creation of user groups around particular points of interest on the map, e.g. an event or place.

3.2.2 WeGovNow LiquidFeedback

As sketched earlier, WeGovNow LiquidFeedback supports democratic proposition development and decision making. Other than a classical online petition system,

WeGovNow does however not just offer the opportunity to mobilise supporters for a particular concern or policy proposal to be submitted to a person in power or a public entity. Rather, it allows considering pros and cons, enhancing existing propositions and suggesting alternatives as part of a structured deliberation process. Beyond enabling collective idea development, WeGovNow LiquidFeedback further enables quantification the collective preference in relation to competing propositions by means of preferential voting. In order to provide a fair process for decision-making that scales even with a larger number of participants, it employs a structured discussion even where it may not be possible for every participant to reply to any individual contribution.

Figure 10 – Structured opinion formation by means of WeGovNow LiquidFeedback



Screenshot from the Turin pilot

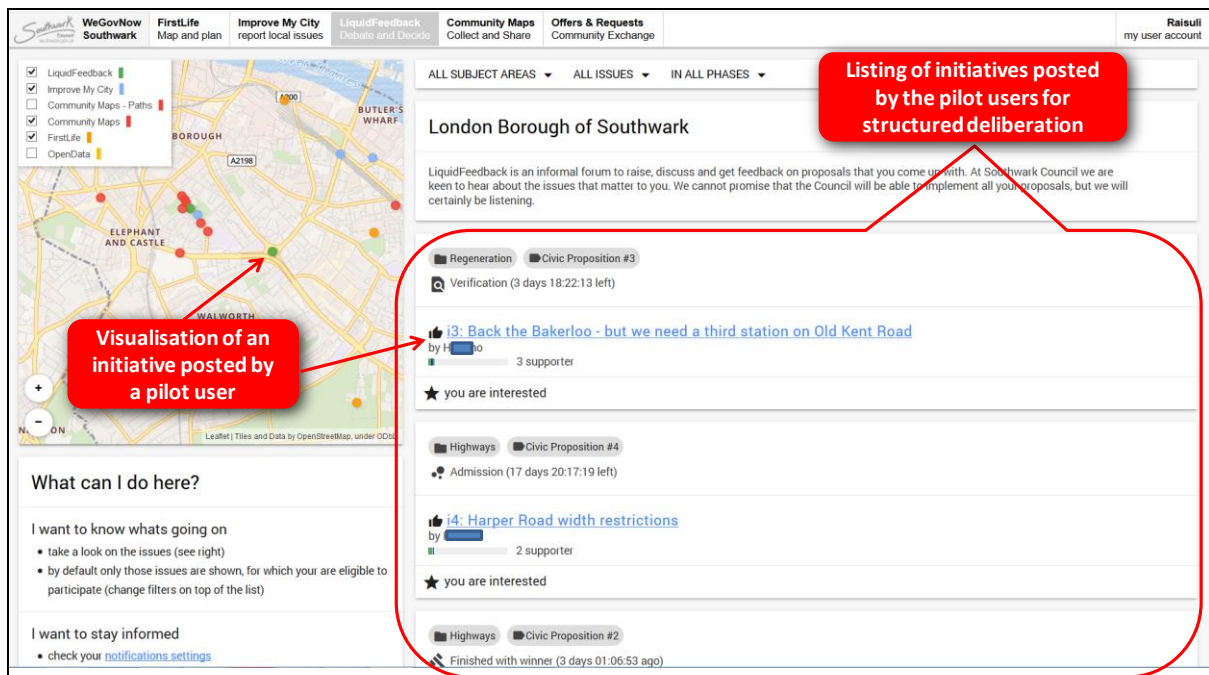
By example of an initiative posted through the WeGovNow LiquidFeedback component, the screenshot presented in Figure 10 illustrates how a proposition to be fed into the structured deliberation process of WeGovNow is typically visualised (c.f. circled area on the right). Such an opinion formation cycle is typically organised according subsequent phases which are visualised as well (c.f. the area circled top left), each lasting a pre-specified time period:

- **The admission phase:** A group of alternative initiatives starts in the admission phase when its first initiative is created. During admission phase, the system determines if there is interest at all in discussing the issue. This is done by requiring a certain quorum of supporters (including potential supporters) for at least one of the alternative initiatives. If no initiative manages to pass the first quorum, then the issue will be closed after a preset time and not discussed or voted upon further.

- Discussion phase: Whenever a group of alternative initiative enters the discussion phase, then all participants can notice that there is a real interest to resolve or at least discuss an issue. During the discussion phase (as well as the admission phase) supporters of initiatives may give suggestions, and initiators are able to update their drafts in order to improve their resolutions and arguments. Whenever an initiator updates a draft, all supporters are notified about the update. It is up to the supporters to revoke their support or to update the rating of suggestions whenever the initiators change their current proposal. The discussion phase takes a fixed amount of time that is to be specified in advance. After this time has elapsed, all alternative initiatives enter the verification phase.
- Verification phase: Because initiators can change their drafts during the discussion phase, it might be possible to betray supporters of an initiative by making a certain proposal and then in the last minute change this proposal in a shocking way. The verification phase exists to give supporters time to revoke their support: During verification it is not possible to update initiative texts anymore. However, it is possible to add new alternative initiatives, which will be competing against the existent ones. This enables participants to re-create an initiative which was changed or revoked by an initiator in the last moments of discussion phase. Supporting initiatives (as well as revoking your support for an initiative) is possible during admission phase, discussion phase, and verification phase. The verification phase, like the discussion phase, also takes a fixed amount of time. Each initiative needs to pass a second quorum of supporters at the end of verification phase.
- Voting phase: During the final voting phase all participants may vote in favour or against those alternative initiatives which have passed the second supporter quorum. In addition it is possible to express preferences amongst those initiatives the pilot users are in favour of or against

Beyond posting a mere text description of an initiative proposed for structured deliberation, WeGovNow also enables the pilot users to pinpoint their propositions on a local map as illustrated by Figure 11 overleaf, provided there is a spatial aspect to the indicative in question. If no special aspect is involved at all a mere text description can be posted (Figure 10). Also, the pilot users have the possibility to add photos to a posted proposition as well as links to sources of information held externally to the WeGovNow platform, e.g. an external website or document.

Figure 11 – Visualisation of initiatives proposed for structured deliberation by means of WeGovNow LiquidFeedback



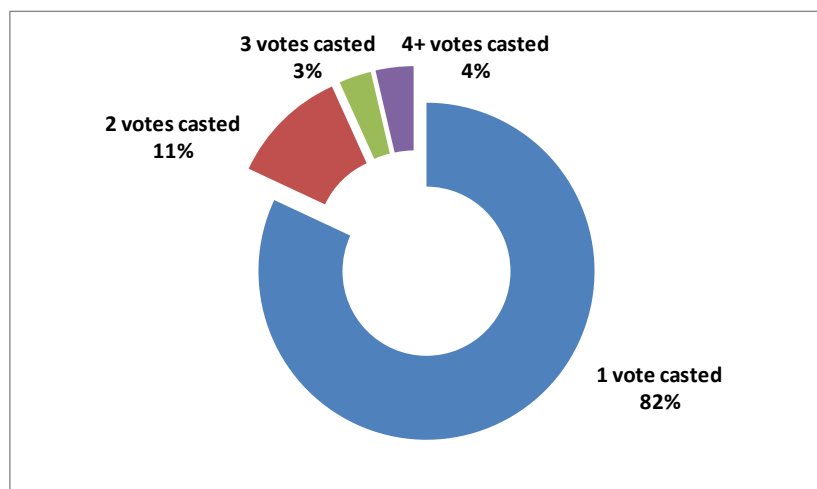
Screenshot from Southwark pilot

For reasons of transparency, all initiatives posted by registered pilot users for structured deliberation are visualised in terms of a listing as illustrated by Figure 11. This overview list entails a set of basic information on each initiative, e.g. by whom the initiative was posted (in terms of a screen name that can be freely specified during the registration process), a title which can be freely specified and the stage the initiative has reached at the current point in time along the phased deliberation cycle described earlier. The pilot users are also enabled to identify the remaining timespan left until the initiative in question will enter the next stage of the phased deliberation process. It is also visualised by which pilot users a given initiative is supported at each stage of the deliberation cycle, i.e. prior to the final voting.

Apart from scrolling through the overall listing, the pilot users have the possibility to apply

different filters for displaying initiatives they are interested in. This enables e.g. selecting

Figure 12 – No. of votes casted per pilot user by means of WeGovNow LiquidFeedback



N = 9087 pilot users who have voted by means of WeGovNow LiquidFeedback

initiatives according to different subject areas pre-specified by the pilot municipalities to reflect different policy domains and/or priorities. It is also possible to filter posted initiatives according to the four phases of the structured opinion formation process described earlier, or to filter just own initiatives.

Further details on each of the listed initiative can be viewed by clicking the brief summary provided in the overview listing as well as by clicking on a referenced geographic location displayed in the interactive overview map. Overall, 79 initiatives have up to now been posted with help of WeGovNow LiquidFeedback across the three pilot municipalities. All in all 12.224 votes have yet been casted. The majority of those pilot users having voted at all have casted only one vote, as can be seen from Figure 12. Only one in ten pilot users have casted two votes, and more than two votes have been casted by an even smaller minority.

3.2.3 WeGovNow Community Maps

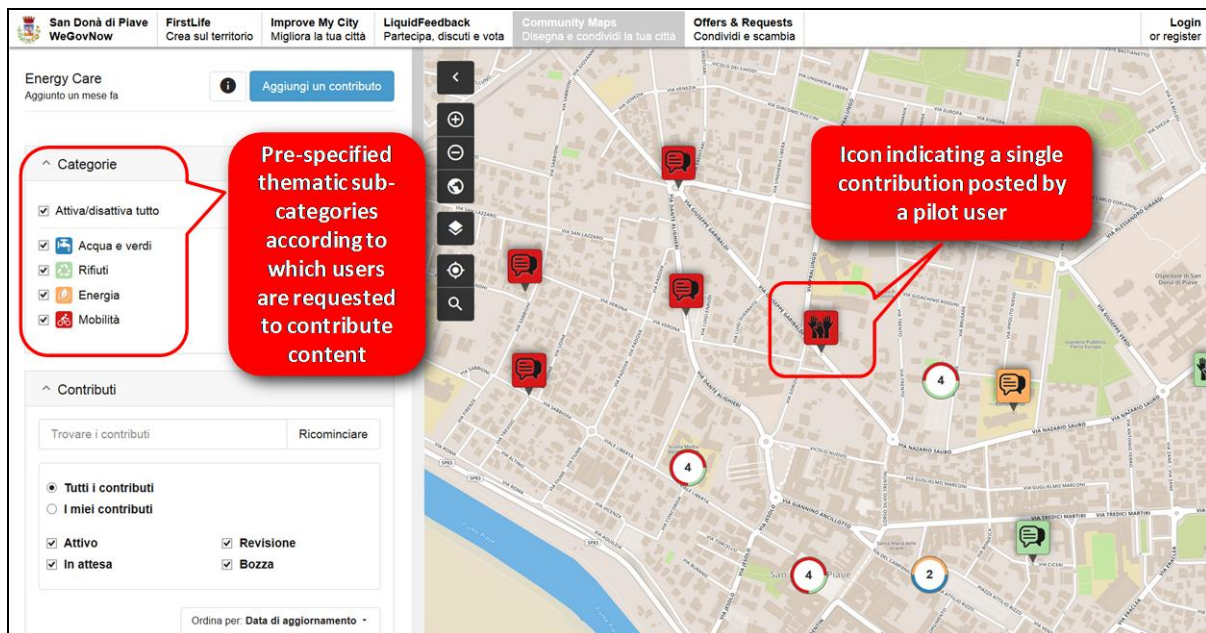
As sketched above, WeGovNow Community Maps gives pilot users a chance to contribute their knowledge, expertise, interests and opinions through the medium of an interactive local map addressing a pre-specified policy theme. The pilot municipalities capitalize on this approach by tailoring interactive maps around selected policy themes to be addressed locally. As a general principle, community mapping assumes that ordinary people and communities can make maps to express what they deem relevant about their lives and home places. This is not a new idea in itself and traditionally community mapping has not necessarily relied upon online technologies. Through its Community Maps component, WeGovNow enables however digitally supported community mapping as a smart way of civic engagement and participatory community planning. Each municipality has identified its own policy themes to be addressed by means WeGovNow Community Maps of including:

- local energy care and sustainability practices,
- a public event, the so called “marathon of charity”, to be conducted by local associations and non-government organisations,
- measures for the revitalisation of the city centre,
- career and employment opportunities for young people,
- improvements to a frequented road,
- and measures for developing a public park area.

Figure 13 overleaf shows a screenshot of a WeGovNow community map published by the municipality of San Donà di Piave to co-develop a local strategy towards environmental sustainability. Here, the pilot users are invited to contribute their knowledge and ideas about sustainable practices according to different thematic sub-categories, including “water”, “waste”, “energy” and “mobility”. Each contribution is displayed on an interactive overview map covering the pilot area in terms of an icon. The underlying content can be immediately viewed by clicking on the icon, as illustrated by Figure 14 overleaf. This triggers a temporal window displaying the particular content contributed in terms of a text

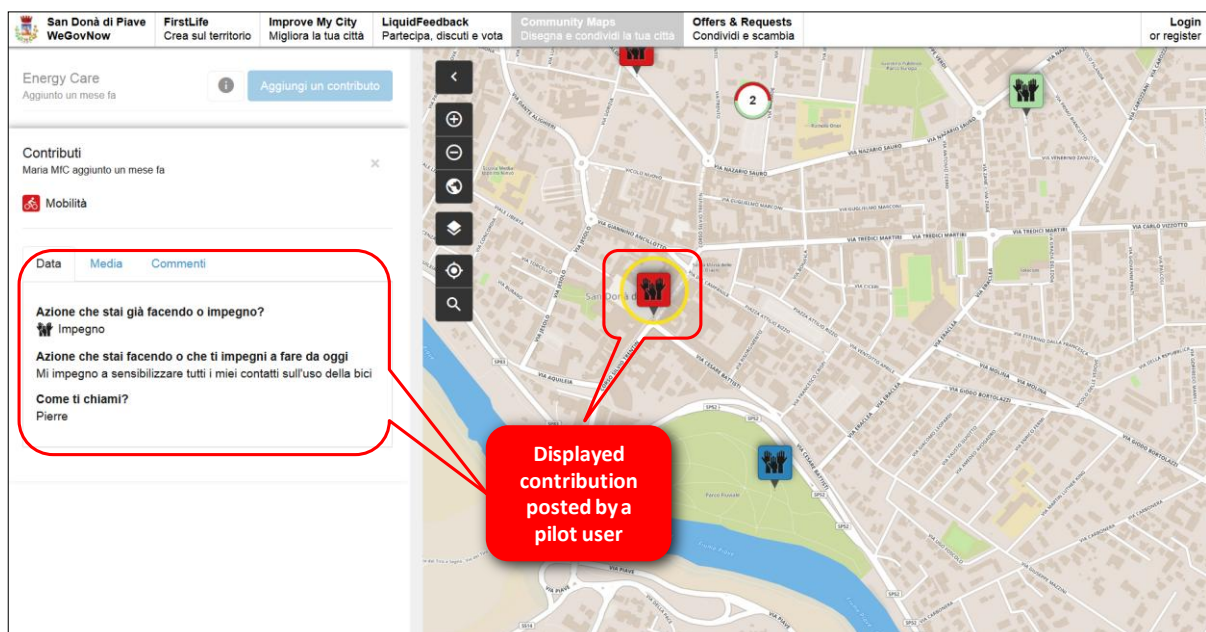
description, media or links to sources of information held externally to the WeGovNow platform.

Figure 13 –WeGovNow Community Maps overview screen



Screenshot from San Dona pilot

Figure 14 – Vislailation of individual post by means of WeGovNow Community Maps



Screenshot from San Dona pilot

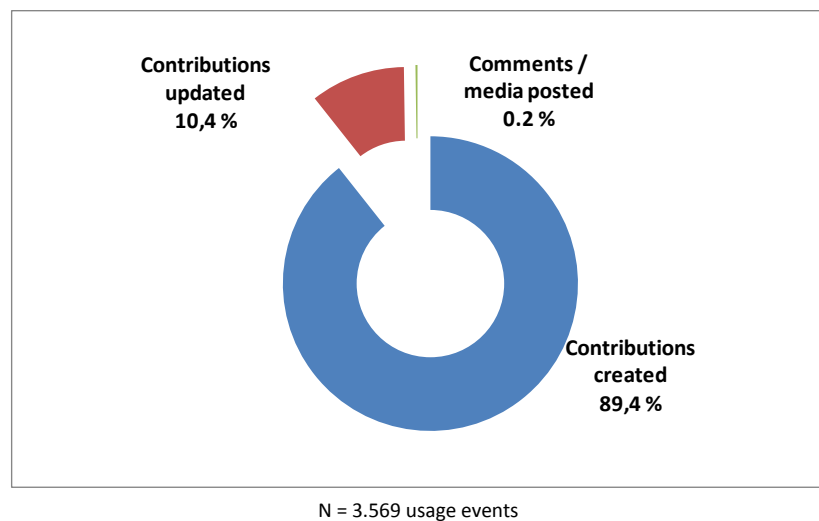
In this context, it is worth being noted that the pilot users can also filter all contributed content according to various criteria. The ultimate number of pre-specified sub-categories

according to which the WeGovNow pilot users have been invited to contribute with help of a given thematic WeGovNow community map varies on a case-by-case basis, thereby reflecting the nature of the policy theme to be addressed. In total, 107 subcategories have yet been specified across the three pilot municipalities to which the WeGovNow users are invited to contribute

All in all, 3.569 usage events have yet occurred across all six WeGovNow Community Maps that have been published by the pilot municipalities so far. On average, 30 contributions have yet been posted per sub-category across these interactive maps As can be seen from

Figure 15, nine in ten usage events concern the creation of a new contribution to a given WeGovNow community map. Merely one in ten usage events have yet concerned the updating of an already existing contribution. Beyond posting new contributions with help of WeGovNow Community Maps, the pilot users do also have the possibility to comment

Figure 15 –Types of WeGovNow Community Maps usage events



on contributions posted by others, and they can upload media, e.g. photos and videos, and links to sources held externally to the WeGovNow platform such as downloadable documents. With 2% of all usage events counted to far, a very small minority of users seems yet to have made use of these features however.

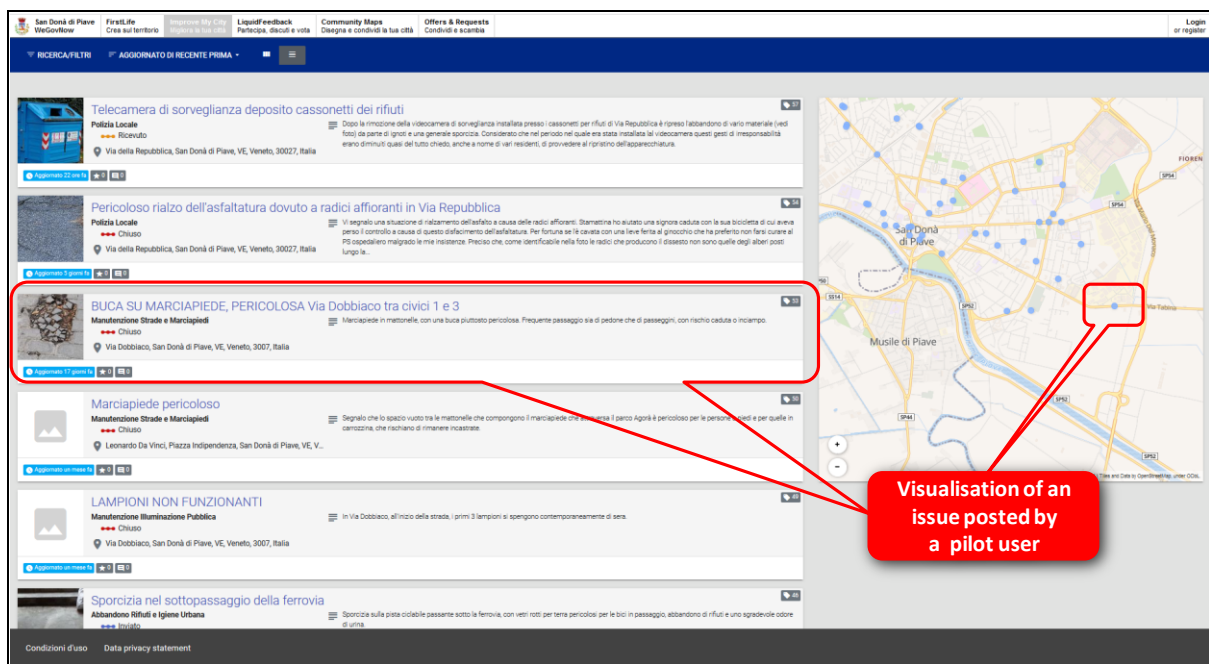
3.2.4 WeGovNow Improve My City

As described earlier, WeGovNow Improve My City enables the pilot users to post problems they have identified in the neighbourhood. Apart from being visible to all users, reported issues are automatically directed to a party with an assigned responsibility to monitor incoming reports through a dedicated interface. The responsibility to monitor problems posted by the pilot users can e.g. be assigned to certain units internal to the public administration or to local non-government organisations committed to deal with certain problems. To support effective monitoring of problems reported, the WeGovNow users are requested to post any issues they identify in their neighbourhood according to certain thematic categories. Each pilot municipality has specified its own set of issue reporting categories for WeGovNow Improve My City such as road maintenance, the management of green / public spaces, waste management, safety / security and others. Ultimately, this approach enables WeGovNow to effectively feed into the administrative structures and/or policy priorities prevailing in a given pilot municipality. All in all, the number of specified

reporting categories per pilot municipality ranges from five in Turin over six in Southwark to eight in San Donà di Piave.

Beyond posting a mere text description of an identified issue and - as far as present – of ideas how best to address it, WeGovNow also enables the pilot users to pinpoint the issue in question on an local map and to upload supportive photos if desired. Transparency among all users about problems posted with help of WeGovNow Improve My City is achieved by means of an overview screen listing all issues posted so far in chronological order, together with an interactive overview map referencing issues posted in geographical respect (Figure 16).

Figure 16 –WeGovNow Improve My City overview screen



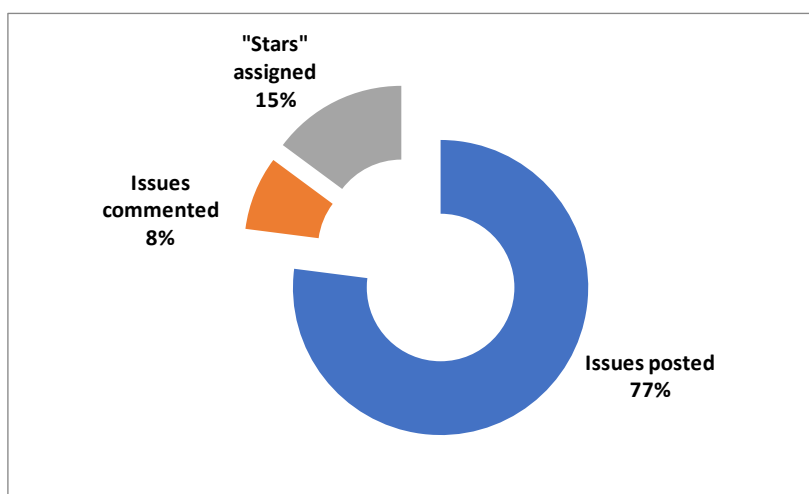
Screenshot from San Dona pilot

Details on each issue can be viewed by clicking on the listed posts as well as by clicking on a referenced geographic location displayed in the interactive overview map. Pilot users can also post comments on issues reported by others. If they wish, they can also support problem descriptions posted by others in terms of assigning a “star” to them, thus indicating that they feel as well that an issue reported by another user deserves particular attention. The number of comments and “stars” received by a particular problem posted is immediately visible to the pilot users from the displayed overview listing as well.

Apart from merely scrolling through the overview listing of issues posted, there is also the possibility to rank the listed items according to different criteria, e.g. in chronological order or according geographic proximity. Also, there is a possibility to rank the listed user post according to the frequency they have been viewed by others or according to the number of comments or supportive “stars” they have received.

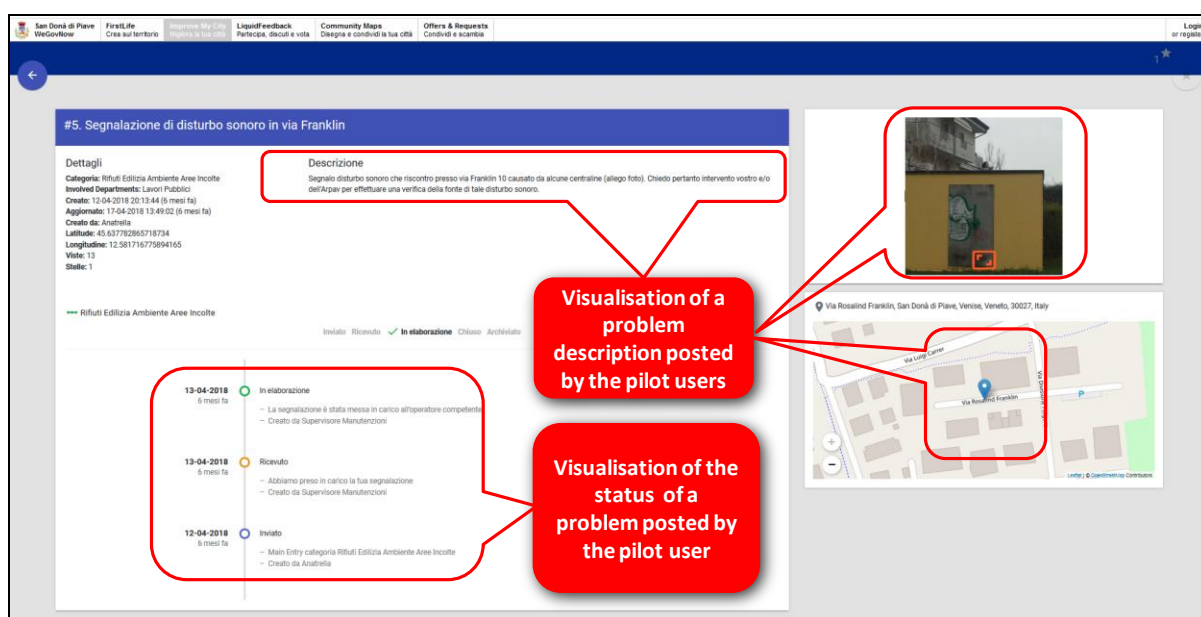
In total, 74 usage events have yet been observed in relation to WeGovNow Improve My City. As can be seen from Figure 17, roughly three quarter of all usage events (77%) having occurred so far concerned the posting an issue identified by the pilot users in their neighbourhood, with a view to bringing it to the attention of the public administration. The remaining quarter of usage events concerned a more discursive utilisation of WeGovNow Improve My City in terms of posting a comment on issues reported by others (8%) and supporting such issues by means of assigning a “star” to them (15%). All pilot users, including citizens and staff of the public administration, can follow the status of the reported issue along the line of a number of pre-defined stages, as illustrated by Figure 18. This issue tracking functionality enables all WeGovNow pilot users to identify whether an issues has been successful submitted, whether it has been acknowledged by the party holding responsibility for the thematic category under which it has been posted, whether it is still in progress or whether it has been resolved and finally closed.

Figure 17 – Types of WeGovNow Improve My City usage events



N = 74 usage events

Figure 18 – Visualisation of WeGogovNow Improve My City status tracking

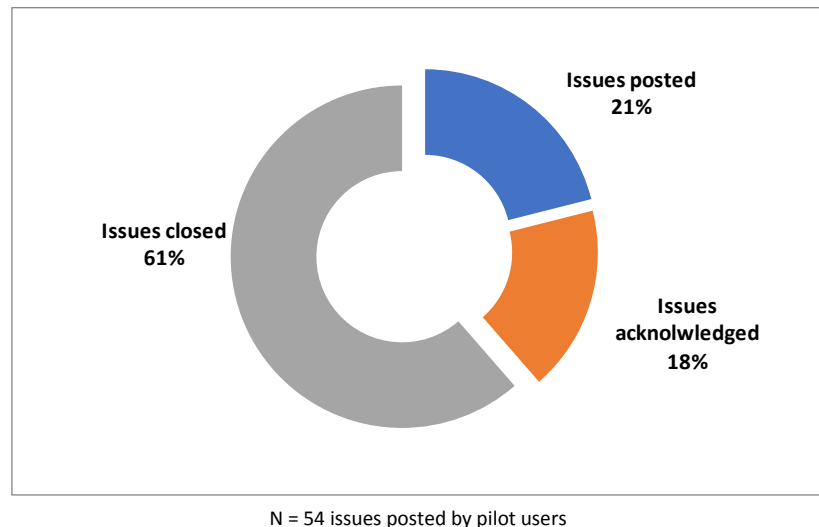


Screenshot from San Dona pilot

As can be seen from Figure 19, about six in ten (61%) issues posted by the pilot users up to now have meanwhile been closed. When it comes to the remaining problems posted, the acknowledgement by a party with respective monitoring responsibility is still pending for roughly one fifths (21%). Likewise about one fifth (18%) of the issues posted, although they have been acknowledged by a responsible party, could not yet be closed.

Beyond the publicly visible interactions enabled by WeGovNow as described above, a bilateral communication between the pilot user who has posted a particular issues and the party with an assigned monitoring responsibility can take place at any time through WeGovNow, e.g. in cases where further explanations are required or in cases where reported issues cannot be successfully addressed for some reason and may required further co-development of an adequate solution.

Figure 19 – Status of issues posted by means of WeGovNow Improve My City



3.3 Preliminary conclusive summary

With almost 10.000 users having yet registered to the WeGovNow pilot service across three WeGovNow municipalities, the analysis of quantitative monitoring data derived from the WeGovNow pilot platform enables drawing a number of preliminary high-level conclusions.

To begin with, the platform architecture adopted for the purpose of WeGovNow and its operational implementation in terms of an integrated web services - which is again technically delivered according to a distributed SaaS model - has generally proved scalable to larger numbers of users. No major malfunctions or breakdowns of the pilot platform have occurred yet. When it comes to the pilot service's user registration and verification process in particular, the available data suggest that almost nine in ten users have up to now been able to immediately register to the pilot platform, thereby passing through an automated validation process. This preliminary finding generally suggests scalability of the registration process from a technical point of view as well. It seems nevertheless worth exploring possibilities to as far as possible further decrease the share of user registration requests requiring manual validation by municipal staff, with a view to minimising staff time required for manual validation. The latter does currently concerns roughly one in ten registered pilot users.

Adopting the perspective of the pilot users, the hitherto available monitoring data on the user registration process also suggest that the current registration requirements do not seem to represent a substantial barrier towards utilising to the WeGovNow pilot services, at least in general. Such an assessment may be supported by the fact that the 9.976 users having registered to the pilot service so far do spread comparatively evenly across different age bands, with 92% of all registered pilot users being in the age range between 20 and 69 years.

Apart from registering to the WeGovNow pilot service, roughly three quarters (73%) of all usage events that have hitherto occurred concern posts responding in one way or another to content that has originally been posted by others. This preliminary finding points into the direction that this kind of "reactive" use seems to represent the predominant mode of pilot service utilisation, at least currently. A closer look suggests however that this may not necessarily apply to all WeGovNow civic engagement components in equal terms. For instance, when it comes to the utilisation of WeGovNow Community Maps only 0,2% of all usage events which have been counted so far do indeed concern comments posted in relation to already existing content, whereas the remainder of the usage events concern the posting/updating of original contributions. Likewise, the rather "reactive" usage mode that has obviously been adopted by the majority of the registered pilot users yet may not necessarily be synonymous with extensively debating with other users. Rather, the currently available monitoring data seem to suggest that a more discursive use of individual WeGovNow components has yet to occur. In the case of WeGovNow FirstLife, for instance, only 2% of all usage events observed concerned the creation of groups around content posted. The low level of utilisation of the comment function provided amongst other functions by WeGovNow Community Maps mentioned above points into a similar direction.

4 Analysis of stakeholder feedback

Please note: The preliminary analyses presented in the following chapter is based on stakeholder feedback collated by October 2018. Further information collated by means of focus groups and key informant questionnaires is currently analysed and will be reported in the final version of this report due by the end of the project duration.

As mentioned earlier, municipalities participating in the WeGovNow project have developed a number of policy use case scenarios directed towards exploiting the capabilities generally provided by the pilot platform for addressing particular local policy challenges. When it comes to co-developing responses to these challenges, different local stakeholder may have a contribution to make at each of the three WeGovNow pilot sites (D2.4). Depending on the particular policy issue concerned, beyond the public administration and the citizens as individuals, these may also include commercial and non-commercial organisations. An analysis of preliminary stakeholder feedback analysed so far is presented in the following subsection. This starts with perceived impacts ultimately expected to flow from the WeGovNow pilot services to the different stakeholder groupings involved (3.1). Moreover, a preliminary analysis is presented on aspects potentially impacting on the sustainability of the WeGovNow pilot service from the perspective of the three public administrations currently providing the pilot service in their municipalities (3.2).

4.1 Multi-stakeholder perspective on WeGovNow pilot service impacts

As can be seen from Table 3 overleaf, the parties involved in the three local pilots include volunteer organisations, honorary posts, publicly run institutions and different sorts of local businesses. A range of impacts have been identified which are expected to ultimately flow from the WeGovNow pilot service to the various stakeholder groupings involved. These have been derived by the three pilot site teams from a series of meetings held with the different organisations involved at the local level. The feedback received has been further consolidated by means of a series of evaluation online focus group sessions involving the local pilot site teams and the project's central evaluation team (Annex I).

When adopting the pilot service providers' perspective in particular, all in all, the experiences reported so far suggest a number of positive impacts which are expected to ultimately flow from the WeGovNow pilot service to the public administration as follows:

- Improved transparency of administrative processes and political decisions making vis-à-vis the citizens, ultimately strengthening the level of trust in the public administrative;
- Improved outreach of traditional consultation means such as town hall meetings or other consultation events, e.g. by reaching additional population groups and enabling time flexibility due to the 24/7 availability of WeGovNow;
- Improved quality of public services and better achievement of desired service outcomes/impacts, e.g. due to the possibility to take advantage of the expertise, knowledge and ideas generally available in the local community;

- Improved efficiency of public services, e.g. due to improved cross-organisational information flows;
- Increased participation in public events, e.g. due to a more efficient and effective promotion of public events.

At the same time, additional staff time required for utilising the WeGovNow pilot platform beyond those tasks usually carried out by the administrative units involved is seen as impacting the public administration in a negative sense. This aspect concerns, on the one hand, additional staff time required for mastering the technical infrastructure of the local pilots, e.g. in terms of initial staff training. On the other hand, it concerns additional efforts required to be spent on increased interactions with the citizens and other local stakeholders more generally.

Table 3 - Local institutions & organisations participating in the WeGovNow pilots

Public Administration	Honorary Posts / Volunteer Organisations	Public Institutions / Local Businesses
- Smart City Department	- Housing/tenant association	- Local shopping mall
- European Funds Department	- Sports association	- Theatre companies
- Public green and public buildings department	- Cultural association	- Environmental museum
- Urban / local development department	- Multi faith forum	- Public library
- District departments	- Local faith groups	- Secondary schools, colleges and universities
- Community division	- Youth council elected members	- Local businesses & employers
- Local economy team	- Council elected members	- Local media
- Education and business alliance team		- Local community related projects receiving public funding
- Youth team		
- Information, support and advise team		
- Educational and cultural department		

When it comes to local organisations involved in the WeGovNow pilots beyond the public administration, be it commercial organisations or non-commercial ones, a number of impacts have been identified as follows:

- Improved visibility of the own organisation, its mission and activities in the local the community;
- Increased networking with other stakeholders and related opportunities for establishing partnerships around themes of public interest;

- Better achievement of the organisation's mission, e.g. due to knowledge and ideas gained through engaging with the WeGovNow user community;
- Improved cooperation capabilities when it comes to promoting / implementing activities to happen in the community;
- Increased empowerment to influence administrative /political decision making on municipal level;
- Positive reputation in the community due to the organisation's engagement in matters of public interest.

Again, additional effort required to be spent on engaging with the municipality and others through WeGovNow has been voiced as a factor that may potentially impact on the organisations' usual operations in a negative sense, e.g. by potentially absorbing time that would otherwise have been spent on the organisations' usual operations.

When it comes to the citizens as individuals in particular, positive impacts that are expected to ultimately flow from the WeGovNow pilots concern their empowerment vis-à-vis the public administration; in terms of having a stronger influence on public service delivery and political decision making. In a democratic sense, this is seen as a value in itself in terms of broadening the basis for legitimating political and administrative decisions to be taken at municipal level. Even if established administrative and/or political decision making processes may not necessarily be legally obliged to actually consider inputs received through WeGovNow, at least the "moral" pressure on decision making bodies and/or individuals to justify their decisions vis-à-vis the WeGovNow user community is perceived as an empowering factor.

Apart from the perceived democratic value of WeGovNow, positive impacts are seen to ultimately flow from the pilot service to the citizens in a more utilitarian sense, e.g. in terms of having improved access to municipal information and benefitting from better informed public service delivery or political/administrative decision making. At the same time, concerns have been voiced that increased participation in public matters through WeGovNow may finally have a negative impact on the time generally available to the citizens for potentially competing interests and activities, e.g. family matters and hobbies.

4.2 WeGovNow pilot service provider perspective on sustainability aspects

Albeit each of the WeGovNow core components offers a dedicated civic participation function and a range of sub-functions respectively, their integration allows flexible tailoring of participation "workflows" towards a given local policy challenge. As part from the policy use case scenarios developed by the participating municipalities for piloting purposes, different participation workflows have been developed to address particular policy challenges within their specific their specific local contexts, thereby involving different stakeholder organisations and institutions. For illustration purposes, these are graphically summarised in terms of a set of participation process flow charts presented in Annex II.

In this context, preliminary focus group outcomes suggest various aspects potentially requiring attention when it comes to the operation of the WeGovNow pilot service under day-to-day conditions in the local community¹⁰:

- Reputational aspects:

The feedback received by the pilot municipalities so far from citizens and other local stakeholders, e.g. in the framework of public events and stakeholder meetings, suggests rather positive impacts on the reputation of the public administration. Generally, it tends to be positively received that the pilot municipalities make a dedicated effort to explore new ways of better involving the local community in administrative/political matters. At the same time reputational risks are perceived at the part of the public administration as well. Exposing the citizens to an experimental service might for instance potentially cause disappointments at the part of the citizens, e.g. should it finally turn out that the user experience is not yet optimal.

- Strategic aspects:

When adopting a more strategic perspective, based on the experiences made so far opportunities are perceived in relation to a better outreach into the local community with help of WeGovNow, e.g. to those typically not participating in more traditional engagements means such as town hall meetings or on-site engagement events. Beyond the mere outreach aspect, opportunities are also perceived when it comes to gaining a boarder picture on ideas and aspirations prevailing in the local community. At the same time there is a perceived risk that in some cases exaggerated expectations may be voiced by WeGovNow users which might not be accomplishable by the public administration in a straight forward manner, e.g. due to given economic, legal or other constraints.

- Workflow aspects:

When compared with hitherto existing civic engagement means, WeGovNow is considered as comprehensive tool enabling engagement with the citizens in diverse ways. On the one hand, this is perceived to open-up opportunities for developing entirely new pathways for the co-development of adequate responses to local policy challenges. At the same time, the comparatively wide range of engagement functions generally available from WeGovNow is perceived as a challenge. Established work flows internal to the public administration often need to be changed, thereby frequently cutting across established intra-organisational and sometimes even inter-organisational boundaries, if the capabilities generally provided by the pilot platform are to be fully exploited. By nature such processes tend to take time, and they do not infrequently require the commitment and approval of more than a single decision maker. The feedback received so far suggests that “organisational inertia” has been identified as a

¹⁰ A focus group involved civil servants directly participating in the backend service of the WeGovNow platform. In methodological regard, the focus group followed a set of research questions to guide the discussion, each engaging with the experience the municipalities’ representatives have gained in utilising the WeGovNow since the launch of the public pilot. Nine participants joined the 2,5h session, which has been conducted virtually via an online Webinar software solution.

factor potentially slowing down the adoption of new roles, responsibilities and work flows.

- Economic aspects:

Generally, the WeGovNow pilot service is perceived to enfold its impacts on the public administration at the intersection of incremental change toward more participative decision making and increasing budgetary pressure. When it comes to achieving a closer interaction of the public administration and the citizens, potentially achievable efficiency gains with help of WeGovNow are perceived as a lever for promoting the pilot platform internal to the administration. Beyond enabling efficient interactions with the citizens, the WeGovNow approach is also perceived to hold potentials for supporting local stakeholders in doing things by themselves and thus ultimately lowering the burden on the public administration. This may however require a broader cultural change toward increasing self-organisation being pursued internal and external to the public administration, which again is seen as a process that takes its time. In a short term perspective, concentration on “low hanging fruits” in terms of promoting more self-organisation through WeGovNow in relation to very specific, selected local matters is perceived as an auspicious strategy in this respect.

- Technical aspects:

From an infrastructural point of view, the WeGovNow pilot service is perceived as a reliable technical solution in terms of a stable, fully up and running service platform. With a view to making it straight forward as possible for public administrations, citizens and other stakeholders to fully exploit the potentials it generally provides, potentially available options for optimising the user experience should be exploited wherever possible.

4.3 Preliminary conclusive summary

The preliminary analysis of the multi-stakeholder feedback collated so far suggests a number of benefits which can principally be expected to flow from the WeGovNow pilot services to the different parties involved. Taking a bird’s eye view, at the current stage of the evaluation work it seems appropriate to state that these concern, on the one hand, commonly accepted democratic values, e.g. in terms of empowering the citizens to have a say in local matters. On the other hand, currently perceived impacts concern more utilitarian aspects such as the achievement of better decision making and services delivery with help of WeGovNow by being able to rely on a broader range of ideas, knowledge and expertise emerging from the local community.

Preliminary experiences gained by the public administrations operating the validation pilots at the local level suggest however that a number of aspects may deserve attention if the capabilities generally provided by the WeGovNow approach are to be fully exploited under day-to-day conditions. Apart from reputational and technical aspects, in particular more strategic considerations as well as work flow related and economic considerations deserve attention in this respect. Generally, the perception of the pilot municipalities seem to

suggest that the WeGovNow approach may not necessarily be seen as fast selling item despite the potentials it generally holds for the co-development of solutions to local policy challenges, independent whether a democratic or a utilitarian perspective may be adopted.

As a comprehensive tool for civic engagement, WeGovNow provides different core engagement functions and enables flexible tailoring of engagement pathways across its individual application components. Against this background, the hitherto presented findings suggest that the WeGovNow approach may well help in achieving “more for less”, in terms of improved interactions among local stakeholders with fewer public resources. It may however also be a suitable means for achieving “more for more” in terms of improved democratic participation being enabled with help of more public resources. Depending on local circumstances and political priority setting both scenarios may ultimately be acceptable.

5 Local policy use case scenario assessment

Please note: The hitherto presented analyses have shed light on how pilot users have so far utilised the WeGovNow pilot platform in quantitative terms. Also, perceived impacts and factors potentially facilitating and constraining the wider uptake of WeGovNow have been identified. Based on the ongoing analysis of further monitoring data and stake holder feedback, this chapter will focus on an assessment of the potential contribution WeGovNow in addressing particular policy challenges, as identified by the three pilot municipalities. For the moment, each policy use case scenario is briefly summarised when it comes to policy challenge to be addressed and the way WeGovNow has been utilised to help addressing these. The assessment part is however still lacking and will be included in the final version of this report due at the end of the project duration.

5.1 “Neighbourhood” use case scenario summary and assessment

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

Text Box 2 – Summary of stake holder involvement in the “Neighbourhood” use case scenario

How the citizen can utilise WeGovNow:

- Posts description of perceived problem in the neighbourhood
- Posts explanatory / supportive material
- Tracks processing status of reported problem
- Promotes additional information / activities concerning identified problem if deemed useful / relevant
- Initiates initiative on identified problem for public deliberation if deemed useful / relevant

How the other stake holder groups can utilise WeGovNow:

- Monitors reported neighbourhood problems as perceived by citizens
- Communicates back re perceived problem
- Tracks processing status of reported problems
- Analyses statistics on reported problems as an input to policy / public service development
- Promotes additional information / activities concerning identified problem if deemed useful / relevant
- Initiates initiative on identified problem for public deliberation if deemed useful / relevant



5.2 “Axto” use case scenario summary and assessment

Between 2017 and 2019, the City of Turin is going to invest 45 Million Euro, of which 18 Million Euro will be funded by the Italian Government (Presidenza del Consiglio dei Ministri), in the framework of the so called AxTO programme (Action for Turin’s Suburbs). The programme includes different thematic axes, each being directed towards re-developing the city’s peripheral areas. It is administered by a dedicated department (“Progetto AxTO - Beni Comuni - Periferie”) internal to the public administration. The AxTO department operates a dedicated web site for public communication purposes. Overall, 44 policy interventions have been defined for being pursued in the framework of the AxTO programme. Under one of the programme’s thematic axes, the one on “education and culture”, a public call for proposals for socio-cultural projects had been published on the AxTO web site in late 2017.

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

Text Box 3 – Summary of stake holder involvement in the “Axto” use case scenario

How the municipal administration can utilise WeGovNow:

- Publishes call for proposals for cultural projects to be publicly funded & eligibility criteria
- Collects proposals & publishes eligible proposals
- Formalises funding decision ultimately taken according to participatory process in line with relevant local legislation

How NGOs can utilise WeGovNow:

- Submits proposals for cultural projects Promotes additional information and/or activities concerning cultural project as deemed useful/relevant
- Initiates additional initiatives for public deliberation as deemed relevant / useful

How the citizen can utilise WeGovNow:

- Looks up information about proposed cultural projects
- Votes on proposed cultural projects

How the Technical Comitee can utilise WeGovNow:

- Feeds voting result into pre-defined, committee-based decision making process



5.3 “Parco Dora” use case scenario summary and assessment

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

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

Through a publicly accessible co-design process supported by WeGovNow, the City of Torino has co-developed the Parco Dora area with local communities, associations and citizens in the design process. At the end of the co-design process, the Public Green Department will provide feasible implementation plan complying with relevant regulation, e.g. when it comes to public procurement requirements, thereby taking into account the outcomes of the participatory process supported by the WeGovNow platform.

Text Box 4 – Summary of stake holder involvement in the “Parco Dora” use case scenario

How the municipal administration utilises WeGovNow:

- Prepares and runs public offline co-design workshops
- Feeds online contributions posted on WeGovNow into public offline co-design workshops
- Feeds outcomes of offline co-design workshops back into WeGovNow online platform
- Conducts feasibility / legal compliance assessment of design proposals emerging from online and off-line co-design activities

How the formalised multi-stakeholder group utilises WeGovNow:

- Promote participation in online and offline co-design activities among citizens and local NGOs

How local NGOs utilise WeGovNow

- Participate in offline co-design activities
- Post proposals for proposals for public deliberation

How the citizen can utilise WeGovNow:

- Participate in offline co-design activities



- Post proposals for proposals for public deliberation
- Vote on posted proposals

5.4 “Energy Efficiency” use case scenario summary and assessment

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

Text Box 5 – Summary of stake holder involvement in the “Energy Efficiency” use case scenario

How the municipal administration can utilise WeGovNow:

- Publishes interactive maps on relevant local policies
- Performs feasibility / legal compliance assessment of proposals/ideas posted online
- Derives ideas for further policy / public service development from online posts

How the citizen can utilise WeGovNow:

- Posts ideas on cycling lanes & sustainable practices
- Posts “personal” commitments for sustainable behaviour
- Networks with like minded citizens
- Proposes policy initiatives for public deliberation

How local NGOs can utilise WeGovNow

- Promotes sustainable practices
- Networks with interested citizens

How the formalised multi-stakeholder group can utilise WeGovNow:

- Promotes sustainable transport offerings



5.5 “Youth Engagement” use case scenario summary and assessment

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

schools as part of their teaching activities for educating their students in public matters and citizenship.

Text Box 6 – Summary of stake holder involvement in the “Youth Engagmenet” use case scenario

How local schools can utilise WeGovNow:

- Pupils publish interactive thematic maps concerning their municipality
- Pupils post contributions to interactive maps
- Pupils post initiatives for public deliberation
- Pupils vote on initiatives

How the citizen can utilise WeGovNow:

- Posts contributions to interactive thematic maps
- Posts initiatives for public deliberation
- Posts initiatives for public deliberation
- Networks with like minded citizens
- Votes on deliberated policy initiatives

How local NGOs can utilise WeGovNow:

- Promotes sustainable practices
- Networks with interested citizens

How the municipal administration can utilise WeGovNow:

- Derives ideas for further policy / public service development from online posts
- Performs feasibility / legal compliance assessment of proposals/ideas posted online



5.6 “Youth & Employment” use case scenario summary and assessment

The London borough of Southwark is committed to promoting equality of opportunity for all young people. Currently young people may experience barriers to accessing employment and training opportunities. Further, existing routes into employment and training do not make adequate use of the new technologies that young people may be familiar with in other areas of their lives. Against this background, in Southwark WeGovNow is seen as an opportunity to leverage technology by presenting the opportunities that young people need in a format that they understand and appreciate. At the same time businesses across the London borough of Southwark and more widely, London and beyond have expressed the need to engage the next generation of professional within their industries. For example, there is currently a shortage of young professionals going into the Science Technology Engineering and Mathematics (STEM) and Health Services industries across the United Kingdom. These industries are vital to the economy and future growth of Britain. Inspiring, developing and encouraging future talent to consider a career within these and other industries as viable options is crucial to sustainability and future economic growth. The ambition therefore is to stimulate use of the WeGovNow pilot platform as a youth focused digital careers and employability hub which offers local young people opportunities to access employment opportunities within various fields and industries, online networking

with professionals and like-minded people, and to forge links with businesses and employers across various industries and sectors.

Text Box 7 – Summary of stake holder involvement in the “Youth Engagmenet” use case scenario

How the young citizens can utilise WeGovNow:

- posts succinct self presentation (incl. supportive media content)
- seeks opportunities for training / employment
- networks with like minded and/or potential employers

How the Youth Council can utilise WeGovNow:

- Publishes interactive local map on youth employment issues

How potential employers can utilise WeGovNow:

- posts training / employment opportunities (incl. supportive media content)
- networks with young citizens

How the municipal administration can utilise WeGovNow

- identifies potential gaps in the demand and supply of training / employment opportunities
- feeds insights gained into further policy / public service development



5.7 “Highways” use case scenario summary and assessment

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

Text Box 8 – Summary of stake holder involvement in the “Highways” use case scenario**How the municipal administration can utilise WeGovNow:**

- Publish interactive map on highway consultation
- Organises public offline events where citizens are encouraged to post their ideas and opinions by means of publicly provided terminals
- performs feasibility / legal compliance assessment of posted ideas / initiatives
- feeds ideas into further policy / public service development

**How the citizen can utilise WeGovNow:**

- Posts ideas on interactive map on highways consultation (incl. supportive media content)
- Posts initiatives for public deliberation & voting

How local NGOs can utilise WeGovNow:

- Posts ideas on interactive map on highways consultation (incl. supportive media content)
- Posts initiatives for public deliberation & voting

How local businesses can utilise WeGovNow

- Posts ideas on interactive map on highways consultation (incl. supportive media content)
- Posts initiatives for public deliberation & voting

5.8 “Faith Groups” use case scenario summary and assessment

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

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

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

Text Box 9 – Summary of stake holder involvement in the “Faith Groups” use case scenario**How the municipal administration can utilise WeGovNow:**

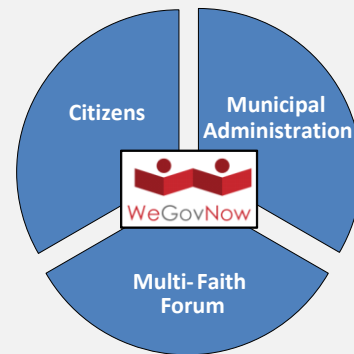
- promotes events
- networks with interested parties
- extracts insights for further policy /service development

How the Multi-Faith Forum can utilise WeGovNow:

- networks around public offline events
- promotes offline events
- networks with member faith groups
- promotes self-presentation of member faith groups

How the citizen can utilise WeGovNow:

- seeks information about faith groups
- posts content around events
- networks with interested parties



6 Preliminary conclusive summary

In the final version of this report, the lessons learned from the analyses presented in the previous chapters will be drawn together in a final conclusion chapter. The preliminary evaluation outcomes presented so far suggest that the local WeGovNow pilots attract the interest of broader sections of the population, independent of age and gender. Almost 10.000 users have yet registered to the pilot service operated under day-to-day conditions in the three WeGovNow pilot municipalities, and 16.965 single usage events have yet been counted. WeGovNow provides a set of core functions supporting civic participation and engagement for the purpose of addressing local policy challenges, including community networking & self-organisation (WeGovNow FirstLife), problem identification & tracking (WeGovNow Improve My City), democratic proposition development & decision making (WeGovNow LiquidFeedback), crowd sourcing of knowledge & ideas (WeGovNow Community Maps), exchange of volunteering opportunity & free items (WeGovNow Offers & Requests).

Other than e.g. commonly available eGovernment services, the WeGovNow pilot platform represents a flexible “tool box” enabling the support of diverse utilisation patterns rather than a single “service work flow”. The currently available data do however suggest that roughly three quarters of the pilot users have made use of WeGovNow in a rather “reactive” mode until now, i.e. their posts were triggered by original contributions posted by others. At the same time, the preliminary findings suggest that a number aspect potentially deserve attention if the capabilities generally provided by the WeGovNow approach are to be fully exploited for co-productive policy and community development within daily practice. These range from rather practical issues to more strategic considerations.

Based the analysis of further evidence, ongoing evaluation work will generate more operational guidance on how best to exploit the capabilities generally provided by WeGovNow beyond the project duration, thereby taking account of different framework conditions prevailing at the WeGovNow pilot sites.

ANNEX I

Stakeholder feedback summary tables on impacts of the WeGovNow pilot service

A. Stakeholder feedback summary table: Turin

Stakeholder Group	Stakeholder Name	Role Description	Impacts
Local Authority / Municipality	Special Project European Funds, Innovation, Smart City Department	<p>Functions as the local pilot coordinator and is responsible for overlooking and managing all activities concerning the implementation of the use case scenarios within the WeGovNow pilot. They manage the communication internally across the various municipality departments and maintain the relationship with the specific external stakeholders involved in the scenarios.</p> <p>The department populates the platform with data and runs various supplementing offline engagement activities which involve both internal and external stakeholders. Staff will digitalize data collected offline and will create a summary of offline and online outcomes, summarizing the main proposals arisen. Online discussions will be actively encouraged and feedback will be provided to the users; the different solutions can be merged or redefined. Finally, the municipality encourages users to vote and chose their favourite initiative.</p> <p>They further provide first level technical “help desk” service supporting WeGovNow users in Italian language and updating the FAQ page on a regular basis.</p>	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Improved use of common spaces - Better access to citizen’s ideas and needs - Increased number of participants decision making processes - Increased citizen inclusion: people who cannot attend offline workshops can contribute with suggestions during the online discussion - Increased transparency of processes - Improved tracking of the discussion and of the outcomes via the platform - Reaching out to new targets of participants: WeGovNow could facilitate the engagement of some categories of stakeholders who usually don’t attend or is not able to attend “classical” town hall meetings (e.g. young people, workers, lone parents, people with mobility problems, ...) - Easier connections with other projects - Citizens empowerment - Increased service quality - Increase overall city attractiveness - Improved cross-organisational information management - Increased trust in government - increase people's participation in events organised by the Districts: through the platform Districts could promote events to a wider public
	Public Green and Municipal Buildings Department	<p>Responsible for managing green spaces in the city. The main objective of using WeGovNow is utilizing the platform for co-designing the last empty space in the pilot area Dora Park by involving local communities, associations and other stakeholders in designing a new sporting area for teenagers and young people with new services and activities.</p> <p>Together with other Departments involved in the project, they are part of an internal working group which define the guidelines, the project frame and the main criteria for the co-design.</p>	

Stakeholder Group	Stakeholder Name	Role Description	Impacts
		<p>Together with the European Funds Department they support the offline discussions in the stakeholder working groups in which first draft proposals will be discussed, implemented and enhanced. Further, based on the outcomes of the co-design process taking place via the platform they define a work plan and launch a tender for the required construction works at the pilot area Dora Park.</p> <p>They also provide data (area size etc) to the European Funds Department.</p>	<p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on offline stakeholder engagement (in terms of staff costs) - Time spent on administrating workshop (in terms of staff costs) - Time spent on platform usage (in terms of staff costs) - Time spent on training colleagues on platform usage (in terms of staff costs) - Time spent on “help desk” (in terms of staff costs) - Time spent on platform design/customization (in terms of staff costs)
Project Department	AxTO	<p>Is responsible for the public call that aims to select and co-finance innovative projects with social and cultural impact. The public call is published by the municipality under the AxTO scheme inviting local NGOs to propose cultural projects for public funding. The AxTO Department managed the selection of NGOs in the first phase of the call: WeGovNow dealt with the “vote by the citizens” second phase, where NGOs have already been selected.</p> <p>The Department uploads onto the WeGovNow platform the proposals submitted by NGOs under the following categories:</p> <ul style="list-style-type: none"> a) public space b) integration c) music and performing arts d) digital innovation 	
	Districts 4 & 5	<p>Districts close to Dora Park managing the local area, including the organisation of events and provision of social services. Function as an information point for people living in the area (distribute information material on the platform e.g. flyers) and function as an “interface” between local citizens and the municipality. In this context it also envisaged that they support</p>	

Stakeholder Group	Stakeholder Name	Role Description	Impacts
		citizens in registering to the platform.	
NGOs & Associations	Housing, cultural, and sport associations, theatre companies, social cooperatives	NGOs and associations function as an information interface by encouraging their beneficiaries to participate in the decision making processes and to provide input and suggestion via the WeGovNow platform. Besides participating in the discussion themselves, NGOs and associations are further involved as direct beneficiaries of public funding decisions being taken via the platform.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Visibility of associations; increased of number of people reached via the platform - Increased people's participation in events organised by the NGOs: through the platform NGOs could promote events to a wider public - Increased sense of empowerment among beneficiaries - Increased capacity to use information and communication technology (ICT) - Ability to influence municipal funding decision about NGO-driven cultural project <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on stakeholder engagement (in terms of staff costs) - Time spent on platform usage (in terms of staff costs)
Businesses	Dora Shopping mall	The shopping mall is involved as a local information point promoting the co-design process, such as by organizing events promoting and communication the project and the call for proposals. Further, representatives of the mall participate in the stakeholder workshops and contribute to the proposals.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - increased business opportunities (more potential customers visiting Dora Park and the shops) - increased participation of young people in their social activities <p><u>Negative</u></p> <p>time spent on participation in offline workshops (in terms of staff costs)</p>
Public Institutions	Environmental	The Environmental Museum hosts some of the offline workshops	<u>Positive</u>

Stakeholder Group	Stakeholder Name	Role Description	Impacts
	Museum MACA	and works as an information point promoting the participation in co-design process both in the stakeholder workshops and via WeGovNow. Moreover, they participate in the discussions and voting on proposals once opened on the platform.	<ul style="list-style-type: none"> - increase people's participation in events organised by Public Institutions: through the platform Public Institutions could promote events to a wider public - Increased sense of empowerment among beneficiaries - Ability to influence community related matters - Increased number of visitors in the museum and library
	Public Library	The Public Library hosts some of the offline workshops and works as an information point promoting the participation in co-design process both in the stakeholder workshops and via WeGovNow. In particular, this interface function refers to the collaboration with schools by encouraging student classes to participate in the discussions taking place via the platform.	<p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on offline stakeholder engagement (in terms of staff costs) - Time spent on the participation in stakeholder workshops (in terms of staff costs) - Time spent on administrating workshop venues (in terms of staff costs) - Time spent on platform usage (in terms of staff costs)
Citizens	All	Citizens are invited to join the offline stakeholder workshops and actively contribute to the decision making and co-design processes of the service scenarios. They use the WeGovNow platform to access information on proposals, comment and discuss on them, provide alternatives and vote for their preferred options. Moreover, citizens use the platform to find information about events and activities to be organized in the pilot area.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - New way to take part in a public decision making process - increased sense of empowerment - increased embeddedness into community - Ability to influence community matters - increased trust in government - increased sense of belonging - meaningful involvement - better access to community-related information <p><u>Negative</u></p> <ul style="list-style-type: none"> - time spent on platform usage and offline workshops (in terms of efforts which can't be spent anymore on

Stakeholder Group	Stakeholder Name	Role Description	Impacts
alternative / competing activities)			

B. Stakeholder feedback summary table: London Borough of Southwark

Stakeholder Group	Stakeholder Name	Role Description	Impacts
Local Authority / Municipality	Communities Division of the London Borough of Southwark	The Community Division manages and administers the WeGovNow pilot for Southwark and coordinates the day-to-day use of the platform with other internal departments as well as external stakeholders. The overall aim of using the WeGovNow platform is to use it as a data collection tool as well as a hub which facilitates participation by bringing key players/stakeholders together. The Community division uses the WeGovNow platform as an engagement means to involve the relevant stakeholders concerning the service scenarios. As a part of an internal working group, the team will not only upload data but regularly monitor and assess data input into the platform and ensure the quality of information and that opportunities meet the needs of the users in an effective manner.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased overall service quality - Increased trust in local government - Increased city attractiveness - Increased level of employment among young job seekers in Southwark <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on generic platform design, training and administration - Time spent on data monitoring and assessment - Time spent on offline stakeholder engagement external to the council
	Local Economy Team of the London Borough of Southwark	The Local Economy Team of the London Borough of Southwark is part of an internal working group working together with the Communities Division, the Education and Highways Team as well as external members relevant to the service scenarios which monitor and ensures the effective use of the WeGovNow platform in the local context. The Local Economy Team uses the platform to lead on business and enterprise engagement sourcing to maintain as well as forge new relationships in order to identify existing and stimulate new potential youth employment opportunities.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased overall service quality - Increased trust in local government - Increased attractiveness of the Borough (for citizen and entrepreneurs / businesses) - Increased number of businesses involved in the business forum / Increased number of partnerships created - Increased number of training/apprenticeship/job opportunities created - Increased level of employment among

Stakeholder Group	Stakeholder Name	Role Description	Impacts
			<p>young job seekers/ increased level of young people in training</p> <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spend on offline stakeholder engagement in relation to the platform
	Education and Business Alliance Team (EBA) of the London Borough of Southwark	The EBA acts as a conduit between the council, Youth Council, schools and businesses, providing expert advice and information. The EBA team uses the WeGovNow platform to engage and inform businesses and schools about upcoming career fairs by sharing event information, organising the exhibition booths and pinpointing the corresponding venue on the localised map.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased number of career fair visitors - Increased overall service quality <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage
	Southwark Information, Support and Advice Team (Local Offer)	Southwark's Local Offer provides advice support and information for young people between the ages of 16 and 25. They use the platform to signpost their service and opportunities available.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased visibility of service / Increased number of people requesting service - Improved service quality <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage - More staff resources needed / increased work load due to increased demand – reduced service quality
	Youth Service Team of the London Borough of Southwark	The Youth Service Team runs the council's youth centres with term-time and holiday activities for young people including personal development, support and advice services. The team use the platform to signpost young people to opportunities to get involved and support them through the process of setting	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased visibility of service / Increased number of people requesting service - Improved service quality <p><u>Negative</u></p>

Stakeholder Group	Stakeholder Name	Role Description	Impacts
		up their own account to engaging employers and seeking out the right options.	<ul style="list-style-type: none"> - Time spent on platform usage - Time spent on supporting young job seekers with the platform usage and training/job vacancies search
Citizens	Southwark citizens	<p>In particular young people use the WeGovNow platform to find training opportunities, jobs and apprenticeships and access information on the applications. Parents and guardians (e.g. youth workers) will be able to them in the training and job seeking process via the WeGovNow platform.</p> <p>In addition to this, citizens are consulted to improve local traffic situations and have the opportunity to be involved in the strengthening of local inter faith relations.</p>	<p>Positive</p> <ul style="list-style-type: none"> - Time saved for searching apprenticeship opportunities via separate channels - Increased level of knowledge around (suitable) career pathways available - Successful trainings / apprenticeships / jobs realised - Better access to community related information - Increased sense of social and economic inclusion - Increased sense of belonging and embeddness into community - Increased trust in government and council's services - Increased sense of relevance ("We matter to the Council and are not left alone") - Involvement in decision making processes - Increased sense of being "heard" by the municipality - Increased understanding of local faith groups - Improved traffic conditions for pedestrians,

Stakeholder Group	Stakeholder Name	Role Description	Impacts
			cyclists and car drivers
			<u>Negative</u>
			- Time spent on platform training and usage
Educational Institutions	Secondary schools, Academies, Colleges and Universities	Educational institutions use the platform to network with employers and other stakeholders for school career fairs and long-term relationships. They use the platform to access information and advice and signpost their young students to local opportunities. Further, the WeGovNow platform is utilised to promote their offers (e.g. career fairs, specific staff resources available at school for job training, etc.).	<u>Positive</u>
			- Increased number of career fairs visited
			- Increased number of students engaged in training and job search
			- Increased number of alumni in the workforce or job training (long-term)
			- Established partnerships with employers and business
			- Reputation related impacts such as increased attractiveness of the school
			<u>Negative</u>
			- Time spent on platform usage
NGOs	Community Groups	Use the WeGovNow platform to share community announcements, publicise their services and call out for people to get involved in their activities or services.	<u>Positive</u>
			- Increased visibility of group and its activities
			- Increased number of visitors / participants / beneficiaries ("members")
			- Increased sense of embeddedness into community
			<u>Negative</u>
			- Time spent on platform usage

Stakeholder Group	Stakeholder Name	Role Description	Impacts
Businesses	Private, Public & Voluntary	Businesses uploads their job offers and training opportunities to the WeGovNow platform. The WeGovNow platform further brings together these sectors as a means to network, collaborate and share best practice.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased number of qualified young people applying for vacant jobs / trainings / apprenticeships - Increased collaboration and networking opportunities <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage
Other	Youth Council Elected Members	The formal and official voice of Southwark's young people. Use the WeGovNow platform to engage employers from all sectors, to organise a series of career fairs across the borough and encourages young job seekers to register and explore the various activities and opportunities offered. Engagement thus taken place both offline and online (e.g. using the platform to browse for opportunities and to share events and activities).	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increase of number of career events organised - Increased number of participants at events, activities, etc. - Better access to employment and training related information circulated <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage
	Council Elected Members	Use the platform to check on the views of the public and other actors to take into account when considering any policy changes or decision making; monitor "success" of youth engagement via platform.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Knowledge gained on engagement activities - Increased trust in government - Increased attractiveness of the Council <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform monitoring
	Multi-Faith Forum & local faith groups	The Multi-Faith Forum and local Faith Groups in Southwark utilise the WeGovNow platform to organise a series of inter-	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Successful implementation of inter-faith

Stakeholder Group	Stakeholder Name	Role Description	Impacts
		faith events.	<p>events</p> <ul style="list-style-type: none"> - Increased number of suggestion on how to strengthen inter faith relations - Increased sense of what faith group members need - Increased awareness of the different faith communities in Southwark - Increased understanding between religious and non-religious people <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage

C Stakeholder feedback summary table: San Donà di Piave

Stakeholder	Name	Role	Impacts
Local Authority / Municipality	Local Development Department	<p>Responsible for coordinating urban regeneration implementation which includes introducing the legal framework to involve different actors in a Public Private Partnership. Staff supports the architectural projects according to urban regulations and promote participative processes in a public dialogue with business organisations, NGOs and other actors in order to get new ideas and resources for the projects.</p> <p>The Department is further part of an internal working group dedicated to promoting the platform and training colleagues in the municipality.</p> <p>The Local Development Department is the main actor within the municipality in this scenario and the main tasks in relation to the platform include:</p> <ul style="list-style-type: none"> - Training municipal staff and other associations in the usage of the WeGovNow platform (“WeGovNow help desk”) - Validates user registrations via platform (ICT Dep.) - Provides data on vacant city spaces & upload content on the platform - Use the platform to share information - Actively use the platform to jointly plan and organise events - Promotion of the platform <p>They further aim to promote WeGovNow as an opportunity for alternative business models.</p>	<p>Positive</p> <ul style="list-style-type: none"> - Increased trust in local government - Increased city attractiveness - Improved communication with other relevant actors <p>Negative</p> <ul style="list-style-type: none"> - Time spent on platform training (in terms of staff costs) - Time spent on providing training (ICT Dep.) (in terms of staff costs) - Time spent technical administrative tasks (e.g. validation of registrations, customisation of design, etc.) (in terms of staff costs) - Time spent on platform usage (in terms of staff costs) - Time spent on stakeholder (internal & external) engagement to promote the platform in relation to this use case in terms of staff costs)
	Social Affairs	The Department is responsible for the implementation of the “Social	

Stakeholder	Name	Role	Impacts
	Department	<p>Opportunities Plan” (SOP), the general policy framework of the city responding to the need for a closer relationship between the needs of the population, the overall quality of life of people and the economic development of the city.</p> <p>They use the platform to upload and promote content on job opportunities and information on job services (e.g. event & group functionality of FirstLife) and manage the collaboration with stakeholders at both horizontal and vertical levels.</p>	
	Education and Culture Department, including Youth and Sport	Works closely with educational institutions and cultural/citizens’ organisations. Use the platform to promote and monitor initiatives of different kinds, inform schools and promote opportunities related to city centre revitalisation.	<p>Positive</p> <ul style="list-style-type: none"> - Improved communication with schools and cultural / citizens’ organisations - Better tracking / monitoring of activities <p>Negative</p> <ul style="list-style-type: none"> - Time spent on platform usage (in terms of staff costs)
	High level public administrations	Utilise the WeGovNow platform as a source of information in order to promote the potential and results of the interaction to other urban areas. Promote the platform as a good practice to get funding for local cultural and creative industry, training and capacity building and to attract national investment.	<p>Positive</p> <ul style="list-style-type: none"> - Knowledge gained and transformed into local policy recommendations (long term?) - Increased prestige / attractiveness of local area - Increased trust in government <p>Negative</p>

Stakeholder	Name	Role	Impacts
			- Time spent on data gathering via platform (in terms of staff costs)
Citizens	Citizens	<p>The main stakeholder group involved in the ULG and thus one of its target beneficiaries. The main role in relation to the platform in the service scenario includes:</p> <ul style="list-style-type: none"> - Use the platform to obtain information - Provides input and participate in discussions and polls thereby contributing to the co-decision making already going on an - Propose initiatives for the revitalization of the city centre 	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased sense of involvement in community related issues / Ability to influence community matters / Increased sense of empowerment - Increased access to community related information - Increased sense of belonging - Increased sense of the attractiveness of the city - More leisure (cultural, social, commerce) opportunities responding to citizens' needs in the city centre <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage (in terms of effort which can't be spent anymore on alternative / competing activities)
	Students	Use the platform as part of their education programme and support the promotion of initiatives geared towards them. Moreover, the provide consultancy to organisations (associations, businesses, etc.) on how to use the platform, thereby promoting their own digital skills.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased sense of involvement in community related issues / Ability to influence community matters / Increased sense of empowerment

Stakeholder	Name	Role	Impacts
			<ul style="list-style-type: none"> - Increased access to community related information - Increased sense of belonging - Increased sense of the attractiveness of the city - More leisure (cultural, social, commerce) opportunities responding students needs in the city centre - Improved digital skills and knowledge gained - Career network opportunities established <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage (in terms of effort which can't be spent anymore on alternative / competing activities) - Time spent on training/consultancy activities ((in terms of effort which can't be spent anymore on alternative / competing activities)
Associations	Cultural and Creative, Sports and Leisure associations	The primary interlocutors of the ULG and use the WeGovNow platform to post and update information on different events taking place in the city centre, as well as a consistent virtual venue to partner for specific events and actions.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased number of events, initiatives and actions initiated and implemented - Improved collaboration / initiations

Stakeholder	Name	Role	Impacts
			of new partnerships
			<u>Negative</u>
			<ul style="list-style-type: none"> - Time spent on platform usage (in terms of staff costs) - Time spent on platform training provided by students (in terms of staff costs)
Other EU Projects	URBACT Urban Local Group (ULG)	<p>ULGs are a cornerstone of the URBACT programme. The ULG in San Donà di Piave has been established as part of the City Centre Doctor Network and is currently composed of 15 members who act as facilitators of participatory approaches to urban policies (“an “informal committee”). They bring together partners and stakeholders, including citizens, to exchange views and co-produce concrete actions for the revitalization of the city centre.</p> <p>The WeGovNow platform is used to introduce a way to engage different stakeholders and manage this process focusing on three strands of action:</p> <ol style="list-style-type: none"> 1) Use and re-use of empty spaces for business and social actions 2) Fostering cultural and creative sector and talents to revitalize the city centre 3) Co-develop actions for integrated urban development as a participatory process and dialogue between stakeholders, citizens and institutions. <p>More concretely, they use the WeGovNow platform to launch a book-crossing initiative by describing the action, the features and rules and the preliminary itinerary. Further, the platform is utilised</p>	<u>Positive</u> <ul style="list-style-type: none"> - Visibility of ULG group / Increased number of requests for collaborating with ULG - Number of “book-crossing fridge” stop-over requests received - Frequent input made by users (books available, books renewed, books requested, etc.) - Increased sense of socialization among book-crossing fridge users - Number of open gatherings implemented - Number of people participating in open gatherings - Sponsoring partnerships established (cash, products, services) - Collaborations established (talents, businesses, cultural & social organisation participate in open gathering)

Stakeholder	Name	Role	Impacts
		to plan and initiate a number of open gatherings to attract people in the city centre, also by creating alliances with talents, businesses and CSOs. As an additional means to revitalize the city centre, the ULG use the platform to showcase available vacant spaces, collect and publish ideas on potential use and to raise the interest for prospective retailers to use the spaces for business purposes. The platform is also utilised by the ULG to find solutions and creating consensus on strategies and plans to improve the mobility and security in the city.	<ul style="list-style-type: none"> - Lively participation of citizens and associations in the organisation of the events - Increased attractiveness of the city centre - Better access to citizens ideas and suggestions - Improved dialogue between all actors concerned with the revitalization of the city centre - Increased sense of meaningful involvement / participation among beneficiaries - Improved use of empty shops and spaces in the city centre / number of requests to use space for business purposes - Increased sense of safety and comfort among citizens - Solutions found to improve mobility and security - Time saved to promote actions, events and initiatives <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage (in terms of effort which can't be spent anymore on alternative / competing activities)

Stakeholder	Name	Role	Impacts
			<ul style="list-style-type: none"> - Time spent on platform training provided by students (in terms of staff costs)
	EnergyCare	Utilise the WeGovNow pilot service for pursuing their project goals in a participatory manner.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Increased number of citizens participating - Increased visibility of the project & synergies with other projects <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage (in terms of staff costs)
Businesses	Restaurants and Food Providers, Local producers, Retailers, Hotels and Hospitality, Craft Makers	Use the platform to promote their business or evaluate the feasibility to open temporary shops in the city centre, to find new way to do business together. Support, promote, fund and participate in events.	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Potential business spaces identified - Increased business opportunities - Improved planning of business activities - Increased number of business partnerships established <p><u>Negative</u></p> <ul style="list-style-type: none"> - Time spent on platform usage (in terms of staff costs) - Time spent on platform training provided by students (in terms of staff costs)
Educational	Schools	Use the platform as an educational tool for active citizenship for their students, to connect with local businesses (e.g. for job	<p><u>Positive</u></p> <ul style="list-style-type: none"> - Improved digital competence of

Stakeholder	Name	Role	Impacts
Institutions		opportunities) providing information and collaborate for training activities for students. Further, they will utilise the WeGovNow platform to manage and promote cultural events to be organised by the schools such as temporary student exhibitions.	their students - Improved sense of active citizenship among students - Increased attractiveness of the school - Collaborative business partnerships established - Training opportunities and activities realised - Improved planning of cultural events <u>Negative</u> - Time spent on platform usage (in terms of staff costs)
	Universities	Use the platform to increase and improve research activities dealing with urban regeneration. Main universities involved are the University Padua and the University Venice.	<u>Positive</u> - Knowledge gained <u>Positive</u> - Time spent on activities monitoring on platform (in terms of staff costs)
Media	Media	Obtain and multiply information about events, business potential as well as ideas, plans and activities disseminated via the platform.	<u>Positive</u> - Better access to information (events, plans, activities, etc.) - Time savings (searches are more efficient for example) (in terms of staff costs) <u>Negative</u> - Time spent on browsing for

Stakeholder	Name	Role	Impacts
			information on the platform (in terms of staff costs) - Time spent on validating information via other sources (in terms of staff costs)

ANNEX II

Policy use case related participation process schemes

Figure 20 - Generic participation process scheme for the “Neighbourhood” use case scenario

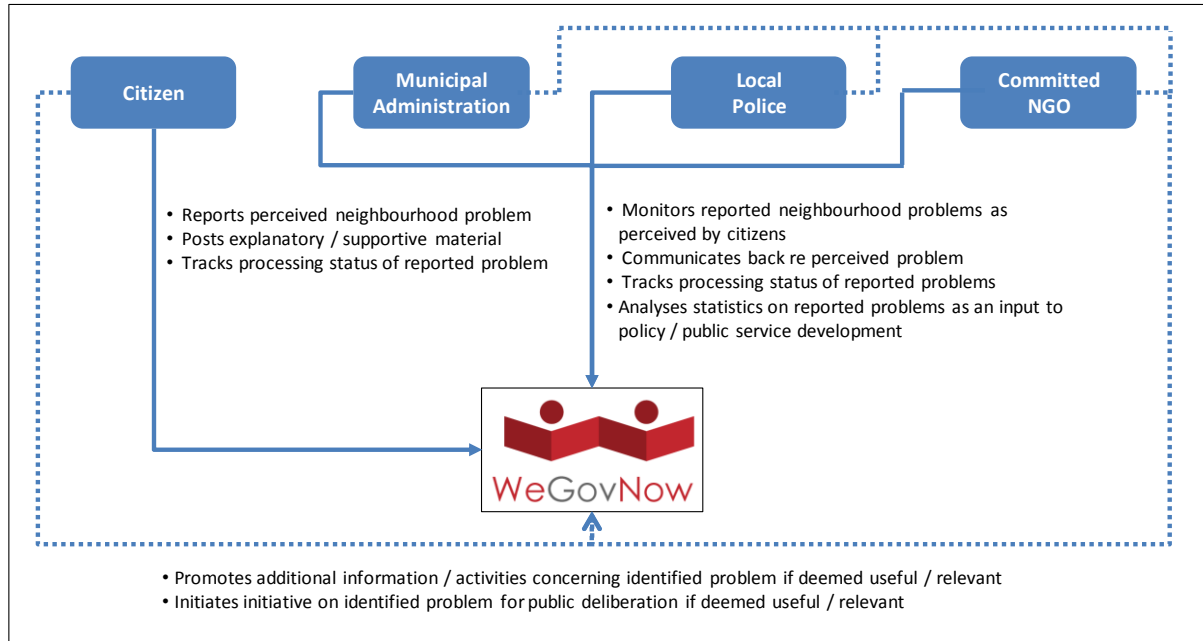


Figure 21 – Generic participation process scheme for the “AxTO” use case scenario

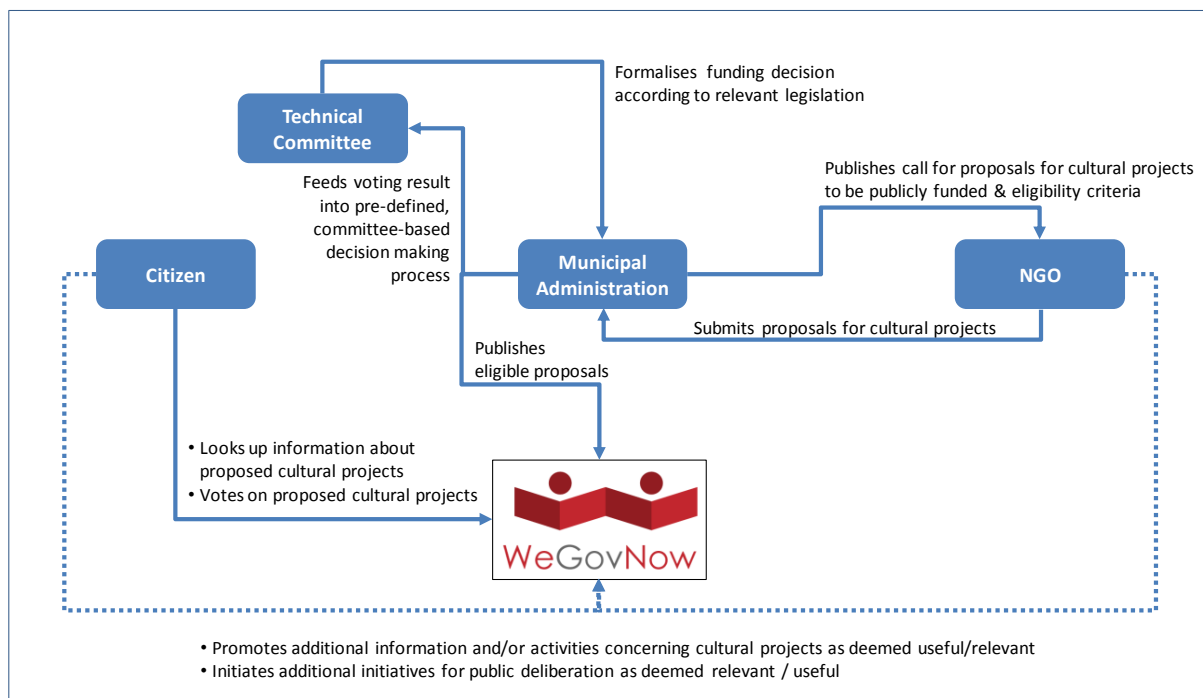


figure 22 - Generic participation process scheme for the “Parco Dora” use case scenario

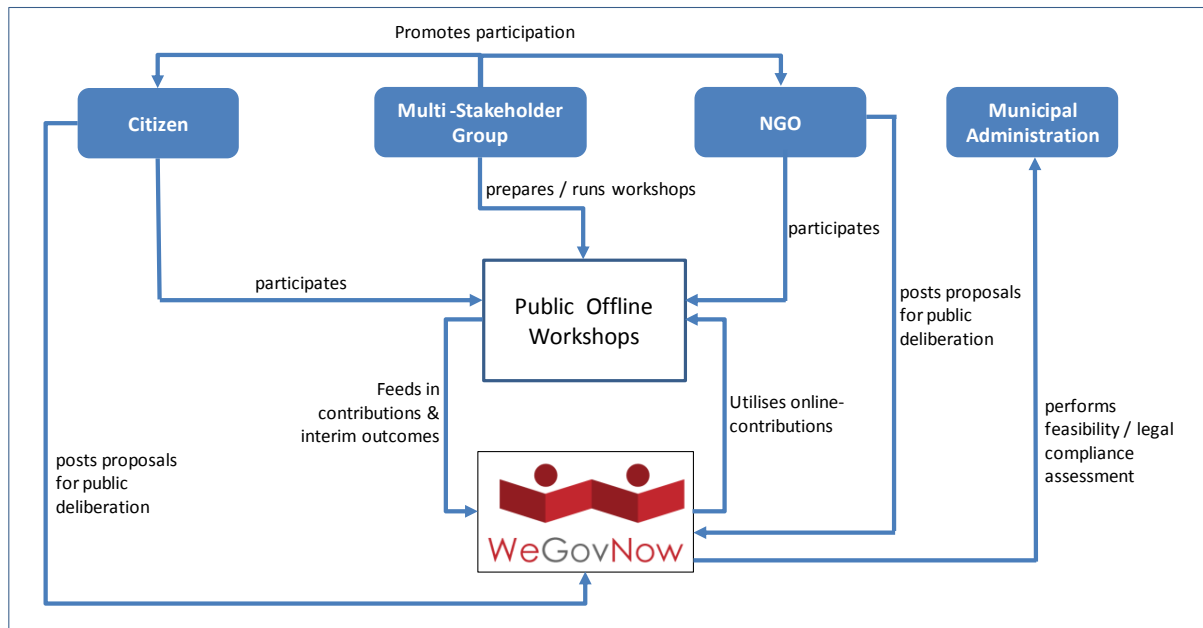


Figure 23 - Generic participation process scheme for the “Energy Efficiency” use case scenario

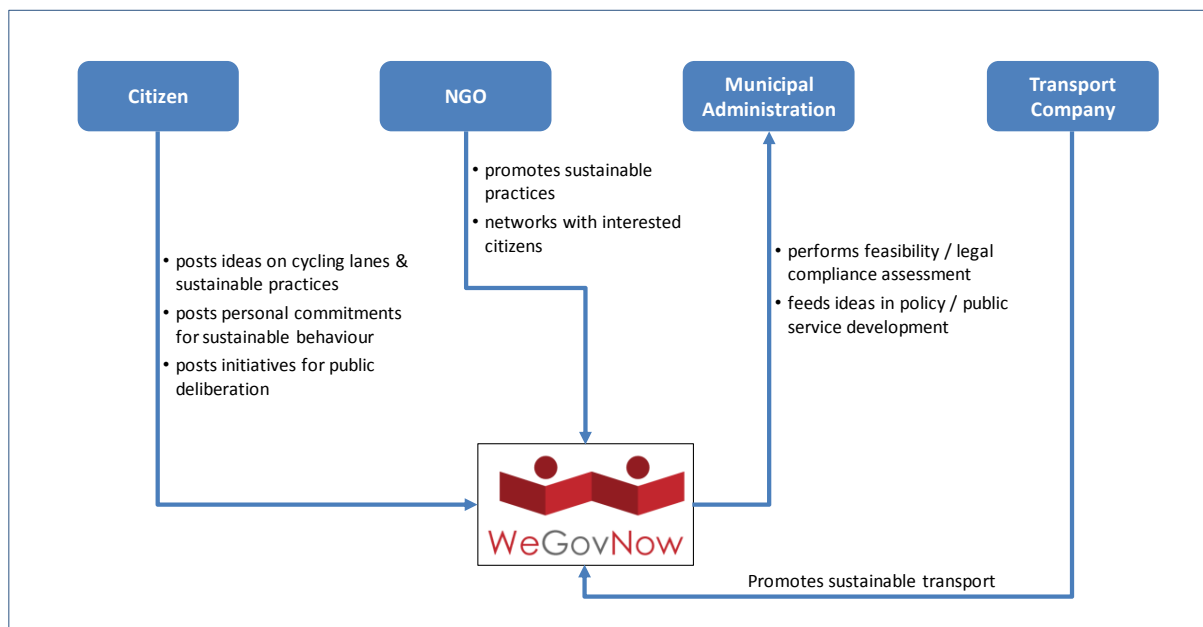


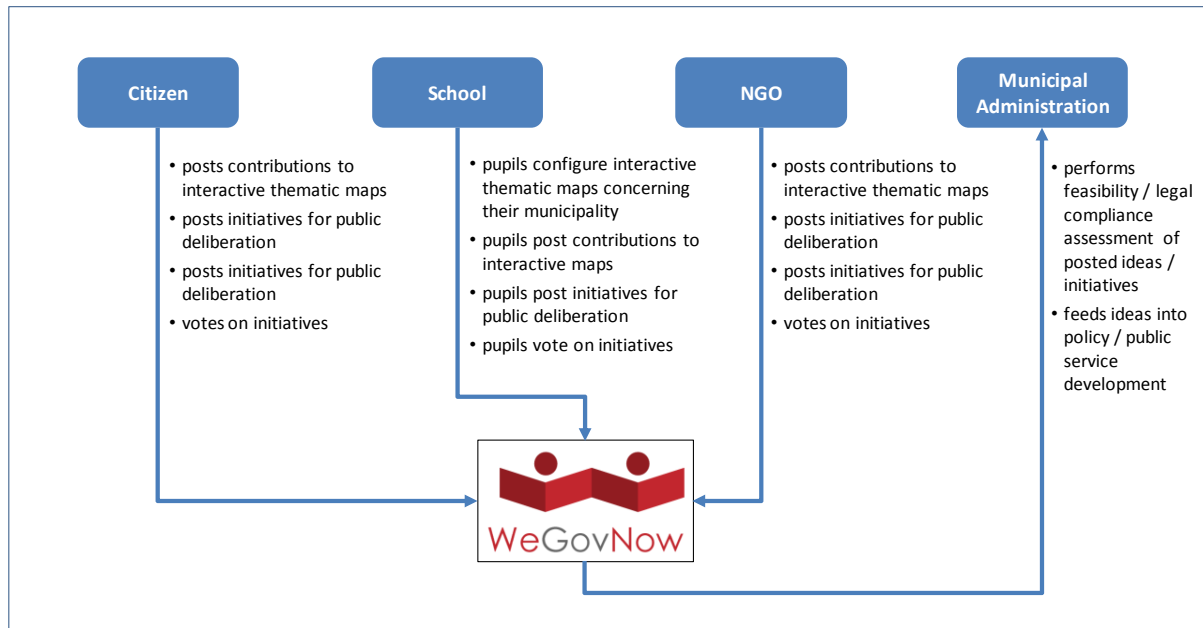
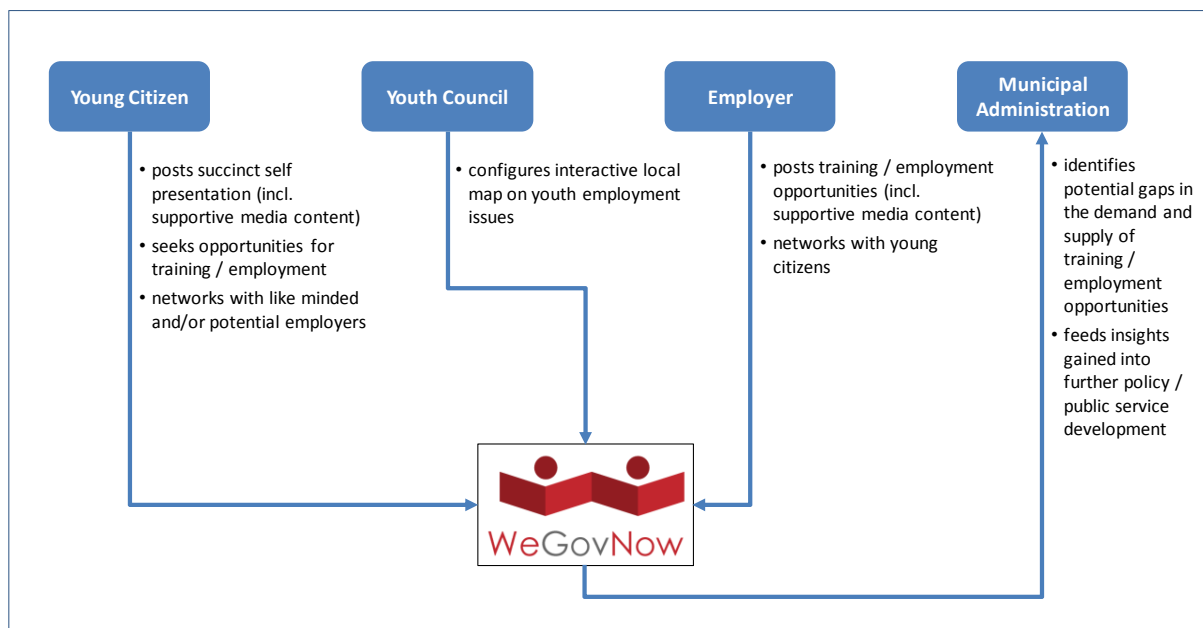
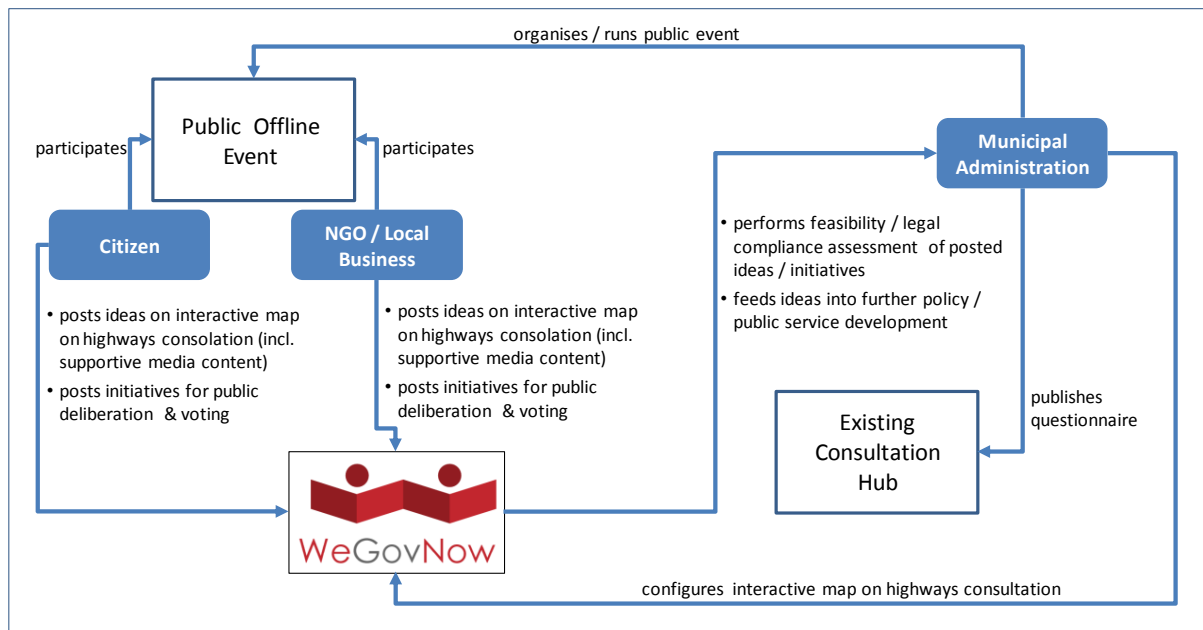
Figure 24 - Generic participation process scheme for the “Youth Engagement” use case scenario**Figure 25 - Generic participation process scheme for the “Youth & Engagement” use case scenario**

Figure 26 - Generic participation process scheme for the “Highways” use case scenario**Figure 27 - Generic participation process scheme for the “Faith Group” use case scenario**