



## eParticipation Programme

**Contract Number: EP-07-01-016**

**Project Full Title: CitizenScape**  
eParticipation in Legislation Implementation



# CitizenScape

## Final Report

Deliverable Form	
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# 1. Project Description

**CitizenScape** - *eParticipation in Legislation Implementation*

[www.citizenscape.org](http://www.citizenscape.org)

CitizenScape is a citizen-driven initiative that provides tools, applications and services which empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation by Local Authorities. CitizenScape involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.

CitizenScape integrated, pilot tested and validated state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and participate in the implementation of EU environmental legislation at a local level. It defined the precise conditions to be fulfilled, the desires and needs expressed by citizens for collective participation in major EU issues, and the specific barriers to be overcome for deployment.

From the outset the CitizenScape consortium affirmed that in order to achieve a viable Deployment Plan for the rollout of the platform across Europe it was of critical importance to adequately quantify and analyse specific objectives and expected outcomes and criteria of success of the project.

The following table lists the CitizenScape project's 3 main objectives and targets.

Objective	Target	Summary outcome
1. Increased Citizen Participation in their Regional Legislative Processes.	(a) 25% increase in citizen participation in their regional legislative processes. (b) in 4 very different legislative regions across the EU during the project.	(a) Increases of 25% have been achieved at each site (b) Pilots sites have been established in all partner territories
2. Demonstration of a viable on-line Service to provide easy participation in Legislative Processes	(a) Operation of a localised CitizenScape service in each of 4 Pilot Trial Regions. (b) Demonstration of the service scale-up potential to National and EU levels	(a) See above (b) This has been demonstrated through the Bristol pilot site
3. Sustainable operation of the CitizenScape Service	(a) Viability Plan for subsequent sustainable operation of the service across Europe.	(a) This has been developed in the deliverable D 2.3.2

Based on these objectives the main critical success factors for the CitizenScape Service were:

- Quantifiable increase in Citizen Participation in their local democratic institutions.
- Development of a repeatable methodology for engagement
- Acceptance & use of the service by Local Authorities in many contexts.
- Reliable and dependable access to and delivery of the service to all users.

## 2. Contractors involved

1.The National Microelectronics Applications Centre Ltd	(MAC)	IE	<a href="http://www.mac.ie">www.mac.ie</a>
2.Public-i Group Ltd	(PI)	UK	<a href="http://www.public-i.eu">www.public-i.eu</a>
3.Bristol City Council	(BCC)	UK	<a href="http://www.bristol.gov.uk">www.bristol.gov.uk</a>
4.Comune di Genova	(CDG)	IT	<a href="http://www.comune.genova.it">www.comune.genova.it</a>
5.Donegal County Council,	(DCC)	IE	<a href="http://www.donegalcoco.ie">www.donegalcoco.ie</a>
6.Rozvojova Agentura Zilinskeho Samospravného Kraja, N.O.	(RDA)	SK	<a href="http://www.razsk.sk">www.razsk.sk</a>

### 1.1 Coordinator contact Details

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[www.CitizenScape.org](http://www.CitizenScape.org)

### 3. Work performed & Results Achieved

During its 2 years, the project Partners researched the CitizenScape System user requirements, documented the project's dissemination and evaluation plans, developed a viability plan (to sustain the service after the project ends), designed and developed the prototype CitizenScape Service (which can be viewed at <http://demo.citizenscape.public-i.tv>), commissioned the service in the 4 pilot use sites in Bristol (UK), Donegal (Ireland), Genoa (Italy) and Zilina (Slovakia), for the Pilot Trials that were undertaken throughout 2009. These were evaluated and the results used by Public-i, who are now deploying the service on a commercial basis through their network of Business Partners across the UK and Europe as an online Virtual Town Hall civic space.

CitizenScape is a citizen-driven initiative that provides tools, applications and services which empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation by Local Authorities. CitizenScape involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.

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The project, in parallel, integrated "best of breed" components into the technological solution, and adapted the very successful Public-i webcast methodology to create a framework for recruiting citizens to CitizenScape and then moderating their inputs. From this experience it is planned that the platform and approach will be applied and contribute to other EU policies as a key driver to sustain and expand the service after the trial period. The project sought to create a 'democratic pathway' by attracting and recruiting citizens to use the Web 2.- style space of CitizenScape and then migrating them to more formal online democratic tools (such as petitioning). These formal tools are then the means to access the decision makers – in this case Local Councillors.

CitizenScape is unique in its combination of a strong and focused implementation methodology alongside the operational use of innovative technology. CitizenScape is a flexible online space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools. The Citizen eParticipation methodology has created an accessible and inclusive model for engaging citizens which ensure that CitizenScape implementations not only have effective technologies but also effective offline recruitment activities and support to guarantee that the CitizenScapes are vibrant and active democratic centres.

The Citizenscape project delivered 4 pilot sites in which each acts as the portal for a number of citizen engagement tools known as widgets in their respective regions. The widgets are used to engage citizens on a single issue in that region. Each of the User partner sites' URLs are:

- Bristol: [www.bristol.CitizenScape.public-i.tv](http://www.bristol.CitizenScape.public-i.tv)
- Donegal: [www.donegal.CitizenScape.public-i.tv](http://www.donegal.CitizenScape.public-i.tv)
- Zilina: [www.zilina.CitizenScape.public-i.tv](http://www.zilina.CitizenScape.public-i.tv)
- Genoa: [www.genoa.CitizenScape.public-i.tv](http://www.genoa.CitizenScape.public-i.tv)

Throughout 2009, the project's pilot trials explored the use of the new technology and methodological approach. It did this within the context of creating a co-production environment. Though the Social Web is by its nature a co-created space this does not automatically commute the top down approach of most government / citizen interactions easily. Many online consultation tools ask citizens if they want option A or option B – social web users expect to be able to suggest Option C. One of the early challenges of the Citizenscape approach was to ensure that the new Civic Space had been co-created – and this involved coaching for both the citizen and council participants. One of the conclusions of

the project is that this idea of co-production can and must be explored further if Government is to work effectively within Social Web Spaces.

This issue of identity management is also critical in order for participants to move seamlessly from their Social Web Spaces to the Civic Space. It is clear that a shared identity management system would make the user experience far simpler. The use of OpenID has started to address this but the issue of how to create a permanent civic identity which can also be used in Social Web Spaces is an important topic to explore in future projects.

The pilot trials found that this level of reliance on the Social Web assumes a level of technical sophistication from the participants which is more available within certain demographics. In designing these spaces it is important to try to avoid building for the enthusiastic early adopter and to aim at building for a participant who is less engaged with the technology in the first place, as the usage of these technologies is on the increase. This means that the offline engagement which needs to accompany the service must include a large element of en-skilling the participants if this approach is to work. The project team approached this by spending time training Community Moderators and Activists and encouraging them to pass these skills on.

Based on the success of the CitizenScape pilot trials, Public-i are now running the Web 2.0 eParticipation service as a Virtual Town Hall, in a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe (see [www.public-i.info/product.php?id=44&c=CitizenScape](http://www.public-i.info/product.php?id=44&c=CitizenScape)). The success of this strategy will depend on the service being sustainable and repeatable in many contexts.

## 1.2 Intentions for use and impact

Evaluation of the Pilot Trials found that more work is needed – the project has been a strong Proof of Concept that is now being explored in further UK and other beta trials planned for 2010). Public-i are continuing the evaluation and piloting of this work with the UK based Virtual Town Hall Pilot, that is being reported at [www.public-i.info](http://www.public-i.info) and on a blog at [www.curiouscatherine.wordpress.com](http://www.curiouscatherine.wordpress.com). However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.

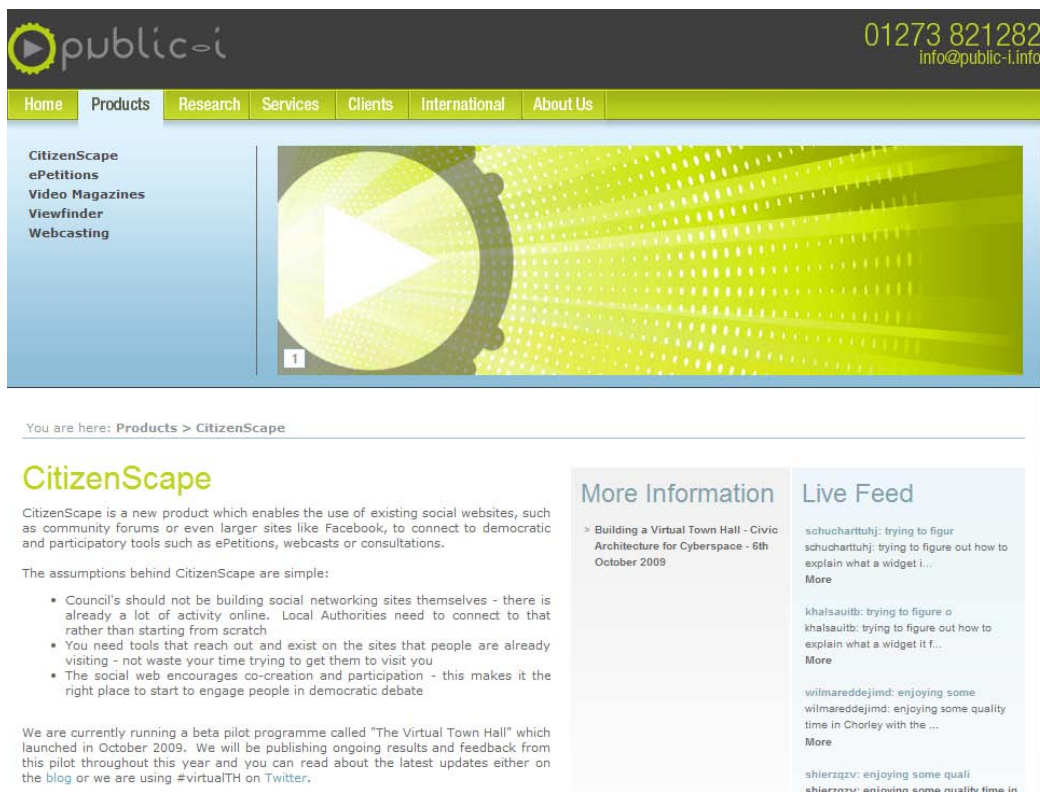
While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall beta run of deploying a fully commercial service to Local Authorities across the UK and Europe.

## 4. Work of the project

### Project Team



### Commercial Exploitation of the Service by Public-i



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info@public-i.info

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CitizenScope  
ePetitions  
Video Magazines  
Viewfinder  
Webcasting

You are here: Products > CitizenScope

### CitizenScope

CitizenScope is a new product which enables the use of existing social websites, such as community forums or even larger sites like Facebook, to connect to democratic and participatory tools such as ePetitions, webcasts or consultations.

The assumptions behind CitizenScope are simple:

- Council's should not be building social networking sites themselves - there is already a lot of activity online. Local Authorities need to connect to that rather than starting from scratch
- You need tools that reach out and exist on the sites that people are already visiting - not waste your time trying to get them to visit you
- The social web encourages co-creation and participation - this makes it the right place to start to engage people in democratic debate

We are currently running a beta pilot programme called "The Virtual Town Hall" which launched in October 2009. We will be publishing ongoing results and feedback from this pilot throughout this year and you can read about the latest updates either on the blog or we are using #virtualTH on Twitter.

#### More Information

> Building a Virtual Town Hall - Civic Architecture for Cyberspace - 6th October 2009

#### Live Feed

schuchartuhj: trying to figure out how to explain what a widget i...

khalsaultb: trying to figure out how to explain what a widget i f...

wilmaredeejimd: enjoying some quality time in Chorley with the ...

shierzqzv: enjoying some quality time in

[www.public-i.info./product.php?id=44&c=CitizenScope](http://www.public-i.info./product.php?id=44&c=CitizenScope)

Bristol, UK: [www.bristol.CitizenScape.public-i.tv](http://www.bristol.CitizenScape.public-i.tv)

Some of the Bristol community activities:



Donegal, IE: [www.donegal.CitizenScape.public-i.tv](http://www.donegal.CitizenScape.public-i.tv)

### Community meetings



Žilina, SK : [www.zilina.CitizenScape.public-i.tv](http://www.zilina.CitizenScape.public-i.tv)



**DOMOV |** **DOKUMENTY** | **O CitizenScape**

open ID LOGIN

Rozvojová Agentúra  
Žilinského samosprávneho kraja

PHSR ŽSK

Zaneranie Na Prehrávač: Text / Prehrávanie

**Rozvojová Agentúra**  
Žilinského samosprávneho kraja

<b>Aktuálny bod programu</b> Neexistujú žiadne položky programu	<b>Informácie o webovom vysielaní</b> <b>Názov:</b> Odporúčania Monitorovacieho výboru pre implementáciu PHSR ŽSK <b>Domov</b> Predkladaný materiál je výstupom prvého zasadnutia Monitorovacieho výboru pre PHSR ŽSK, ktoré sa konalo 02.12.2008 na Úrade ŽSK.
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Public-i Webcasting 00:25

**Interaktívna sekcia (otvára sa v novom okne)**

Spätná Väzba Pomoc Nastavenia  Powered by public-i

**Webové vysielania**  
**RA ŽSK**  
Čo sa vysielia

- Spolufinancovanie projektov cezhraničnej spolupráce a infraštruktúry vzdelávania**  
Thu, 16 Jul 2009 12:00:00 GMT
- Spolufinancovanie projektov na dopravnú infraštruktúru v rámci Regionálneho operačného programu**  
Wed, 01 Apr 2009 09:00:03 GMT  
Schválenie spolufinancovania vo výške 5% celkových oprávnených nákladov projektov na rekonštrukciu ciest II. a III. triedy vo vlastníctve Žilinské ...
- Schválenie partnerstva v projekte TRITIA**  
Wed, 01 Apr 2009 09:00:02 GMT
- Odporúčania Monitorovacieho výboru pre implementáciu PHSR ŽSK**  
Wed, 01 Apr 2009 09:00:01 GMT

<b>Skupina 1</b> Infraštruktúra a regionalna dostupnosť. Skupina rieši problematiku lokálnej infraštruktúry vrátane dopravnej infraštruktúry a infraštruktúry cestovného ruchu, ako aj problematiku ochrany životného prostredia. <a href="#">Kliknite sem, aby ste zistili viac.</a>	<b>Skupina 2</b> Poznatková ekonomika. Skupina monitoruje problematiku inovačného rozvoja regiónu, klastrové iniciatívy, ako aj rozvoj IT služieb. <a href="#">Kliknite sem, aby ste zistili viac.</a>	<b>Skupina 3</b> Ľudské zdroje. Skupina monitoruje oblasť vzdelávania, sociálnu problematiku a problematiku zamestnanosti. <a href="#">Kliknite sem, aby ste zistili viac.</a>	<b>Skupina 4</b> Konkurencieschopnosť subregiónov. Skupina sa zaoberá problematikou rozvoja vidieka, podpory spolupracujúceho prostredia v regióne a aktivitami na podporu identity subregiónov a jej prezentácie navonok. <a href="#">Kliknite sem, aby ste zistili viac.</a>
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 EU project funded by:  Participation

## Regional Meetings



Genova, IT: [www.genova.CitizenScape.public-i.tv](http://www.genova.CitizenScape.public-i.tv)

Home | Calendario | Informazioni su CitizenScape

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## Genova

**CitizenScape e la riqualificazione della "Verrina"**

Il Comune di Genova si propone di incrementare la partecipazione democratica dei cittadini alle decisioni locali recependo le indicazioni dell'UE. Il progetto europeo CitizenScape, a cui il Comune partecipa insieme con altre città europee, si colloca in questo contesto e ha l'obiettivo di promuovere la partecipazione dei cittadini mediante l'uso di strumenti Web (in particolare Web 2.0). Un ulteriore obiettivo è quello di far comprendere ai cittadini l'impatto della legislazione europea sulle realtà locali. E' ormai un fatto, anche se non diffusamente percepito, che la maggior parte delle leggi rilevanti provenga da Bruxelles. Varie iniziative in termini di "partecipazione dei cittadini" sono state portate avanti dal Comune con modalità più tradizionali. Il tema della riqualificazione dell'area "Verrina", oltre alle modalità di partecipazione classica, prevede per la prima volta anche la possibilità di interscambio di informazioni coi cittadini con modalità tecnologiche relativamente più avanzate. A tal proposito si è aperto un forum on-line (a cui tutti i cittadini sono invitati a partecipare) nel sito: <http://viewfinder.genova.public-i.tv>

Alcuni video relativi agli incontri ed altro saranno visibili in questo sito o sul sito: <http://www.genova.public-i.tv/>

Per ulteriori informazioni sul progetto CitizenScape: <http://citizenscape.org/>

Per maggiori informazioni sulla legislazione europea e lo sviluppo urbano: [http://ec.europa.eu/environment/urban/home\\_en.htm](http://ec.europa.eu/environment/urban/home_en.htm)

**Viewfinder**

**Genova per i giovani**



Richiesta opinioni su Genova per i giovani Chiediamo a tutti voi di suggerire, quali potrebbero essere le iniziative, servizi, strutture ecc. che potrebbero migliorare in senso molto ampio la nostra città per renderla più rispondente alle esigenze dei giovani. Grazie a tutti per i contributi.

**spazi per eventi**

Thu, 09 Jul 2009 00:00:00 GMT  
 propongo che vengano messi a disposizione a titolo gratuito, o ad un costo simbolico, spazi perché giovani creati possano organizzare eventi music...

**CitizenScape e la 'Verrina'**



Playlist17 00:11

**Calendario eventi**

November 2009						
<<						>>
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

**Questionario sulla "Verrina"**

Il Comune di Genova sottopone all'attenzione dei cittadini interessati un questionario di consultazione per permettere ai cittadini di esprimere un giudizio in merito alla riqualificazione dell'area della "Verrina". I dati relativi al questionario saranno successivamente sottoposti all'attenzione della Giunta che prenderà le proprie decisioni anche in funzione del giudizio dei cittadini. Per dettagli: [http://urbancenter.comune.genova.it/rspip.php?rubrique7097&var\\_recherche=verrina](http://urbancenter.comune.genova.it/rspip.php?rubrique7097&var_recherche=verrina)

**Webcasts**

[www.genova.public-i.tv](http://www.genova.public-i.tv)

Di cosa si tratta

 **Arch. Carlotta Bottaro sulla "Verrina"**  
 Tue, 13 Oct 2009 12:00:00 GMT  
 Sondaggio sull'intervento di riqualificazione urbana della "Verrina", risultati dei questionari.

 **Arch Franca Balletti sulla "Verrina"**

**RSS News**

**Project Feedback**

This site has been developed as part of an EU funded project called Citizenscape and we would like to find out more about your experience of using the site. We would be very grateful if you could spare 15 minutes to complete this survey to help us to do this:

<http://www.public-Info/survey/index.php?sid=92994>

Many thanks



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 EU project funded by: 

### Regional Meetings



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## 5. Availability of Project Results

Project Result	Owner/ Responsible Contractor	Relevant link to the application (URL)	Tools' Availability
CitizenScape Service in Bristol	Bristol City Council	<a href="http://www.bristol.CitizenScape.public-i.tv">www.bristol.CitizenScape.public-i.tv</a>	Publically available until end of 2010, at least.
CitizenScape Service in Donegal	Donegal County Council	<a href="http://www.donegal.CitizenScape.public-i.tv">www.donegal.CitizenScape.public-i.tv</a>	Publically available until end of 2010
CitizenScape Service in Zilina	Rozvojova Agentura Zilinskeho Samospravného Kraja, N.O.	<a href="http://www.zilina.CitizenScape.public-i.tv">www.zilina.CitizenScape.public-i.tv</a>	Publically available until end of 2010
CitizenScape Service in Genoa	Comune di Genova	<a href="http://www.genoa.CitizenScape.public-i.tv">www.genoa.CitizenScape.public-i.tv</a>	Publically available until end of 2010
Project Website and results	MAC	<a href="http://www.citizenscape.org">www.citizenscape.org</a>	Publically available until end of 2010
D1.1.1- CitizenScape User & Tech Requirements for all sites	MAC	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D1.1.1%20User%20-%20Tech%20Requirements%20V1.0%20Jun08.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D1.1.1%20User%20-%20Tech%20Requirements%20V1.0%20Jun08.pdf/at_download/file</a>	Public Deliverable
D1.2.1- CitizenScape First Prototype & System Technical Spec.	Public-i	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D1.2.1%20First%20Proto%20-%20System%20Tech%20Spec%20Dec08.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D1.2.1%20First%20Proto%20-%20System%20Tech%20Spec%20Dec08.pdf/at_download/file</a>	Public Deliverable
D1.3.1- CitizenScape System Operational in all Trial Regions.	Public-i	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D1.3.1%20Operational%20in%20the%204%20User%20Regions%20V2.0%20Nov09.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D1.3.1%20Operational%20in%20the%204%20User%20Regions%20V2.0%20Nov09.pdf/at_download/file</a>	Public Deliverable
D2.1.1-Evaluation Criteria & Pilot Trials Monitor Plan	Pubic-i	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.1.1%20Evaluation%20Plan%20Oct08.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.1.1%20Evaluation%20Plan%20Oct08.pdf/at_download/file</a>	Public Deliverable
D2.1.2- CitizenScape Monitoring & Evaluation Report	Public-i	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.1.2%20Monitoring%20-%20Evaluation%20Report%20V1.0%20Jan10.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.1.2%20Monitoring%20-%20Evaluation%20Report%20V1.0%20Jan10.pdf/at_download/file</a>	Public Deliverable
D2.2.2- CitizenScape Intrm Dissemination Event	MAC	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.2.2%20Interim%20Dissemination%20Event%20V1.0%20Apr09.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.2.2%20Interim%20Dissemination%20Event%20V1.0%20Apr09.pdf/at_download/file</a>	Public Deliverable
D2.2.3- CitizenScape Final Dissemination Workshop	MAC	<a href="http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.2.3%20Final%20Dissemination%20Event%20V1.0%20Nov09.pdf/at_download/file">http://citizenscape.org/consortium-area/wp3.3-project-management-coordination-liaison-with/deliverables/CitizenScape%20D2.2.3%20Final%20Dissemination%20Event%20V1.0%20Nov09.pdf/at_download/file</a>	Public Deliverable