BORDERS
TO CROSS

Workshops & Crosstalks

Day 2 of the conference

Borders to Cross

2013

On democratic innovation and civic driven change

Amsterdam, The Netherlands | 29 - 31 October 2013

INDEX OF WORKSHOP FORMS

Workshops and Crosstalks

On day two, we continue our exchange with workshops and Crosstalks. In total, there will be 21 workshops and 12 Crosstalks, divided into three rounds. Each round deals with the transition from a different angle: the first round will be about the different sectors (What are citizens and governments doing differently in the different sectors?), the second round is about the used methodology (What methods are used to realize social and democratic change?) and the third and final round deals with the ways in which the system is challenged by the initiatives (What is necessary for structural change?).

Each round, you can choose whether to hear the Crosstalkers (central hall) speak from their experience and expertise or join in one of the workshops. Each workshop is built on the practices and dilemmas of two initiatives. These will become the starting point for discussion and knowledge exchange. Both workshops and a session of Crosstalks takes about 90 minutes and will be hosted only once. So take the opportunity to already explore the different workshops and Crosstalks of Borders to Cross and attend your workshop or Crosstalk per round by choice!

Round I of workshops and crosstalks (09.30 – 11.00)

Round I zooms in on transition and the challenges of democratic and social innovation as seen from different sectors. What are citizens and governments doing differently in the different sectors?

Crosstalks

- **Firoez Ramin Azarhoosh** is actively involved in Amsterdam-East, one of the most diverse and heterogenic neighbourhoods of Amsterdam. He will talk about his experience with "de Meevaart" a community enterprise, as an example of Do-It-Yourself community power.
- **Maite Garcia Lechner** is the manager of the Grants Programme at the European Cultural Foundation based in Amsterdam, the Netherlands. She will talk about the Networked Project, a four year journey to nourish a new, engaged and fresh look on Europe through supporting a dynamic network of local cultural change-makers.
- **Stephen Clare** is the Deputy Chief Executive of Locality – a network of community development trusts, community enterprises, and social action centres. They have led the community ownership, community asset management and community enterprise agendas in the UK as well as providing a voice for their members – raising their concerns, promoting their interests, and influencing policy and practice of government and other strategic agencies.
- **Brieuc van Damme** (BE) is an economist (College of Europe & KULeuven) and works as the healthcare and social affairs advisor of the Belgian deputy prime minister Alexander De Croo. Brieuc is also a founding member and president of the Brussels based policy think-tank for young potentials The Friday Group. He is a member of the General Council of the National Institute for Health and Disability Insurance, the management committee of the Social Security and the author of several published policy papers and books. At Borders to Cross, he will share his vision on the way the political realm and government needs to change to facilitate and stimulate democratic innovation and civic driven change.

Workshops

1.1 Health and well-being. (Dutch Ministry of Health, Welfare and Sport)
This workshop is one of the thematic workshops focusing on the transition in health care systems. This workshop addresses changes in the developing relationship between government and citizens in terms of provision of care, self-management and self-reliance in care as well as citizens initiatives and reciprocity. During this workshop, examples of transition and change in long-term and home care will be presented from the Netherlands and Sweden. These examples illustrate citizens who organise themselves and/or aim to remain independent for a longer period of time.

Cases

Program transition of long term care in the region West-Brabant
Center for Social Entrepreneurship Malmo

1.2 Community and Living Environment (University of Amsterdam)
In this workshop we will discuss innovative ways of stimulating citizens to take initiatives which improve their neighbourhoods. Particularly in deprived neighbourhoods citizens are stimulated to directly take action themselves by cleaning the streets, undertake projects which, for example, strengthen social bonds, or counter social exclusion by organizing homework classes. Stimulation may take many forms such as separate budgets for neighbourhoods or districts, vouchers or subsidies for social entrepreneurs. The relationship between citizens and governmental organizations, welfare organizations, housing corporations or (local) entrepreneurs is always of importance in these forms of collaboration. This workshop will focus on these relationships. How do these organizations stimulate citizens? What is their experience with what works and what does not work? How do these types of collaboration affect democracy?

During this workshop two projects will be asked to present. We will ask representatives of other related projects to comment on these projects on the basis of their own experiences. We hope to explore in some detail the democratic nature of initiatives trying to strengthen their community. The workshop will be led by researchers of the University of Amsterdam.

Cases: Makkie and Transformed by You

1.3 Economy & Urban Planning (Municipality of Amsterdam)
The workshop 'Borders to Cross', set on October 30th in Pakhuis de Zwijger, will address new ways of cooperation between governments and citizens, as well as urban development. The central question during this workshop will be: 'How do citizens and governments operate differently at the moment in distinctive sectors?' Based on four initiatives we will discuss the bottom-up approach and how cooperation with the government was experienced.

Cases:
Citizen Participation in Tuscany and Straten Generaal

1.4 Youth and Participation (Agentschap NL)
In this workshop two inspiring examples of youth participartion and working with children to reach the whole community will present their good practice and are interested in discussing this topic with you.

Mr. Abdalla Daif will tell about El-Max, a small fishermenvillage on the Egyptian Mediterranean coast, that was considered a slum area, but is now a hub for artists who wanted to engage with a local community for social development. Children are the key to getting into a community according to Abdalla.

The second example is from Libanon. Mr. Mohammad Ayoub will present the inspiring example of reclaiming public space in the largest green space within the city of Beirut (a pine forest covering 330,000 sqm). This area has been closed up for years, possible damage to the park through irresponsible youths has been one of the reasons.

Cases
The Horsch Beirut Campaign
 Art as a means for Social Transformation

1.5 Arts & Culture (European Cultural Foundation)
Culture and the arts are the space of creation and innovation.
Contemporary culture is often referred to as catalyst for change – opening up channels through which new voices can resonate on a broader level.

These new cultural practices, players and socio-political challenges across Europe often take form on a community and regional level. This workshop addresses cultural organizations that organize activities on local, national or international level that reinvigorate democracy via cultural action. How to work cross-cultural, cross sectoral and include different generations? How to set up cooperation, making use of artistic participation models while contributing to democratic and

participatory vitality in society? In the workshop examples from Italy (Teatro Vale) and Spain (Goteo) will be presented on how citizens organize themselves via culture to aim for social change in the public space.

Questions
1. *What type of activities do you organize that involve communities in your local environment?*
2. *How do you set up cooperation: cross-cultural, cross sectoral and/or amongst different generations?*
3. *How do you involve citizens/communities in your (advocacy) work? (Specific actions, online tools, manifestations, petitions, etc.)*
4. *How can local cultural initiatives revitalise democratic participation and reclaim public space?*
5. *Why is it important to connect local cultural initiatives across national and sectoral boundaries?*
6. *How can governments or foundations support local cultural initiatives to turn them into change-making networks?*

Cases
Teatro Valle Occupato
The Community Lover's guide to Berlin

1.6 Sustainability and the Environment (Ministry of Infrastructure and the Environment)
How can democratic institutions co-create with local or national civic initiatives and communal projects?

In this workshop all participants will be brought together to have a creative dialogue while answering the question which appears to be a bottleneck in many processes of co-creation:
How can democratic institutions co-create with local or national civic initiatives and communal projects?

To illustrate the problem, two very interesting cases are presented, one Greek case about the ownership of national water infrastructure and one English case about the creative power of local citizens while making use of fascinating Brazilian knowledge.
You are invited to join the professionals who present the cases and contribute to the creative dialogue of the urgent matter how to realize co-creation!

Cases
Save Greek Water
the Oasis Game

1.7 Quality of Life in Neighbourhoods (Movisie)
The workshop will start with an introduction play/energizer with all the participants

Next a brief summary of two innovative practices:
- What is the core community task?
- What is done
- What are the key elements to make the difference en make the change in self- empowerment and self- organization of the residents?
- What were the lessons learned?

Next we will have a dialogue on two core dilemmas and:
1. Problem- focus or possibility or change focus?
   What mobilizes residents? In the project of 'civic evaluation of the urban quality' they were focus on urban quality end on problems that affect peoples daily life. In the project of "SarSan city of exception to the pidgin city" they focus on possibilities, equal interests and working together. Social care- en welfare associations and the government will often start to take care and solve a problem. Citizens, communities and artists often start with motivation, energy and ambitions.
   Are these two opposing principles or will civic change be successful to connect these two perspectives?

2. The dilemma of professionals to initiate and activate or just to take a step back to be present. Give the floor to the residents themselves to take their lead.

Should governments undertake action or stay away entirely? What is the job of the professional in self-empowerment of residents?

3. Civic driven change in neighbourhood development often takes the form of projects with government funding and overdependence of this funding. However, funding stops after the project period. Would it be better to look for voluntary based organization, private business models, crowd funding and little private entrepreneurship?

We will conclude by asking the participants what they will take out of this dialogue to their own practice.

Cases
The Italian Case of Civic Evaluation
Sàrsan: participatory processes for Roma people inclusion at Rome, Italy

Round II of workshops and crosstalks (11.30-13.00)

Round II zooms into methodology. What methods are used to realize social and democratic change?

Crosstalks

- **Silvia de Ronde Bresser** is one of the initiators of "Kracht in NL" Kracht in NL makes bottom up initiatives within local societies, nationally visible. It connects these initiatives, and by doing so helps to create a new "Top Sector". A Top Sector that focuses on new local or civic economies, on smart use of resources, cooperation and action. Kracht in NL inspires private and public parties as well as knowledge institutes and funds to provide space and energy to this new Top Sector. Social innovators from all parties are linked in the " Kracht in NL community". Together we aim to build a more resilient and stronger Holland.

- **Cato Leonard** is a stakeholder engagement expert and the campaign leader of the G1000. This initiative drew up a number of specific policy recommendations together with the citizens of Belgium. She will explain more about the methodology of G1000 and to what extent the G1000 has been able to influence policy making

- **Lianne van der Veer** works for the OECD Observatory of Public Sector Innovation. The Observatory aims to systematically collect, categorise, analyse and share innovative practices from across the public sector. Lianne will reflect upon how to connect the lessons learned at Borders to Cross with the work of the Observatory, and shed light on trends in citizen-led innovation and democratic renewal.

- **Jose Andriga** will introduce 10 opportunities for Dynamic Public Servants in a cross-talk. Jose likes to combine the practical with the strategic. She works for Agency NL with the SME sector on environmental and technological innovation, within the Sustainable Technology Development Programme and later in the Transition Competence Centre. In Pioneers into Practice she works with European regions on the transfer of transition knowledge. She steers processes and intervision in instruments of social Change and is also a personal and professional coach and a mindfulness trainer.

Workshops

2.1 Alternative Financing (Municipality of Amsterdam)
In this workshop, various cases that all deal with citizens who are taking over some tasks that were formerly done by governmental institutions, present themselves. The focus in the workshop shall be on the possibilities and constraints that this new way of self-governance offers the cases.

Cases
Voor je Buurt
At the Playgrounds: Common space in Manastur neighbourhood

2.2 Community building and Training – looking for the Active Citizen of the future (European Alternatives)
During our transition workshop you will learn more on what is expected from a citizen in a bottom-up society. With the citizens' initiatives as showcases we will further develop the profile of the active citizen in a bottom-up society. Participants in the workshop are invited to reflect on the changing society and the implications for the required competences of active citizens of the future.

The society of the future is responsible for all issues of public interest, from health care to public space, from arts to social security. With the realization that some responsibilities are better taken on by civil society and current public spending cuts, the society of the future is shifting from a top down to a bottom-up society. Where citizens could before rely on their governments, they are now asked to take on responsibilities themselves. In the society of the future, citizens are change agents.

The society of the future is looking for **Active Citizens.** Next to holding our political representatives accountable, you will also take over responsibilities that currently lie with our government. Depending on your interest and expertise, you will work on social issues, like environment, physical public space, food, pension schemes, employment, health care and much more. Together with your fellow citizens you will define societal problems and come up with sustainable solutions. You will develop a strategy, build a coalition and implement it. Each citizen will be challenged to take on a role that suits them best so that the optimal team will emerge. This will result in a cooperative, entrepreneurial, pro-active society.

Requirements
- Strong networking skills
- Ability to see and seize opportunities
- Entrepreneurial and management skills
- Ability to look beyond existing structures and reinvent them: Creative, flexible, analytical
- Independent thinker and team player
- (…)

How to apply?

This position is open to all citizens who fit the above profile.

Cases
Citizens Pact for European Democracy
Citizenship Caravan and
Gypsy Traveller Awareness Training Programme.

2.3 Active Involvement of Citizens (University of Amsterdam)
During this workshop we will discuss opportunities to involve citizens and organizations directly in evaluating and judging policy proposals, institutional changes, and public goods and services. One example are the so-called "citizens' review initiatives" in which randomly selected citizens are invited to learn about and evaluate proposals that will be subjected to a ballot. Another example is so-called "social audits" in which stakeholders and citizens are invited to comment upon the performances and services of public or private companies. We will especially focus on (1) the relationships between the outputs of this type of "mini-publics" and decision-making: what kinds of opportunities were introduced to make citizens' views impact on policy making or services and to what extent were they effective? Another focus will be (2) to see what are opportunities and obstacles in involving citizens in discussing and commenting upon proposals and in what ways were these challenges addressed in the projects that we discuss during the workshop?

During this workshop two projects will be asked to present. We will ask representatives of other related projects to comment upon these projects on the basis of their own experiences. The discussion should allow us to learn about possibilities in using this type of practices to improve democracy and make services more responsive to the views and needs of citizens. The workshop will be chaired by researchers of the University of Amsterdam and is organized together with Network Democracy.

Cases
Citt@ttivaa
Valsamoggia Citizen's Initiative Review

2.4 Raising Awareness, Access to Health Care (Dutch Ministry of Health, Welfare and Sport)
This workshop presents examples from Southern and Central Eastern Europe of initiatives where professionals and citizens work together to provide low-threshold access to health care (including dental care) to marginalised or impoverished groups, such in the absence of accessible and affordable health care. These examples are completed with an example in which chronically ill and disabled people are empowered to articulate their needs and influence the decision making process at local and national level.

Cases

Access to medical assistance for all
The CASO project, oral health support centre

2.5 Self-governance (Dutch Ministry of the Interior and Kingdom Relations)

This workshop will focus on the changing role of governments and citizens and the changing relationships between them. While governments used to take care of most issues, in the cases that will be presented in this workshop it shows that citizens themselves are taking matters into their own hands again. Examples such as Tenever in Germany and the Peel en Maas region in the Netherlands show that citizens themselves are very capable to govern certain issues. The factors that led to and the consequences of these new forms of local participative democracy are explored in this workshop. What are the differences between representative and participative forms of democracy in the local setting? What are its benefits and dilemmas? One dilemma that will be discussed is the changing role and nature of the local councils as participative democracy is practiced. Local politicians' role changes from issue-experts to process experts, mediators of the local community. New political questions are: what tasks should the municipality leave to citizens, what tasks are exclusively the field of 'formal democracy'? Can all decisions be made by consensus and bottom up?

Cases
WIN Living in Neighbourhoods
Self-governance in Peel en Maas

2.6 Transparency and new Technology (Netwerk Democratie/KU Leuven)

This workshop will examine the capacity of new technologies to create innovative practices for democratic renewal. IC-Technology demands that offline features of democracy are translated into online versions. How is this done? In many instances, IT driven democracy initiatives innovate democratic practices and create a shortcut through previously existing institutional layers between policy makers and citizens. This could lead to the disappearance of certain barriers for civic interaction and participation. How can policymakers adapt to these developing democratic practices and how do these practices change the way they think about citizen involvement? Moreover, this evolution has somehow turned IT developers into co-architects of a new democratic building. How do they see their own role, and how do they conceptualize democracy when translating it to applications, websites and interactive civic tools?

One specific subfield of the topic at hand relates to the increasing access to government data that are being made public on the Internet. Increasingly the source datasets of government data are being made available online for citizens. This trend to promote 'open data policies' requires reflection about the consequences and advantages they can bring. In the workshop we will address the following questions: who decides what information is "opened up" / transparent and on what grounds? Who owns information and what kind of information needs to be accessible to citizens? Can citizens expect less privacy from their government data in an online world than in one where files were held on paper in a filing cabinet?

Cases
Transformed by You
Better Reykjavik

2.7 Activism (European Civic Forum)

Civic participation in community and political life is an essential indicator of the health of our democracies. This workshop will look into the impact of new forms of activism in the current period of general dissatisfaction with politics and policy-making institutions. Our societal model is currently being questioned against the backdrop of a major financial, economic and social crisis that is affecting large swathes of the population in Europe and worldwide. Furthermore, this crisis poses serious challenges to our democratic processes, questioning the very legitimacy of institutions and public policy at both national and European level.

- What is the impact of the crisis on the exercise of citizenship?
- How can today activism revive the public space and act for a paradigm shift?
- What is required to rebuild trust and reconcile people with politics?
- How to enhance dialogue and to enable participation?

The workshop will engage participants to reflect upon these issues starting from the presentation of two successful civic-driven initiatives for social change: GOTEO from Spain and Clubture from Crotia.

This workshop will be organised by European Civic Forum in collaboration with the European Cultural Foundation.

Cases
Goteo
Coalition of three organisations: Clubture Network, Operation City Network and right to the City, Zagreb

Round III of workshops and crosstalks (14.30-16.00)

Round III zooms in on what is needed to enable long-term democratic innovation and bottom-up social change.

Crosstalks

- **Frank van Erkel** is programme director for the development of the city of Amsterdam. Furthermore he is also involved in consultancy, coaching and change management.
- **Niccolo Milanese** is co-president of European Alternatives. He also works on the SHARES and Citizens' Pact projects. Before he started European Alternatives, he occupied himself mostly with poetry, philosophy and travel.
- **Michel Bauwens** is an active writer, researcher and conference speaker on the subject of technology, culture and business innovation. He is the founder of the Foundation for Peer-to-Peer Alternatives and works in collaboration with a global group of researchers in the exploration of peer production, governance, and property
- **Marienella Sclavi** has been teaching the Art of Listening, Emotional Self-Awareness and Creative Conflict Management at the Polytechnic University in Milan from 1993 to 2008. She has written ethnographies based on what she calls "a humor-based methodology" and has been a consultant in several programs of inclusive public policy and urban renewal in Italy and abroad.

Workshops Round III

3.1 Institutional innovation (Netwerk Democratie/KU Leuven)
This workshop will examine democratic and institutional renewal. The session will begin with presentations of two projects that have sought to increase the input of ordinary citizens in politics through alternative forms of political participation. From there it moves on to focus on three main questions:

Can established political institutions initiate change from within? The aim here is to discuss the claim that actual transformation can only be initiated from the outside, not from within. Is it true that existing political institutions have a tendency to reproduce their own patterns? Are they capable of responding adequately and promptly to societal changes and demands? And if not, in what way should citizens respond?

How does one create special spaces and contexts that stimulate change in existing institutional practices? How can one assure that these initiatives are not seen as a threat to existing institutions but rather perceived as critical engagements with the political system? Or is some form of disruption needed in order to effectuate change? We will consider the advantages and problems related to the endorsement of developments that go beyond representative democracy without invalidating the classic institutions of such a democracy.

In what way can new forms of democratic inclusion avoid new forms of exclusion? Democratic institutions are renewed and reinvented in order to include the voice of those who would otherwise not be heard; but the institutionalization of new channels of participation may also lead to certain imperfections. How does one address such imperfections, in particular with regard to vulnerable citizens? Since democracy will continue to be a balance between practical feasibility and wishful thinking, it is important to think about new ways in which this balance can be imagined.

Cases
From Civic collaborative initiatives to building participatory capacity in the public sector
Cew-it/King of the Meadows

3.2 Citizens involvement in the market (Dutch Ministry of the Interior and Kingdom Relations)
In this workshop the practices and dilemmas of two cooperative, community-based initiatives will be highlighted. We will start off by hearing more of a Spanish non-profit energy cooperative, Som Energia. This cooperative is 100% financed and controlled by over 8000 members (each member one vote). The final aim is the transition of the energy market from centralized, big business controlled towards decentralized, citizen controlled. Next the Dutch province of Overijssel will present a report on the economics and finance of community based enterprise. This report is based on the study of a host

of examples especially in Overijssel, and some outside. Purpose is to create an interface between community based enterprises and parties willing to finance these enterprises.

Both Som and the province of Overijssel struggle with the tension between a democratic, citizen controlled structure and economic, market based goals. How to influence the rules for these new parties? How to interest private investors? How to run a good business when each member has one vote? How to regulate the market on a democratic way? The role that these new initiatives can play in the transition and which dilemmas and questions this raises, will be dealt with in this workshop.

Cases
Som Energia
The Economics and Finance of Community Based enterprise

3.3 Development of local Communities (Municipality of Amsterdam)
Starting from the experiences of three cases, being Kwanda (SA) Oasis game (Brazil, UK, NL) and Geef om Jan Eef (NL) the workshop gives an insight on how to start local communities, bottom-up, focusing on empowering / own-powerment. Representatives of these cases will enter into dialogue with each other and the audience about how to sustain initiatives. What is needed to stimulate local communities from authorities and citizens, in both methods and personal attitude? How to deal with the difference between system-world (methods of local government) and local practices. Which difficulties and dilemmas are there in the various life stages of the development of local communities and how can we tackle them? The workshop has an practical turn and is illustrated by video material.

Cases
Ik geef om de Jan Eef (I care about Jan Eef)
Kwanda

3.4 Empowerment of civil society (Specht in de Stad and Dutch Ministry of the Interior and Kingdom Relations)

In this workshop we will explore the challenges that initiatives face when working towards a more inclusive society. The different cases point to inclusion in different sectors and on different levels. From the increased influence of Balkan countries on the subnational level (Balkan Forum) to the inclusion of ethnic minorities on the local level (Bona Mente).

The Balkan Forum tries from the bottom-up and through a myriad of strategies to influence both daily practice, but also to change our governance system. This is also the goal from Bona Mente, but they take a top-down and very structured approach to it.

These different inclusion strategies invite us to compare these different initiatives and explore their contribution in the change to more inclusive societies. What are the pros and cons of these different strategies and what can these different strategies learn from each other? Moreover we would also like the other participants in this workshop to share their own strategies in order for us to explore the range of methods that are being practiced throughout Europe at this moment.

This workshop will be in collaboration with the European Cultural Foundation.

Cases
The Balkan Forum
Bona Mente

3.5 Conflict and democratic opportunities (University of Amsterdam)
This workshop will examine conflict as a moment in the practical realm of politics that is imbued with risk and with opportunity. Our examination will be rooted in the practical experience of participants who have had to cope with the demands that conflict creates and who have also confronted the opportunities for development that it presents. We will treat the actions of these practitioners as improvisations that reveal intuitutive insights into how to manage the risks and engage conflicts' potential as a site of democratic interaction that also supports the pursuit of practical goals.

The session will begin with presentations of two projects and proceed through comments on these projects and comparisons with the experience of other practitioners. We will try to identify surprises that practitioners have encountered

in their work and plumb the insights these surprises offer for how government and other stakeholders can address practical and political goals through their engagement in episodes of conflict and controversy. In the process, we will examine two features that prior experience suggests directly influence the contribution that conflict can make to enhancing the feasibility of policy plans and the legitimacy of the organizations that make them. The first is how the design of the institutional setting shapes the engagement of stakeholders and their identity and sense of responsibility. The second concerns how stakeholders' experience and contributions are shaped by the work of the practitioner (facilitator, mediator, etc.) who brings the parties together and manages the process. The goal is to work together to derive insights that are practically useful and politically significant.

Cases
Public Debate Waste Treatment
De Hallen

3.6 Interaction and Responsiveness (Dutch Ministy of Health, Welfare and Sport)
The workshop addresses the benefits and challenges in both new innovations as well as successful 'traditional' participatory models in relation to public policy, resulting in greater impact and involvement of citizens in agenda setting and decision-making in important policy areas. This includes new forms of democratic participation as well as more traditional but established forms of involvement, consultation and participation of citizens in formal institutional settings. \

Cases
Democratic Community of Practice
Patient Involvement in Federal Joint Committee

3.7 Changing relations in public service delivery ((Dutch Ministry of the Interior and Kingdom Relations)
Innovations in the relation between public service providers and their users/citizens are characterized by more attention for the user or the citizen's perspective. These innovations have in common that professional institutions get more responsive to the ideas and needs of users/citizens. The organizational and institutional arrangements to reach this result may differ, each with its own merits in different contextual settings, like the presentation of the two cases "People Talk"(Ireland) and Brickstarter (Finland) plus the discussion with other participants will demonstrate in this workshop.
Dilemma: how do we provoke traditionally internal oriented staff to become more customer focused?

Cases
People Talk
The Work Shop project

Title:	Workshop 1.1
Name workshop:	**Health and Well-being**
Projects presented:	1. Center for Social Entrepreneurship Malmo
	2. Program transition of long term care in the region West-Brabant
Workshop director(s):	Maurice Galla
Name rapporteur(s):	Yiqing Zhang (Emily)
Date and time of workshop:	9:30-11:00

Facing modern challenges (such as citizens' growing desire to acquire more self-control over their own health care issues) that posed on governments' role in health care system, the governments realized that delegating rights to citizens can improve both citizens and the society's performance within this transitional era.

While Sweden is world-famous for its comprehensive and effective health care system, the Swedish citizens of Rostange, Malmo still managed to come up with an innovative idea of self-supporting home care system based on community cooperation, which better suited the particular situation in this rural village and can be applied to places facing similar difficulties (such as relatively poor remote areas with aging population) after careful adaptation as well.

1.The Sweden Malmo project:
As a poor rural area in Sweden, residents of Rostange, Malmo encountered a trend of depopulation which was partly due to its aging population. While the dismantling public sector and the absence of private business challenged the citizens, they also left open spaces for social innovation. As a result, residents of Rostange created their unique community home care system under the law of "freedom of choice". This innovative structure combined the effort of public sector, private/business sector and civil society sector with "value based" enterprises which are locally owned and operated. These newly formed businesses offered job opportunities in the area; provided additional services; reinvested their profits in the village; and built social capital by taking care of lonely elderly residents.

2.The Western Brabant project
To cope with threats such as the unbearable rise of long term care costs for the government raised in the transitional time, a participatory society was established through delegation/decentralization process which shifted the power from the central government to local municipalities. As a deregulated transition in Western Brabant, the goal of the project is to set up an effective and innovative system of long term care which involves municipalities, professional organizations, social networks, volunteers, active citizens, health care insurer and local residents as participants. Its

methods of change include encouraging social innovation, solving wicked problems, promoting co-creation as well as building on-line community.

While estabilising "value based" enterprises is an attractive suggestion for the solution of problems emerged in the transition era, the popularization of this innovation to other areas needs careful evaluation of situation differences. For instance, the small scale of these businesses can accelerate the pace of trust building among community members but also indicates that they may not be suitable for communities with a large population. Besides, though the limitation of dividend for business managers channels more financial resources to community development, it can demotivate managers and thus harm the sustainability of the enterprises as well as the community as a whole.

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Title:	A new role for government citizens collaborations
Name workshop:	**Community and the Living Environment**
Projects presented:	1.Makkie: Edgar Kampers
	2.Transformed by you: Noel Hatch
	3.Tenever Consenzus Princip: Joachim Baloschky, Eberhard Roettgers
	4. The Work Shop: Laura Billings (also community lovers guide)
Workshop director(s):	Imrat Verhoeven
Name rapporteur(s):	Irene Kruijssen
Date and time of workshop:	30-10-2013 9:30 – 11:00 uur

What are citizens and government doing differently in different sectors? This is the broader topic that is being discussed in this workshop. Two large and two smaller cases are used to take the participants on a journey of the possibilities of the interaction between citizens and government.

What triggered me was the fact that there was a discussion about the municipality getting more empathic, and less bureaucratic. How achieve such a goal under the circumstances and the frames the government has set out decades ago? People are done with the robot 'street level bureaucrat' and want something of the municipality that is more personal and approachable.

In this workshop we talked about the community and the living environment. We've discussed four cases, two more extensive cases and as example for how an initiative could look like. The first case discussed was about a community currency campaign, the Makkies. This local currency is being used to reward volunteers, who can spend it on other volunteers, think of people who can paint a house of cook a meal. Finally, people can spend the Makkies at selected places in the cultural sector like the Concertgebouw.

The second case was about the local government in Kent, who tried to find a solution for problem areas. They stimulated young people to get involved en learn about the problems en get together with different youngsters of their neighborhood. The local government can so lay a foundation for groups to work together and collaborate to understand what is important. In this process the role of artist and designers was indispensible, because they gave a new perspective on old problems and solutions. In the end, the municipality concluded that their role in de collaboration with citizens is changed. We have to find new ways to define this collaboration.

In this session Imrat Verhoeven showed the participants some cases of how democratic innovations could work. We've seen de Makkies, which is also a top-down initiative, not an initiative formed by local citizens. And then the municipality of Kent, also a very successful case, but also not a typical bottom-up initiative. Now does this mean that we always need the government in our local participation? And how can we describe the role of this government-citizen interaction? Do we need to have a set of new rules, or does the government simply have to 'let go'?

Title:	'A legal framework for public consultation: striving for a more deliberative democracy'
Name workshop:	**Economics and Urban Planning**
Projects presented:	**StRaten general** (Belgium, Antwerp)
Workshop director(s):	
Name rapporteur(s):	Susan den Uyl
Date and time of workshop:	9:30 - 11:00 30 October 2013

StRaten Generaal is an Antwerp based citizen movement. Different activist groups allied with experts and economic stakeholders. Together they tried to convince the local government not to build a highway through the city of Antwerp.

Conclusion: they did manage to delay the construction of the high way. But a civil society movement like this costs too much money and energy. It would be better if the government used a more deliberative (inclusive) democratic model.

Antwerp did not have a long tradition of the involvement of civil society. This citizen movement came into being out of protest against the local government. In 2000 the local government made a plan to make a high way through the city. In 2005 they presented this plan to the public. Without the involvement of the StRaten Generaal, the high way would be here now. So the movement has proved to be effective.

The main goals:

1. Stimulate **debate** about government plans. This means including collective expertise from society. This way you are able generate alternative plans.

2. **Alliances**. They worked together with other action groups. Economic stakeholders also allied with the activists and started the 'Forum 2020' together. These billionaire companies from the port of Antwerp also had an interest the highway - that would connect the port to the city - and wanted a project that would be legitimized by the community.

3. **Accountability**. Stimulate the government to be transparent about documents and plans.

To make an initiative/movement work you have to **ally**. You can ally with: 1) the national government 2) parliament 3) go to court. 4) Local government 5) public sector 6) external experts. 7) Other activist (civil society) 8) the press 9) economic stake holders (industry). The stronger your links are with the other 8 groups, the bigger your chance is that you will succeed; that you will be

listened to.

Trying to get ally with all these different groups and stakeholders costs a lot of **time, money and energy**!

A better solution would be to have **a more deliberative democracy**. We need a new legal frame for **public consultation**. The government now makes the plans and policies in their own laboratory, before consulting civil society and listening to alternative plans.

The StRaten Generaal does not represent the voice of the every single citizen. It is a 'highbrow citizen movements' which includes lawyers, architects, philosophers, etc. Then again, the main goal is not **legitimacy** like in a **direct democracy**. In this case, it is a matter of improving the **representative democracy**. The main goal here is, to include the expertise of people outside of the government. This way, more interests are consulted, which may lead to alternative plans.

Title:	Workshop 1.4
Name workshop:	**Youth and Participation**
Projects presented:	1. Art as a means for social transformation. The fisherman village of El Max – Egypt 2. **The Horsh Beirut Campaign - Lebanon**
Workshop director(s):	Machtelijn Brummel
Name rapporteur(s):	John Callaghan
Date and time of workshop:	9.30am

This workshop, titled *Youth and Participation*, presented two projects; Gudran for Art and Development, bringing art out of the galleries and onto the streets, and Nahnoo, an organisation dedicated to youth empowerment. Both organisations engage young people in projects of civil society.

Both projects capitalised upon the creativity of young people, in order to create repertoires of protest/resistance that caught the imagination of the public and media (such as painting messages on the front of houses in El Max, or creating temporary mini green spaces throughout Beirut). Also, sometimes solutions to our problems are right in front of us! For example, Nahnoo understood that the green space they sought did not need to be created, simply highlighted and made accessible.

Realising that they were only reaching the same, small network of people with their art in Alexandria and Cairo, and motivated by "the sense of an artist's social responsibility", the artists of Gudran decided to take their art to the streets. They worked with the community of El Max, a fishing region in western Alexandria, who were facing relocation by the government. Gudran began working with the children of the community, giving art classes and helping them to brighten up their homes and environments. Through this repertoire of 'festive resistance', the local community were given an opportunity to change their fate, through expression of pride in and ownership of their community, which succeeded in reversing the government's planned relocation program. Taking action/responsibility for change, both by the artists and the people of El Max, were key moments in this project.

After the civil war, Beirut's green spaces were gobbled up by development, leaving young people

with nowhere to safely congregate, and leading to anti-social behaviour. Nahnoo identified a pre-existing green space in Horsh Beirut, strategically located between Sunni, Shiite and Christian communities, which had the potential to serve as an ideal location for young people to get together, share ideas and foster mutual understanding. Nahnoo empowered young people with the necessary skills to engage the municipality on a formal level (lobbying, advocacy etc), and used inventive repertoires of protest to maintain pressure on the municipality and hold them accountable to their promises. Their approach was strategic - not revolutionary - but well coordinated and committed.

Both projects highlight how the creativity and passion of young people can be harnessed to great effect. Young people are a very adaptable group; Gudran showed young people how they could effect change by taking control of their circumstances, and freely expressing their creativity. Whereas Nahnoo gave young people the skills to focus their creativity and passion into an 'appropriate' form, with which the municipality would engage and take notice of. Having experienced initial success, the young people in both cases are now suitably empowered to take control of these organisations, which displays a commitment and sustainability that bodes well for the future.

Extra information:

Title:	The unanticipated success of two occupations of public space
Name workshop:	**Arts and Culture**
Projects presented:	1. Teatro Valle Occupato
	2. The Community Lover's Guide to Berlin
	3.
Workshop director(s):	Marjolein Cremer
Name rapporteur(s):	Brita Trapman
Date and time of workshop:	30 Oct, 2013 9:30

During this session two initiatives were presented about reclaiming the public space through culture. Freely accessible public space is shrinking but this space is essential for negotiating differences and values. How to recreate an agora where true democracy can be practiced?

What triggered me is that the success of the two initiatives that we learned about was *unplanned* and *unanticipated*. Teatro Valle Occupato was an initiative by artists and entertainment workers to occupy a theatre in Rome for three days, in order to save it from privatization. Two years later they still exist. Exrotaprint, one of the initiatives included in the Community Lover's Guide to Berlin, neither expected to become as successful as they are today.

The occupied theatre in Rome currently hosts assemblies and theatre rehearsals and productions that are openly accessible to the public. It provides a community centred space where it is possible to experiment in freedom, independent from time and as such it has a self-educating and empowering function. It is the process of deliberation and creation that counts and not only the end product. Although many artists in Italy refrain from politics, in this theatre the unique chance exists to connect the artistic and the political. Exrotaprint is an association of renters that preserve an enormous historical building that used to house a printing facility for decades. The renters got the chance to utilize the building after the municipality of Berlin failed to sell it to commercial buyers. For many of the renters the building is used as their art studio but the association also organizes social outreach and accommodation of the people from the poor and otherwise neglected neighbourhood in which it lies. The question arises what exactly made these initiatives so unexpectedly successful. Was it the right timing? Was it the right context? It is possible for activists to have the success of their initiative in their own hands? Or is this contingent?

In reply to the first leading question, these examples illustrate the democratic innovation of occupying and preserving public space, thereby balancing between legality and illegality, a practice that is presently being carried out in many other places. Gezi Park and Tahrir Square are other famous examples that spring to mind. When public space is threatened it appears to mobilize people.

Title:	Stop the privatization of Greek water: working towards a shared dream.
Name workshop:	**Sustainability and the Environment**
Projects presented:	1. Save Greek water 2. The Oasis Game
Workshop director(s):	Ben Spiering / Ad de Rooij
Name rapporteur(s):	Florentine Wolters and Maxime Molenaar
Date and time of workshop:	09.30 – 11.00

This workshop explored the possibility to create governmental bodies and citizen initiatives to provide in solutions for environmental problems and stimulate sustainability. The case of the Greek privatization of water – and how to stop this process and provide alternative solutions to save the Greek water – is introduced. The Elos institute explained the success of their community driven projects that are all based on a shared dream, executed by professionals, the government and the community.

The fact that everyone within the workshop group had faith in the existence of a shared dream and a common goal was very motivating. The Elos institute was inspiring in sharing the success of her projects. Projects that are all based on an underlying philosophy of shared dreams between different parties in society. The group tried to incorporate this philosophy in search of solutions for the problems Maria encountered in her effort to stop the privatization of water in Greece.

In different discussion groups the problem of privatization with the Greek water and possible solutions to this problem were discussed. As expected, each group focused on different aspects of the problem and came up with entirely different suggestions. One group suggested a semi-privatization process in which not corporations but citizens would take part in the shareholder ship. The second group took the problem to a more general level and emphasized the importance of continuity in projects. This means on the one hand continuity in involvement by government parties, NGO's, companies and all kinds of other actors and on the other hand making sure that a project does not stop after one success (or failure). Especially the different layers of government should work together and stay connected to projects they made a commitment to. The last group raised the issue of involving the European Union in the problem since important legislation is mainly made on the European level. All in all the session concluded by coming back to the point made earlier: use the basis of sharing a common dream (underlying philosophy of the Oasis Game) to raise money to save the Greek Water!

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

The workshop was a nice mixture of successful projects (the Elos institute) and a project that faced and is still facing a lot of challenges in her pursuit of success (stopping the privatization of water in Greece). Together, the group first discussed possible elements of cooperation between governments, professionals and citizens. However, the challenges and difficulties regarding these kinds of initiatives were pointed out as well after which the group tried to think of creative solutions in Maria's water-case. There was a nice dynamic within the group, and – in spirit of the workshop theme – they made an effort to combine different aspects and layers of cooperation and think together about a shared end result.

Extra information:

Title	"Citizen Empowerment"
Name workshop:	**Quality of Life in Neighbourhoods**
Projects presented:	1. The Italian Case of Civic Evaluation (of the urban quality). 2. SarSan: participatory processes for Roma people inclusion at Rome, Italy
Workshop director(s):	Marianella Sclavi, Adriana Goni Mazzitelli, Laura Massoli
Name rapporteur(s):	Eva Lekkerkerker
Date and time of workshop:	09.30

How can initiatives utilize and foster residents' self-empowerment? How can the administrative benefit from local initiatives and enhance their effectiveness? Two Italian examples illustrating these questions: their successes, hurdles and points of improvement

- Emphasis on citizen point of view on issues, instead of the point of view of the (local) government. Listening to the locals, creating room for their wishes.
- Tackling concrete problems in neighborhoods
- Creating networks that stimulate mutual understanding, cooperation and trust → growing social capital
- Experts who recognize individual capacities and facilitate means for residents to use these capacities for their own benefit and the benefit of the neighborhood
- Trying to create permanent channels top-down/bottom-up so residents can always address their issues and make their recommendations to the local administration

First project:
The Italian Case of Civic Evaluation (of the urban quality)

The initiative's goal was to get citizens, government representatives and other stakeholders together to design and evaluate concrete public services such as road maintenance and garbage collection. Citizens wrote reports on their evaluations of public services with recommendations. For the local administration this often proofed beneficial, because residents are able to give non-convential input. These recommendations formed new policies, which the residents then evaluated. Keeping citizens and local administrations in a dialogue with each other created mutual understanding and trust. This initiative tried to generalize their method to make it applicable on different municipalities within Italy's southern regions, and to share findings and experiences with one another. They found that between municipalities this was difficult, because there was a hierarchical structure perceived between them that restrained open communication.

Sarsàn: participatory processes for Roma people inclusion at Rome, Italy

Especially their workshops with 2d generation residents (children) were successful. Children interacted casually with each other and came up with suggestions themselves for the neighborhood. Community grounds were turned into vegetable gardens, garbage was removed, curbs were decorated with paintings etcetera. Community festivals, dance, music and cooking activities were made to connect people of different ethnic background together and create mutual respect and understanding. This was especially important and difficult, because there are many prejudices about Roma people amongst Italians. Often enough they would participate in the workshop together but not engage in conversation. People with other ethnical backgrounds did not often intermingle before either, but within these initiatives they found common ground to meet each other. Experts of organisations such as SarSan tried to recognize particular skills within individuals and foster them. Local leaders were recognized which played a centre role in keeping these individual creative projects running. The SarSan project also provided courses to politicians to enhance their understanding of these societies. Roma did not have political representation. Their goal was to combine organizations to address these issues to the municipality. This initiative lacked political recognition and seemed to stay at grassroots level because of this.

Lessons learned:
Improvements made in neighborhoods must be sustainable
Citizen participation should be increased → unwilling or unable citizens also motivated to participate to really get a group of residents together who could represent the social geography of the neighborhood and provide a wide variation of input
Transparency must be fostered → this is crucial for creating trust
Transferability ought to be promoted → findings and successes within one neighborhood ought to be able to share with other communities. Currently there has been resistance to share or accept tips from other communities.
Getting through to the local administration → politicians were often sceptical about local initiatives and their usefulness
System change needed → from a hierarchical, mostly top-down system to a system of dialogue between actors

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:
- responsiveness and recognition from the administration are needed for grassroots initiatives to take the form of democratic innovations.
- Both initiatives were quite local, without connections being made explicit with actors in other European countries. An attempt on regionalizing a new method of governance was opposed by the municipalities by their unwillingness to cooperate amongst each other.
- Focusing on capacities instead of problems seemed particularly valuable to myself. Experts evaluating the assets of individuals within these communities and facilitating residents to take action themselves

BORDERS
TO CROSS

Title:	Think small, act small
Name workshop:	**Alternative Financing**
Projects presented:	1.Voor je buurt 2.At the playground
Workshop director(s):	Thijs Roelofs en Brenda Hunt
Name rapporteur(s):	Irene Kruijssen
Date and time of workshop:	11:30-13:00

How can we do the things discussed in de workshop before? In this session: alternative financing, how you can overcome when you're getting stuck. What can we do when we can't find financial help for our projects? This workshop we discussed this kind of questions led by Thijs Roelofs and Brenda Hunt.

The most interesting of this workshop was the idea that municipality have to think like civilians. Make initiatives small en accessible, so It's easy for civilians to participate. For this, the frame of the municipality need to change, so 'street level bureaucrats' have the ability to approach civilians differently.

The first case presented at the workshop was an civilians initiative in Romania. In the Manastur neighborhood, a problem area with a lot of old houses, but a large common green field, was the perfect place for a pavilion to attract people and get people together to talk about problems in the neighborhood. A debate started between experts, retired and other civilians. This initiative started with finance from the European Union and of the government. The important question now is: how to continue and to get more independent and supported by the community?
Lisette Kalshoven, then, told us about crowd funding for civic initiatives of the company she works for: Kennisland. Government is in a secondary role here and Kennisland is more like the facilitator. Funding is not only about money: you can finance in another way. The initiatives are more about getting people together rather than making money out of it. The interaction and become a fellow owner of the project. It's about people coming together and sharing ideas and qualities.
The most important question in these civic initiatives can be: "what's in it for me?" You need to feel connected with the project. This is often symbolic. You're not buying something it's engaging in something.

"Think small act small" was the most important thing concluding from this workshop. "Sometimes finding money is a blind spot in our mind" someone mentioned. "We are so looking for money that we can't put the time and energy into the project". We can put our time in energizing and getting people together for the initiative. There is enough money; we only need to use the money you now spend smarter.

Title:	'European Alternatives: trying to bridge the European democratic deficit.'
Name workshop:	Community Building and Training
Projects presented:	Citizens Pact (Citizens Manifesto)
Name rapporteur(s):	Susan den Uyl
Date and time of workshop:	11:30-13:00 October 30th 2013

Heading: three lines leading the reader into the topic:

The Citizens Pact was born out of the idea that the European representative system is ineffective. Bridging this **European democratic deficit**, does not necessarily mean that you have to change institutions from top down. The Citizens Pact is an initiative that tries to handle this **from bottom up.**

By working transnationally (transeuropean), the Citizens Pact tries to provide a set of alternatives (laws and policies) that are different from the policies that are made at a national or European level. And by working from bottom up, it provides a **participatory element** in our representative democracy.

What triggered me: 5 lines:

In Europe, citizens and their representatives are used to think and talk in national terms. We tend to compare countries, even though most problems countries are facing cut across national borders. A lot of issues are European or regional and not specific to one nation. An example of a regional problem that should not only be formulated in national terms is the economic crisis the Mediterranean region is facing right now.

There is no **common vocabulary or awareness** to address these European or regional problems. Citizens across different countries are now using **different ways to express similar problems**. The Citizens Pact is an initiative that allows citizens to generate a common vocabulary, to address the issues that citizens across Europe face.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:

In contrast with the other (fiscal) pacts in Europe, where citizens felt it was barely democratic and did not involve them, the **Citizens Pact** should form a pact between European citizens and between

citizens and there representatives.

The creation of the Pact started around three years ago. Since then a **Citizens Manifesto** has been drawn up. This manifesto will be presented to the candidates of the European parliament in 2014. The manifesto consists of a variety of proposals for **political and economic reform**. But also stresses the **civil rights** of gypsies and minorities for example.

Because every citizen should be able to take part in the making of the Manifesto, the initiators of the Citizens Pact tried to **include as much ordinary citizens** as possible. The citizens, who are hardest to reach however, are the citizens who lack the most skills that are needed to participate in a political decision making process. They used three ways to address this is problem. The first way was by going to small communities in Europe. The second way of targeting certain groups like unemployed people or migrants that are often excluded from politics, was to actively invite them to participate. The third way was to go to public places on the streets in 13 countries and ask people their ideas about the Manifesto. Now there were people included and who could give their opinion about the Manifesto, who normally would not have a say in policy making, like children or homeless people.

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

One of the reasons for the participatory element, is because the access to the decision making process in our representative democracy in the European Union can be difficult for ordinary people. And in a democracy, people should have the confidence that they are listened to. The Citizens pact aimed to bridge this democratic deficit, by literally taking the Manifesto to the streets. This is a simple way to give people the feeling, that not all the decision making about European problems takes place in Brussels.

The aim to make people aware that decision making at a European level is needed, because most problems are regional and not national, is a more ambitious goal. This awareness is one of the main goals of the pact, but this might be more difficult to achieve.

Title:	A problem shared is a problem halved
Name workshop:	**Active involvement of citizens**
Projects presented:	1. CittA@ttiva 2. Valsamoggia Citizen's Review Initiative
Workshop director(s):	Marcel Maussen
Name rapporteur(s):	Maxime Molenaar
Date and time of workshop:	30-10-2013, 11.30-13.00

This workshop represents the spirit of Borders to Cross: involving citizens by bottom-up projects. Both projects presented at this workshop are Italian and involve very direct citizen participation.

What triggered me during the discussion, was the fact that social initiatives such as those presented are established with a noble perspective, but come with a struggle of who to involve in the process. This issue was shared by many people in the audience.

The struggle with 'who to involve' mainly entails the question of how to reach the marginalized people. As the initiatives are not made by these marginalized people, can we still speak of effective bottom-up initiatives?

Generally, the problems that social innovations face seem to be communication-related. How do government and citizens find each other half way? How do you reach an audience besides the usual suspects of higher educated people? How do you create awareness? Who do you pick as representatives?

Although the problems seem to be shared across borders, there is no cookie-cutter answer, yet. The goals are usually clear, but it often remains trial-and-error in reaching them. We can wonder whether that is a problem, or whether it provides the flexibility that is necessary with social innovation. Either way, it is fruitful to share the problems that you run into with your project to create awareness of the issues that others could run into.

Finally, what needs to be kept in mind, is that bottom-up and top-down are not mutually exclusive. There is a possibility to meet half way, but it requires an open attitude.

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

Extra information:

Title:	***What is necessary for structural change?***
Name workshop:	**Raising awareness, access to health care**
Projects presented:	1. Democratic Community of Practice DemCom
	2. Patient involvement in federal joint committee
Workshop director(s):	Maurice Galla
Name rapporteur(s):	Gergana Yovova
Date and time of workshop:	30 Oct. 2013, 2:30 – 4:00

Heading:
Both projects involve different groups representing different issues to work towards achieving their joint interests together; problems stem from the possibility for inclomplete representation and limited interaction between the groups.

What triggered me:
The peculiar way in which health-care regulations are introduced in Germany without the involvement of the state, and the ultimate problem with actively involving certain groups of patients.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop:

The lack of voting power of the patients' committes seemed hard to grasp at first, as well as their ability to influence health-care decisions. It was explained, however, that health-care discussions are open and deliberative, and whenever the patients' viewes were ingored, the organization makes the issues public through the media, thus excerting additional influence on the decision making. However, as it is up to the patients to get involved, it is usually the well-educated ones that persue their specific interests. They might, however, have divergent interests – such as the pro-and-cons dispute on breast cancer screening and its hazards. In addition, immigrant minorities might be ininvoled or ignored. Involving the elderly can also be problematic as the interaction with them is limited and their response is different from the other patient groups'. Another issue is the accurate representation of chronically-ill and disabled patients, as well as the lack of desire of patients who have successfully recovered from mental illnesses to address the institutionalization of patients (they would rather forget about the experience as a whole). In this sense, alternative tools for engaments need to be tailored for the specific groups of patients.

DemCom aims at uniting similar projects which, on their own, may not be successful, but because of their shared goals would be stronger together. Capacity building and sharing experience accross borders, however, again attracts mainly young people. Two main problems are the difficulty to secure funds, and the inability to secure the mobility of the participants. Still, many of those projects might have been already dropped without the sense of support DemCom provides, and thus the initiative seems to enable innovations on a European level.

Reflection, possibly linking up to the leading questions and threads:
One main issue lies in how formal organizations will influence the system. While the government

might find it easier and be encouraged to deal with such a structure, the organization may also become more rigid and less representative. From the government's perspective, it is also unwise to delegate all decisions to the public. The main question in the end of the workshop, therefore, was how to unify patients in a constructive and representative way, making sure that all health-care problems are accounted for.

In this sense, before policymaking becomes truly inclusive, organizations of patients have to become fully-inclusive, too.

Title:	Taking Ownership of their Own Future
Name workshop:	**Self-governance**
Projects presented:	1. Tenever, Bremen
	2. Self-governance in Peel en Maas
	3.
Workshop director(s):	Jan Drooglever*/ Ymke de Regt
Name rapporteur(s):	Sergej Schellen
Date and time of workshop:	11:30 – 30/10/13

Esteem, rights and action.
Getting the citizens to take ownership of their future.
The limits of Self-governance are the law.

Any of the shareholders in the community of around 8,000 have a veto power on how money delegated for the district of Tenever is spent, and that hasn't stopped thousands of projects in more than 20 years.
"I became an active citizen because I wanted to improve the situation for my family and me not because I wanted to save the world".
There are so many volunteers within the villages (of Peel en Maas) that they stopped using the term volunteers a while ago but rather use the term "active citizens".
Self-governance is about residence taking responsibility of the future into their own hands.
"The Government wants people to participate, which is different from self-governance. Both are important".

Some important aspects of self-governance mentioned by the presenters were that inclusion of every member of the community was of great importance, that there is a proper attitude among the community to make sure the esteem of all members is respected and nurtured, and that an effort is made to be actively involved in the plans to improve the reality. Before the presentations of projects began the workshop director asked each person to draw an image of what self-governance means to them, the most creative example highlighted was a drawing of Pippi Longstocking. Throughout the discussions following up on the presentations a lot of questions were asked of where the responsibilities of the government end? What are the limits of self-governance? Opinions varied but it was agreed that the limits of self-governance are the laws. Another point following on that; the Government has to adapt to the situation, they have to take more of a communication-based role, which is a new frontier for them. Self-governance can be great for a community, bring it back to life, have problems actively solved and continuously cared for, and most importantly giving the residence pride in their community. Leading to the concluding question being, in somewhat of a joking manner yet at the same time including a serious point; "Is there

space for a Pippi Longstocking in your own community?"

There is an increasing shift of citizens feeling a need to get involved within their own community, which in turn means that the role of government automatically will have to be limited in some ways. This understanding of active citizenship isn't just about small village communities taking ownership of their village, but can also be formed around a communal feeling within a district or street of a city. Each area has its own pace of self-governance, which should be respected, as long as it is in coordination within the laws of the state.

Title:	2.6
Name workshop:	**Transparency and new technology**
Projects presented:	1. Better Reykjavik
	2. Transformed by you
Workshop director(s):	Josien Pieterse
Name rapporteur(s):	Yiqing Zhang (Emily)
Date and time of workshop:	30/10/13 11:30-13:00

It is hardly surprising to know that new technology has greatly influenced the democratic renewal, however, it is always worth asking how citizens are involved in the process and how policymakers can adapt to these developing democratic practices to enhance the transparency level of governments.

The use of technology in democratic field has changed the power-ratio between governments and citizens, enabling the latter to monitor the performance of the former as well as offering the former a new channel to collect grassroots suggestions and opinions. Citizen's willingness to participate in democratic activities through internet (for example, on-line platform) formed a clear contrast with their reluctant attitude towards real life participation, providing an opportunity for governments to involve normally apolitical citizens in the process of building and strengthening of democracy.
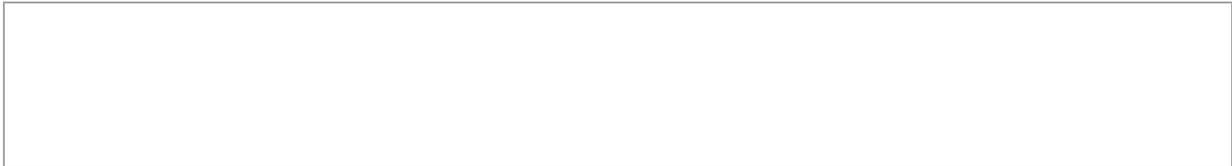
1.   Iceland Better Reykjavik project:
The center of the Better Reykjavik project is an eDemoracy website called "Your Priorities", where participants can voice individual priority and choose best ideas from all the proposed priorities. By designing two opposing columns listing favorable arguments and unfavorable arguments respectively for top priorities, every proposal can be well debated before being picked by the government for implementation, thus increasing the professionalism of citizen initiatives. Originated from Estonia, Greece and Bulgaria's grassroots methods and replicated to 12 Balkan countries, the project had successfully attracted over 70,000 participants worldwide and educated citizens regarding expertise knowledge such as budget-making.

2.Transformed by you project:
Before setting up a specific project, three preparations need to be done by policymakers: firstly, to understand needs and motivations of citizens; secondly, to design principles and prototypes to regulate participation; and thirdly, to distribute methods that can be helpful to assist citizens. These involve the opening up of information; the building of relationships to stimulate collaboration; to cultivate creativity to help people make sense of issues as well as their motivations and skills; and to insist on crowd source principles, which include accessibility, simplicity and usability.

While governments are becoming more and more transparent with technology innovations such as detailed open online data on government expenditure, there is worrying about whether citizens can make full use of the data, for its implications are generally implicit and the information it conveys probably require professional knowledge to process. One suggestion is that NGOs may function as a mediator to help "translate" the raw data to easily understandable interpretations, thus citizens' participation can remain effective and productive.

Title:	
Name workshop:	**Activism**
Projects presented:	1. Goteo 2. Coalition of three organizations: Clubture Nework, Operation City Network and Right to the City Zagreb
Workshop director(s):	Duncan Tree
Name rapporteur(s):	Brita Trapman
Date and time of workshop:	30 Oct, 2013 11:30

One of the challenges that was discussed during this workshop was how civil society organisations could create a positive narrative and how to give people agency in difficult times.

An interesting dilemma arose that civil society faces nowadays: in many European countries the state is retreating as a consequence of austerity policies. They leave gaps in service provision and in the financing of civil society. Civil society fills the service gaps and finds alternative sources for money. States consequently conclude that their retreatment was right. Is it justified that civil society is performing these state functions? How can they challenge the conclusion of the state? It gives rise to the question where civil society should collaborate with the state and where they should confront the state.

During this discussion civil society representatives shared dilemmas and possible solutions to these dilemmas with each other. One question that was raised was how movements could obtain the necessary tools to be a political actor. Activists dedicate their lives to some public cause but thereby often exploit themselves, at the end of the day they also just need an income. It was raised that civil society needs to negotiate with power about this economic point. Financing should for example become more flexible and faster. The Spanish NGO Goteo aims at meeting the difficulties that NGOs are confronted with as a consequence of the crisis. NGOs, according to the Goteo-representative should first of all provide their own data, in order to challenge dominant state-narratives about the economy. Secondly, NGOs should make greater use of crowd funding. In order to be successful in this however, they should increase their transparency and become more self-critical so that the public regains their trust in these organizations.

In answer to leading question two, this discussion shows how indeed NGOs can provide an alternative way of regulating society by filling the gap that the state leaves behind. However, this is not necessarily desirable for NGOs as their representatives struggle to make a living in difficult economic times. This discussion also illustrated how NGOs have difficulty to meet an important democratic value: transparency. Certain incentives drive NGOs to concealing failures and lack of impact, they need after all to convince donors to finance them again.

Title:	'From civic collaborative initiatives to building participatory capacity in the public sector'
Name workshop:	Institutional innovation
Projects presented:	1.Cew-it Uganda Manifesto 2. Friesland Citizens Jury
Workshop director(s):	Cew-it Uganda: James Mwirima
Name rapporteur(s):	Susan den Uyl
Date and time of workshop:	30 October 14:30-16:00

Heading: three lines leading the reader into the topic:

Reversed development aid: Uganda is helping the Netherlands! The Netherlands is taking the Ugandan model of neighborhood assemblies and uses this to address a Dutch issue with meadow birds.

What triggered me: 5 lines:

Uganda has had a history of kingdoms with absolute power, colonialism and later a military dictatorship. The power is no given to the people. Uganda got a constitution that provided democratic rules, but in reality these democratic norms were not lived up to.

Uganda is a **new democracy** that started to implement **basic democratic values** like, accountability and transparency, participation and consultation, equity and consensus building. Still, an **old democracy** like the Netherlands could learn from Uganda.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:

In 2008 The Citizens Manifesto Uganda (and the corresponding Manifesto Day) was formulated. This should be a means for citizens to set the agenda for their leaders.

Through **'neighborhood assemblies'**, citizens can address issues in their community to their officials. This way, it is also a form of public accountability. It could be seen as a grass root parliament.

Cew-it Uganda-The Netherlands project:

What can Netherlands learn about Ugandan citizen participation?

In the Netherlands, biodiversity is declining. A citizen jury in Friesland wants to decide about the future of meadow birds. They want to do this with a citizen jury similar to the neighborhood assemblies. This citizen jury is also inspired by the work of Belgian author David Van Reybrouck about **democracy by lot.** Farmers are stakeholders in this issue, because they own the land where the meadow birds live. The farmers own the land, but the citizens own the landscape. Therefore it is a decision making process that involves farmers, ordinary citizens and the policy makers.

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

Like The Netherlands, Uganda wants to have an institutionalized democracy. But institutional change needs support of the people and of the politicians from within. It needs time and is a constant process. Even though the Netherlands is an old democracy, they are struggling with **the same problems.**

Both countries want to implement more consultation. Public policy has to become truly inclusive. In Uganda the government is struggling to restore trust in the population. The Manifesto is an effort to inject participation culture and practices into government institutions. But Friesland could also learn from this mentality change, which holds that civil participation should be a common practice.

BORDERS
TO CROSS

Title:	
Name workshop:	3.2 Citizen involvement in the market
Projects presented:	1. SOM energía
	2. Provincie Overijssel
	3.
Workshop director(s):	?
Name rapporteur(s):	Florentine Wolters & Maxime Molenaar
Date and time of workshop:	30-10-2013, 14.30-16.00

Heading: three lines leading the reader into the topic:

The workshop on citizen involvement in the market focused on cooperative initiatives in the energy market across countries. The cases presented were a Spanish cooperative and some examples of Dutch cooperatives. The task was to look for differences between those cases, but it turned out to be a bigger challenge to find similarities.

What triggered me: 5 lines:

What triggered us most, was how different the motivations of the cooperatives in Holland and Spain were. Although, it seemed, most cooperatives are established either for sustainability or pricing reasons, the Spanish case has grown into a whole different cause.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:
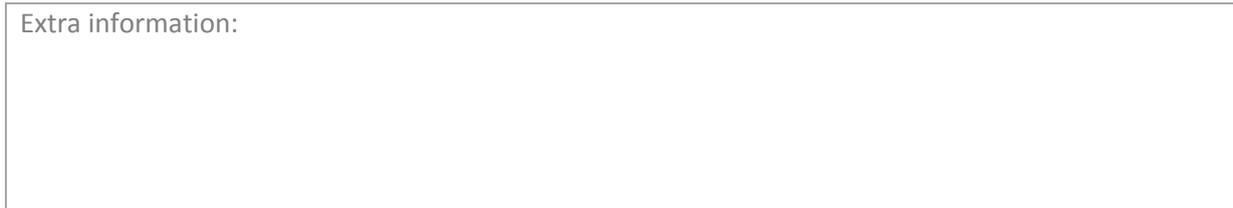
Initially constructed to make the Spanish energy market more sustainable, SOM Energía is now more of an anti-oligopoly movement. It is interesting to see this in a broader perspective of political activism, and many people noticed that the Spanish case growing into an 'anti-establishment' cause fits well into the southern European political activism style. This in contrast to the Dutch case, where energy is seen as almost a-political and the people do not really seem to care in whose hands it is, as long as it is delivered.

The fact remains that similar initiatives are raised in both countries, although there is a big difference in size, motivation and ambitions. We couldn't help to involve the economic crisis in this story, and wonder whether the growth of cooperatives is caused by an increased distrust against conglomerates (including banks) and governments. Again, we had to conclude that these feelings seem to be much stronger in southern Europe than in their northern counterparts, proven by the fact that SOM Energía is turning into a national project, whereas the Dutch cooperatives remain small and very local. Then again, they might start growing like weeds once the Dutch government starts taxing the sun like in Spain..

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

Extra information:

Title:	3.3
Name workshop:	Development of local communities
Projects presented:	1. Ik Geef om de Jan Eef. - 'I Care About Jan Eef' 2. Kwanda
Workshop director(s):	Jasper Boesvledt
Name rapporteur(s):	Yiqing Zhang (Emily)
Date and time of workshop:	30/10/13 14:30-16:00

Heading: three lines leading the reader into the topic:

Living in a globalized world, both developed and developing countries demonstrated the need to empower local communities and the challenge of how to stimulate citizens to participate. This workshop offers two cases happened in the Netherlands and South Africa respectively to compare and contrast similarities and differences while offering chances to learn from each other.

What triggered me: 5 lines:

The introduction of reality show to community building in South Africa was innovative and entertaining, which can easily attract participants as well as record incremental changes that took place in the community. It is a creative combination of media and democracy that attracted developed countries' attention, and can be replicated to community building programme in those countries as well.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:

1.   Ik Geef om de Jan Eef. - 'I Care About Jan Eef' project:
As an immigrant-dominated shopping street, Jan Eef street suffered from doom economy and a

murder case that hurt every resident's feeling. To boom the economic development as well as reconstruct the community tie among residents, a well represented association has been established which involves store owners, customers, real-estates, and normal residents. By arranging meetings with local citizens, a blueprint of what the street can develop into in the future was generated, and residents' financial independency was cultivated as well.

2.   South Africa Kwanda project:

Kwanda is a community building and development reality show set up by NGO, which invites 5 communities each time to participate in the show for 6 weeks and compete for the title of "most improved community". The programme involves the process of "community mapping", which is to figure out who lives in the community and what is going on. It encourages active participation of every resident and promotes cooperation within the community. Community enterprises are created as well, whose revenues will be reimbursed to benefit the development of the community. The show is a success in a way that it not only learned citizens on how to become self-organized and take responsibility, but also trained people to prepare them for jobs.

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

There was concern regarding how to keep people motivated to continue community-improving activities after the 6-week show, for being observed by a camera may change individual's behavior pattern (such as trying to show a more positive image of oneself) that can shift back once the outside observation stopped. Questions on how to prevent bureaucracy penetrating into the NGO programme was raised as well.

Extra information:

Title:	Strategies of Inclusion and Empowerment
Name workshop:	**Empowerment of civil society**
Projects presented:	1. The Balkan Forum 2.Bona Mente 3.
Workshop director(s):	Maurice Specht/Martiene Gootens
Name rapporteur(s):	Brita Trapman
Date and time of workshop:	30 Oct, 2013 14:30

During this workshop we discussed different possible strategies to include and empower citizens. An interesting interactive discussion followed during which the participants positioned different strategies of empowerment in a chart along two axes. The horizontal axe represented the confrontational, activist methods on the one side, and the deliberative strategies on the other. The vertical axe represented popular, self-created space on the one side and invited space on the other.

An interesting finding was the fluency of strategies over time. New popular spaces need to be created because old ones become invited spaces, as exemplified by Pakhuis de Zwijger itself that used to be a squatted space and now functions as a convention centre. And new strategies need to be invented to catch people's attention. It was for example suggested that Egyptians are starting to get annoyed of people occupying the Tahrir square again and again.

Before the participants were invited to join in the positioning exercise, they were introduced to two divergent Balkan initiatives. The first, the Balkan Forum, provided a bottom up strategy by providing a platform for left-wing organizations and movements from the Balkans to meet and explore common goals. The second organization, the Macedonian Bona Mente, had worked through a bottom up strategy to let the government adhere to a law that was included in the Ohrid Peace Agreement, signed by high-level officials and designed without public involvement. The law provided for inter-ethnic committees in every municipality in Macedonia, which would deal with cultural and identity-related issues in order to prevent interethnic tensions. The law was not enacted properly until Bona Mente dedicated years of work, convincing officials of their obligation to enact the law and the public of its importance.

In answer to the third leading question, the strategy of Bona Mente forms a good example where civil society works together with political officials and civil society.

Extra information:

Title:	**The Importance of Mediators**
Name workshop:	**Dealing with Conflicts**
Projects presented:	1. De Hallen 2. High-Speed Train Project in France*
Workshop director(s):	David Laws
Name rapporteur(s):	Sergej Schellen & John Callaghan
Date and time of workshop:	14:30 – 30/10/13

Mediators, the bridging of communication.
There is no single formula for dealing with conflicts.
The top-down process (of dealing with conflicts) is "old-school"

District Mayor: The top-down process of governing and decision-making is "old school", all parties that have an interest in the conflict should be involved at the table.
It is very important that everyone recognizes the neutrality of the mediator, and for the government to have shown that, as a mediator is something impressive.
A problem can even arise and spiral out of control, no matter how 'smart and willing' (to avoid a conflict) the parties involved are.
Mediators and people tend to hold a distance from too much technical information. The technical subjects can scare them.
There is a great importance in letting the parties of the conflict come together to decide the guidelines and rules, and talk it out in order to build trust.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:

In both cases mediators were an essential part in turning the situation from worse to bad and perhaps even to good. More than anything mediators provided the bridge of communication between the people that would otherwise never speak. That in itself eases the conflict situation and lets opposing sides listen to each other, in turn breaking down a bit of the mistrust. The mediators also made sure that everyone who was in someway involved in the conflict let their voice be heard by presenting the environment as a leveled playing field, and getting them as involved as possible in the guideline creation and decision making. To the degree that even squatters in the case of de Hallen were given a chance to voice their opinion. Another helpful point was to be as transparent as possible with the information, whether that meaning opening the files of the past (de Hallen), or

getting experts to educate the residence of what sound the trains will be making by providing "sound samples". But further escalation wasn't always in the control of the mediator; new players from the outside could worsen the situation once again at any moment. In the case of the French railway project south of Paris the Prime Minister's new policy to cut the budget for high-speed rails caused all the work into finding an alternative project to be in vain. This lack of full control by either the mediator or all the original stakeholders can lead to a lot of frustration, at which point resignation may have to be an option because nothing else can be done.

The level in which the highest governing body concerned with a case was neutrally involved just to try and do its best to solve the problem can be quite surprising to some. This idea that the government can be there to provide a leveled playing field for its citizens and be more responsible in the field of communication is a real sign that the governance process, at least in some areas, is changing from the "old school" top down fashion of decision-making and that inclusion is where things are heading.

Title:	*What is necessary for structural change?*
Name workshop:	**Interaction and Responsiveness**
Projects presented:	1. Democratic Community of Practice DemCom
	2. Patient involvement in federal joint committee
Workshop director(s):	Maurice Galla
Name rapporteur(s):	Gergana Yovova
Date and time of workshop:	30 Oct. 2013, 2:30 – 4:00

Heading:
Both projects involve different groups representing different issues to work towards achieving their joint interests together; problems stem from the possibility for inclomplete representation and limited interaction between the groups.

What triggered me:
The peculiar way in which health-care regulations are introduced in Germany without the involvement of the state, and the ultimate problem with actively involving certain groups of patients.

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop:

The lack of voting power of the patients' committes seemed hard to grasp at first, as well as their ability to influence health-care decisions. It was explained, however, that health-care discussions are open and deliberative, and whenever the patients' viewes were ingored, the organization makes the issues public through the media, thus excerting additional influence on the decision making. However, as it is up to the patients to get involved, it is usually the well-educated ones that persue their specific interests. They might, however, have divergent interests – such as the pro-and-cons dispute on breast cancer screening and its hazards. In addition, immigrant minorities might be ininvoled or ignored. Involving the elderly can also be problematic as the interaction with them is limited and their response is different from the other patient groups'. Another issue is the accurate representation of chronically-ill and disabled patients, as well as the lack of desire of patients who have successfully recovered from mental illnesses to address the institutionalization of patients (they would rather forget about the experience as a whole). In this sense, alternative tools for engaments need to be tailored for the specific groups of patients.

DemCom aims at uniting similar projects which, on their own, may not be successful, but because of their shared goals would be stronger together. Capacity building and sharing experience accross borders, however, again attracts mainly young people. Two main problems are the difficulty to secure funds, and the inability to secure the mobility of the participants. Still, many of those projects might have been already dropped without the sense of support DemCom provides, and thus the initiative seems to enable innovations on a European level.

Reflection, possibly linking up to the leading questions and threads:
One main issue lies in how formal organizations will influence the system. While the government

might find it easier and be encouraged to deal with such a structure, the organization may also become more rigid and less representative. From the government's perspective, it is also unwise to delegate all decisions to the public. The main question in the end of the workshop, therefore, was how to unify patients in a constructive and representative way, making sure that all health-care problems are accounted for.

In this sense, before policymaking becomes truly inclusive, organizations of patients have to become fully-inclusive, too.

Title:	"New modes of governance"
Name workshop:	Changing Relations in Public Service Delivery
Projects presented:	1. People Talk
	2. The Workshop Project
Workshop director(s):	Laura Billings, Edmond Grace,
Name rapporteur(s):	Eva Lekkerkerker
Date and time of workshop:	30-10-13, 14.30

Heading: three lines leading the reader into the topic:
Governments are putting more attention on the user's perspective of the services they provide. These innovations have in common that public service providers are getting more responsive to the ideas and needs of citizens. Different kind of institutional and organizational arrangements can be made to reach this goal, like the presentation of the two projects: People Talk and The Workshop Project.

What triggered me: 5 lines:
- gathering together information on all small, local intiatives and housing them under one project to get a helicopter view, enabling to bring complementing intiatives into contact with eachother to enhance effectiveness
- Learning by doing, all experiencce is valuable
- Assets model: not starting from people needs, but capacities and resources
- New legitimate institutions to funnel public opinion can be created, but the administration needs to acknowledge them
- The importance of dialogue, transparency and mutual cooperation between residents and public services

Description and elaboration of observations and reflections of projects and/or things that happened and/or were discussed during the workshop: 10-20 lines:

The Work Shop

This project envisions moving away from a serviced community to a collaborative community, by recognizing people with needs and assets. Needs can be facilitated by the administration, such as education, streetlighting etc. while assets are resident's own capacities to facilitate remainder services, The Work Shops offer one space where all information on local initiatives is collected and available informally. People can come in, chat with a cup tea, give their input in meetings facilitated by the organization, or quietly walk around the exhibition and deliver their suggestions on paper. Besides this The Work Shop tests methods, introduces new methods and aims to reduce hierarchy in dialogue between citizens, initiatives and the administration. The local council was enthusiastic about this project and The Work Shop has people working in collaboration with the municipality.

People Talk

A local person known to the initiative taker became prime minister of Ireland. He took particular interest in initiatives from his own neighborhood and therefore collaboration between the project and the government could be established. The project's aim was to create dialogue between people of different backgrounds, gather this input and present it to public service. They set up a citizen's jury consisting of 6 males and 6 females, chosen aselectively apart from the equally represented gender criteria from amongst interested people. The jury is active for 2 years before being rechosen. People get frustrated with the administration, but their angre can have positive outcomes if used to create constructive input for the (local) government. This jury will hold public listening sessions to draw up an agenda of issues. Dialogue will be started with public service agents and recommendations made to improve these services. The driving force for systemic change has to come from the administartion themselves, they need to have a passion about serving the citizens. Communication needs to reformed, because regular broadcast methods don't work. Trust is key in all these initiatives, as are horizontal relations between actors involved. Transparency is needed for trust and horizontal relations.

Reflection, possibly linking up to the leading questions and threads: 5-10 lines:

- Public actors were positve to change and dialogue, this boosted the effectiveness of the projects.
- New modes of democratic innovations are being created. In the case of The Work Shop, they want the municipality to commission the society, after networks have been firmly established, so that the resident's themselves can designate money from a fund to initiatives they deem most important. How to generalize this method to regional or national level however?
- The future success of these initiatives may be examples of new modes of governance that could be an examplary to other countries on 1) a national and local level (People Talk) and 2) a local level (The Work Shop).

Extra information: