



City of Vilvoorde

Prevention Service



PROPOSAL POLICY MEMORANDUM ON PARTICIPATION POLICY 2015 - 2019

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CONTEXT

1. What is participation?

The concept of participation is very broad and vague. Social participation (participation in associations), participation in companies, employee participation, etc.: each time it is about 'participating in something', 'participating', but for the rest there is little common sense.

With this policy plan we want to focus on 'participation in the relationship between social actors and governments'. It is thus primarily intended as a government tool to engage people, to make them "part of a community". The emphasis is primarily on the individual inhabitants of the city.

Despite this narrowing, this still remains a vague and general principle. Therefore, we want to start by zooming in on the different ways in which an inhabitant can fulfil this role of "being part of the community". The participation ladder is a well-known and reliable starting point for this.

2. Types of participation

This participation ladder includes a number of participation variants, arranged according to five increasing degrees of influence.

2.1. The participation ladder:

Inform:

The political and administrative authorities themselves largely determine the agenda for decision-making and keep those involved informed of it. They do not make use of the opportunity to have those involved actually provide input for policy development.

Role of the resident: is informed about plans/projects, no influence possible, but the possibility to ask questions.

Consult:

Politics and government largely determine the agenda themselves, but see those involved as partners in the development of policy. The process focuses on the inventory of experiences, opinions and new ideas. It is important to gain insight into the world of those involved. Politics does not commit to the results of the talks.

Role of the resident: policy has been established, marginal adjustments are possible, hardly any influence.

Advise:

In principle, politics and governance set the agenda, but give the parties involved the opportunity to identify problems and formulate solutions, with these ideas playing a full role in the development of policy. In principle, politics commits itself to the results, but may deviate from them (argued) in the final decision making.

Role of the resident: residents are invited to think along with us about the solution.

Coproduce:

Politics, government and stakeholders agree on a problem agenda together, after which solutions are jointly sought. Politicians commit themselves to these solutions with regard to the final decision making, after testing them against predefined preconditions.

Resident's role: thinking along with the problem definition, participating in the solution at the invitation of the local government, joint decision.

Deciding with you:

Politics and government leave the development of, and decision-making on, policy to those involved, with the civil service playing an advisory role. Politics takes over the results. Results from the process have a spontaneous binding effect.

Resident's role: equal partner in the process/decides itself.

Self-management/citizen initiative:

The idea comes from the resident.

Role of resident: initiative lies with resident.

2.2. Policy participation vs. active participation.

In the participation ladder above, the first two forms of participation, information and consultation, are the more traditional forms of participation. From step 3 onwards we can speak of the use of fully-fledged interactive instruments, in the definition of interactive policy / interactive working.

In line with this, we are making a **policy participation** and **active participation**. and name these forms as on the one hand, and on the other hand.

With policy participation, Vilvoordenaars can think about or provide input within the framework of policy and policy processes.

In active participation we want to support residents to come together, we mainly think of residents' initiatives, whether or not in cooperation with the city. These latter forms will be highlighted in the action plan in the action plan.

3. Why now a participation policy for Vilvoorde?

A survey of different heads of department shows that the existing, regulated initiatives do not succeed in answering the questions of participation. The many ad hoc initiatives that have emerged come up against a lack of supervision, workable results or are insufficiently supported by management and/or the board. However, these initiatives also show us that there is a real need for constructive participation.

With the action plan *Organising appropriate participation*, this feeling was anchored in the multi-annual plan of the city, so the town council explicitly includes the setting up of a participation structure in the intentions for this legislature. With the creation of the function of expert volunteer and participation policy (in this policy paper further referred to as DVP), systematic support is also made possible within the administration.

A policy here therefore means first and foremost building a framework for systematic participation. This framework can, on the one hand, recognise and optimise existing initiatives and, on the other hand, make it possible to detect and accommodate blind spots.

The ultimate goal is to maintain a coherent and realistic participation story. This story can generate two added values: first and foremost, it can enable the dialogue between the stakeholders in policy implementation on a recognisable and defined forum, and it can also give the residents involved a voice in policy implementation. Ensure that they are "part of the community. "

EXPENDITURE POINTS

In order to successfully integrate participation within the organisation, a number of points of attention are essential. In his *Handbook on Civic Participation* (2009), Dr. Eric Lanckswaert already defines a number of defined, formal points for attention. Based on the experiences from the field of work that were discussed on the inspiration day *Participation* in the Flemish Parliament, we have further supplemented this. In order to be able to live through these in concrete participation initiatives, an overview of the main points of attention has been provided below, each with a short translation to the functioning of the city of Vilvoorde.

Participation requires a vision and a well-developed participation policy.

Reflecting on which participation instruments and methods are to be used, how they can complement each other, how the different layers of the population can be reached, etc. This memorandum is the basis of a participation policy for the city of Vilvoorde.

Each individual participation project must be well prepared.

For this we refer to the assessment framework ('step-by-step plan').

Representativeness is the starting point, but not an absolute target.

Of course we strive for accessibility for a broad, diverse audience. In practice it is often impossible to let everyone participate.

Participation requires good process guidance.

Processes do not mean leading or managing, but guiding, facilitating, catalyzing, 'letting arise'. In this area, DVP can provide support for many projects. The form this takes depends on the content and scope of the project. Depending on the content and scope of the project, the task of process supervision can also be outsourced to third parties.

The city must be open and provide information.

Citizens do not always know what participation opportunities there are and what concrete participation processes are being set up. The DVP proposes to provide the appropriate space for this via the well-known communication channels (press release, website (separate section) and city newspaper (under the heading 'neighbourhoods in the spotlight').

The city must involve the participation result in the decision-making process and must be accountable.

Participants expect at least something to be done with the result and at least expect an explanation why no or only limited action is taken.

The DVP advises the CBS to always justify the decision taken to the participants.

This also means letting go of some control, being vulnerable.

A The major challenge is to respond to citizens' initiatives and help develop development-oriented participation.

The city is not legally obliged to respond to spontaneous citizens' initiatives; a delicate balance has to be found between detachment on the one hand and recovery and patronage on the other.

The district Faubourg and the creation of the 'resident group Faubourg revives' with the support of Belcompetence (guidance assignment) can serve as an example here. Further cooperation with Belcompetence is being considered with the city.

Development-oriented citizenship places high demands on citizens.

There must be a willingness to transcend oneself, to transcend one's own interests.

There must be a willingness to grow, to use one's own capacities and to take responsibility.

Participation is tailor-made.

Shaping and stimulating participation is tailor-made; every time it is a journey of discovery that requires courage, perseverance and knowledge.

There is no blueprint. We do, however, map out participation experiences from the past that can serve as inspiration for participation trajectories in the future.

Participation is a collective process.

Participation goes beyond merely defending one's own interests.

Participation is a new way of thinking.

Participation also means being humble: we often think that as a board or professional officer we know what is going on, how things can be improved... but is this also the case? It is very important to leave room for citizens to decide for themselves, even if this is not always fully in line with their own vision. All too often the government finds itself in its own 'system world', while citizens' initiatives find themselves in the 'living world'. Participation stands for creating the 'in-between space' where politicians, civil servants, field workers, citizens, etc. can meet and where innovation can come about.

Participation requires a time investment.

Support must be earned; this requires a certain amount of time investment. To give each other time to grow and to learn to trust each other.

Participation is a learning process.

Innovation often arouses fear and resistance. There is always a risk of failure. Failure must be allowed; from failure we can learn to do better later.

METHODIC

In general, we can state that participation is the set of instruments and methods that offer social actors the opportunity to influence government policy. These are all regulated in a specific way, or not.

In his *Handbook on Civic Participation* (2009), Eric Landsweerdts gives the following definition: 'participation is the voluntary influence of private actors on government decision-making, in a way organised by the government'.

Voluntary': no one can be obliged to participate.

Influencing': this means more than just obtaining information and less than having a decision-making power.

Private actors': no political representatives, civil servants or public authorities.

Decision-making by the government': a government is required. Participation can result in policy, regulations and individual decisions.

In a way organised by the government': the government provides opportunities for participation in a broad sense: not only officially supervising and organising participation processes, but also offering opportunities for this by creating legal frameworks. Organised by the government' does not mean that the government must always take the initiative for participation.

4. Normatively regulated forms of participation

In its strictest form, policy participation is mainly organised through a number of normatively regulated forms. For the overview below, we again base ourselves on the *Handbook on Civil Participation* (2009) and briefly outline the state of affairs in Vilvoorde.

4.1. Petitions to the municipal council ('right of petition')

Until now, it has only been used once (committee for Ring Tram). No specific action is taken in this area by the DVP.

4.2. Advisory councils and consultation structures

Advisory councils try to provide (expert) advice to the policy from an independent position. In principle, there is no dialogue between the advisers on the one hand and the politicians and administrators on the other.

The advisory councils of Vilvoorde are:

- Culture Council
- Youth Council
- Sports Council
- GECORO Environmental Council Spatial Planning Advisory Committee
- Local consultation on childcare Central Works Council
- Municipal Advisory Council on Local Integrated Safety Policy (SALIV) Vilvoorde Advisory Council for Disabled People
- Vilvoorde advisory council for senior management
- Vilvoorde Council for International Solidarity

In the case of *consultation structures*, the parties concerned try to establish a mutual exchange of information, ideas, etc.

4.3. Agenda setting by citizens

Possibility to put certain proposals or questions on the agenda of the municipal council. Of course, there are certain conditions attached to this. The city's website provides detailed information about this to its inhabitants. Despite this, this instrument is used very little.

5. Informal forms of participation

In addition to this regular form, there is also an arsenal of possibilities for "informal" participation. The dialogue between the inhabitants and the city is also central to this, but we do not assume a legally regulated working method.

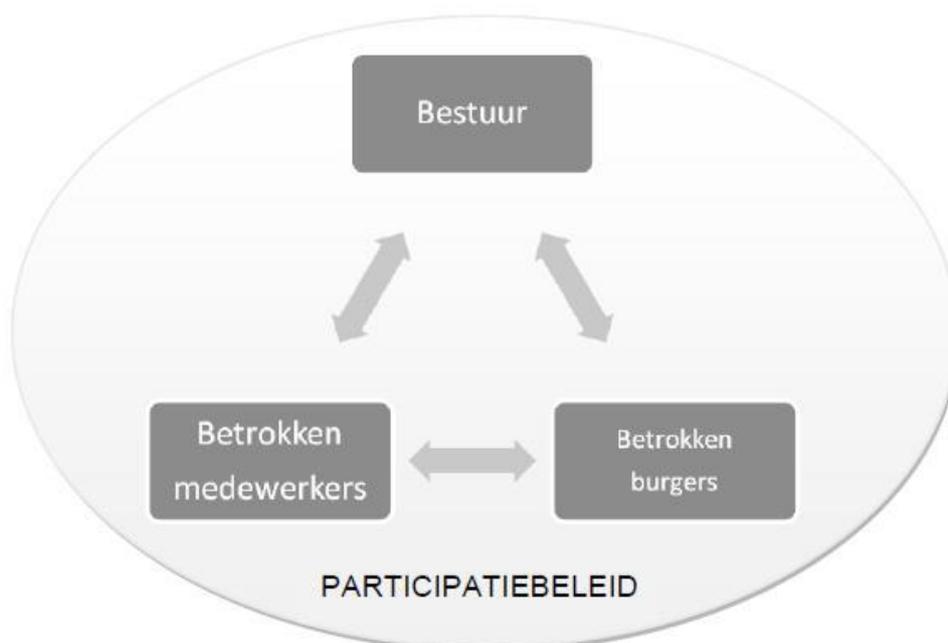
When we define the key stakeholders in our participation policy in broad categories, we arrive at the following groups:

a clear working framework for **city staff**

transparent communication with citizens from the **administration**

a valid channel for **residents concerned** to contribute to the development of their city

We want to approach this informal policy participation from the perspective of the stakeholders involved and their mutual relationships - as shown in the diagram below - we can distinguish six relationships. For each of these relationships we define one or two concise objectives, which we then further operationalize into actions in the next part.



5.1. The objectives in function of the relationships between stakeholders

The table below gives an overview of these objectives. Each stakeholder relationship forms the basis for a central objective.

Between these stakeholders		Do we want to achieve the following:
Employees (to citizens)	→	Growing a participatory culture.
Employees (by board)	→	Improve the reporting reflex.
	→	Stimulate policy participation through concrete proposals based on a clear assessment framework.
Board (to the employees)	→	Clarifying expectations for participation.
	→	Support the city services.
Governance (to the citizens)	→	Creating a framework for participation.
Citizens (to the employees)	→	Increase and consolidate engagement.
Citizens (to the administration)	→	To increase the proximity of the citizen.

ACTION PLAN

The formal working methods are already well defined and organised. We will mainly focus on the operation of informal participation.

1. Stimulating participation in policy by means of concrete proposals based on a clear and unambiguous assessment framework (employees by management)

Services that propose new policies to the board are obliged to think in advance about whether a participation trajectory is possible, feasible and/or appropriate.

Stakeholders?

Urban services, external partners (via DVP).

Perception/interpretation of the current situation?

It is unclear when a service will or will not start a participation process.

There is no general framework for consideration (work tool) for the services.

Where do we want to go in Vilvoorde?

We want to actively promote participation by making the services instruments available (supporting role DVP) and by offering the services expertise gained by the DVP on the basis of some concrete cases (acting role DVP).

The services use a general assessment framework provided by the DVP.

Using this assessment framework, DVP services assist with their questions:

- Is participation relevant?
- Is there enough time?
- Are there sufficient resources?
- Who is involved in the participation?
- Which form of participation is applied (ladder of participation)?
- ...

Awareness raising through training, clarification of departmental meetings, the collection of best practices, etc. is a priority.

Each year, the DVP selects a number of routes in which expertise can be gained. The choice for 2015 is striking:

- Participation trajectory Slow Roads (under coordination of service environment);
- Participation process graffiti railroad tunnel the Bavaylei-Industry Street (Ivory litter project Ovam, city and Incovo);
- Participation programmes Iv urban development Watersite.
- Participation Iv objectives Day of the social tenant (clean living environment).

What is the task of the DVP?

2014-2018

The DVP provides the city services with a general assessment framework that they can use in any form of new policy to decide whether or not to provide for participation.

A registration form will be provided where all participation processes can be accommodated. The digital co-creative platform is a suitable instrument for this (see action 7).

Participation is best added to the communication sheet within project-based work, to increase the attention for participation as a valid option. This is also included in the manual for project-based work.

2. Improve the reporting reflex: no decision without appropriate participation (employees to board)

Stakeholders?

Urban services, external partners.

Perception/interpretation of the current situation?

The reporting reflex can be improved.

Where do we want to go in Vilvoorde?

1. It is not only sufficient to see participation as an essential part of policy implementation. It should also contribute to decision-making processes and policy follow-up. It is therefore essential that the resulting information is spontaneously shared, both with the board and with the employees. Of course, the form requirements differ depending on the target group.
2. The results of the proposed participation become an obligation when reporting to the MAT and the college.
3. The results of participation become a regular part of project discussions.
4. It is the task of the DVP to explain the benefits of participation in the MAT.
5. The input of the DVP is to provide advice, input during meetings, etc.
6. The DVP explains a number of strong practical examples from other cities (possibly with explanation from external parties) at the request of the services themselves. The DVP will inform experts about this.
(Levuur, Demos, Socius...).
7. Good practices from Vilvoorde will be explained in the course of 2016.
8. In 2016, the current routes will be evaluated and, if necessary, adjusted.
9. The DVP provides separate moments for the explanations.

What is the task of the DVP?

Monitoring the reporting reflex is a task for the MAT.

The DVP explains the benefits of participation to MAT members.

A co-creative digital platform (see action 7) also allows analysis reports to be generated.

3. Creating a framework for participation: residents know what to expect from participation (governance to citizens).

A clear demarcation of the rules of the game is essential to avoid frustrations among employees and residents.

If services decide to participate (as indicated on the project fiche), it is important that the following parameters are well explained:

- A. What can residents think along with or participate in (see participation ladder)?
- B. What goal do you want to achieve?
- C. How is the target group defined, what are the stakeholders?
- D. What is the timing of the project?
- E. What is the available budget?

For the services to develop a proposal, attention is paid to the alignment with the participation ladder, the framework within which work will be carried out, the communication channels, etc. This thinking exercise happens

on the basis of the instruments made available to services by the DPRP. The DVP can also explain these instruments to the working group. After the services have worked out a proposal for a participation process, this is submitted to the Municipal Executive for approval. This information is clearly communicated to those involved. This is done using the co-creation digital platform (see action 7).

The DVP has a supporting, advisory function. It is the services themselves that write and develop participation trajectories.

Stakeholders?

College of Mayor and Aldermen, Municipal Council.

Perception/interpretation of the current situation?

It is not always clear whether and when a participation project will take place.

Where do we want to go in Vilvoorde?

Citizens are made aware of the reasons why certain participation pathways are or are not developed on the basis of the overall assessment framework.

Citizens are better informed about new and ongoing participation pathways.

What is the task of the DVP?

2014-2018

This new way of working, this new framework is made known to the population by the DVP via a general information campaign (including the city newspaper, the website and the co-creative digital platform) after approval of the memorandum by the CBS. On the one hand, the residents are informed about this and, on the other hand, the importance of participation and of the new working method is explained in detail.

After approval of a participation project by the Municipal Executive, it is placed on the co-creative digital platform (see action 7). It is the task of the services themselves to keep the information on the state of affairs of the participation process up to date.

Similar to the proposal in the volunteer policy paper, the DVP proposes that when in the future a new street name or name of a square should be chosen, consideration should be given to linking a participation project to it (residents can choose the street name themselves). This includes the Broek district, where opportunities may present themselves in the near future.

The resident groups are defined according to the citizens' initiatives.

4. Creating a participatory culture: residents are spontaneously and actively involved in policy implementation (employees towards the citizens).

Stakeholders?

DVP, city services, advisory councils, residents' groups, youth committee, associations, etc.

Perception/interpretation of the current situation?

There is as yet no general culture of participation; the willingness of services to actively involve citizens has not been streamlined.

Where do we want to go in Vilvoorde?

The intention here is to convince employees that participation can be an added value and that it is a valid option within the organization. We aim to increase motivation to

work towards participation. The advantages of participation (more sustainable solutions) are explained on the basis of concrete cases.

If a project qualifies for resident participation, the board determines the level and form of participation after use of the assessment framework by the initiating service. In any case, the participation paragraph addresses: target group, message, responsibility and patronage, the step of the participation ladder, elaboration of the support of the trajectory (both financial and official), the planning of the process, the way of feedback to the target groups and the board and possible participation.

What is the task of the DVP?

2014-2018

Through the co-creative digital platform, citizens are informed by the DVP and the relevant services of new and ongoing participation projects.

There is an information campaign on specific target groups (advisory councils, residents' groups, tenants' groups, youth committee, etc.). The DVP draws up a proposal.

Depending on the content and the official time, the DVP can play an active role in involving residents in the participation process. Annually, a selection is submitted to the College of Mayor and Aldermen and is validated.

After 2016, an evaluation of the ongoing participation processes will follow on the basis of this information. A possible communication campaign is planned.

5. Clarifying expectations for participation: a clear framework for participation initiatives within the organisation (management to employees)

This objective focuses on a useful set of agreements and useful tools for employees to achieve a successful participation process. Some examples are given in the appendix.

Stakeholders?

DVP and city services.

Perception/interpretation of the current situation?

A clear framework for participatory initiatives is lacking.

Where do we want to go in Vilvoorde?

The DVP is known as the point of contact for all city services for some participation projects.

Once the policy plan has been approved, the DPRP presents the policy plan to all city services and explains what is expected of them (indicating which participation routes they will start, what they should take into account, etc.).

The city services know what they can turn to the DVP for.

Urban services are aware of various tools that can be used to start and run participation projects.

What is the task of the DVP?

2014-2018

The function of DVP is communicated to the various city services and privileged partners.

Examples are the existing and future networks (e.g. consultation structure PCSW/riso/stad/IVMH), the department heads' meetings, cluster meetings leisure, cluster meetings social policy, etc.

In the past, many services have already developed projects that involved participation and in some cases were even mandatory. By means of a survey, the DVP mapped out the participation forms already used (both positive and negative experiences). 7 services mentioned positive participation projects, 4 negative participation projects. In this way, expertise is built up. This inventory may be useful for new projects in the future. The DVP makes this inventory and expertise available to all city services. The methods that were used and that yield results are also listed. This information is placed on the intranet.

The DVP also advocates that there should remain room for experimenting with self-imagined methods. Also forms of participation are organic data that evolve themselves (cf. use social media as a participation instrument). There are cultural centres that let their users (also) determine the cultural programme via facebook. Such a method could perhaps also be applied to the (re)design of the plants. During the working group, such creative ideas can be discussed and inspiration can arise for other projects (e.g. by showing creative examples).

A co-creative digital platform (see action 7) also allows to clarify expectations.

6. Support the city services (administration to employees)

This objective focuses on a useful set of agreements and useful tools for employees to achieve a successful participation process. Some examples are given in the appendix.

Stakeholders?

DVP and city services.

Stakeholders?

DVP

What is the task of the DVP?

2014-2018

The DVP proposes to provide a separate participation lemma on the intranet, under which general information (e.g. general assessment framework), practical examples, interesting links and ongoing participation projects can be put. This is discussed with the communications officer.

A specific form of participation concerns advisory councils. Given the specific theme and the expertise that exists in the city services linked to these advisory councils, it is not advisable to assign an important role to the DPRP in terms of content. The DVP can, however, take on a facilitating role towards gaining more expertise.

However, the DPRP can use the relevant services to gauge the interest of the members of the advisory bodies to be actively involved (see Action 7), as this is already a motivated and committed target group.

Through a survey of the city services, the DVP investigated possible pain points in the cooperation with the advisory bodies and asked in which area there is a need for extra support (e.g. how to hold meetings more efficiently and meaningfully). Some services indicated to be interested in this; with them

We will continue to look at what is possible in the area of formation. ¹This is an interesting organisation that offers local advisory councils a tailor-made guidance and training programme: The DVP examines the interest of the city services among the heads of departments in setting up a working group on participation.

¹ <http://www.deverenigdeverenigingen.be/adviesversterker>

A co-creative digital platform (see action 7) also allows to generate analysis reports, to work with a timeline with associated expectations, etc. to support the services.

7. Increase and consolidate the involvement of the inhabitants: Vilvoordenaars are happy and voluntarily committed to their city (citizens to employees)

All Vilvoordenaars are possible 'ambassadors'. People with a positive experience of the city can convince others to commit themselves. This is why attention must be paid to welcoming and guiding the inhabitants involved in the various initiatives. People with repeated positive experiences and some free time may want to dedicate themselves voluntarily to our city and society.

Stakeholders?

Citizens (all Vilvoordenaars).

Perception/interpretation of the current situation?

An overview of motivated and committed citizens who wish to apply for participation projects is lacking.

Where do we want to go in Vilvoorde?

On the one hand, we are looking for residents/citizens who want to commit themselves to certain participation programmes. For the time being, we use the term 'committed citizen type 1'. The final name will then be chosen taking into account the terminology used in the city marketing plan. We are also looking for residents / citizens who are committed to a number of rules of conduct and who are proud of their city. For the time being, we use the term 'engaged citizen type 2'. The final name will then be chosen taking into account the terminology used in the city marketing plan.

All residents/citizens are eligible for both categories.

What is the task of the DVP?

2014-2015

The DVP is looking for residents/citizens who want to commit themselves to certain participation processes (provisional designation: 'committed citizens type 1').

The DVP is also looking for residents / citizens who are committed to a number of rules of conduct and who are proud of their city. For the time being, we have chosen the name 'committed citizens type 2'). They commit themselves around a number of rules of conduct (start in appendix).

The proposal for cooperation with Belcompetence on resident groups is discussed in the appendix. Belcompetence can help recruit committed citizens.

To clarify the distinction, we have listed everything:

	Committed citizen type 1	Committed citizen type 2
Who?	All Vilvoordenaars	All Vilvoordenaars
What?	Commitment	Commitment Statement
How?	No contract	Signed contract.
Content?	Specific, project-specific	General, towards of certain rules of conduct
Contribution?	More active	More passive
Purpose?	Network accumulate of committed residents	Apple perform on liability of occupants

Forum?	Facebook like communication tool or other digital apron	Focus on recognisability (logo, sticker...) Registration via database.
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Residents/citizens can commit as well as committed citizen type 1 as committed citizen type 2. For the committed citizen type 1, the aim is to build a network of committed residents that can be called upon to think along in future participation projects.

The participants in a participation initiative are kept informed of progress and/or results via a digital platform (input services themselves).

With regard to this digital platform: on Friday 11 December 2015 CitizenLab came to give an explanation about the co-creative digital platform they can offer. This platform can be a useful communication tool to build a network of committed Vilvoordenaars who can be called upon to think along in future projects. Citizens can also make suggestions themselves.

Appendix M contains the CitizenLab brochure explaining the entire concept. The implementation of a co-creative digital platform also offers numerous advantages over the other action points, for which the advantages of the platform were referred to per action point.

On the basis of all these advantages, it seems to us to be a very interesting instrument that can certainly be included in the vision of participation that we have incorporated in the policy paper.

Points of attention:

- Budget:
 - CitizenLab is very enthusiastic about Vilvoorde's vision on participation and would like to support it. They are willing to make an effort in terms of price. Since they also see this as a long-term project, they want to give a 40% discount on an annual basis. They thought of a €3800/year for 2016.
 - A reorganisation of the equity could provide this with a BW. For the digitisation of the reporting system of the community guards, the prevention service has been allocated a budget of EUR 34 000. This amount is provided in case no other cities want to use this application. There is already interest from Mechelen and Leuven, which would significantly reduce this cost (cost distribution). In other words, there is a very good chance that some of these funds can be used for this purpose.
- Digibetism:
 - We must offer citizens who do not have the necessary skills to deal with digital information the opportunity to be involved in participation programmes.
 - We are thinking about the possibility for them to make their own contribution in local service centres, the library and/or the competent service. This must be well agreed and communicated with these services themselves.
 - We are also looking at traditional means of communication to involve people who cannot be reached digitally.

CitizenLab is also prepared to give an explanation for the college of mayor and aldermen.

8. Realising proximity to the citizen: Vilvoordenaars know that they can turn to their city and understand the decisions (citizens according to administration)

One of the central starting points at the beginning of this memorandum was to give the residents involved a voice in the implementation of policy. This dialogue can contribute to greater satisfaction with the actions and projects carried out among the target groups to which they are addressed, whether they are neighbourhood residents, disabled or all inhabitants. In this way, a participation policy can also contribute to the image of the city and can be a bridge over urbanisation. A bridge that ensures that there is still a feeling of close proximity to the citizens in Vilvoorde.

Stakeholders?

Citizens, city services and administration, also external partners.

Perception/interpretation of the current situation?

Citizens often have interesting ideas and proposals, but do not always know who to turn to and how to raise or suggest things.

Where do we want to go in Vilvoorde?

We want citizens to know where they can go with their ideas and proposals.

We want citizens to know how the procedure works and to be kept informed of the (motivated) decisions taken.

The mayor and aldermen (where possible) play an important role in larger participation initiatives.

What is the task of the DVP?

2014-2015

The DVP has been made known to citizens as the point of contact, as the administrative face of urban participation policy.

The DPRP discusses citizens' proposals with the competent authorities, which may or may not initiate a participation project.

The DVP informs citizens of the decisions taken through the appropriate channels (newsletter, digital co-creative platform, etc.).

The DVP invites the members of the CBS to participate in participation projects (cf. invitation to neighbourhood parties).

Active participation:

The DVP proposes to include in the city newspaper a fixed section 'my thoughts' in which citizens can make interesting suggestions. In order to increase the success rate of this suggestion, the first thing to consider is ideas/suggestions with a positive image that are known to the DVP and/or experiences via Belcompetence in which residents participate in society in a positive way and take the initiative themselves to achieve this. After a period of 1.5 years the trend is set and there is also room for spontaneous ideas from residents. Then there can also be a call for ideas that fit in with this and where the emphasis is on taking the initiative. In the longer term, the co-creative platform can also play an important role in this since the application also responds to ideas and proposals from residents.

Belcompetence starts (after pilot district Faubourg) a guidance process with committed Vilvoordenaars who want to develop a vision for the future for Vilvoorde (by analogy with a citizen panel 'G1000'; see note proposal Belcompetence in annex). To this end, a recruitment campaign is being developed with attention to diversity and representativeness. From this vision of the future of the city, geographical (official resident group per district) and possibly thematic (disabled people, young people, etc.) 'communities' can then grow. These can then give a concrete interpretation to the vision with regard to their area (district) or their theme. Here too, the co-creative platform can contribute to reaching committed residents.

The overarching route with Belcompetence is integrated/linked to existing and approved instruments within the city, such as the city marketing plan, the preliminary route for the spatial structure plan, the policy objectives, the covenant of mayors, etc.

The DPRP proposes that this overall vision of the city should be incorporated into an official charter, a kind of Vilvoorde constitution with the most important basic principles, including a 'charter test' and signed by all members of the municipal council. From the residents' groups, representatives can be chosen for a steering group. By means of this instrument, the steering committee ensures that the city council does act sufficiently in accordance with the charter principles. We refer to a similar instrument in Kortenberg: http://www.kortenberg.be/2012-toekomst-voor-kortenberg_3.html (in annex).

The participants in the Bel Competence (BC) process can be questioned in its later stages as a sounding board group for, for example, the Spatial Structure Plan or the new multi-year plan.

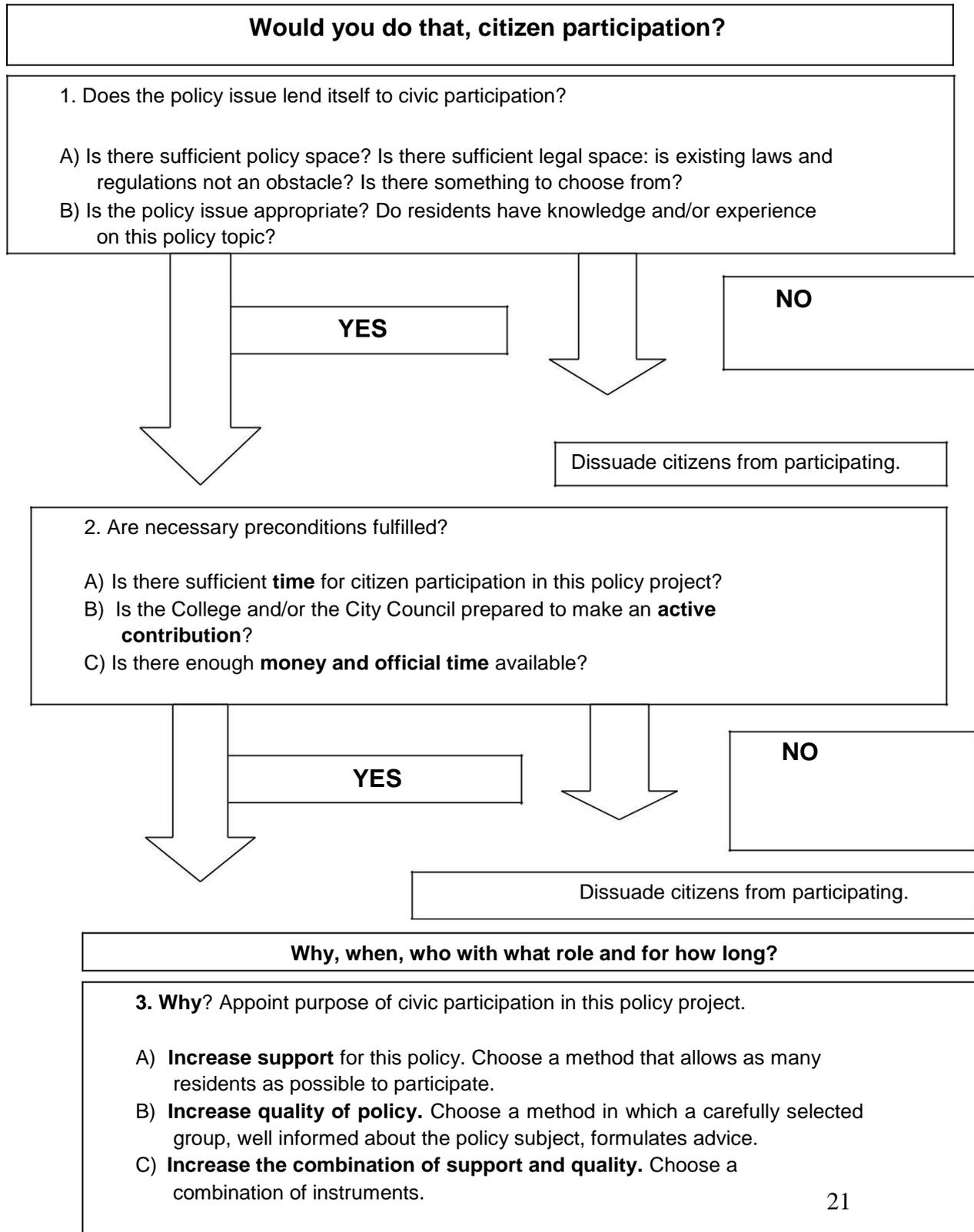
Whether there is support for this at the college is tested in the presentation by BC.

The possibilities for this are being monitored in view of the maturity of the workings at the beginning of 2018.

The co-creative digital platform can also play an important role here because it is a very user-friendly tool that also allows to provide clarity about expectations and decisions.

ANNEXES

A. PROPOSAL OF A FIXED ASSESSMENT FRAMEWORK



4. When? In which policy phases do you give participation a place?

- a) **Agenda setting.** Residents contribute topics for policy.
- b) **Policy making.** Participants give advice or think along about policy alternatives.
- c) **Decision-making.** Municipal administration/municipal council takes its own decision or provides the framework within which decision-making power is delegated to certain group of inhabitants.
- d) **Implementation.** Residents think/engage in policy implementation.
- e) **Evaluation.** Residents have a role in assessing the impact of policy.

Citizen participation in the whole policy cycle is rarely feasible. Make a choice for emphasis on the preliminary or after trajectory. In almost all cases, the Board or Board formally takes the decision.

5. What role and responsibility do the participants have?

- a) They shall be **consulted**. Residents can give their opinion if asked.
- b) They **advise** on policy. Participants give reasoned advice to the municipality.
- c) They **co-produce**. Participants cooperate on policy alternatives.
- d) They **decide**. A group of citizens, such as a district council, takes decisions within the framework indicated by the municipal council.

The responsibility of residents and their influence on the policy process increases from 'a' to 'd' (see also participation ladder).

6. Who? Determine which citizens should be involved.

Are there preconditions for the group size?

- a) Up to 15 participants.
- b) Up to 50 participants.
- c) Unlimited number of participants.

Besides determining the group size, it is important to put together the right group. Important questions here are: which inhabitants have direct interests? Which groups should be actively invited in any case? This is important for organization, recruitment and

7. What is the duration of the journey?

- a) Structural.
- b) Occasionally short-term. Ranging from one evening to about two months.
- c) Occasionally longer running. Longer than two months, but clearly limited in time.

Which instrument?

8. How?

Determine which working method or combination of different instruments seems best in your case.

The list is very long of instruments; more information can be found on this website: <http://www.participatiewijzer.nl/>

B. THE PARTICIPATION TEST

De participatietoets

Randvoorwaarden

- | | | |
|---|---|---|
| <input type="checkbox"/> Valt het binnen de bevoegdheden van de deelgemeente? | <input type="checkbox"/> Is participatie gewenst door de deelgemeente of door de burger of beide? | <input type="checkbox"/> Is er financiële ruimte? |
|---|---|---|

Doel

- | | | |
|--|--|--|
| <input type="checkbox"/> Draagvlak voor beleid vergroten | <input type="checkbox"/> Verhogen van kwaliteit van beleid | <input type="checkbox"/> Zelfwerkzaamheid van burgers bevorderen |
| <input type="checkbox"/> Sociale cohesie versterken | <input type="checkbox"/> Ideeën of informatie genereren | |

Doelgroepen

STAP 1

- Gebiedsgericht
- Wijkgericht
- Straatniveau

STAP 2

- Algemene doelgroepen
- Specifieke doelgroepen (zoals ouderen en jongeren)

Beleidsfase waarin participatie plaats kan vinden

- | | |
|---|---|
| <input type="checkbox"/> Beleidsvoorbereiding | <input type="checkbox"/> Beleidsevaluatie |
| <input type="checkbox"/> Beleidsuitvoering | <input type="checkbox"/> Beleidsbijstelling |

Mate van invloed burger

C. SCHEDULE OF POSSIBLE PARTICIPATION INSTRUMENTS

	ROL STAD	POLICY RINES	INSTRUMENTS	EXAMPLES
Self-steering, citizen initiative	Marginal, facilitating	Social	Idea arises full-fledged facilitates	Occupant, direction, city Social Occupants Initiatives
Occupant's role: initiative lies with the occupant.				
Co-determining	Equivalent partner in the process/decides itself	E.g. safety	District budgets	Joint design and execution of a nuisance management
Resident's role: equal partner.				
Coproduction	Thinking along with problem definition, participate in solution Invited city	Physical (where conceivable) within the legal frames) Especially prominently youth-friendly Realize outdoor space	Ateliers Workgroups Steering Groups	City centre refurbishment
Resident's role: thinking along with the problem definition, participating in the solution at the invitation of the city				
Advise, consult	Defines the problem, influence city large	Social	Advisory bodies in which consideration becomes delegation of particular (advisory councils)	
Resident's role: residents are invited to think along with us about the solution				
Participation/consultation digital/physical	Establishes policy, large bearing	Physical (within legal frames) Especially prominently youth-friendly Realize outdoor space	Interview evening Survey Digital debate	
Occupant role: policy has been established, marginal adjustment is possible, hardly any				

influence

Inform, inform

Informs about
great influence

policy, Permits
Legal interventions

Info-exhibition
Leaflets, flyers
Information
evening

Occupant's role: being informed, no influence possible, but possibility to ask questions

D. CONCEPTUAL FRAMEWORK 'TOOL KIT' HENGELO

The municipality of Hengelo (NL) has developed an interesting 'TOOL KIT' that links the participatory ladder to communication tools/methods/working methods:

Instru- menten	Participatieladder 				
	Informeren	Raadplegen	Adviseren	Coproduceren	Meebeslissen
	Informatie tentoonstelling in gemeentewinkel	Spreekuur (individueel)	Burgerpanel	Ateliers	Wijkbudget
	Inloopbijeenkomst	Enquête	Stadsdebat	Pressure Cooker	Buurt aan zet
	Informatieavond	Inloopdiscussie	Ronde tafel-gesprekken	Werkgroep	
	Werkbezoek	Inspraakavond	Expert-groep	Stuurgroep	
		Klankbordgroep	Adviesorgaan		
		Digitaal-debat			

This scheme is explained in detail below.

Also on the site of www.participatiewijzer.nl you can find many interesting tools that can be found after filling in a number of parameters (see appendix).

Hengelo's toolkit, the tools of the participation guide, the methodologies mentioned on the website <http://participatiewiki.be/wiki/index.php/Hoofdpagina> as well as the expertise/experiences of the different services form the total of tools with which the services can get started.

Explanation toolkit Hengelo

In Hengelo we give the above concepts the following interpretation:

INFORMATE

Exhibition: A presentation where citizens and interested parties can learn about proposed planning. Such an exhibition/presentation is characterised by the fact that the information presented is presented in such a way that no further explanation is necessary. Within the opening hours of the municipal shop, everyone can find out about this at any time. A contribution from visitors is not registered.

Walk-in meeting: A meeting for citizens at which, for a limited number of hours, citizens and interested parties are given the opportunity to be informed about them regarding planning. Such a meeting does not have a central plenary introduction; however, officials and/or initiators are present to answer (individual) questions or to explain the presentation. A contribution from visitors is not registered.

Information evening: A meeting for citizens where, for a limited number of hours, the opportunity is given to citizens and stakeholders to be informed about them regarding planning.

Such a meeting starts with a central plenary introduction and one or more presentations by officials and/or initiators. Those present have the opportunity to ask plenary questions. Also the answers are expressed in plenary. A contribution from visitors is not registered. Working visit: A working visit or excursion for citizens is informal in nature and is an instrument clearly intended to inform the participants. It offers the possibility of reference and/or comparison (what went right, what went wrong). It is a form that will always be part of a larger process.

RAADPLEGES

Consultation hours: Aldermen, civil servants and political groups can organise consultation hours that they can use (individual) citizens by visiting them at these regular times. The initiative for the discussion lies with the citizen. In general, these are specific bottlenecks in policy implementation or otherwise. When registering, citizens should indicate the subject they want to talk about. Listening to the comments or remarks may be taken into account in future policy development or policy implementation.

Survey: a representative sample of the target group with which the opinion on one or more subjects can be surveyed by means of questionnaires. The results of the investigation shall be presented in writing.

The results can be taken into account in further policy development.

Discussion inloop: A meeting for citizens where for a limited number of hours the opportunity is given to citizens and stakeholders to express their views on them regarding planning. Such a meeting does not have a central plenary introduction, but there are officials and/or initiators present to answer (individual) questions or to give explanations on the presented. The possibility is also offered to give reactions which will be taken into account in the further development of the plan. The reactions may be given in writing by means of a written form.

form orally, a written account of which has been made by the officials present. Attendees will not receive a report of the meeting. The contribution will be responded to by the Board by means of a response note.

Interview evening: A meeting for citizens around a specific named topic. This evening starts with a central plenary introduction and one or more presentations by officials and/or initiators. Those present have the opportunity to ask plenary questions. The answers are also expressed in plenary. For a limited number of hours, citizens and stakeholders will be given the opportunity to express their views. In addition, the possibility is offered to give reactions which will be taken into account.

In the further development of the plan. Reactions can be given in writing using a form provided for this purpose or orally of which a written representation has been made by the person present.

civil servants. A report of the meeting will be sent to those present. The contribution will be responded to by the Board by means of a response note.

Sounding board group: A select group of citizens that can have a certain representativeness towards the entire population or a specific part of it. The chairperson has an independent role. The Sounding Board Group was set up for a specific topic and can be asked for views or opinions.

The group will exist for a longer, predetermined period. Comments or remarks are taken into account in the policy development of new plans. The opinions shall be annexed to the plan.

Digital debate: Of course, all the forms described above can also be set up digitally, although the chosen medium is different from the traditional forms in its application. Perhaps one exception to this is the digital debate. This could be seen as a mix of a panel, sounding board group and

discussion evening. The discussion is not linked to a moment or a certain duration. The representativeness is less clear, but the speed of the response possibilities can in some cases have a clear advantage.

ADVISIONS

Civil panel: A randomly selected group of citizens who can have a certain representativeness towards the entire population or a specific part of it. The chairperson has an independent role. The panel can be asked for views or opinions on a wide range of topics. The panel will exist for a longer, predetermined period. The duration of the sessions of participants is determined before the start.

Comments or remarks are taken into account in the policy development of new plans. The results of the panel are added as an annex to the plan.

Urban debate: A generally announced meeting at which citizens and interested parties are given the opportunity to debate with each other, experts present and politicians on a specific theme or subject for a limited number of hours. An urban debate will be more advisory in the sense of research directions than a particular phase can be concluded with the advice. This meeting has a central plenary introduction and one or more presentations by officials and/or initiators. The meeting ends with one or more conclusions that serve as advice for the board. A report of the meeting will be sent to those present.

Round table discussions: A one-off meeting for citizens specially gathered around a specific theme or project. In general, members are citizens with a certain level of support, but without being able to invoke a particular mandate. With the help of a discussion leader and with official support with regard to the input of specific expertise, they formulate their points of view. As a rule, round table discussions take place as early as possible in the policy-making process, for example in the initiation phase. The results of the interviews are presented in writing and taken into account as recommendations in the decision-making of the Board and/or the Council.

Expert group: A group of expert citizens formed around a specific theme or project. In general, members are citizens with specific knowledge and a certain constituency, but without being able to invoke a particular mandate. The experts give their opinion and advice based on their own knowledge. The group exists for a longer predetermined period. The duration of the sessions of participants is determined before the start. They meet under the leadership of a chairman of their own choice, with official support with regard to the contribution of specific expertise. The expert group receives official information in the preliminary phase of the policy process and can then give its opinion on it, make suggestions for changes or add additional information.

research. The expert group can also take the initiative itself to develop proposals or have them developed. The recommendations weigh heavily, are part of the final advice to the Board and / or the Council but can, albeit motivated and argued, be deviated from.

Advisory body: A committee established pursuant to Article 84 of the Municipalities Act that advises the Municipal Executive (or the Council) on regulations or legislation, for example: Sports council, Senior citizens council, Disability council....etc.). These bodies shall, as a general rule, be responsible to the College of

mayor and aldermen to provide solicited and unsolicited advice on the matters formulated for their area of expertise. The members of these advisory bodies shall, as a general rule, be appointed by the College. Some members represent a certain target group, but without being able to invoke a certain mandate. The recommendations weigh heavily, are part of the final advice to the Board and/or the Board and can only be deviated from in a motivated and substantiated manner.

COPRODUCTION

Atelier: A one-off meeting of a group of citizens working with civil servants (and politicians) on a particular policy-making issue. In general, members are citizens with specific knowledge. The participants give their opinion and advice based on their own knowledge. They meet under the direction of a self-chosen chairman. The meeting has a pre-determined

goal / product as end result. The results of the working group cannot be amended unilaterally, i.e. one of the parties involved cannot change the final result afterwards.

Pressure Cooker: A one-off meeting of a group where it is established prior to the meeting that there are clearly conflicting interests or opinions. Before the meeting it has been established that at the end there is a compromise / solution that is binding for the participants. The participants, citizens, civil servants (and politicians) work together to achieve a result that is acceptable to all. The results of the meeting cannot be amended unilaterally, i.e. one of the parties involved cannot change the final result afterwards.

Workgroup, 'workshop': A group of citizens who work together with civil servants (and politicians) on a particular topic of policy making. In general, members are citizens with specific knowledge. The members give their opinion and advice based on their own knowledge. The working group shall exist for a shorter predetermined period. The working group meets under the leadership of a chairman of its own choice. The working group works on a predetermined goal / product. The results of the working group cannot be amended unilaterally, i.e. one of the parties involved cannot change the final result afterwards.

Steering group: A group of citizens working with civil servants (and politicians) specially formed around a particular theme or project. In general, members are citizens with a specific knowledge and a certain level of knowledge.

The Committee of the Regions is pleased to note that the Commission has not yet adopted a resolution on the matter, but without being able to invoke a specific mandate. The participants give their opinion and advice based on their own knowledge. The steering committee shall exist for a longer predetermined period. They meet under the direction of a self-chosen chairman. The steering group receives official information in the preliminary phase of the policy process and can then give its opinion, make suggestions for changes or additional research. The steering committee can also take the initiative itself to develop (or have developed) (partial) proposals.

The steering committee works on a predetermined goal / product. The results of the working group cannot be amended unilaterally, i.e. one of the parties involved cannot change the final result afterwards.

MEEBLISES

Neighbourhood budget: A group of citizens formed around a particular neighbourhood that, with the support of civil servants

decide how an allocated budget, within the framework set by the political authorities, will be distributed. In general, members are citizens with specific knowledge and a certain constituency, but without being able to invoke a particular mandate. The budget is in principle intended for one year. The participants meet under the leadership of a self-chosen chairman. The group receives official support in order to arrive at a distribution of the budget.

The neighbourhood to move: A project team from a neighbourhood consisting of local residents, among others, who, with the support of a steering group 'Buurt aan zet' and other professional supporters, formulate a neighbourhood programme that should lead to the realisation of ideas for improving the neighbourhood. A residents' panel generates ideas from the neighbourhood, which are then prioritised. The steering committee monitors the implementation and progress of the project and is mandated by the college to spend the released budgets on the ideas prioritised by the project team. The steering committee is subsequently accountable to the college.

E. PARAMETERS PARTICIPATION GUIDE

Purpose

- Increase support for policy
- Increasing the quality of policy
- Promoting citizens' empowerment
- Strengthening social cohesion
- Generate ideas or information

Policy Phase

- Agenda setting
- Policy making
- Decision-making
- Implementation
- Evaluation

Degree of influence

- Consult
- Advise
- Coproduce
- Co-determining
- No selection

Group Size

- Up to 15 participants
- Up to 50 participants
- Unlimited
- No selection

Duration of the working method

- Structural
- Incidental, short-term
- Incidentally, longer running
- No selection

F. SURVEY RESULTS

Intro:

27 city services were questioned (services informatics, finance, education, secretariat, civil affairs, personnel, communication and PR, day nursery, social affairs, equal opportunities, sports, youth, culture and events, prevention, cultural centre, library, property management, spatial planning, local economy, environment, housing, public domain and mobility, buildings and logistics supplemented by the project manager urban development, the project officer radicalisation and polarisation, the officer of the prevention cell police VIMA and the supervisor of alternative judicial measures).

Who works with volunteers?

11 services brands currently with volunteers.

mainly society department, but also 1 administration department (communication and PR) and 1 urban development department (environment)

An exact number is difficult to determine, but at present the city services work with about 400 volunteers (excluding schools and advisory councils members).

Sometimes registered, sometimes not.

Need basic conditions?

mostly not, sometimes required (e.g. guides, library, key figures lv radicalisation, equal opportunities...)

Need a certificate?

required only in the case of the social affairs department (financed by volunteers)

Contact person known?

varies from service to service, but is always determined

often head of department, sometimes someone else (e.g. communication and PR, environment, prevention), sometimes different people depending on project (youth, library, equal opportunities, social affairs, equal opportunities)

What is the recruitment process?

very different!

Press, networks, call clubs/associations, word of mouth advertising, city newspaper, targeted addressing, facebook...

Striking: only one service uses websites (bib).

Vacancies (ongoing):

6 services have vacancies

Vacancies (new projects):

6 services have vacancies

Playbook?

Striking: only 3 services work with it

What information is given?

often limited to oral interviews, often only the job description

Reward provided?

usually yes, although this is usually an expense allowance, sometimes an attention.

Want more uniformity?

The vast majority feels something for this, although it is sometimes explicitly mentioned that there must be room for personal accents / interpretation.

Joint moment for the volunteer?

Remarkable: everyone but 2 services is in favour of this.

Need further training?

About half of them do, the other half do not.

Volunteer academy announced/used:

only one service has used it so far.

are known by three services.

Promo volunteer academy:

Remarkable: with the exception of one service, everyone is prepared to introduce the volunteer academy to the volunteers.

Points for improvement?

for almost all services to which this applies, there are areas for improvement.

Two services are still in the start-up phase, for one it does not apply.

Evaluation foreseen?

There is little evaluation, and if it does happen, often informally.

The two services in the start-up phase are prepared to do so in the future.

Providing a final conversation?

Striking: this almost never happens!

Explanation DVP:

Striking: apart from two services that work with volunteers, everyone would like an explanation. There is also a service that does not yet work with volunteers who would like an explanation (is open to do this in the future)

Interested volunteer working group?

Remarkable: except for two services, each department wishes to participate in a working group of volunteers.

Advisory councils?

9 services work with one or more advisory councils

Guidance trajectory around advisory councils?

some services indicate that they are interested in this; some are not (yet) interested.

Positive participation projects?

7- services already have experience with positive participation pathways.

Negative participation processes?

4 services have experience with this.

Participation projects future?

9 services have participation projects in the pipeline.

Remarks: two services specifically ask for an explanation. The survey also shows a great interest in the intentions of volunteer and participation policy. There is also a remark that participation in urban development should be organised much more intensively.

G. NOTE ON RESIDENTS' INITIATIVES

Intro

Following the use of the cafeteria by the residents' group Faubourg revives, it was agreed to clearly demarcate a few matters with regard to residents' groups. The following aspects are discussed:

1. Definition/ delimitation of resident groups
2. Distinction between resident group, neighbourhood committee and street party
3. Expectations and offers for residents' groups, neighbourhood committees and street parties

1. Definition/ delimitation of resident groups

A residents' group aims to improve the quality of life, living together, participation and involvement in the neighbourhood. The activities can be either one-off or structural. The high degree of self-initiative (self-management or co-management) is central. An activity of the residents' group must always be based on residents of the neighbourhood. The resident group also wants to cooperate with other organisations and initiatives that pursue this similar additional goal, in order to strengthen and support each other.

The choice is made to work with 3 levels and the following names:

Resident group (district level);
Neighbourhood committee
(district level); Street party
(street level).

Motivation: the distinction between neighbourhood level, neighbourhood level and street level is important, on the one hand in terms of expectations towards applicants and what the city has to offer them.

The choice is made to work with one resident group per district. In this way we avoid a proliferation of resident groups. Here we also refer to the intention to start with Belcompetence in the different districts in the same way as happened in the Faubourg district. The groups with which Belcompetence will work in the various neighbourhoods can grow into resident groups. At locations where no resident group is active yet, the rule applies that whoever is first will be considered as an official resident group by the city.

With regard to the description of the neighbourhoods, we refer to the uniform layout of the neighbourhoods, which is determined as follows:

Koningslo borders: Brussels municipal boundary Grimbergen and Ring.

Borders Kassei: Ring-municipality-border Grimbergen-Canal-Ring.

Limits centre (part 1: city centre): Heldenplein-Vuurkuisenlaan-channel-municipal border Grimbergen-J.F. Willemsstraat-Hellestraat-Den Haeckstraat-G. Gezellestraat-Hendrik I-lei-Fr. Rooseveltlaan-Bolwerkstraat-Leuvenestraat-Spoorweg-municipality boundary Brussels-Schaarbeeklei-Heldenplein.

Limits centre (part 2: Broek): Canal-Vuurkuisenlaan-Heldenplein-Schaarbeeklei-gemeentegrens Brussels-Canal.

Limits Far-West: municipal boundary Grimbergen-Woluwelaan-spoorweg-Leuvensestraat-Bolwerkstraat-Fr. Rooseveltlaan-Hendrik I-lei- G.Gezelestraat-Den Haeckstraat-Hellestraat-J.F. Willemsstraat-municipal boundary Grimbergen.

Faubourg borders: Woluwelaan railway-municipality border Machelen railway.

Limits Peutie: Woluwelaan-Houtemsesteenweg-Buitingstraat-Grensstraat-Sint Martinuslaan-municipality border Steenokkerzeel-municipality border Machelen-Woluwelaan.

Limits Houtem: Woluwelaan-municipality border Zemst-municipality border Steenokkerzeel-Sint Martinuslaan-Grensstraat-Buitingstraat-Houtemsesteenweg-Woluwelaan.

2. Distinction between resident group, neighbourhood committee and street party

Street party: focuses on organizing activities in one street. There are exceptions to this, but these will have to be justified by the applicant in the future. The DVP processes the applications and submits them to the CBS with the advice of all the services involved.

Neighbourhood Committee: focuses on a wider area than one street. We propose that the number of residents to be targeted should not exceed 40% of the population of the entire district. These data may be made available by the population service to the prevention service. The communication focuses on these streets. The DVP processes the applications and submits them to the CBS with advice. The college point indicates the percentage mentioned above as well as the number of streets and the ratio to the total number of streets.

Residents: focuses on residents of the entire district. Communication is focused on the entire district. Applications are submitted to the CBS by the DVP.

3. Expectations and offers for residents' groups, neighbourhood committees and street parties

An adapted proposal is worked out for residents' groups, neighbourhood committees and street parties.

As far as mutual expectations are concerned, we refer to the thinking exercise on the forms of cooperation that socio-cultural services (society department) currently carry out under the leadership of the department head. A clear demarcation of categories is being worked on here. Once this exercise has been completed, the proposals will be submitted separately to the College of Mayor and Aldermen. The proposals of the working group will also be integrated in this policy paper.

Exceptions

We make a fourth category with 'exceptions', namely the tenant groups, the Open Air Movies and the playing streets.

Tenant groups

There are currently tenant groups active in the districts of Centrum (Pallierter), Far-West, Houtem and Kassei (Breemputhof).

Expectations:

tenant groups are addressed to the tenants of the Inter-Vilvoordse Maatschappij voor Huisvesting.
tenant groups are engaged in resident participation and are coordinated by a risk officer (Frank Mercado-Avalos (Houtem and Far-West) or Bruno Van Loo (centre and Kassei)).

they make the voice of the social tenant heard.

they build a bridge between the policy and the social tenant.

they defend the collective interests of the social tenant. they provide free legal assistance for individual problems, etc.

Offer:

very limited coaching (the coaching is mainly provided by a risk employee): the

DVP also follows up the meetings for the 'public domain' part (passing on reports, informing about projects, helping to organise events, etc.).

administrative support (including the layout of study points).

access to the city's channels (website, city newspaper, etc.).

rather limited help in formatting communications (posters, flyers, letters...).

logistics (including the possibility of using community guards).

material (free of charge, since recognition as a tenant

group). no operating subsidies (already support via riso)

recognition by the city after approval by the college

Open Air Movies

Since the reform of the prevention service, residents can ask to organise an OAM on their own initiative. So far there has only been one application; namely from the chiro Koningslo.

Expectations:

the organisation focuses on the entire district (also in terms of communication). everyone from the district is welcome.

the official language is Dutch.

the communication process in Dutch.

Offer:

organizational guidance (coaching); DVP presence during the event and setup ism service culture.

administrative support (including the layout of study points). Access to the city's canals

(website, city newspaper, etc.).

Logistics (delivery and collection of materials).

equipment (free, chairs, screen, beamer, etc.).

no operating grants.

F. Playtracks

Expectations:

the application is accompanied by a residents' survey; the majority of the inhabitants (= two thirds of the inhabitants (66%) counted according to house numbers) must agree.

the godparents and meters take care of the preparation of the playground. the playground focuses on the whole street (also in terms of communication). everyone from the street is welcome.

the communication process in Dutch.

the godparents and meters place the traffic gates during the week at 1 pm and remove them again at 8 pm. In the weekend the fences are placed at 10 am and removed again at 10 pm.

If a traffic inhibitor has been requested, the meters and godparents also ensure that it is placed together with the fences and removed again.

the godparents and godparents supervise the playground, more specifically the respect of the playing time' and the proper functioning of the playground.

the godparents and meters report any problems or irregularities to the DVP.

the godparents and meters keep to the agreements as laid down in the information document and urban regulations.

these conditions are put on paper and signed by the godfather(s)/meter(s).

Offer:

administrative assistance (e.g. layout of study points, insurance, possible termination...). access to the city's channels (mention of website, city newspaper...).

Logistics (delivery and collection of nadars).

equipment (nadars, mobile traffic reducer, etc.).

assistance in formatting communications (letter, poster, etc.).

If linked to a street party, a party cheque can be requested.

Budget

8 resident groups (in due course) each 250 euros per year gives 2000 euros per year.

neighbourhood committees: no operating resources), prevention service can provide project grants (500 euro, max 125 euro per initiative)

street parties: the current concept and procedure is retained: 1875 euro/year (25 times max 75 euro; while stocks last').

Condition now:

1350 euros: 'other neighbourhood initiatives are supported, especially neighbourhood party Houtem, Far-West lives, garage sales Houtem...'.
600 euros: 'residents' groups are supported'.
500 euros: 'the city supports ad hoc initiatives of residents financially and organisationally'.

this proposal barely represents an additional cost of EUR 50 per year.

H. PROPOSAL BELCOMPETENCE

Intro

Following the proposal in the participation policy memorandum (point 8 action plan) to roll out a guidance programme with the inhabitants of Vilvoorde with Belcompetence, a concrete proposal for the current legislature was discussed with the head of department and the head of department.

An annual renewable contract would be concluded with them.

Principles

Belcompetence has done a good job in Faubourg.

They have the expertise to set up a similar initiative for the whole of Vilvoorde.

On the one hand they work strongly focused on self-development and on the other hand always with a positive approach (not: what do you find bad in your neighbourhood, but: what can you do yourself to improve your own neighbourhood?); this approach is more in line with the vision on which we want to work on participation ourselves.

The Faubourg district can act as a pilot project.

We wish to start at city level. From this vision of the future of the city, geographical (official resident group per district) and possibly thematic (disabled people, young people, etc.) 'communities' can then grow. These can then give a concrete interpretation to the vision with regard to their area (district) or their theme.

In the field of coaching, the aim is to minimize the role of the DVP (with attention to self-reliance). In the discussion with Belcompetence this was clearly formulated as such.

Belcompetence proposal:

The soul of Vilvoorde revives !

Cooperation proposal City of Vilvoorde - Belcompetence vzw - 2019

The challenge

Our society is experiencing more and more important challenges in the field of society. So many different aspects that put pressure on society, as many themes where joint steps are needed. There are the topics radicalisation, ageing, mobility, sustainability, etc. ...

Local response - delivering results through small achievable actions by communities

Meanwhile, there is also a growing awareness that in every community, district or village, there are positive forces present that can be called upon to tackle the challenges. This awareness is growing worldwide and Vilvoorde is no exception.

The "Faubourg revives ! "The project is undoubtedly an example of this - developing further - with positive dynamics behind and in front of the scenes.

The results of the dynamics of communities are called local responses, i.e. what citizens themselves do on the basis of their strengths and talents to tackle the challenges. By starting with small achievable, budget neutral actions that the citizens concerned can work with themselves. Often the recognition or recognition of their own strengths and capabilities is an important step in triggering this dynamic. There are numerous examples in our experience worldwide and here locally in Belgium where our approach in guiding groups has led to remarkable positive results. We would like to refer you to our website where communities share their experiences with the rest of the world in word and image. www.communitylifecompetence.org

Aspirations of local humans versus aspirations of policy makers: parallel or dialogue opening

The aspiration for a change in Vilvoorde's image is certainly present among the population and other stakeholders. Vilvoorde can give a positive boost to its image when it chooses to co-create with its residents and with its regular visitors such as company managers and employees, etc.

Aspirations without energy often end up in a slide. Enabling local response releases positive constructive energy. We therefore propose to commit Vilvoorde's stakeholders to work together to formulate a positive dream for their neighbourhood. At a later stage for their city, for Vilvoorde. We also ask you to translate this dream into a charter of practices that - through their application - imply the realisation of this positive dream. The application of the charter regularly inspires the recalibration and/or reformulation of the dream. This creates a repetitive process. In this way we redefine the role that everyone (residents, groups, employees, employers, civil servants, politicians, etc.) can play in society.

Politicians and their role in society building

Today we delegate most of our community development to a select group of elected and/or civil servants. Citizens and stakeholders expect all their problems to be solved for them.

When the citizen (inter)actively contributes to building the dreamed society in the district/city, the vision on service provision by the government services changes: "From service provider to coach. "This change can only be successful with the support of the political administration, of the political leaders. The latter - the elected representatives of the inhabitants of the community have with these local response initiatives the opportunity - albeit based on their beliefs and ideology - to be co-implementing a collective dream.

Our contribution

Our contribution is twofold: on the one hand to make and stimulate existing strengths and talents and on the other hand to initiate a systematic action-oriented learning process. The first we call SALT and the second Community Life Competence Process (CLCP) .

We, as external supervisors, come as human beings without bias and without expert aureole. We are sincerely interested in what moves people, what concerns them. Through our experiences in guiding we also have the inner satisfaction to grow as a human being. Our attitude and philosophy, can be summarized under the letters **SALT**. (Stimulating, appreciating, learning, transferring)

S: Stimulating to tell, to think along, to participate ...

A: Appreciate each other's strengths, the successes of the past, of each other as a human ...

L: Learning from each other, linking to each other ...

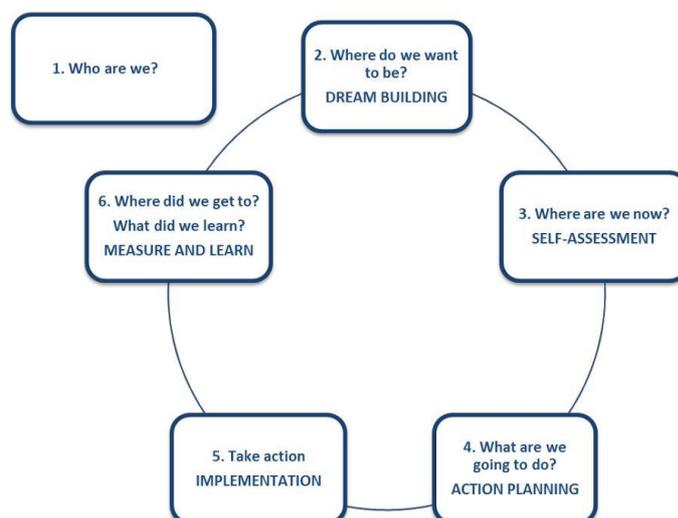
T: Transferring dreams to practice, from reflection to action, lessons learned and positive energy transfer from a community to others, spread, ...

We use a proven results-oriented process that we call the Community Life Competence Process (CLCP).

CLCP cylus proposed :

- Who are we?
- Where do we want to be? Building a dream.
- Where are we now with regard to living our dream?
- What are we going to do? Action planning.
- Take action - implementation.
- Where have we gotten to in the meantime? What have we learned? Measure and know.
- Renewing the dream.

Schematically shown



The board is prepared to support several neighbourhoods in Vilvoorde in the way that has led to a building success in Faubourg. In other words, there is ample opportunity for the neighbourhoods - and their volunteers - to learn from each other, to stimulate and inspire each other. Within the available budget, we want to propose the most effective and efficient long-term plan possible for neighbourhood guidance and training (see below).

Important in our proposed approach is how we can see the social fabric of a city. "Neighbourhood residents" is just one kind of filter or lens to look at the social network. Other filters/lenses are for example associations, sports experience, religion, employment, social services, hobbies, ...

That is why we propose to use as many "filters" as possible in the further guidance of the districts in Vilvoorde when inviting them to think and work with us.

Relevant experiences

Belcompetence is part of [The Constellation](#), a Belgian non-profit organisation, which is active worldwide in more than 40 countries in facilitating communities that experience challenges or problems. It would take us too far to list the international experiences here. We refer you to [the website . www.communitylifecompetence.org](http://www.communitylifecompetence.org)

Locally, here in Belgium, the Belcompetence team has already done a good job in facilitating the following communities:

1. District project "Faubourg revives!" at Vilvoorde.
2. Et Après - community of migrants actively working on their inclusion in the Belgian community
3. [G100 Grez Doiceau](#) guidance.
4. POPAY - a company, active in several continents, that goes through the CLCP process with their entire group of employees. (see attached powerpoint)

Our proposal for action

We see the following stages in such guidance:

In 2015

Faubourg district - "Faubourg revives! "project :

- Collecting testimonials from those involved about "For & Now".
- Autoevaluation session by residents' guide on how far they are with regard to realizing their previously described "*5 dreams for Faubourg.*"
- Accompany an evaluation session with presence and participation of politicians, officials and residents involved in the project until so far.
- Assist in the preparation of an invitation for a multi-day "Vilvoorde revives! Volunteer training' (training for community leaders).
- Explanation of Belcompetence/Constellation approach and of this proposal in the college of mayor and aldermen.

In 2016

- Vilvoorde revives! Volunteer training : from Friday evening to Sunday afternoon, experiential training of supervisors who work with neighbourhood groups.
- Active co-supervision during neighbourhood meetings. (where volunteers from other neighbourhoods can come and help while learning)

In 2017

- Active co-supervision in neighbourhood meetings. (where volunteers from other neighbourhoods can come and help while learning)

In 2018

- Active co-supervision in neighbourhood meetings. (where volunteers from other neighbourhoods can come and help while learning)

In 2019

- Active co-supervision in neighbourhood meetings. (where volunteers from other neighbourhoods can come and help while learning)
- Preparatory initiatives for organizing a Gx event for Vilvoorde from which a common dream for the city as a whole comes true. The organisation and supervision of the Gx event is not included in this (price) proposal.

For the financial investment involved in the professional support of this proposed route, we refer to the investment table below.

Output/Activiteit	Number half dates	Total activity in euros	General cumulated within Euros
2015 Faubourg campaigns	5	2000	2000
2016 Volunteers training and Guidance of the attendants	20	3000 + 5000	10000
2017 Guidance of the attendants	12,5	5000	15000
2018	12.5	5000	20000
2019	12.5	5000	25000

Note: Belcompetence does not charge VAT.

I. EVALUATION OF THE BELCOMPETENCE ROUTE IN THE FAUBOURG DISTRICT

Vilvoorde - Faubourg revives! project evaluation Monday evening 26 October 2015

The aim of the meeting was to keep a finger on the pulse with regard to the route in Faubourg under the guidance of the City of Vilvoorde and Belcompetence. At a certain point in the process, residents who are active in the working group baptized the process "Faubourg revives! "" .

Together with a number of residents of the first (workgroup) hour, a number of involved officials from the prevention service City of Vilvoorde and the current responsible aldermen, the process so far was considered under the guidance of Belcompetence. The following reflections were noted:

Reflections on the project:

- We look back with great pride - with the help of photos - on the numerous events that have been organised in the meantime as part of Faubourg!
- According to those involved, the planned reopening of the meeting space in Faubourg will give a boost to the further expansion of the Faubourg revives! project. As soon as it is known when the reopening can take place, the meeting room will be given a place again in the community events in Faubourg, together with volunteers. A programme must therefore be developed for the reopening itself and for the interpretation of the opening moments of this space. An inventory of needs and proposals in this area is becoming urgent.
- Positive reflections :
 - o Volunteers have been involved in numerous events and meetings.
 - o The meeting space is being rebuilt in function of the reopening (which was one of the dreams expressed by the residents' group).
 - o The park was developed at the request of the residents.
 - o The railway tunnel has been improved.
 - o New streets
 - o Hard core with heart for Faubourg still active . o A petanque club has been created.
 - o Dog meadow is positive.
 - o Street volunteers active for the Clean Streets project.
 - o There have been numerous events in which the rise of residents was always high.
 - o "We have met new people. "
 - o There are excursions to concerts with other residents.
 - o There is artistic and other talent discovered within the district (through the events).
 - o Contacts are already a lot friendlier

J. PROPOSAL COMMITTED CITIZENS TYPE 2

Committed citizens type 2 (declaration of commitment)

I'm participating!

Logo (horse head)

Rules to which TVs commit themselves:

I contribute to a clean living environment and I do not pollute my environment! I contribute to a clean living environment and I respect the rules of the household waste regulations.

I contribute to a clean living environment and support clean-up actions.

I contribute to an active living environment and I advertise events that increase social cohesion and quality of life.

I contribute to a safe living environment by taking responsibility and reporting irregularities and defects to the prevention department.

I participate in a social environment and I respect others, regardless of their gender, race, religion or orientation.

I speak Dutch or am willing to learn this. I respect the applicable traffic rules

I'm proud of my city and I carry this out by showing the logo of the proud Vilvoordenaar on my facade.

T-shirt, stickers, visible at the window, poster...

K. EXISTING INITIATIVES

Below is a list of the existing initiatives where (except for resident groups) no changed tasks for the DVP are expected.

Residents groups

The prevention service currently has knowledge of these residents groups:

Resident group The Pilot
Resident group Faubourg revives
Far-West Resident Group lives
Neighbourhood committee Flower Events
Resident group neighbourhood party Houtem
Koningslo Party Committee revives
Far-West District Committee

After inquiry it appears that the district committee Far-West only exists on paper; in fact they no longer do any activity. It is likely that this committee will be disbanded in the near future. The aim is to define and delimit these groups of occupants (see appendix).

Playtracks

The DVP is the contact person for the meters and godparents who request a playground. The DVP seeks advice from a number of departments and submits it to the College. The support is mainly administrative.

Evolution:

1 playground in 2012
No playground in 2013
1 playground in 2014

Street parties

Every year, the prevention service receives about twenty requests for street parties. Some of these are commercial. The DVP asks advice from a number of services (police intervention, traffic police, public domain management team, fire brigade, logistics team and neighbourhood maintenance team). The DVP creates a college point in which the recommendations are included. Afterwards, the DVP gives feedback to the applicant.

The support is mainly administrative. Some applicants also use the party cheque. So there is also financial support.

Evolution:

2012: 20 street parties
2013: 22 street parties
2014: 26 street parties
2015: 14 street parties (until month of May)

Open Air Movie

Since the reform of the Prevention Service, it has been agreed with the Culture and Events Service that the DVP will follow up on requests from residents. The culture department checks the availability of the material and submits the question to the college.

Support is logistics and administrative.

In 2014, one application was received from Koningslo's chiro (May).

Tenant groups

The tenant groups are addressed to the tenants of the Inter-Vilvoordse Maatschappij voor Huisvesting.

Four huuder groups are currently active:

- Pallietter (centre);
- Far-West;
- Wood;
- Breemphof (Kassei).

The tenant groups are engaged in resident participation and are coordinated by a risk officer (Frank Mercado-Avalos (Houtem and Far-West) or Bruno Van Loo (centre and Kassei)). They make the voice of the social tenant heard, they build a bridge between the policy and the social tenant, they defend the collective interests of the social tenant, they provide free legal assistance for individual problems, etc. The DVP also monitors the meetings for the 'public domain' part (passing on reports, informing about projects, (co-)organising events, etc.).

L. CHARTER 700 - KORTENBERG

"This Charter is a commitment by the citizens and administrators of the municipality of Kortenberg to establish, in consultation and shared responsibility, agreements and principles that guide our municipality and our local community.

Article 1 - Renewed certificate

In 1312, the Charter of Kortenberg was proclaimed in the Abbey of Kortenberg. This charter was an official pact between monarch and people in which Duke Jan of Brabant recognised the rights and freedoms of the nobility and the cities. Inspired by this 700-year-old Charter, in 2012 administrators and citizens jointly developed and outlined an innovative vision for the future for Kortenberg. We want to shape our local society in consultation with each other and actively involve as many citizens and associations as possible.

This vision of the future is the inspiration for a new, contemporary Charter from Kortenberg. This new charter gives direction to the policy and future initiatives for the local community.

- In addition to creating a long-term vision for the future of our municipality together, this way we want to give a new meaning to participation and active citizenship in order to strengthen local democracy.*

Article 2 - Basic principles

We, citizens and administrators of Kortenberg, agree to base our municipality and local community on the following principles:

- a **society of solidarity**, based on the potential of each human being and paying particular attention to the most vulnerable among us*
- a **crossroads for all generations and cultures** in which, with fundamental respect for our own language and culture, with mutual respect for differences, we seek in dialogue what unites us: we come together, listen to each other and share knowledge and experiences within one local community*
- an **open community with space for meeting with the other** where our municipality is a welcoming, public environment where people experience culture, develop, work together, meet and party and where we deal together with diversity with respect for everyone's individuality*
- a local **space to live and experience** for which Kortenberg offers a pleasant, oxygen-rich, clean environment where it is good to live, a resting point in a constantly changing world.*
- a place with **green connections** between the centre and the village centres, with the metropolis and the world so that all inhabitants can move around in appropriate and varied ways*
- a community that **makes sustainable progress**, in which we experiment and innovate together from our own roots: we appreciate and preserve what is good, in order to grow from there into human-friendly progress in which we strive for the greatest possible balance between man, economy and environment.*

Article 3 - Undertakings

We commit ourselves to it:

- Kortenberg as a community where administrators and citizens shape their society in co-production*
- a permanent and open dialogue in which governance and citizens participate as equal partners*
- the concrete realisation of the vision of the future and basic principles in a range of actions and initiatives that citizens and administrations feel energetic about and that they find valuable*

We agree to it:

- to introduce a charter test for all important policy decisions of the municipal administration and at the start of each new legislature to make new agreements on this subject between the newly elected directors and citizens who participate in the monitoring of this charter
- to jointly evaluate at the interim or at least at the end of each legislature whether the cooperation agreements and basic principles have been complied with
- draw up a renewed vision for the future every 10 years, building on the principles of this charter
- to grant the citizens of Kortenbergh a right of resistance when the board does not comply with the Kortenbergh Charter in its decisions or actions

We make an appeal:

- to the directors of each subsequent legislature to include these recommendations in their policy programme

Article 4 - Growth process

On the occasion of the 700th anniversary of the Charter of Kortenbergh, the municipal council started, at the same time as the festive events, a participation process with a view to designing a vision for the future and a renewed Charter of Kortenbergh.

For two years, a core group of about ten citizens and administrators steered this process in the right direction. On 21 April 2012, residents of Kortenbergh met for a whole day in the Old Abbey and the community centre of Colomba. In an open dialogue and positive atmosphere, we dreamt and thought about the future of our municipality. The harvest of this foresight was then enriched with the ideas and dreams of many other citizens who have used the communication channels made available for this purpose. The government and citizens have subsequently committed themselves to translating this vision of the future into a charter with mutual agreements.

Signed in Kortenbergh on 27 September 2012".

M. CITIZENLAB



In a nutshell...

CitizenLab__(<http://citizenlab.co/>) is a digital city platform for citizen participation. Currently we are looking for an exclusive partnership with a Flemish city to roll out the platform in their city.

Table of contents

1. CitizenLab
2. How does it work ?
3. Why CitizenLab?
4. Features
5. Partnership
6. Contact

1. CitizenLab

CitizenLab is a **civic engagement** platform on which citizens co-create their city. We want to establish a **mutual communication** between citizen and city. On the one hand, citizens can post ideas on our platform, develop these ideas together and vote for their favourite ideas. On the other hand, the city can consult the opinions of its citizens via polls or ask for creative solutions to existing problems. Our citizensourcing software helps cities to make use of the **collective intelligence** of their citizens and thus better **meet the needs of their citizens**.

2. How does it work?

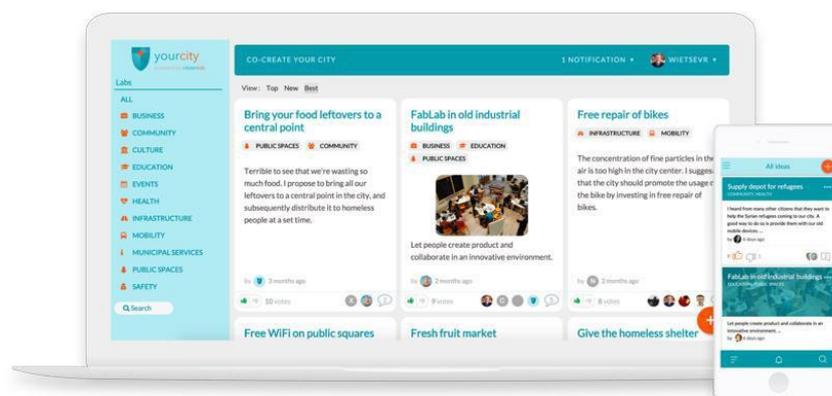


Watch our explainer video: <https://www.youtube.com/watch?v=14G6MNLyRUw>

You can take a look at <http://demo.citizenlab.co>, where you can register as a citizen on a (fictitious) city platform. Place an idea, react to others or vote for your favorite proposals to explore the platform. Login can be done via Facebook or Twitter or by using e-mail address and username if the citizen prefers more anonymity.

To get an insight in how the platform works for your city, we are happy to give you a live demo in which we go through all the functionalities as admin.

3. Why CitizenLab?



- **User-friendly design:**

CitizenLab aims to provide a city platform for all the city's inhabitants - not just for the technologically educated. The ideas are presented in the form of clear "cards" and within different categories for both desktop and mobile (iOS and Android app) - placing ideas, responding or voting is never more than two clicks away. Interactivity through notifications, notifications and the ability to follow other citizens brings the city to life

- **Strong personalization:**

The built-in customization functions in a user-friendly admin panel allow cities to customize the design of the platform and choose their own categories (possibly based on the city services). Add a timeline to the labs and crowdsource your citizens' input on urban challenges and the most important themes in the city. Our platform can be further configured in more than 20 languages.

- **Inzichtsvolle analytics:**

Als een stad , heeft u toegang tot een reeks analyses die helpen bij het nemen van een meer kwantitatieve benadering van maatschappelijk engagement . Twee verschillende dashboards geven u inzichten over welke burgers betrokken zijn en welke onderwerpen of ideeën het meest populair zijn. Wekelijkse rapporten vatten de activiteit van de afgelopen week op het platform samen. En natuurlijk kunnen de gegevens op het platform kan - ten allen tijde - makkelijk geëxporteerd worden.

4. Functies

Het platform komt met een groot aantal nuttige functionaliteiten die het beheren van het platform voor de stad aanzienlijk vergemakkelijken. CitizenLab is gebruiksklaar voor jullie stad, maar kan sterk worden gepersonaliseerd.

- **Inhoud modereren**

De stad modereert de inhoud van het platform samen met stadsambassadeurs via een gebruiksvriendelijk admin panel. Een dashboard maakt het gemakkelijk een overzicht te behouden van alle ideeën en actieve gebruikers. De stad kan verder ook aan elk idee een 'status'-tag (bv. 'In afwachting', 'In behandeling', 'Gerealiseerd', 'Niet haalbaar') toekennen om de opvolging van de ideeën te communiceren naar haar burgers. Natuurlijk kan de stad ook steeds zelf reageren op de ideeën en zo de discussie naar een haalbaar voorstel leiden. Naast de verschillende spamfilters die aanwezig zijn, kunnen burgers ook tegen ideeën stemmen en voorstellen rechtstreeks als spam rapporteren aan het stadsbestuur . Jullie als stad krijgen hierover een e-mailbericht en kunnen de inhoud offline halen in enkele seconden .

Het platform is geoptimaliseerd voor de stad opdat een sterke community van burgers kan uitgebouwd worden. U kunt ervoor kiezen om bijvoorbeeld wekelijkse een nieuwsbrief te verzenden met de vijf beste ideeën op het platform aan alle geregistreerde burgers.

- **Stimuleren van burgerparticipatie**

We hebben een krachtige *gamification* functie ingebouwd die leidt tot een optimale betrokkenheid van gebruikers en die het voor de stad mogelijk maakt de betrokkenheid van elke burger bij te houden . Wanneer gebruikers waardevolle input delen (gemeten door middel van stemmen op hun idee of reactie), zal hun betrokkenheidsscore verhogen. Zodra de burger een nieuw betrokkenheidsniveau bereikt , zal hij/zij een nieuwe badge krijgen. Deze functie is ook onderdeel van de *onboarding* van onze gebruikers: burgers zullen te zien krijgen hoe ze hun karma kunnen verhogen vanaf het moment dat ze zich aanmelden en er ook toe aangemoedigd worden (bijvoorbeeld het invullen van hun profiel , het indienen van een eerste idee , enz.). Daarnaast toont een dashboard op het platform de meest betrokken burgers in de stad . De stad kan deze burgers belonen om de betrokkenheid in hun stad te versterken.

- **Verbonden**

Ons civic engagement platform kan makkelijk verbonden worden met anderen platforms in de stad. Externe feeds kunnen worden toegevoegd aan het platform via RSS feeds (bijvoorbeeld Twitter of Facebook feeds). Het platform heeft ook een eigen RSS feed. Nog interessanter is de API die beschikbaar is - hetgene externe partijen toegang geeft tot het CitizenLab platform van de stad.

5. Partnerschap

Op dit moment is CitizenLab op zoek naar een gelimiteerd aantal partnersteden om het platform te lanceren. Dergelijk pilootproject houdt in dat de stad in kwestie geniet van alle mogelijke functionaliteiten van het platform. Ook zal CitizenLab ondersteuning bieden bij het online krijgen van en communiceren naar de burgers, alsook gratis training van de stadsmedewerkers over hoe het platform te gebruiken. De implementatie wordt verzorgd door het CitizenLab team, hetgene het platform kant-en-klaar voor je stad maakt .

Waarom doen wij dit? We willen samen met onze partnersteden succesverhalen uitbouwen om overtuigende use cases van civic engagement en onze software te hebben.

6. Contact

Het CitizenLab team bestaat uit Wietse Van Ransbeeck (Co-Founder & CEO), Aline Muylaert (Co-Founder & Business Development) en Riza Fahmi (Technologie).

Voor verdere vragen omtrent het partnerschap voorstel, kan je ons steeds bereiken via mail op hello@citizenlab.co en telefonisch op +32 484 07 24 64 of via Skype op citizenlabco.