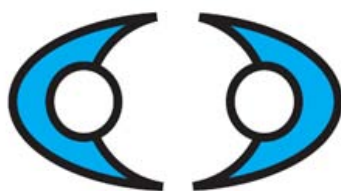




eParticipation Programme

Contract Number: EP-07-01-016

Project Full Title: CitizenScape
eParticipation in Legislation Implementation



CitizenScape

D3.4 Final Report

Deliverable Form	
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1 Publishable Executive Summary

1.1 Project Objectives

CitizenScape - eParticipation in Legislation Implementation

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

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

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

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

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

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

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

1.2 Contractors involved

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

1.3 Coordinator contact Details

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Fax: +353-61-338500

www.CitizenScape.org

1.4 Work performed & Results Achieved

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

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

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

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

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

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

- Bristol: www.bristol.CitizenScape.public-i.tv
- Donegal: www.donegal.CitizenScape.public-i.tv
- Zilina: www.zilina.CitizenScape.public-i.tv
- Genoa: www.genoa.CitizenScape.public-i.tv

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

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

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

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

1.5 Intentions for use and impact

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

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

1.6 Project logo



1.7 Project public website

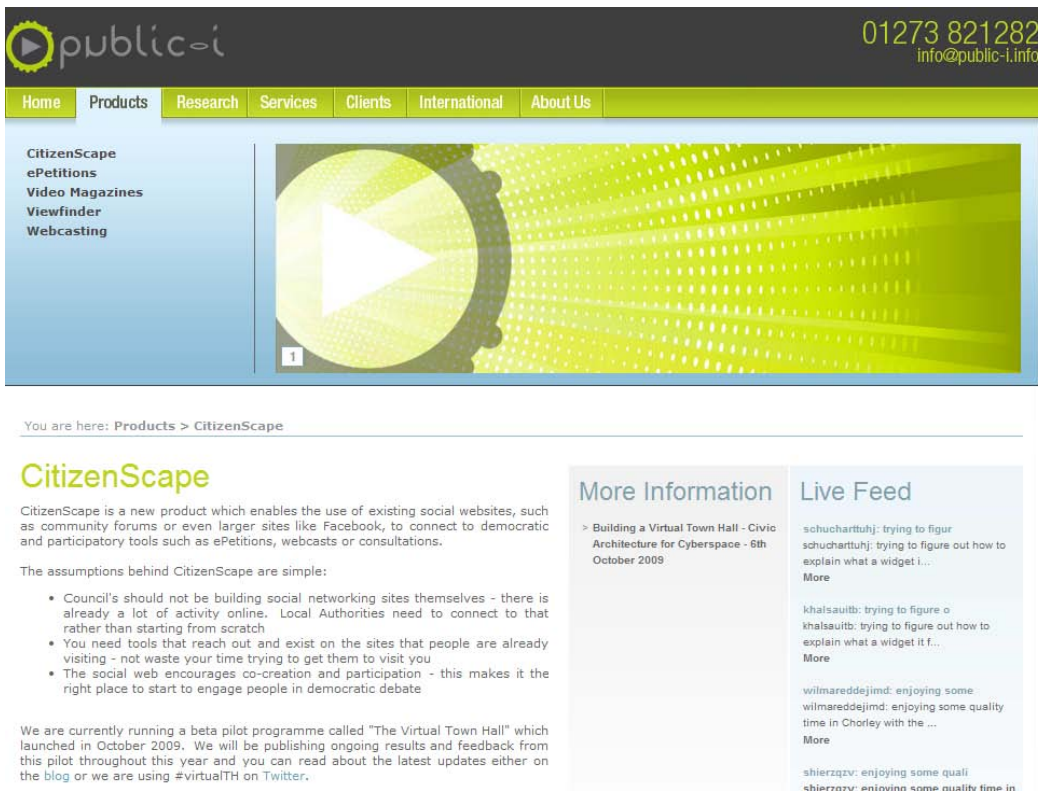
www.citizenscape.org

1.8 Diagrams and Photos illustrating the work of the project

Project Team



Commercial Exploitation of the Service by Public-i



01273 821282
info@public-i.info

Home Products Research Services Clients International About Us

CitizenScape
ePetitions
Video Magazines
Viewfinder
Webcasting

You are here: Products > CitizenScape

CitizenScape

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

The assumptions behind CitizenScape are simple:

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

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

www.public-i.info./product.php?id=44&c=CitizenScape

More Information

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

Live Feed

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

khalsautb: trying to figure out how to explain what a widget it f...
More

wilmareddejimd: enjoying some quality time in Chorley with the ...
More

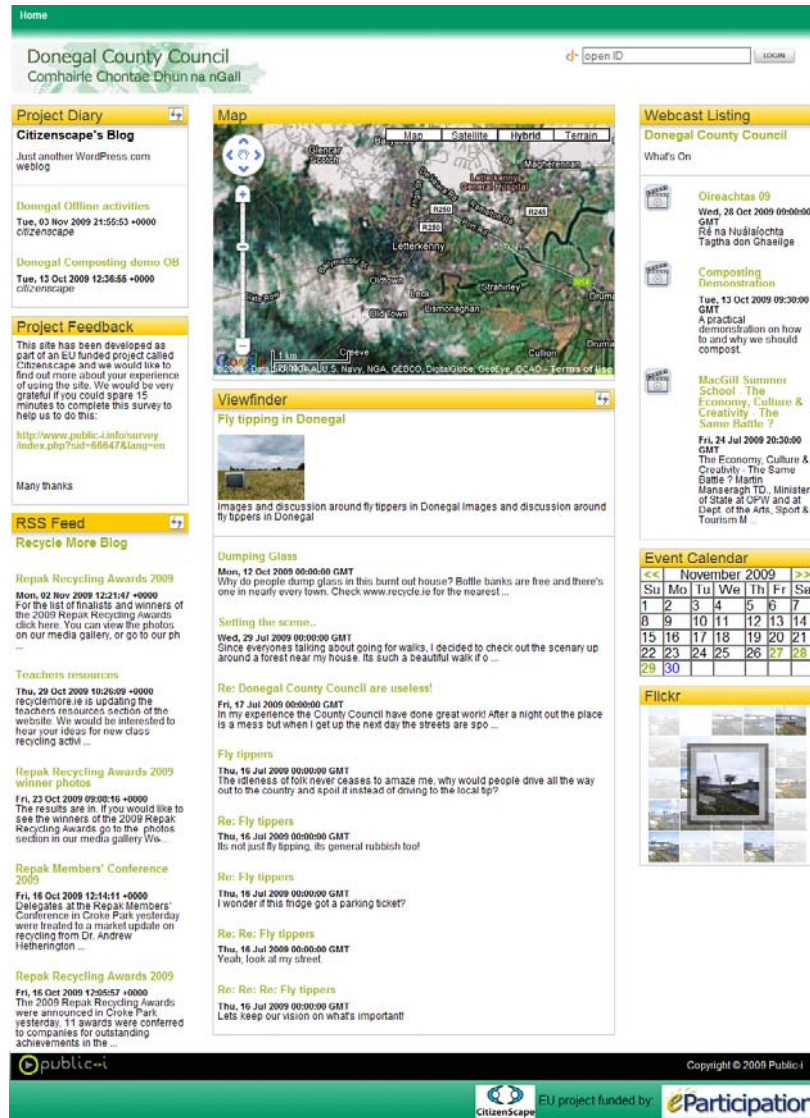
shierzqzv: enjoying some quality time in ...
shierzqzv: enjoying some quality time in ...

Bristol, UK: www.bristol.CitizenScape.public-i.tv

Some of the Bristol community activities:



Donegal, IE: www.donegal.CitizenScape.public-i.tv



Community meetings



Žilina, SK : www.zilina.CitizenScape.public-i.tv



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

open ID LOGIN

Rozvojová Agentúra
Žilinského samosprávneho kraja

PHSR ŽSK

Zaneranie Na Prehrávač: Text / Prehrávanie

Rozvojová Agentúra
Žilinského samosprávneho kraja

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

Interaktívna sekcia (otvára sa v novom okne)

Spätná Väzba Pomoc Nastavenia  Powered by public-i

Skupina 1
Infraštruktúra a regionálna dostupnosť. Skupina rieši problematiku lokálnej infraštruktúry vrátane dopravnej infraštruktúry a infraštruktúry cestovného ruchu, ako aj problematiku ochrany životného prostredia.
[Kliknite sem, aby ste zistili viac.](#)

Skupina 2
Poznatková ekonomika. Skupina monitoruje problematiku inovačného rozvoja regiónu, klastrové iniciatívy, ako aj rozvoj IT služieb.
[Kliknite sem, aby ste zistili viac.](#)

Skupina 3
Ľudské zdroje. Skupina monitoruje oblasti vzdelávania, sociálnu problematiku a problematiku zamestnanosti.
[Kliknite sem, aby ste zistili viac.](#)

Skupina 4
Konkurencieschopnosť subregiónov. Skupina sa zaoberá problematikou rozvoja vidieka, podpory spolupracujúceho prostredia v regióne a aktivitami na podporu identity subregiónov a jej prezentácie navonok.
[Kliknite sem, aby ste zistili viac.](#)

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Regional Meetings



Genova, IT: www.genova.CitizenScape.public-i.tv

Home | Calendario | Informazioni su CitizenScape

Genova

CitizenScape e la riqualificazione della "Verrina"

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

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

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

Per maggiori informazioni sulla legislazione europea e lo sviluppo urbano: http://ec.europa.eu/environment/urban/home_en.htm

Viewfinder

Genova per i giovani



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

spazi per eventi

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

Calendario eventi

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

Questionario sulla "Verrina"

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

Webcasts

www.genova.public-i.tv

Di cosa si tratta

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

 **Arch Franca Balletti sulla "Verrina"**

RSS News

Project Feedback

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

<http://www.public-linfo/survey/index.php?sid=92694>

Many thanks

Regional Meetings



2 The Challenge

Please describe the main challenges / rational behind your project (max 1 page).

All phases of European legislation tend to be very remote from most EU citizens. So CitizenScape focused its work and trials on specific European Legislation and/or Directives that have an immediate impact on all local and regional Authorities across Europe. Operation of the CitizenScape service was evaluated during 2009 in 4 very different regions, and thus determine best practice to interest and engage citizens in the implementation of such legislation at the local/regional level that is most directly and immediately relevant to their lives. As an interactive multimedia web-based service, CitizenScape complements and enhances at a regional level the vast amount of EU legislative online information and the European Parliament's own EPLive webcasting, and could provide future potential functional and citizen e-participation enhancements to that service.

CitizenScape has been a 2 year eParticipation Programme Trial Project that integrated and tested state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. The underlying assumption of Citizenscape is that people are already using the internet in a civic way – the question was whether it is possible to connect this to formal democracy. Citizenscape has looked at two main areas:

- How to work with and motivate citizens to participate democratically
- What technology is needed in order to support this

One of the most interesting contrasts highlighted by the Citizenscape project is the gap in thinking between the web 2.0 native websites, such as YouTube et al, that are being adopted by citizens online, and the usual approach of government engagement projects which tend to exist in isolation from the social network that most people work within online.

The challenge in changing this is not technical, as the development work is understood and can be implemented – it's social and political as we look for ways to create a civic space which is not only technically web native with the tools and features of the popular social websites but more importantly socially web native with the ideas of co-creation and networked content embedded throughout the space.

Web 2.0 is a term which loosely groups together social networking technologies and websites. It represents a shift from websites which have a broadcast emphasis and moves towards far more collaborative spaces and content. In a local democracy context this shift should be seen as a chance to move from a position where the formal democratic bodies own the discussion to one where they are instead a leading participant in democratic debate with many other stakeholders also taking an active part. This change must however take place within the context of the existing democratic structures and must be used to enhance democracy and not create a parallel debate.

CitizenScape is unique in its combination of a strong and focused implementation methodology alongside the operational use of innovative technology. This approach has required the project to be in a state a perpetual beta development of the technology as the team responded to behaviours and requests from participants. This also reflects the typically more iterative development methodologies used for social web projects – and during the course of the project the development partner has in fact adopted AGILE as a development methodology.

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

The CitizenScape project focused on the regional and local level, and addressed the legislation/legislative process at implementation (stage 3) of the four stages of European legislation:

1. the legislation proposal formation stage (e.g. by Regional or other relevant institutions),
2. the debate on draft legislation (e.g. in Councils and with citizens, etc),
3. the implementation level,
4. the follow-up/monitoring of the legislation life cycle (e.g. amendments, impacts, etc).

3 Addressing the Challenge: The 'PROJECT's' Proposition

Please describe 'how' your project has addressed these challenges (max 1 page)

Social networking is one of the greatest areas of Internet usage and CitizenScape seeks to exploit and harness this within a democratic context. CitizenScape uses web 2.0 tools in order to create interactive spaces which Local Authorities can use in order to encourage and stimulate debate around the legislative process. Web 2.0 tools such as discussion boards, wikis and blogs are used in order to create citizen interaction around either a single issue or a single legislative process. The project has not been dominated by technology however as the project team also validated the project management methodology. These tools are used to focus and channel citizens into formal online democratic tools such as online petitions and thereafter to influence Local Councillors..

The Citizenscape project delivered 4 pilot sites in Italy, Ireland, Slovakia and the UK, and explored the use of a new technology and methodological approach. It did this within the context of creating a co-production environment. One of the conclusions of the project is that this idea of co-production can and must be explored further if Government is to work effectively within social web spaces.

While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.

At the start of the CitizenScape project, the challenge was:

- How do we connect with the social web conversations which are already going on out on the web?
- How do we help Councils create content which works in these new social spaces?
- How do we do this in a way which supports the formal democratic decision making process so we can ensure that conversations bring results?
- How do we do this in an affordable, repeatable and sustainable way?

These questions have been addressed and CitizenScape provides the following organizational benefits for local government:

- **Flexibility:** It brings the tools you want when you want into the process
- **Co-Creation:** It brings in citizen content and gives them ownership of the site
- **Digitally Native:** CitizenScape is a way forward which should balance the needs for Local Authorities to manage a process alongside the pressing need from online citizens to communicate in a way which works for them. This can change quickly and evolve, as the technology itself does.
- Creates a **Virtual Civic Space** which can outlast the next online technology fad.

The CitizenScape pilot trials focused on the implementation of EU Environmental legislation by Local Authorities as this is an important and tangible area of work for the Local Authority partners. The CitizenScape service gives decision makers formal comment and feedback via statutory instruments such as petitions as well as access to informal comment and discussion which should lead to a more informed debate and decision making process. Once proven during the project with environmental legislation, the CitizenScape service will be subsequently deployed to further EU legislation and policies.

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

4 Who can benefit from the project

Please describe the main user groups of your project results and how can benefit from the project.

CitizenScape is a citizen-driven initiative that provides tools, applications and services which empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation by Local Authorities. So the ultimate beneficiaries of the services will be citizens, and local democratic processes, through citizens' increases awareness and participation.

The CitizenScape project involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.

The key potential users and purchasers of CitizenScape will be Local Authorities and other Agencies, who wish to add this functionality to their Public-i eParticipation platform. The pilot trials found that CitizenScape is commercially attractive to these users and Public-i are already using the CitizenScape platform with a number of Local Authorities to provide "Virtual Town Hall" services on a commercially sustainable basis.

CitizenScape was found to provide key organizational benefits for local government as follows:

- Flexibility: It brings the tools you want when you want into the process
- Co-Creation: It brings in citizen content and gives them ownership of the site
- Digitally Native: CitizenScape is a way forward which should balance the needs for Local Authorities to manage a process alongside the pressing need from online citizens to communicate in a way which works for them. This can change quickly and evolve, as the technology itself does.
- Creates a Virtual Civic Space which can outlast the next online technology fad.

The benefit for citizens is that they can participate in an interactive way and actively engage in their local democratic processes.

5 Highlights of Achievements

Please list here the main results / achievements of your project

CitizenScape is now operational as a flexible online Civic Space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape is a citizen-driven initiative that provides tools, applications and services that empower citizens to contribute to legislative and decision-making processes and addresses the implementation of EU initiated legislation by Local Authorities. CitizenScape involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.

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

Bristol: www.bristol.CitizenScape.public-i.tv
Donegal: www.donegal.CitizenScape.public-i.tv
Zilina: www.zilina.CitizenScape.public-i.tv
Genoa: www.genoa.CitizenScape.public-i.tv

CitizenScape developed a repeatable methodology for engaging with and mentoring Citizen's through different stages of engagement with the aim to ensure that participants have, as a result of the project activities, taken part in some kind of formal decision making process. The technology and prototype (at <http://demo.citizenscape.public-i.tv>) to support this process have a number of core characteristics:

1. All of the component parts of the CitizenScape architecture are built in a flexible and modular way so that stakeholders at each pilot site are able to create a facility that is tailored to their needs rather than requiring standardization across all the CitizenScape sites.
2. These 'widgets' are made available on external sites as well as within CitizenScape so that content can 'travel' to find its audience.
3. Widgets are split into three types; (a) those which contain CitizenScape interactivity, (b) those which are read only content from external sites and (c) those which contain content from external sites but with some kind of interactivity.

The pilot trials evaluation (reported in D2.1.2) found that the project had met its objectives and exceeded its targets, and the CitizenScape service is a very strong Proof of Concept of an interactive multimedia Web 2.0 eParticipation service. Building on this, Public-i are undertaking further beta trials of deploying a fully commercial Virtual Town Hall interactive civic space service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts. This continuing work is being reported at www.public-i.info and the blog at www.curiouscatherine.wordpress.com. However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.

6 Validation & Evaluation of Project's Results

Please provide relevant information for your pilots i.e. give the background information, the pilot objectives, the results and the benefits.

6.1 The pilots

6.1.1 Background

CitizenScape has been a 2 year eParticipation Programme Trial Project that integrated and tested state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. The underlying assumption of Citizenscape is that people are already using the internet in a civic way – the question is whether it is possible to connect this to formal democracy. Citizenscape has looked at two main areas:

- How to work with and motivate citizens to participate democratically
- What technology is needed in order to support this

One of the most interesting contrasts highlighted by the Citizenscape project is the gap in thinking between the web 2.0 native websites, such as YouTube et al, that are being adopted by citizens online, and the usual approach of government engagement projects which tend to exist in isolation from the social network that most people work within online.

The challenge in changing this is not technical, as the development work is understood and can be implemented – it's social and political as we look for ways to create a civic space which is not only technically web native with the tools and features of the popular social websites but more importantly socially web native with the ideas of co-creation and networked content embedded throughout the space. In order to support the work of citizens the role of 'community ambassador' was created – which is explained in more detail later in this document.

Web 2.0 is a term which loosely groups together social networking technologies and websites. It represents a shift from websites which have a broadcast emphasis and moves towards far more collaborative spaces and content. In a local democracy context this shift should be seen as a chance to move from a position where the formal democratic bodies own the discussion to one where they are instead a leading participant in democratic debate with many other stakeholders also taking an active part. This change must however take place within the context of the existing democratic structures and must be used to enhance democracy and not create a parallel debate.

CitizenScape is unique in its combination of a strong and focused implementation methodology alongside the operational use of innovative technology. This approach has required the project to be in a state a perpetual beta development of the technology as the team responded to behaviours and requests from participants. This also reflects the typically more iterative development methodologies used for social web projects – and during the course of the project the development partner has in fact adopted AGILE as a development methodology.

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

6.1.2 Scope of the Pilot

The Citizenscape service was implemented and pilot trialled for 12 months during 2009 at 4 pilot sites in Bristol UK, Donegal Ireland, Zilina Slovakia, and Genoa Italy at the following URLs:

Bristol: www.bristol.CitizenScape.public-i.tv
Donegal: www.donegal.CitizenScape.public-i.tv
Zilina: www.zilina.CitizenScape.public-i.tv

Genoa: www.genoa.CitizenScape.public-i.tv

The evaluation measured how the CitizenScape service contributes to the Democratic Renewal and increased Citizen Legislative Engagement in the 4 Regions, by a 25% increase in citizen participation in local legislative & democratic activities & interactions by the end of the 12 month Pilot Trials period.

The CitizenScape evaluation plan (D2.1.1) looked at the full scope of the CitizenScape project and examined each of the following areas:

- Evaluation of the project against all stated objectives and business plan assumptions
- Evaluation of the system usage by the public and its democratic impacts
- Cost benefit analysis from the point of view of the actors involved
- Review of the CitizenScape methodology
- Technical evaluation of platform performance
- SWOT analysis for wider deployment

The final evaluation report (D2.1.2) examines all aspects of the project and in particular focuses on these questions:

Technology:

- Did the technology work?
- Are we happy with usability and accessibility?
- Was the scope correct – was key functionality missing?

Community Ambassadors:

- How practical is it to work with citizens in this way?
- Is it sustainable?
- What resources / skills are needed?
- Did we avoid the usual suspects problem?

Democratic:

- Are individuals who participate in social websites more likely to participate in online democracy – are they more likely 'eparticipants' than citizens who are currently participating in democracy in other ways?
- Is the co-creation or co-production of that space a decisive factor in the design in terms of bringing about a positive democratic effect?

6.1.3 Results & Benefits

The D2.1.2 evaluation report presents the results of the evaluation. It found that the project met all of its objectives and exceeded its targets (see Section 7)

It found that CitizenScape provides the following organizational benefits for local government:

- Flexibility: It brings the tools you want when you want into the process
- Co-Creation: It brings in citizen content and gives them ownership of the site
- Digitally Native: CitizenScape is a way forward which should balance the needs for Local Authorities to manage a process alongside the pressing need from online citizens to communicate in a way which works for them. This can change quickly and evolve, as the technology itself does.
- Creates a Virtual Civic Space which can outlast the next online technology fad.

However the evaluation found that as the Social Web is inherently self-managed, attempting to 'choose' the topic to engage with is very difficult (as CitizenScape focused on the local implementation of EU legislation). Web 2.0 means that the "Command & Control" of the message is not possible, as it is on a traditional website. So we cannot choose or force the topic. Which is exactly what the Pilot Trials have found.

The Pilot Trials only lasted the 12 months of 2009, which was too short to see the impact on policy. However the evaluation aimed to determine if we could design an online space and if subsequent

management of that design could have a measurable positive effect on the formal democratic participation of the participants

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

7 Measures of Success

Please describe the Project's achievements against the measures of success set in the project's DoW.

The CitizenScape project delivered its planned 4 operational pilot sites in Ireland, Italy, Slovakia and the UK, and explored the use of a new technology and methodological approach in order to bring about a tangible increase in democratic participation at each of the pilot sites.

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

The following table lists the CitizenScape project's 3 main objectives and targets at the 4 European Pilot sites.

Objective	Target	Summary outcome
1. Increased Citizen Participation in their Regional Legislative Processes.	(a) 25% increase in citizen participation in their regional legislative processes. (b) in 4 very different legislative regions across the EU during the project.	(a) Increases of well over 25% have been achieved at each site (b) Pilots sites have been established in all partner territories
2. Demonstration of a viable on-line Service to provide easy participation in Legislative Processes	(a) Operation of a localised CitizenScape service in each of 4 Pilot Trial Regions. (b) Demonstration of the service scale-up potential to National and EU levels	(a) See above (b) This has been demonstrated through the Bristol pilot site
3. Sustainable operation of the CitizenScape Service	(a) Viability Plan for subsequent sustainable operation of the service across Europe.	(a) This has been developed in the deliverable D2.3.2

Based on those objectives it was found that the main critical success factors for the CitizenScape Service were:

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

The project's key objective was to activate Democratic Renewal & increase Citizen Engagement across Europe by a 25% increase in citizen participation in local democratic activities & interactions especially with regards to formal democratic activities such as attending meetings and responding to consultations. In order to evaluate this, the project team looked at the following metrics:

- Increased participation in online forums and other online contributions
- Increased virtual attendance at meetings
- Increased numbers of enquiries
- Any relevant legislation take up figures

As reported in D2.1.2, the overall increase in take-up on the CitizenScape platform across each of the pilot sites (these are unique visitors as measured by web stats) was over 10 times the planned target increase of 25% - but that is not the full story.

Site	Beginning of 2009	End of 2009	Increase
Bristol Visits/month	150	800	553 %
Donegal Visits/month	100	400	400 %
Genova Visits/month	80	250	310 %
Zilina Visits/month	120	250	167 %
Total	450	1700	378 %

This increase in participation has not happened across the full policy spectrum. Democratic legislative participative instruments can have three potential functions:

- **Aggregation** – in which citizen preferences are recorded and accumulated in order to reach a majority decision. Most commonly, this function is fulfilled through voting but it can also be achieved through other means as a sub-democratic function.
- **Negotiation** – in which competing groups that represent the interests of different sub-sections of the community negotiate or bargain across policies to achieve a consensus on outcomes.
- **Deliberation** – in which citizens reflect upon and discuss issues and in which different interests seek to persuade citizens to adopt their position.

The time-span of the typical policy cycle meant that it was not possible to look at each three of these functions at each of the sites. Broadly speaking the following policy stages were considered in each location:

Aggregation	Bristol / Donegal
Negotiation	Bristol / Zilina
Deliberation	Genova

So it was difficult to establish a useful benchmark for the project as a whole as the starting point for each of the sites was so radically different. However the comparisons below demonstrate that the planned 25% increase has been exceeded:

Site	Baseline	Post-project
Bristol	Typically 20-40 respondents to a discussion theme	CitizenScape supported theme achieved over 100
Donegal	Need to decide on the numbers for here	217 average monthly visits to the CitizenScape site
Genova	There is no baseline here as this was the first time that the public had been involved in a consultation process of this nature	Discussion received over 70 responses
Zilina	There is no baseline here as this was the first time that the public had been involved in a consultation process of this nature	205 average monthly visits to the CitizenScape site

The project has also explored issues such as

- Identity management in online civic spaces
- How to avoid building for the enthusiastic early adopter and to aim at building for a participant who is less engaged with the technology
- How to blend in the offline engagement which needs to accompany the project
- How to blend the informal social web with the more structured requirements of formal consultation / deliberation

The results are reported in the D2.1.2 Evaluation results.

8 Lessons Learnt

Please provide a summary of the main conclusions and lessons learnt as derived from the Evaluation phase

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

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

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

Overall it was found that Local Authorities do not know how to use the huge potential of existing social websites, such as community forums or even larger sites like Facebook, to connect to democratic and participatory tools such as ePetitions, webcasts or consultations. It was learned that the CitizenScape service can address this need on the basis:

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

In the "continuous beta" fashion of Web 2.0, the CitizenScape technology continued to evolve throughout the project. Planned widgets and developments are listed, but the project could be criticised for not having anticipated more of these as part of the planning process. However, the 4 pilot sites have each been learning a great deal about the social web environment throughout the project and were not perhaps in a position to clearly state their requirements at the outset.

It has been learned that as the Social Web is inherently self-managed, attempting to 'choose' the topic to engage with is very difficult (as CitizenScape focused on the local implementation of EU legislation). Web 2.0 means that the "Command & Control" of the message is not possible, as it is on a traditional website. So we cannot choose or force the topic. Which is exactly what the Pilot Trials have found.

With the relatively short period of the project (short when compared to policy cycles) participation relies more heavily on the topic which is chosen. In addition, the topic we chose was an 'expert' one and as such not easily related to more informal debate. This widened the gap between what people were talking about and wanted to talk about. It might have worked better to develop this through

NGO relationships rather than directly to individual citizens. The NGOs could broker the conversations through Community Ambassadors who are experts in the space.

A major learning point is the fact that building trust with the citizens takes time and the pilot sites felt this project is not long enough to do this thoroughly. While many of the participants were very positive about the approach they were too used to the usual 'top down' approach to engagement and were not ready to participate fully.

Based on the wide acceptance and interest in the CitizenScape approach found in the Pilot Trails, the future use and evolution of services such as CitizenScape is very good. Achieving the full benefits of the Social Web will require that Local Authorities build online civic spaces, that will outlive the latest technology trends, and will not have to change with the ongoing changes in technology. Public-i are proposing the "Virtual Town Hall" as a permanent civic space which will provide an online space for democratic activity, where identity will be managed within the space and where citizens can take an equal part in shaping the outcomes of their engagement: a co-created space. Not a website, but a web space which brings in content from the existing Social Web and connects it with democratic activities and outcomes.

But that will only be the beginning. For instance, building on the CitizenScape approach, eGovernment services could be linked with or embedded into third party and user platforms. These platforms may be controlled by businesses or other organisations, acting as providers of value added services or simply as gateways. Alternatively, users may prefer to embed some services in their own electronic environment, be that their personal Internet hub, a social networking site or their personal page¹.

The two approaches of the traditional and social web seem contradictory, as one centralises access to services and the other decentralises it. However, both approaches can also be complementary. While one approach adds value to the other it may, for example, be meaningful to provide central access to most services whilst at the same time allowing for the integration of some services in the platforms of users and/or intermediaries using an evolved CitizenScape civic space.

Conceptions of service provision are still evolving for the post i2010 eGovernment Action Plan². In addition to linking-up or embedding eDemocracy services in other, non-official, platforms, governments and Local Authorities may also want to collaboratively produce services with private, non-governmental or civic organisations using platforms like CitizenScape. This may require the integration of administrative processes with the processes of private and civic organisations, working in and out of the governance arena, for the provision of joint services.

Future oriented architectures such as CitizenScape could benefit from moving beyond the concept of Service Orientated Architectures (SOA) to Service Object Oriented Architecture (SOOA). SOOA is a design in which all identifiable service components (data, operations) may be combined as 'objects' for manipulation by the system (much like the CitizenScape widgets do now). Services will integrate these building blocks into a full service to the citizen. A SOOA not only unifies administrative processes by structuring them as a collection of smaller modules or 'objects' but also allows different groups of actors both inside and outside an administration to use these objects according to their legislation, and to flexibly create new applications built from a mix of objects from the global pool.

So a future SOOA-based CitizenScape service could help enable the post i2010 eGovernment Action Plan goals, particularly with regard to eParticipation, thus benefitting Europe's citizens and democratic processes, while providing a sustainable and significant commercial opportunity for its providers.

¹ See "Study on User Expectations of a Life Events Approach for Designing eGovernment Services", SMART 2009/0075 Tender Specifications.

² See for instance, "Visions and priorities for eGovernment in Europe", eGovernment Sub-Group Working document 20/03/09, and other sources such as Osimo David, Zinnbauer Dieter & Bianchi Annaflavia., 2007. *The future of eGovernment: An exploration of ICT driven models of e-Government for the EU in 2020.*, IPTS; Botterman Maarten, Millard Jeremy et al. (2009). *Value for citizens: A vision of public governance in 2020.* Report for the European Commission, Brussels: Information Society and Media Directorate. Codagnone Christiano & Osimo David (2008). *Future technology needs for future eGovernment Services: Services platform report.* Report for the European Commission, Brussels: Information Society and Media Directorate.

9 Availability of Project Results

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

³ Open source or commercial tool, other (pls specify)

10 Deliverable Summaries

The following table lists the 19 deliverables produced by the project in chronological order:

Deliverable	Description	Planned Date of Delivery	Actual Date of Delivery
D2.2.1	CitizenScape Dissemination Strategy	Mar08	31/03/08
D3.1	Project Handbook & www.CitizenScape.org	Mar08	26/03/08
D2.3.1	Initial Viability Plan for Sustainable Operation	Jun08	25/06/08
D1.1.1	CitizenScape User & Tech Requirements for all sites	Apr08	30/06/08
D3.2.1	Half yearly Monitoring Rep1 – HMR1 (Jan-Jun08)	Jun08	31/07/08
D2.1.1	Evaluation Criteria & Pilot Trials Monitoring Plan	Mar08	6/10/08
D1.2.1	CitizenScape First Prototype & System Tech Specification.	Jun08	22/12/08
D3.2.2	Half-yearly Monitoring Rp2 – HMR2 (Jul-Dec08)	Dec08	12/01/09
D1.2.2	CitizenScape System running.	Sep08	15/01/09
D1.3.1	CitizenScape Operational in all Trial Regions	Dec08	15/01/09
D3.3	Interim Project Progress Report	Dec08	16/01/09
D2.2.2	CitizenScape Interim Dissemination Event	Dec08	27/04/09
D3.2.3	Half-yearly Monitoring Rep3 – HMR3 (Jan-Jun09)	Jul08	28/07/09
D2.2.3	CitizenScape Final Dissemination Workshop	Dec09	28/11/09
D1.3.1 V2.0	CitizenScape Operational in all 4 Trial Regions	Nov09	30/11/09
D2.3.2	Final CitizenScape Viability Plan for Sustainable Operation.	Dec09	23/12/09
D2.1.2	CitizenScape Monitoring & Evaluation Report	Dec09	20/01/10
D3.2.4	Half-yearly Monitoring Rep4 – HMR4 (Jul-Dec09)	Jan10	21/01/10
D3.4	Final Report	Jan10	22/01/10

The remainder of this section presents summaries of the 8 second year deliverables first, as these are most relevant, followed by the first year's 11 deliverables.

D1.3.1.2 -CitizenScape System Operational in all 4 Trial Regions V2.0

Project	CitizenScape
Del. Number	D1.3.1.2
Del. Title	CitizenScape System Operational in all 4 Trial Region V2.0
Related WP	WP1.3
References	
Abstract	<p>This deliverable outlines the phases of the installation of the CitizenScape sites in the 4 regions. It is split into two strands of work – the technical and the social – while each User Partner requires a site (CitizenScape container), this can only be completed once the social element (interaction, consultation and buy-in from stakeholders) of the installation has taken place.</p> <p>Each site requires a website that will act as the portal for a number of citizen engagement tools (set out in the technical specification – D1.2.1), known as widgets. The widgets will be used to engage citizens on a single issue in that region. This document highlights these issues and the methods through which they will be addressed – in terms of technology and media.</p> <p>Each of the User partner sites' URLs are:</p> <p>Bristol: www.bristol.CitizenScape.public-i.tv</p> <p>Donegal: www.donegal.CitizenScape.public-i.tv</p> <p>Zilina: www.zilina.CitizenScape.public-i.tv</p> <p>Genoa: www.genoa.CitizenScape.public-i.tv</p> <p>These sites have been live since 30 January 2009. The report presents an overview of the user partners' sites including screenshots of the sites as they currently are, as well as the User Manual for the administration part of the sites (see appendix).</p> <p>This report was updated to V2.0 as requested in the Interim Review Report, and describes new features of the systems, such as the inclusion of an administration system using OpenID which have been added to all sites since launch and adds significant benefit. Previously sites were depending on Public-i to update, whereas with their own administration tools as well as OpenID login, the sites not only have full functionality over the content of their sites, but the OpenID login allows for seamless interaction (no need to login twice) between the social web and CitizenScape sites.</p>
Related Keywords	Service, operational system.
Key Results	<p>MS1 of the Project.</p> <p>CitizenScape System Operational in all 4 Trial Region</p>

D2.1.2 -CitizenScape Monitoring & Evaluation Report

Project	CitizenScape
Del. Number	D2.1.2
Del. Title	CitizenScape
Related WP	WP2.1
References	
Abstract	<p>This report provides the evaluation results of the CitizenScape Pilot service in its 4 varied Legislative Authority contexts, countries and languages to assess the legislative participation impact of CitizenScape and its relationship to wider aspects of e-governance, to establish the varying contextual issues that need to be addressed in implementing CitizenScape in different legislative, constitutional, political and linguistic environments. This report was a key input to the CitizenScape Viability Plan (D2.3.2).</p> <p>This evaluation measured how the CitizenScape service contributes to the Democratic Renewal and increased Citizen Legislative Engagement in the 4 Regions, by a 25% increase in citizen participation in local legislative & democratic activities & interactions by the end of the 12 month Pilot Trials period.</p> <p>This CitizenScape evaluation plan looked at the full scope of the CitizenScape project and examines each of the following areas:</p> <ul style="list-style-type: none"> • Evaluation of the project against all stated objectives and business plan assumptions • Evaluation of the system usage by the public and its democratic impacts • Cost benefit analysis from the point of view of the actors involved • Review of the CitizenScape methodology • Technical evaluation of platform performance • SWOT analysis for wider deployment <p>This evaluation report examines all aspects of the project and in particular focuses on these questions:</p> <p>Technology:</p> <ul style="list-style-type: none"> • Did the technology work? • Are we happy with usability and accessibility? • Was the scope correct – was key functionality missing? <p>Community Ambassadors:</p> <ul style="list-style-type: none"> • How practical is it to work with citizens in this way? • Is it sustainable? • What resources / skills are needed? • Did we avoid the usual suspects problem? <p>Democratic:</p> <ul style="list-style-type: none"> • Are individuals who participate in social websites more likely to participate in online democracy – are they more likely 'eparticipants' than citizens who are currently participating in democracy in other ways? • Is the co-creation or co-production of that space a decisive factor in the design in terms of bringing about a positive democratic effect? <p>The Pilot Trials only lasted the 12 months of 2009, which is too short to see the impact on policy. However the evaluation aimed to determine if an online space</p>

	<p>could be designed and if subsequent management of that design could have a measurable positive effect on the formal democratic participation of the participants.</p>
<p>Related Keywords</p>	<p>Evaluation, Monitoring,</p>
<p>Key Results</p>	<p>The Citizenscape project delivered 4 pilot sites and explored the use of a new technology and methodological approach. It did this within the context of creating a co-production environment. Co-creation is something which has been discussed by community engagement specialists since the 1960's but has rarely been achieved. Though the social web is by its nature a co-created space this does not automatically commute the top down approach of most government / citizen interactions easily. Many online consultation tools ask citizens if they want option A or option B – social web users expect to be able to suggest Option C. One of the early challenges of the Citizenscape approach is to ensure that the new civic space has been co-created – and this involves coaching for both the citizen and council participants.</p> <p>One of the conclusions of the project is that this idea of co-production can and must be explored further if Government is to work effectively within social web spaces.</p> <p>This issue of identity management is also critical as in order for participants to move seamlessly from their social web spaces to the Civic space it is clear that a shared identity management system would make the user experience far simpler. The use of OpenID has started to address this but the issue of how to create a permanent civic identity which can also be used in social web spaces is an important topic to explore in future projects.</p> <p>The final point is that is that this level of reliance on the social web assumes a level of technical sophistication from the participants which is more available within certain demographics. In designing these spaces it is important to try to avoid building for the enthusiastic early adopter and to aim at building for a participant who is less engaged with the technology in the first place as the usage of these technologies is on the increase. This means that the offline engagement which needs to accompany the project must include a large element of en-skilling the participants if this approach is to work. The project team approached this by spending time training community moderators and activists and encouraging them to pass these skills on.</p> <p>While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall pilot project, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.</p> <p>At the start of the CitizenScape project, the challenge was:</p> <ul style="list-style-type: none"> • How do we connect with the social web conversations which are already going on out on the web? • How do we help Councils create content which works in these new social spaces? • How do we do this in a way which supports the formal democratic decision making process so we can ensure that conversations bring results? • How do we do this in an affordable, repeatable and sustainable way? <p>These questions have been addressed and CitizenScape provides the following organizational benefits for local government:</p> <ul style="list-style-type: none"> • Flexibility: It brings the tools you

	<p>want when you want into the process</p> <ul style="list-style-type: none"> • Co-Creation: It brings in citizen content and gives them ownership of the site • Digitally Native: CitizenScape is a way forward which should balance the needs for Local Authorities to manage a process alongside the pressing need from online citizens to communicate in a way which works for them. This can change quickly and evolve, as the technology itself does. • Creates a Virtual Civic Space which can outlast the next online technology fad. <p>However the consortium has learned that as the Social Web is inherently self-managed, attempting to 'choose' the topic to engage with is very difficult (as CitizenScape focused on the local implementation of EU legislation). Web 2.0 means that the "Command & Control" of the message is not possible, as it is on a traditional website. So we cannot choose or force the topic. Which is exactly what the Pilot Trials have found.</p> <p>In addition, the chosen topic was an 'expert' one and as such not easily related to more informal debate. This widened the gap between what people were talking about and wanted to talk about. It might have worked better to develop this through NGO relationships rather than directly to individual citizens. The NGOs could broker the conversations through Community Ambassadors who are experts in the space.</p> <p>In conclusion, evaluation of the Pilot Trials is telling us that more work is needed – the project has been a strong Proof of Concept that is now being explored in further UK and other beta trials planned for 2010). Public-i are continuing the evaluation and piloting of this work with the UK based Virtual Town Hall Pilot, that is being reported at www.public-i.info and on a blog at www.curiouscatherine.wordpress.com. However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.</p>
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D2.2.2 -CitizenScape Interim Dissemination Event

Project	CitizenScape
Del. Number	D2.2.2
Del. Title	CitizenScape Interim Dissemination Event
Related WP	WP2.2
References	
Abstract	This report documents the interim dissemination event of the CitizenScape project which was held in Žilina, Slovakia, on 2 nd April 2009. The workshop was part of the Žilina 2009 Regional Innovation Conference and centred on "Web 2.0 Innovation in Local Government". This document contains notes of and the presentations made at the workshop, as well as the agenda and other relevant information.
Related Keywords	Dissemination, Zilina
Key Results	This report documents the interim dissemination event of the CitizenScape project which was held in Žilina, Slovakia, on 2 nd April 2009. The workshop was part of the

Žilina 2009 Regional Innovation Conference and centred on “Web 2.0 Innovation in Local Government”. This report contains notes of and the presentations made at the workshop, as well as the agenda and other relevant information.

This workshop prompted lively participation and very effectively disseminated the CitizenScape service and project within Slovakia and increased support to the project in the Žilina region in particular. The meeting attracted over 53 delegates from across Slovakia and Europe.

Social networking is one of the greatest areas of internet usage and CitizenScape seeks to exploit and harness this within a democratic context in a socially purposeful way in concrete legislative and decision-making processes at 4 very different Local Authority sites across Europe.

There is much practical and very useful experience and lessons to be learned from the various workshop presentations and discussions.

Conclusions that can be drawn from the workshop are:

- The conference focus on the need for, and immediate benefits of, regional innovation, complemented the innovative CitizenScape approach to engaging citizens to participate in their local democracy. As the future is about more democratisation of the generation of ideas, services such as CitizenScape typifies and will help with that. The conference attendees ensured a very pragmatic and hands-on approach.
- In relation to innovation and Žilina regional development, CitizenScape is innovative and relevant to use the Internet in new ways to enable new business models, and in these difficult times it is important for citizens to participate even more in their local democratic processes.
- Councils have a very positive experience of using the CitizenScape service. Overall there was no objection or disagreement with the CitizenScape approach. Local Authorities can definitely use Web 2.0 tools and social networks to improve the engagement of their citizens.
- The aim of the CitizenScape project is to come up with generic and repeatable approaches that can be applied in all regional governance. It has to be flexible, make government “digitally native” and allow co-creation, i.e. working with citizens as partners, to engage a whole generation who have grown up in the Information Age.
- Web 2.0 is a new field which is developing rapidly as people try to make sense of what is happening. It is almost a state of mind – a new approach. But public agencies are not using these – their tone is too formal – social networks need to be engaging and “fun”.
- To enable citizen engagement and empowerment, CitizenScape provides a platform and an organising framework to combine the informal (engagement of people) and the formal (making better democratic decisions).
- The EU project endorsement, sharing of best practice and funding have been very important in encouraging the take-up of the CitizenScape approach and service in the individual regions.

These conclusions suggest that the following needs to be done by Local Authorities to effectively use Web 2.0 and engage their citizens in the take-up of services such as CitizenScape in their regions:

- 1 Web 2.0 and Social Networking is a very dynamic and evolving area, so local government organisations have to get involved and evolve with that. In doing so, such organisations need to be aware that:
 - a) Public content should be public

	<ul style="list-style-type: none"> b) Context is important c) Consider their tone d) Establish traceability e) Think about what behaviour they want to encourage f) Individuals need to be accountable. g) Debate is important wherever it happens h) Any moderation must be done in conjunction with citizens and if at all possible by citizens. i) Social networks need to be engaging and “fun”. <p>2 In using the CitizenScape, or any Web 2.0 framework, Local Authorities need to plan, organise and continuously evaluate:</p> <ul style="list-style-type: none"> a) The shifting balance between Online and Offline activities b) The need to balance Accessibility for all with the Practicality of using new technologies for the majority of people c) The Conflict between Communication and Consultation d) The balance between <ul style="list-style-type: none"> • formal democracy as organised by the Local Authority and informal participation appearing in Social Networks • direct democracy within Web 2.0 and the existing representative democracy • Control of content and increased citizens’ involvement
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D2.2.3 -CitizenScape Final Dissemination Workshop

Project	CitizenScape
Del. Number	D2.2.3
Del. Title	CitizenScape
Related WP	WP2.2
References	
Abstract	This report documents the Final dissemination event of the CitizenScape project which was held in London, UK on 25 th November 2009. The workshop was part of the Future Democracy’09 Conference, and centred on “Social Networking to engage Citizens”. This document contains notes of and the presentations made at the workshop, and conclusions to be drawn.
Related Keywords	Dissemination, London, Future Democracy’09
Key Results	<p>This workshop very effectively disseminated the CitizenScape service to eDemocracy practitioners. The workshop attracted 29 of the 97 conference participants from across the UK and Europe.</p> <p>Social networking is one of the highest growth and greatest areas of internet usage and CitizenScape seeks to exploit and harness this within a democratic context in a socially purposeful way in concrete legislative and decision-making processes at 4 very different Local Authority sites across Europe. In democratic terms, people are talking on these growing social networks, but they are not talking to their local government agencies ! How do we get these 2 very different worlds to come</p>

together and make democracy better and more relevant to people's lives. If we can, then the potential is to reinvigorate local democracy. Its a very fertile space to engage citizens. Such Social Web "spaces" allow the LA and their citizens to engage in active participatory design and the "co-creation" of content.

This will require that LA's build online civic spaces, such as CitizenScape, that will outlive the latest technology trend (e.g. Twitter now), and will not have to change with the ongoing changes in technology. One approach to addressing this is a "The Virtual Town Hall", a permanent civic space which will provide an online space for democratic activity, where identity will be managed within the space and where citizens can take an equal part in shaping the outcomes of their engagement: a co-created space. This is not a website, but a web space which brings in content from the existing social web and connects it with democratic activities and outcomes. Its not the old static websites.

With CitizenScape Bristol City Council have focused on the use of an interactive Web 2.0 civic space looking at city traffic noise pollution in particular. This expands on the discussion forum that they used to have, and now incorporates feeds from various sources including external blogs. Their use of video and voxpops made by students on noise pollution has been particularly successful, with about 2,500 views of the videos – so a very effective medium. Overall Bristol City Council has concluded that they have engaged more people in the topic than they could have hoped to by using traditional means of consultation – they can see people getting involved as they want and where they are. The results of their work will feed into a permanent portal on Quite Places in Bristol.

Donegal County Council found similar results, and appreciated CitizenScape's blending of online and offline activities. Working with them in the latter, the Irish National Trust concluded: *"Citizenscape is a great tool to create an online community to get schools talking to each other."*

While the CitizenScape pilot trials are the alpha run of the Web 2.0 eParticipation service, Public-i are now running the service as a Virtual Town Hall pilot project, as a beta run of deploying a fully commercial service to Local Authorities across the UK and Europe. The success of this strategy will depend on the service being sustainable and repeatable in many contexts.

The project's Pilot Trials are now nearly complete, as the project ends on 31st December 2009. Evaluation of its Trials is finding the following:

- Technology
 - Web2.0 technology is constantly evolving and in "perpetual beta" throughout the trials, and the LAs really only got the benefits in the final stages.
 - It is very important for the Local Authority Administrator to be able to control the site and react quickly to new topics, and changes in the conversations.
 - However the users responded very well to the interactive and evolving approach of the CitizenScape "container" and widgets.
 - A travelling widget that allows parts of the CitizenScape site to be live on external (e.g. Community) websites is very important, as it reduces the need to drive people to the site, as it puts CitizenScape out onto the external websites where the social networking conversations are taking place.
- Community Ambassadors
 - The community ambassadors are a good idea in principle but need care to find people who already have a social presence online.
 - Where an LA is trying to work with a specific topic then they need subject-based evangelists as community ambassadors.
 - The role requires considerable motivation and incentivising people to participate – not money necessarily but other content or subject interest incentives.

	<ul style="list-style-type: none"> • Democratic Impacts <ul style="list-style-type: none"> ○ Excellent information has been gathered both directly with increased engagement at some sites, and indirectly by increased volume of traffic etc at other sites. ○ In all sites, the project aimed to reach-out and involve a different group of people and did – this is important, to use social networking as a social engagement tool. <p>The results from the Pilot Trials have also taught the Consortium lessons for the future:</p> <ul style="list-style-type: none"> • Social Web Audits should be carried out as a structured process to map the space by <ul style="list-style-type: none"> ○ Capturing the current activity which is going on in an area around social, political and community issues ○ Looking at geodata and local place names ○ Considering folksonomy and taxonomical descriptions of issues • Engage with Elected Members <ul style="list-style-type: none"> ○ Its difficult but essential! to increase credibility of the service, strengthen the democratic promise of the process and build capacity within the elected body ○ This would help to address the key issue of the tension between direct and representative democracy. <p>In conclusion, evaluation of the Pilot Trials is telling us that more work is needed – the project has been a strong Proof of Concept that is now being explored in further UK and other beta trials planned for 2010. However the real impact and results of the CitizenScape Pilot Trials will be not be seen for 2 to 3 years in the future.</p>
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D2.3.2 -Final CitizenScape Viability Plan for Sustainable Operation.

Project	CitizenScape
Del. Number	D2.3.2
Del. Title	Final CitizenScape Viability Plan for Sustainable Operation.
Related WP	WP2.3
References	
Abstract	<p>This is the Final CitizenScape Viability plan for Sustainable Operation that elaborates on the plans outlined in the project Description of Work and described in the Initial Viability Plan (D2.3.1) and tested by the Pilot Trials in WP2.1 during 2009. CitizenScape is a flexible online civic space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. The key potential users and purchasers of CitizenScape will be Local Authorities and other Agencies, who wish to add this functionality to their Public-i eParticipation platform. The pilot trials found that CitizenScape is commercially attractive to these users and Public-i are already using the CitizenScape platform with a number of Local Authorities to provide “Virtual Town Hall” services on a commercially sustainable basis.</p>
Related	Viability Plan, Sustainability

Keywords	
<p>Key Results</p>	<p>This is the Final CitizenScape Viability plan for Sustainable Operation of the service that elaborates on the plans outlined in the project Description of Work and described in the Initial Viability Plan (D2.3.1) and tested by the Pilot Trials in WP2.1 during 2009.</p> <p>CitizenScape is a flexible online civic space that blends and integrates social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape is a citizen-driven initiative that provides tools, applications and services that empower citizens to contribute to legislative and decision-making processes and addresses the implementation of EU initiated legislation by Local Authorities. CitizenScape involves key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.</p> <p>The pilot trials evaluation (reported in D2.1.2) found that the CitizenScape service is a very strong Proof of Concept of an interactive multimedia Web 2.0 eParticipation service. Building on this, Public-i are undertaking further beta trials of deploying a fully commercial Virtual Town Hall interactive civic space service to Local Authorities across the UK and Europe.</p> <p>The evaluation found that the Local Authority purchasers of the CitizenScape are willing to pay commercially viable levels of annual fees for the service. However during the pilot trials there were found to be no synergies of the service with the European Parliament's EPLive and EPTV services, as was assumed in the initial viability plan. So the significant EP support funding that was assumed in the initial viability plan, has been dropped from the sustainability plan, and the focus is on commercial deployment to Local Authorities across Europe. The financial projections indicate that this will be commercially viable as an added-value extension to the Public-i Webcasting and eParticipation suite of products, being sold and supported by the Public-i Network of Business Partners across Europe.</p> <p>Based on the wide acceptance and interest in the CitizenScape approach found in the WP2.1 Pilot Trails, the future use and evolution of services such as CitizenScape is very good. Achieving the full benefits of the Social Web will require that Local Authorities build online civic spaces, that will outlive the latest technology trends, and will not have to change with the ongoing changes in technology. Public-i are proposing the "Virtual Town Hall" as a permanent civic space which will provide an online space for democratic activity, where identity will be managed within the space and where citizens can take an equal part in shaping the outcomes of their engagement: a co-created space. Not a website, but a web space which brings in content from the existing Social Web and connects it with democratic activities and outcomes.</p> <p>But that will only be the beginning. For instance, building on the CitizenScape approach, eGovernment services could be linked with or embedded into third party and user platforms. These platforms may be controlled by businesses or other organisations, acting as providers of value added services or simply as gateways. Alternatively, users may prefer to embed some services in their own electronic environment, be that their personal Internet hub, a social networking site or their personal page⁴.</p> <p>The two approaches of the traditional and social web seem contradictory, as one centralises access to services and the other decentralises it. However, both approaches can also be complementary. While one approach adds value to the other it may, for example, be meaningful to provide central access to most services</p>

⁴ See "Study on User Expectations of a Life Events Approach for Designing eGovernment Services", SMART 2009/0075 Tender Specifications.

whilst at the same time allowing for the integration of some services in the platforms of users and/or intermediaries using an evolved CitizenScape civic space.

Conceptions of service provision are still evolving for the post i2010 eGovernment Action Plan⁵. In addition to linking-up or embedding eDemocracy services in other, non-official, platforms, governments and Local Authorities may also want to collaboratively produce services with private, non-governmental or civic organisations using platforms like CitizenScape. This may require the integration of administrative processes with the processes of private and civic organisations, working in and out of the governance arena, for the provision of joint services.

Taking this further, this new generation of highly participative eGovernment services may also require a new type of architecture. This could involve an evolution from the currently popular paradigm of Service Oriented Architectures towards a new approach based on the concept of a Service Object Oriented Architecture.

Service Oriented Architecture (SOA) is an architectural style that aims to achieve a loose coupling among interacting software agents by allowing them to communicate. For Local Authorities, SOAs provide methods to orchestrate functionality around existing administrative processes and to package these as interoperable services. The concept of service-orientation is beginning to enter into our thinking about eParticipation because many services envisaged for the future require the capacity to couple administrative services across institutional boundaries, both nationally and internationally.

Future oriented architectures such as CitizenScape could benefit from moving beyond the concept of SOAs to Service Object Oriented Architecture (SOOA). SOOA is a design in which all identifiable service components (data, operations) may be combined as 'objects' for manipulation by the system (much like the CitizenScape widgets do now). Services will integrate these building blocks into a full service to the citizen. A SOOA not only unifies administrative processes by structuring them as a collection of smaller modules or 'objects' but also allows different groups of actors both inside and outside an administration to use these objects according to their legislation, and to flexibly create new applications built from a mix of objects from the global pool.

So a future SOOA-based CitizenScape service could help enable the post i2010 eGovernment Action Plan goals, particularly with regard to eParticipation, thus benefitting Europe's citizens and democratic processes, while providing a sustainable and significant commercial opportunity for its providers.

⁵ See for instance, "Visions and priorities for eGovernment in Europe", eGovernment Sub-Group Working document 20/03/09, and other sources such as Osimo David, Zinnbauer Dieter & Bianchi Annaflavia., 2007. *The future of eGovernment: An exploration of ICT driven models of e-Government for the EU in 2020.*, IPTS; Botterman Maarten, Millard Jeremy et al. (2009). *Value for citizens: A vision of public governance in 2020.* Report for the European Commission, Brussels: Information Society and Media Directorate. Codagnone Christiano & Osimo David (2008). *Future technology needs for future eGovernment Services: Services platform report.* Report for the European Commission, Brussels: Information Society and Media Directorate.

D3.2.3 -Half-yearly Monitoring Report 3 – HMR3 (Jan-Jun09)

Project	CitizenScape
Del. Number	D3.2.3
Del. Title	CitizenScape HMR3 (Jan-Jun09)
Related WP	WP3
References	
Abstract	<p>In this third period of the project the focus was on the mid-project review, the Interim Dissemination Event in Zilina on 2nd April and operation/evaluation of the Service at the 4 Regional Pilot Trials. The following deliverables were delivered:</p> <ul style="list-style-type: none"> • D1.2.2-CitizenScape System running. • D1.3.1-CitizenScape Sys Operational in all 4 Trial Regions. • D2.2.2 - CitizenScape Interim Dissemination Event • D3.2.2 - Half-yearly Monitoring Report 2 – HMR2 (Jul-Dec08) • D3.3 - Interim Project Progress Report
Related Keywords	Progress Report
Key Results	Progress Report

D3.2.3.a -Half-yearly Project Progress Report (Jan-Jun09)

Project	CitizenScape
Del. Number	D3.2.3.a
Del. Title	CitizenScape Project Progress Report (Jan-Jun09)
Related WP	WP3
References	
Abstract	HMR3 (Jan-Jun09) contents reformatted into MOMENTUM Periodic Report format as an additional deliverable.
Related Keywords	Progress Report
Key Results	Progress Report

D3.2.4 -Half-yearly Monitoring Report 4 – HMR4 (Jul-Dec09)

Project	CitizenScape
Del. Number	D3.2.4 HMR4 (Jul-Dec09)

Del. Title	CitizenScape
Related WP	WP3
References	
Abstract	<p>In this fourth and final period of the project the focus was on the continued operation/evaluation of the Service at the 4 Regional Pilot Trials, continued dissemination of its ongoing results, the Final Dissemination Event, development of the viability plan for sustainable operation of the service after the project ends, and preparation of the Final Report and Cost Claims and wrap-up of the project. The following deliverables were delivered, as scheduled in the DoW:</p> <ul style="list-style-type: none"> • D2.1.2-CitizenScape Monitoring & Evaluation Report • D2.2.3-CitizenScape Final Dissemination Workshop • D2.3.2-Final CitizenScape Viability Plan for Sustainable Operation. • D3.2.3-Half-yearly Monitoring Report 3 – HMR3 (Jan-Jun09) • D3.2.4-Half-yearly Monitoring Report 4 – HMR4 (Jul-Dec09) • D3.4-Final Report
Related Keywords	Progress Report
Key Results	Progress Report

D3.2.3.a -Half-yearly Project Progress Report (Jul-Dec09)

Project	CitizenScape
Del. Number	D3.2.4.a
Del. Title	CitizenScape Project Progress Report (Jul-Dec09)
Related WP	WP3
References	
Abstract	HMR4 (Jul-Dec9) contents reformatted into MOMENTUM Periodic Report format as an additional deliverable.
Related Keywords	Progress Report
Key Results	Progress Report, summaries of all deliverables, and final version of all risk monitoring and tracking sheets.

D3.4 -Final Report

Project	CitizenScape
Del. Number	D3.4
Del. Title	CitizenScape Final Report
Related WP	WP3
References	

Abstract	Final Report of the project in the format specified by the MOMENTUM project, and including the Final Cost Reports of all Partners.
Related Keywords	Final Progress Report, end of project.
Key Results	<p>This final report addresses the following:</p> <ul style="list-style-type: none"> • Publishable Executive Summary • Who can benefit from the project • The 'Project's' Proposition and the Challenge it addressed. • Highlights of Achievements • Validation & Evaluation of Project's Results • Measures of Success • Lessons Learnt

Deliverables from the first year of project

D1.1.1 -CitizenScape User & Tech Requirements for all sites

Project	CitizenScape
Del. Number	D1.1.1
Del. Title	CitizenScape User and Technical Requirements for all Sites.
Related WP	WP1.1
References	
Abstract	<p>This document defines the CitizenScape User and Technical Requirements that provide the key input to the CitizenScape System Technical Specification (D1.2.1).</p> <p>CitizenScape will integrate and test state-of-the-art Web 2.0 social networking ICT-based tools and solutions in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape will use Web 2.0 tools in order to create interaction spaces which Local Authorities can use in order to encourage and stimulate debate around the legislative process.</p> <p>Web 2.0 tools such as discussion boards, wikis and blogs will be used in order to create citizen interaction around either a single issue or a single legislative process. The focus of the project is on the integration of such tools, not on new development or research. These tools will be used in parallel with more formal democratic tools such as ePetitions and webcasting of meetings to ensure that the discussion reached decision makers in a format which they are able to respond to. Rather than create energy and engagement outside the formal process CitizenScape will use informal tools to create accessible inclusive mainstream debate.</p> <p>The project will, in parallel with integrating "best of breed" components into the technological solution, adapt the very successful Public-i webcast methodology to create a framework for recruiting citizens to CitizenScape and then moderating their inputs. From this experience it is planned that the platform and approach will be applied and contribute to other EU policies as a key driver to sustain and expand the service after the trial period.</p> <p>The project will create a 'democratic pathway' by attracting and recruiting citizens to use the Web 2.0 style space of CitizenScape and then migrating them to more formal online democratic tools (such as petitioning). These formal tools will be the means to access the Decision Makers – in this case Local Councillors. The</p>

	CitizenScape Trials will involve key stakeholders, i.e. actors from both civil society and public institutions in a shared environment that is moderated and managed by the Local Authority.
Related Keywords	User Requirements, technical spec
Key Results	User Requirements, technical specification of the CitizenScape service.

D1.2.1 -CitizenScape First Prototype & System Technical Specification.

Project	CitizenScape
Del. Number	D1.2.1
Del. Title	CitizenScape First Prototype & System Technical Specification
Related WP	WP1.2
References	
Abstract	<p>CitizenScape is developing a repeatable methodology for engaging with and mentoring Citizen's through different stages of engagement with the aim to ensure that participants have, as a result of the project activities, taken part in some kind of formal decision making process. The technology and first prototype (at http://demo.citizenscape.public-i.tv) to support this process are described in this document and have a number of core characteristics:</p> <ul style="list-style-type: none"> (b) All of the component parts of the CitizenScape architecture are built in a flexible and modular way so that stakeholders at each pilot site are able to create a facility that is tailored to their needs rather than requiring standardization across all the CitizenScape sites. (c) These 'widgets' are made available on external sites as well as within CitizenScape so that content can 'travel' to find its audience. (d) Widgets will be split into three types; (a) those which contain CitizenScape interactivity, (b) those which are read only content from external sites and (c) those which contain content from external sites but with some kind of interactivity. <p>One of the central tenants of the CitizenScape project is the use of existing Web 2.0 content where possible in order to emphasise the idea that the CitizenScape sites are co-created with Stakeholders.</p>
Related Keywords	Service, Technical Specification.
Key Results	First CitizenScape Prototype and Technical Specification.

D1.2.2 -CitizenScape System running.

Project	CitizenScape
Del. Number	D1.2.2
Del. Title	CitizenScape System running
Related WP	WP1.2
References	
Abstract	<p>This report describes the operational CitizenScape System as a follow-on from D1.2.1 (Technical Specification) describing the prototype site that was developed. The report explains the system that has been developed and the theory behind it.</p> <p>The prototype described in D1.2.1 is complete and being tested and validated. The next phase of the process involves the User Partners working with their stakeholders to agree on the descriptions of how the sites will be implemented. This phase of making the system operational is not just about the technology and the applications that will be used, but about winning the hearts and minds of those involved.</p> <p>One of the central tenants of the CitizenScape project is the use of existing Web 2.0 content where possible in order to emphasise the idea that the CitizenScape sites are co-created with Stakeholders.</p> <p>Before the actual sites are completed, the stakeholders (alongside the User Partners) must decide on the specific content that will be pulled in from other sources, putting the Web 2.0 element of the sites at the fore.</p> <p>This report explains the basic system that sits behind the regional user sites.</p>
Related Keywords	System, Prototype.
Key Results	CitizenScape Prototype system.

D1.3.1 -CitizenScape System Operational in all 4 Trial Regions

Project	CitizenScape
Del. Number	D1.3.1
Del. Title	CitizenScape System Operational in all 4 Trial Region
Related WP	WP3
References	
Abstract	<p>This deliverable outlines the phases of the installation of the CitizenScape sites in the 4 regions. It is split into two strands of work – the technical and the social – while each User Partner requires a site (CitizenScape container), this can only be completed once the social element (interaction, consultation and buy-in from stakeholders) of the installation has taken place.</p>

	<p>Each site requires a website that will act as the portal for a number of citizen engagement tools (set out in the technical specification – D1.2.1), known as widgets. The widgets will be used to engage citizens on a single issue in that region. This document highlights these issues and the methods through which they will be addressed – in terms of technology and media.</p> <p>Each of the User partner sites' URLs are:</p> <p>Bristol: www.bristol.CitizenScape.public-i.tv Donegal: www.donegal.CitizenScape.public-i.tv Zilina: www.zilina.CitizenScape.public-i.tv Genoa: www.genoa.CitizenScape.public-i.tv</p> <p>These sites will be activated on 30 January 2009 after completion of their testing and validation. This report presents an overview of the user partners' sites including wireframe pictures of the layout and content of each site.</p>
Related Keywords	Service, operational system.
Key Results	MS1 of the Project. CitizenScape System Operational in all 4 Trial Region

D2.1.1 -Evaluation Criteria & Pilot Trials Monitoring Plan

Project	CitizenScape
Del. Number	D2.1.1
Del. Title	Evaluation Criteria & Pilot Trials Monitoring Plan
Related WP	WP2.1
References	
Abstract	<p>This report is the CitizenScape project Evaluation Criteria & Pilot Trials Monitoring Plan, providing evaluation of the CitizenScape Pilot service in 4 varied Legislative Authority contexts, countries and languages to assess the legislative participation impact of CitizenScape and its relationship to wider aspects of e-governance, to establish the varying contextual issues that need to be addressed in implementing CitizenScape in different legislative, constitutional, political and linguistic environments. This will be a key input to the CitizenScape Viability Plan (D2.3.2).</p> <p>This plan will also measure how the CitizenScape service contributes to the Democratic Renewal & increased Citizen Legislative Engagement in the 4 Regions, by a 25% increase in citizen participation in local legislative & democratic activities & interactions by the end of the 12 month Pilot Trials period.</p> <p>This CitizenScape evaluation plan looks at the full scope of the CitizenScape project and examines each of the following areas:</p> <ul style="list-style-type: none"> • Evaluation of the project against all stated objectives and business plan assumptions • Evaluation of the system usage by the public and its democratic impacts • Cost benefit analysis from the point of view of the actors involved • Review of the CitizenScape methodology • Technical evaluation of platform performance • SWOT analysis for wider deployment

	For each of those criteria, the scope of work is defined and actors are identified.
Related Keywords	Evaluation Plan
Key Results	Pilot Trials Evaluation Plan

D2.2.1 -CitizenScape Dissemination Strategy

Project	CitizenScape
Del. Number	D2.2.1
Del. Title	CitizenScape Dissemination Strategy
Related WP	WP2.2
References	
Abstract	<p>This report is the CitizenScape Dissemination Strategy, which will be implemented in WP2.2 as the shop window of the project. The aim is to expose the progress and outputs of the CitizenScape project and European trials to disseminate real life implementation and experiences on the potential of such tools to reengage citizens in legislative and decision making processes thus increasing local authority's transparency.</p> <p>The Strategy aims to disseminate the project results to the different target groups identified, through a series of physical and web based events and known market opportunities. The work includes two dissemination workshops/communication events (mid- and end project, in Month 9 and 24), relevant press work from the start of the project (press conference, press releases, press clippings, etc.), attendance at relevant events, communications / briefings to identified audiences as well the setup and maintenance of a project web site at www.citizenscape.org.</p> <p>The project will also link into MOMENTUM and the other eParticipation Action projects to, where relevant, provide a coordinated dissemination from all of the projects.</p> <p>The key dissemination target groups for CitizenScape are:</p> <ol style="list-style-type: none"> a) Regionally: local citizens, local administration and local politicians, b) Nationally: other local authorities, business partners c) European level: the EC and stakeholders involved in formulating policies regarding eParticipation in Legislative Processes and other eDemocracy projects, particularly the European Parliament. <p>This Dissemination strategy describes mechanisms for the delivery of information to the target groups. It is the first release of the dissemination strategy for channelling CitizenScape's achievements to key external audiences. It is expected that while this document is delivered in month 3 of the project. The strategy will subsequently be reviewed and updated on an on-going basis (at least at each project meeting) to reflect new activities and actions. The strategy outlines the objectives of the dissemination workpackage (WP2.2) and defines the set of target audiences and regions, the methodology and detailed plans for channelling, the partner's responsibilities as well as the Web Marketing Plans.</p> <p>A consolidated schedule of activities will be maintained by the leader of WP2.2.</p> <p>The CitizenScape Dissemination strategy will be reviewed at each project meeting. During project reviews the WP2.2 leader will present progress against the current</p>

	<p>plan, and an updated plan will be produced, which takes account of newly identified opportunities or changes in previous opportunities.</p> <p>CitizenScape dissemination will be channelled through different means:</p> <ul style="list-style-type: none"> • Physical dissemination (in collaboration with MOMENTUM and other eParticipation Action projects where possible): <ul style="list-style-type: none"> ○ 2 principle dissemination workshops ○ Regional dissemination workshops at partner councils to demonstrate the CitizenScape services to local stakeholders (MEP's, neighbouring Councils, Strategic partners, Regional / Central Government and citizens) ○ Attendance / Exhibiting / demonstrations at identified conferences / events within the EU ○ Meetings / presentations to identified representatives within Central Government / MEP's and other Local Authority agencies/organisations in each partner territory • Print material <ul style="list-style-type: none"> ○ Press Coverage • Web marketing plan <ul style="list-style-type: none"> ○ The www.citizenscape.org website (and if necessary localised versions for partners –at partner's discretion) ○ European contact details database of local authorities and regular site visitors • Demonstration of the system to the European Parliament in order to show the usability of the service.
Related Keywords	Dissemination plan, strategy
Key Results	Dissemination Strategy & Plan

D2.3.1 -Initial Viability Plan for Sustainable Operation

Project	CitizenScape
Del. Number	D2.3.1
Del. Title	Initial Viability Plan for Sustainable Operation.
Related WP	WP2.3
References	
Abstract	<p>This is the initial viability plan for sustainable operation of the CitizenScape service, and elaborates on the plans outlined in the project Description of Work, to be tested and evaluated by the Pilot Trials in WP2.1, and will be finalised in the D2.3.2 Final Viability Plan at the end of the project.</p> <p>CitizenScape will be a flexible online space that will blend and integrate social networking and other Web 2.0 technologies with more formal online democratic tools in a socially purposeful way in concrete legislative and decision-making processes - specifically looking at engaging Citizens to debate and engage with the implementation of EU environmental legislation at a local level. CitizenScape is a citizen-driven initiative that will provide tools, applications and services that empower citizens to contribute to legislative and decision-making processes and address the implementation of EU initiated legislation by Local Authorities. CitizenScape will involve key stakeholders, i.e. actors from both civil society and</p>

	<p>public institutions in a shared environment that is moderated and managed by the Local Authority.</p> <p>The key initial users and purchasers/funders of CitizenScape will be Local Authorities, who wish to add this functionality to their Public-i platform and the European Parliament to extend the impact of its EPLive and EPTV services to regional level. In due course National authorities and other relevant agencies will be targeted to adopt the service on their parliamentary platforms also.</p>
Related Keywords	Viability Plan, Sustainable Operation.
Key Results	Viability Plan, Assumptions to be confirmed from Pilot Trials' evaluation.

D3.1 -Project Handbook & www.CitizenScape.org website

Project	CitizenScape
Del. Number	D3.1
Del. Title	Project Handbook & www.CitizenScape.org website
Related WP	WP3
References	
Abstract	<p>This document is a quick and easy reference Working Handbook of project management guidelines and practices to help the Consortium Partners achieve the CitizenScape project objectives, while delivering on their Grant Agreement commitments and responsibilities within the project in an efficient and effective manner.</p> <p>This document elaborates on, and must be read in conjunction with, the following documents:</p> <ul style="list-style-type: none"> CitizenScape Grant Agreement (No: EP-08-01-016), including all of its Annexes, Jan 2008. CitizenScape Grant Agreement Annex I – Description of Work, Jan 2008 CitizenScape Consortium Agreement, Jan 2008. <p>eParticipation Project Management Guidelines, version 08/06/2007⁶</p>
Related Keywords	Management Procedures, website,
Key Results	www.citizenscape.org

⁶ At http://ec.europa.eu/information_society/activities/egovernment_research/doc/pdf/epart_project_mgmt.pdf

D3.2.1 -Half-yearly Monitoring Report 1 – HMR1 (Jan-Jun08)

Project	CitizenScape
Del. Number	D3.2.1
Del. Title	Half-yearly Monitoring Report 1 – HMR1 (Jan-Jun08)
Related WP	WP3
References	
Abstract	<p>In this first period of the project the focus was on establishing the consortium, project procedures, dissemination, evaluation and planning the CitizenScape System user requirements, and then on defining and designing the CitizenScape service based on the user requirements.</p> <p>The following deliverables were completed and submitted:</p> <ul style="list-style-type: none"> • D1.1.1-CitizenScape User & Tech Requirements for all sites • D2.2.1 CitizenScape Dissemination Strategy • D2.3.1-Initial Viability Plan for Sustainable Operation • D3.1 CitizenScape Project Handbook
Related Keywords	Progress Report,
Key Results	Progress Report

D3.2.2 -Half-yearly Monitoring Report 2 – HMR2 (Jul-Dec08)

Project	CitizenScape
Del. Number	D3.2.2
Del. Title	Half-yearly Monitoring Report 2 – HMR1 (Jul-Dec08)
Related WP	WP3
References	
Abstract	<p>In this second period of the project the focus was on developing, completing and installing the CitizenScape service and procedures at the 4 user sites, and preparing for the mid-project Review. The following deliverables were delivered:</p> <ul style="list-style-type: none"> • D1.2.1-CitizenScape System Technical Specification. • D2.1.1-Evaluation Criteria & Pilot Trials Monitoring Plan • D3.2.1-Half-Yearly Monitoring Report 1 – HMR1 (Jan-Jun08)
Related Keywords	Progress Report
Key Results	Progress Report

D3.3 -Interim Project Progress Report

Project	CitizenScape
Del. Number	D3.3
Del. Title	Interim Project Progress Report
Related WP	WP3
References	
Abstract	<p>During the first of its 2 years, the project Partners researched the CitizenScape System user requirements, documented the project's dissemination and evaluation plans, developed an initial viability plan (to sustain the service after the project ends), designed and developed the prototype CitizenScape Service (which can be viewed at http://demo.citizenscape.public-i.tv) and is currently completing commissioning of the service in the 4 pilot use sites in Bristol (UK), Donegal (Ireland), Genoa (Italy) and Zilina (Slovakia), for the Pilot Trials that will be undertaken throughout 2009.</p>
Related Keywords	Interim Progress Report, Mid-Project
Key Results	<ul style="list-style-type: none"> • <i>Project Management</i>-The consortium is working very effectively and well together. The project objectives are being achieved, and all scheduled deliverables were completed and submitted during the period. Three very effective and efficient Project Policy Board and Executive Committee meetings have been held. • <i>User Requirements Analysis & Design</i>-The CitizenScape User & Technical Requirements for all sites were researched, agreed and completed. • <i>Platform Implementation</i>-The CitizenScape System First Prototype and System Technical Specification was agreed and completed, and the CitizenScape System prototype system was developed and is now running. • <i>Pilots / Evaluation of Project Results</i>-The CitizenScape Service is running at all 4 trial sites, which is the Interim Milestone of the project. The CitizenScape Evaluation Criteria & Pilot Trials Monitoring Plan was developed. The CitizenScape evaluation plans was developed, and operation and evaluation of the 4 Regional Pilot Trials will take place throughout 2009. • <i>Dissemination & Promotion</i>-The CitizenScape Dissemination Strategy was agreed and completed. The project has participated in many events and is working very actively with the MOMENTUM Support Action. The CitizenScape Initial Viability Plan for Sustainable Operation was developed and completed. Its assumptions will now be tested in the Pilot Trials leading to the Final CitizenScape Viability Plan for Sustainable Operation at the end of the project in December 2009.

11 Final Cost Reports

The following pages contain the following:

CR3 - Summary Cost Reporting

CR4 - Report on the Distribution of the Community's contribution

CR1 – Cost Report for each Partner

CR2 - Details by Category for each Partner

The original signed reports have been submitted separately on paper.

CR3		Summary Cost Reporting		
Reporting period number	All	Project Title (or Acronym)		CitizenScope
From (dd/mm/yyyy)	01/01/2008	To (dd/mm/yyyy)	31/12/2009	
Beneficiary n°	Beneficiary Short Name	Person hours used for this period	Total eligible costs	Requested EC contribution (in €)
1	MAC	3,705	€185,859.12	€139,394.34
2	PI	4,735	€220,447.66	€158,625.12
3	BCC	1,869	€109,571.13	€82,178.35
4	CDG	2,368	€84,357.69	€63,268.27
5	DCC	2,391	€107,046.16	€80,284.62
6	RDA	3,630	€57,120.06	€42,840.04
Total eligible costs for all beneficiaries				€764,401.80
Total requested EC contribution for the reporting period (in €)				€566,590.73
Amount of the financial interests generated by the prefinancing				€0.00

CR4

Report on the Distribution of the Community's contribution

Grant agreement n°	EP-08-01-016	Grant agreement title (or Acronym)	CitizenScope
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Part I

Community's prefinancing (or payment) sent to the coordinator

Prefinancing payment		Reporting Period 1		Reporting Period 2		Reporting Period 3		Final payment		Total Amount
Date	Amount	Date	Amount	Date	Amount	Date	Amount	Date	Amount	
7/01/2008	€427,499.00		€0.00							€427,499.00

Part II

Distribution of the Community's prefinancing (or payment) between beneficiaries

Beneficiary n°	Beneficiary Short Name	Date(s)	Amount(s)	Reporting Period 1		Reporting Period 2		Reporting Period 3		Final payment		Total Amount
				Date(s)	Amount(s)	Date(s)	Amount(s)	Date(s)	Amount(s)	Date(s)	Amount(s)	
1	IMAC	07/01/2008	€3,375.00									€3,375.00
2	PI	09/01/2008	€113,062.00									€113,062.00
3	BCC	09/01/2008	€63,000.00									€63,000.00
4	CDG	09/01/2008	€57,937.00									€57,937.00
5	DCC	09/01/2008	€55,125.00									€55,125.00
6	RDA	09/01/2008	€45,000.00									€45,000.00
Total			€427,499.00									€427,499.00

Part III

Difference between Community's prefinancing (or payment) sent to the coordinator and Total Distribution of the Community's prefinancing (or payment) between beneficiaries

Prefinancing payment		Reporting Period 1		Reporting Period 2		Reporting Period 3		Final payment		Total Amount
Date	Amount	Date	Amount	Date	Amount	Date	Amount	Date	Amount	
	€0.00		€0.00							€0.00

I certify that the information set out in this(these) form(s) is accurate and correct and agreed by all contractors (signed by the coordinator).

Name	John	Surname	O'Flaherty	Date	20/01/2010	Signature	
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CR1	Cost Reporting
<i>(to be completed by each beneficiary)</i>	

Type of instrument	Trial projects	eParticipation
Project Title (or Acronym)	CitizenScape	Grant agreement n° EP-08-01-016

Beneficiary's legal name	The National Microelectronics Applications Centre Ltd		
Contact Person	John J O'Flaherty	Telephone	353-61-334699
		E-mail	j.oflaherty@mac.ie
Period from	01/01/2008	to	31/12/2009

2- Declaration of eligible costs (in €)

The costs declared should distinguish between direct and indirect costs

COST CATEGORY	TOTAL
Personnel	€167,904.18
Subcontracting	€0.00
Other specific costs ¹	€5,795.94
Indirect costs	€12,159.01
Total costs	€185,859.12

3- Declaration of receipts (in €)

Total receipts	€0.00
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4- Requested EC funding (in € taking into account the receipts)

	€139,394.34
For this period, the Community financial contribution requested is equal to (amount in €)	

5- Declaration of interest generated by the pre-financing (in €) (to be completed only by the coordinator)

	Yes	No
<i>Did the pre-financing (advance) you received by the Commission for this period earn interest?</i>		No
<i>If yes, please indicate the amount.</i>		

Beneficiary's Stamp	Name of the Person responsible for the work	Name of the duly authorised Financial Officer
	John J O'Flaherty	Conor Bourke
	Date	Date
	20/01/2010	20/01/2010
	Signature	Signature

Beneficiary's certificate:

We certify that:

- i. the above costs are related to resources necessary for the work under the grant agreement
- ii. such costs have been incurred and comply with the definition of eligible costs specified in the grant agreement (Article II.14 of Part B - Financial Provisions)
- iii. full supporting documentation to justify the costs hereby declared is available for audit by the Commission and its authorised representatives or the Court of Auditors.

CR2	DETAILS BY CATEGORY FOR COST REPORTING
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Categories of eligible costs:

Personnel costs

Name	Number of person-hours	Hourly personnel rate	Amount in €
J O'Flaherty	1,306	€57.70	€75,327.35
C O'Reilly	693	€47.18	€32,695.74
J Cantwell	514	€35.09	€18,018.72
E.Keane	533	€35.09	€18,702.97
C.Bourke	660	€35.09	€23,159.40
Total	3,705		€167,904.18

Subcontracting costs

Subcontractor name	Description of work	Amount in €
Total		€0.00

Other specific costs ¹

Name of the supplier	Description	Amount in €
Travel & Subsistence	J.O'Flaherty at Project Kickoff PPP1/PEC1 Meeting, Bristol, UK, 6-8 February 2008	€369.62
WebHost.ie Ltd	Registration of www.citizenscape.org and www.citizenscape.eu	€29.00
Travel & Subsistence	J.O'Flaherty at Dissemination Innovation Conference, Killarney, IE, 27 February 2008	€110.00
Adobe Direct	Acrobat software to produce the CitizenScape Half Yearly Monitoring Reports.	€123.00
WinZip Computing	Compression software to archive CitizenScape files.	€26.04
Travel & Subsistence	J.O'Flaherty at PPB2/PEC2 project meetings, Letterkenny, IE, 16-17 June 2008	€410.95
Travel & Subsistence	J.O'Flaherty meeting with MEP at EP, Brussels, 4 November 2008	€416.79
WebHost.ie Ltd	Renewal of www.citizenscape.org and www.citizenscape.eu	€29.00
Travel & Subsistence	J.O'Flaherty at project PPB3/PEC3 Meeting, Brighton, UK, 1-2 December 2008	€377.72
Travel & Subsistence	J.O'Flaherty at Mid-Project Review meeting, Brussels, 29-30 January 2009	€426.85
Travel & Subsistence	J.O'Flaherty at European eParticipation Day Exhibition + MOMENTUM Consensus Meeting Brussels, 3-4 March 2009.	€591.14
Travel & Subsistence	J.O'Flaherty at project PPB4/PEC4 Meeting & Interim Dissemination Workshop, Zilina, SK, 1-2 April 2009	€674.28
Vedecko-technologicky park Zilina	Participation fee at Zilina Innovation Conference, to host the CitizenScape Interim Dissemination Workshop	€500.00
Travel & Subsistence	J.O'Flaherty presentation at MWRA meeting, Nenagh, IE, 8 May 2009.	€45.80
Travel & Subsistence	J.O'Flaherty at project PPB5/PEC5 Meeting, Brussels, BE, 14-15 July 2009	€478.71
Travel & Subsistence	J.O'Flaherty at project PPB6/PEC6 Meeting, Genoa, IT, 9-10 September 2009	€451.34

Travel & Subsistence	J.O'Flaherty at project PPB7/PEC7 Meeting & Final Dissemination Event, London, UK, 24-25 Nov 2009	€312.47
WebHost.ie Ltd	Renewal of www.citizenscape.org and www.citizenscape.eu	€15.98
Headstar.com	Future-Democracy'09 Conference Fee to host CitizenScape Dissemination Workshop, 25/11/09	€201.25
Travel & Subsistence	J.O'Flaherty at Final Project Review Meeting, Brussels, BE, 8-9 February 2010	€206.00
Total		€5,795.94

¹ In the budget table titled as "Other direct costs".

(to be completed by each beneficiary)

Type of instrument	Trial projects		eParticipation
Project Title (or Acronym)	CitizenScope	Grant agreement n°	EP-08-01-016

Beneficiary's legal name	Public-i Group Ltd		
Contact Person	Catherine Howe	Telephone	+ 44 1273 821282
		E-mail	catherine.howe@public-i.info
Period from	01/01/2008	to	31/12/2009

2- Declaration of eligible costs (in €)*The costs declared should distinguish between direct and indirect costs*

COST CATEGORY	TOTAL
Personnel	€191,026.55
Subcontracting	€0.00
Other specific costs ¹	€14,999.30
Indirect costs	€14,421.81
Total costs	€220,447.66

3- Declaration of receipts (in €)

Total receipts	€8,947.50
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4- Requested EC funding (in €) taking into account the receipts

	€158,625.12
For this period, the Community financial contribution requested is equal to (amount in €)	

5- Declaration of interest generated by the pre-financing (in €) (to be completed only by the coordinator)

	Yes	No
<i>Did the pre-financing (advance) you received by the Commission for this period earn interest?</i>		No
<i>If yes, please indicate the amount.</i>		

Beneficiary's Stamp	Name of the Person responsible for the work	Name of the duly authorised Financial Officer
	Catherine Howe	Alan Price
	Date	Date
	20/01/2009	20/01/2009
	Signature	Signature

Beneficiary's certificate:

Travel & Subsistence	CitizenScape review Brussels, 30/1/09. C.Howe	€567.84
Travel & Subsistence	European eParticipation Day Exhibition + MOMENTUM Consensus Meeting Brussels, 3-4 March 2009. C.Howe	€444.03
Travel & Subsistence	Project PPB4/PEC4 Meeting & Interim Dissemination Workshop, Zilina, SK, 1-2 April 2009. C.Howe, K.Young, P.Hernanz	€2,586.98
Travel & Subsistence	Donegal Offline moderation day 17/7/09	€1,098.98
Travel & Subsistence	Project PPB5/PEC5 Meeting, Brussels, BE, 14-15 July 2009. C.Howe	€768.17
Travel & Subsistence	Project PPB6/PEC6 Meeting, Genoa, IT, 9-10 September 2009, K.Young, C.Howe, P.Hernanz, S.Ellis	€34.50
Travel & Subsistence	Project PPB7/PEC7 Meeting & Final Dissemination Event, London, UK, 24-25 Nov 2009, K.Young, C.Howe, P.Hernanz	€670.55
Headstar.com	Future-Democracy'09 Conference Fee to host CitizenScape Dissemination Workshop, 23/11/09	€2,157.08
Travel & Subsistence	Final Project Review Meeting, Brussels, BE, 8-9 February 2010, C.Howe	€450.00
Total		€14,999.30

¹ In the budget table titled as "Other direct costs".

CR1	Cost Reporting
<i>(to be completed by each beneficiary)</i>	

Type of instrument	Trial projects		eParticipation
Project Title (or Acronym)	CitizenScape	Grant agreement n°	EP-08-01-016

Beneficiary's legal name	Bristol City Council		
Contact Person	Anna McDermott	Telephone	+44 117 922 4644
		E-mail	anna.mcdermott@bristol.gov.uk
Period from	01/01/2008	to	31/12/2009

2- Declaration of eligible costs (in €)

The costs declared should distinguish between direct and indirect costs

COST CATEGORY	TOTAL
Personnel	€8,162.04
Subcontracting	€0.00
Other specific costs ¹	€14,240.88
Indirect costs	€1,168.20
Total costs	€109,571.13

3- Declaration of receipts (in €)

Total receipts	€0.00
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4- Requested EC funding (in €) taking into account the receipts

For this period, the Community financial contribution requested is equal to (amount in €)	€2,178.35
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5- Declaration of interest generated by the pre-financing (in €) (to be completed only by the coordinator)

Did the pre-financing (advance) you received by the Commission for this period earn interest?	Yes	No
		No

If yes, please indicate the amount.

Beneficiary's Stamp	Name of the Person responsible for the work	Name of the duly authorised Financial Officer
	Anna McDermott	Tony Whitlock
	Date	Date
	18/01/2010	18/01/2010
	Signature	Signature

Beneficiary's certificate:

We certify that:

- i. the above costs are related to resources necessary for the work under the grant agreement
- ii. such costs have been incurred and comply with the definition of eligible costs specified in the grant agreement (Article II.14 of Part B - Financial Provisions)
- iii. full supporting documentation to justify the costs hereby declared is available for audit by the Commission and its authorised representatives or the Court of Auditors.

Categories of eligible costs:

Personnel costs

Name	Number of person-hours	Hourly personnel rate	Amount in €
Alex Minsull	1	€57.89	€57.89
Anna McDermott	397.5	€58.82	€23,380.95
Ariaf Hussein	1	€58.82	€58.82
Carol Hayward	84	€58.82	€4,940.88
Carolyn Hassan	2	€58.82	€117.64
Daniel Kemp	8	€58.82	€470.56
Dylan Martlew	183.65	€58.82	€10,802.29
Ed Mitchell	26.00	€58.82	€1,529.32
Ian Jeremiah	26.00	€58.82	€1,529.32
Ian Scott	2	€58.82	€117.64
Kevin O'Malley	22	€58.82	€1,294.04
Micheal Brewin	11	€58.82	€647.02
Philip Higgins	54.50	€58.82	€3,205.69
Sarah Billing	5.00	€58.82	€294.10
Stephen Hilton	67.75	€58.82	€3,985.06
Steve Crawshaw	196.88	€58.82	€11,580.48
Catherine Frankpitt	22.00	€58.82	€1,294.04
Richard Green	9	€32.27	€290.43
Roger Evans	8	€32.27	€258.16
Svetlana Michelvi	2	€32.27	€64.54
Tarn Pickering	24.90	€32.27	€803.52
James Glendinning	36.00	€32.27	€1,161.72
Makala Cheung	452.25	€32.27	€14,594.11
Martin Hanstead	114.75	€32.27	€3,702.98
Bryn Isaac	34.00	€32.27	€1,097.18
Katie Taylor	25.45	€ 11.38	€289.62
Matthew Carrol	45.20	€ 11.38	€514.38
Sally Purnell	7.00	€ 11.38	€79.66
Total	1,869		€88,162.04

Subcontracting costs

Subcontractor name	Description of work	Amount in €
Total		€0.00

Other specific costs ¹

Name of the supplier	Description	Amount in €
Travel & Subsistence	A.McDermott & C.Hayward at Project Kickoff PPP1/PEC1 Meeting, Bristol, UK, 6-8 February 2008	€524.08
Public-I Group Limited	Development of e-petition website to be used in Citizenscape 19/03/08	€1,659.29
Knowle West Media Centre	Knowle West Media Centre Meeting Room Hire and Catering re Community Outreach 14/05/09	€305.54
Travel & Subsistence	A.McDermott & C.Hayward at PPB2/PEC2 project meetings, Letterkenny, IE, 16-17 June 2008	€570.11
Travel & Subsistence	A.McDermott at project PPB3/PEC3 Meeting, Brighton, UK, 1-2 December 2008	€165.54
Travel & Subsistence	CISCO FORUM - Dissemination 15.04.08 C. Hayward Liverpool	€78.33
Travel & Subsistence	Travel to and from South Bristol Digital neighbourhoods meeting 24/06/08 A. McDermott and C.Hayward Knowle Wesst Bristol	€21.00
Travel & Subsistence	Expenses for Citizenscape meeting 22/07/08 C Hayward, C Howe, S Hilton Bristol	€153.43

Travel & Subsistence	Meeting with Public i Brighton 13/08/08	€507.12
Travel & Subsistence	Taxi to and from meeting with Knowle West Media Centre Bristol Anna McDermott and Carol Hayward 21/08/08	€20.19
Travel & Subsistence	Citizenscape meeting about outreach in South Bristol - A McDermott and M Cheung 10/10/08	€12.11
EMP publishing	Noise Bulletin (monthly) 1 year's subscription for blogging 01/12/2008 - 31/11/2009	€221.26
Logogriph Ltd	Bristol Streets Quiet Map (6 months) Aug 2009 - Jan 2010 - Toby Lewis Logogriph	€915.93
Travel & Subsistence	Project PPB4/PEC4 Meeting & Interim Dissemination Workshop, Zilina, SK, 1-2 April 2009 Anna McDermott	€561.90
Vedecko-technologicky park Zilina	Dissemination conference Zillina 2nd April 2009	€507.98
Bristol City Council Corporate Design Printing charges	East Bristol Mail out publicising the website printing and distribution of letters 26/03/09	€516.59
Bristol City Council Corporate design internal recharge	Promotional photographs for Citizenscape for Press release	€97.35
Logogriph Ltd	Bristol Streets Map Quiet Layer (6 months) February 2009 - July 2009 - Toby Lewis Logogriph	€915.93
Travel & Subsistence	Expenses from Biggest bike ride promotion day Bristol 21/06/09	€38.74
The Spark	The Spark Community Newspaper Advert August 2009	€365.04
Bristol City Council Corporate Design Printing charges	Citizenscape Posters x 400 May 2009	€230.09
Travel & Subsistence	Project PPB5/PEC5 Meeting, Brussels, BE, 14-15 July 2009. A.McDermott and Steve Crawshaw	€822.31
Travel & Subsistence	Project PPB6/PEC6 Meeting, Genoa, IT, 9-10 September 2009, A.McDermott	€396.68
Travel & Subsistence	Catering for 2 facilitator training sessions 09/07/09 and 16/07/09 Bristol	€94.58
Bristol City Council Corporate Design Printing charges	Printing costs of Citizenscape promotional postcards to be distributed at exhibition August 2009	€264.38
Public-I Group Limited	Viewfinder Hosting 1st January 2009 to 30th September 2009	€2,074.11
Travel & Subsistence	Project PPB7/PEC7 Meeting & Final Dissemination Event, London, UK, 24-25 Nov 2009, A.McDermott and Steve Crawshaw	€523.41
Travel & Subsistence	3rd eParticipation Projects Concertation Meeting, Athens, 27 Oct 09, A.McDermott	€540.75
Travel & Subsistence	Final Project Review Meeting, Brussels, BE, 8-9 February 2010, A.McDermott	€420.35
Headstar.com	Future-Democracy'09 Conference Fee to host CitizenScape Dissemination Workshop, 25/11/09 London	€209.90
Public-I Group Limited	Provision of SMS service on Viewfinder for Citizenscape feed January 2008 - March 2009	€501.26
Travel & Subsistence	Community facilitators evaluation meeting a McDermott, C Howe, M Carroll 12/11/09 Bristol	€5.59
Total		€14,240.88

¹ In the budget table titled as "Other direct costs".

CR1	Cost Reporting
<i>(to be completed by each beneficiary)</i>	

Type of instrument	Trial projects		eParticipation
Project Title (or Acronym)	CitizenScape	Grant agreement n°	EP-08-01-016

Beneficiary's legal name	Comune di Genova		
Contact Person	Alessandra Riso	Telephone	+39 0105574053
		E-mail	alessandrarisso@comune.genova.it
Period from	01/01/2008	to	31/12/2009

2- Declaration of eligible costs (in €)

The costs declared should distinguish between direct and indirect costs

COST CATEGORY	TOTAL
Personnel	€6,408.96
Subcontracting	€0.00
Other specific costs ¹	€12,430.00
Indirect costs	€5,518.73
Total costs	€4,357.69

3- Declaration of receipts (in €)

Total receipts	€0.00
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4- Requested EC funding (in €) taking into account the receipts

For this period, the Community financial contribution requested is equal to (amount in €)	€3,268.27
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5- Declaration of interest generated by the pre-financing (in €) (to be completed only by the coordinator)

Did the pre-financing (advance) you received by the Commission for this period earn interest?	Yes	No
		No

If yes, please indicate the amount.

Beneficiary's Stamp	Name of the Person responsible for the work	Name of the duly authorised Financial Officer
	Alessandra Riso	Giovanna Santi
	Date	Date
	22/01/2010	22/01/2010
	Signature	Signature

Beneficiary's certificate:

We certify that:

- i. the above costs are related to resources necessary for the work under the grant agreement
- ii. such costs have been incurred and comply with the definition of eligible costs specified in the grant agreement (Article II.14 of Part B - Financial Provisions)
- iii. full supporting documentation to justify the costs hereby declared is available for audit by the Commission and its authorised representatives or the Court of Auditors.

Beneficiary's legal name	Donegal County Council			page 1
Contact Person	Daragh McDonough	Telephone	+353 74 9172450	
		E-mail	DMCDONAG@donegalcoco.ie	
Period from	01/01/2008	to	31/12/2009	

2- Declaration of eligible costs (in €)

The costs declared should distinguish between direct and indirect costs

COST CATEGORY	TOTAL
Personnel	€7,685.71
Subcontracting	€0.00
Other specific costs ¹	€2,357.43
Indirect costs	€7,003.02
Total costs	€107,046.16

3- Declaration of receipts (in €)

Total receipts	€0.00
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4- Requested EC funding (in €) taking into account the receipts

For this period, the Community financial contribution requested is equal to (amount in €)	€0,284.62
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5- Declaration of interest generated by the pre-financing (in €) (to be completed only by the coordinator)

Did the pre-financing (advance) you received by the Commission for this period earn interest?	Yes	No
If yes, please indicate the amount.		No

Beneficiary's Stamp	Name of the Person responsible for the work	Name of the duly authorised Financial Officer
		Brian Boyle
	Date	Date
	14/01/2010	14/01/2010
	Signature	Signature

Beneficiary's certificate:

We certify that:

- the above costs are related to resources necessary for the work under the grant agreement
- such costs have been incurred and comply with the definition of eligible costs specified in the grant agreement (Article II.14 of Part B - Financial Provisions)
- full supporting documentation to justify the costs hereby declared is available for audit by the Commission and its authorised representatives or the Court of Auditors.

Travel & Subsistence	Attendance at video editing course, Jim Doherty 26th Mar 08.	€28.35
Travel & Subsistence	Daragh McDonough at project progress meeting re social networks, website data/widgets with Public-i Letterkenny 27th May 09	€35.91
Travel & Subsistence	Project PPB5/PEC5 Meeting, Brussels, BE, 14-15 July 2009. D.McDonough	€543.19
Travel & Subsistence	Citizenscape Moderator Workshop/training with youth environmental groups Letterkenny 17th Jul 09. Training in video use, discussion forum moderation, Viewfinder use and Citizenscape concept	€22.20
Travel & Subsistence	Project PPB6/PEC6 Meeting, Genoa, IT, 9-10 September 2009, D.McDonough & C. Wilson	€2,499.04
Travel & Subsistence	Project PPB7/PEC7 Meeting & Final Dissemination Event, London, UK, 24-25 Nov 2009, D.McDonough & J.Doherty	€1,519.85
Travel & Subsistence	Final Project Review Meeting, Brussels, BE, 8-9 February 2010, D.McDonough	€744.16
Sharp Design	Sharp Design, 6x displays, 1000 flyers & 1000 Bookmarks, Displays, flyers and books all explain the Citizenscape project and the environmental themes of recycling/composting being addressed in Donegal region. For use as promotional material.	€2,415.42
Prospect Design	Prospect 3x Flags, EU, IRE, Donegal. Flags to used to show that Citizenscape is a EU funded project but working on local themes.	€516.38
Mac's Mace Catering	Catering for Moderator workshop 17th Jul, Workshop as described on row 91 above.	€125.50
Public-i	Citizenscape Viewfinder from Public-i. Web 2.0 Discussion Forum software for the public-I developed Citizenscape platform	€2,000.00
Vedecko-Technologicky park Zilinia	Participation fee for Innovative Development of the Regions, Zilinia 1-2 April 2009	€500.00
David Chernick Training	Web Video editing course/training in Adobe Premiere Software previously purchased.	€300.00
Travel & Subsistence	Web casting of composting event for Citizenscape website, and marketing of Website to audience and HSE organisers.	€74.76
Travel & Subsistence	Eisco Conference Naples October 08, Brian Boyle	€1,449.43
Yellow Pepper Restaurant	Catering for Public-i meeting 5th March 09	€89.00
Total		€22,357.43

¹ In the budget table titled as "Other direct costs".

CR1	Cost Reporting
<i>(to be completed by each beneficiary)</i>	

Type of instrument	Trial projects		eParticipation
Project Title (or Acronym)	CitizenScape	Grant agreement n°	EP-08-01-016

Beneficiary's legal name	Rozvojova Agentura Zilinskeho Samospravného Kraja N.O. (RDA)		
Contact Person	Branislav Zacharides	Telephone	+421 41 5032400
		E-mail	bzacharides@zask.sk
Period from	01/01/2008	to	31/12/2009

2- Declaration of eligible costs (in €)

The costs declared should distinguish between direct and indirect costs

COST CATEGORY	TOTAL
Personnel	€43,577.56
Subcontracting	€0.00
Other specific costs ¹	€9,805.67
Indirect costs	€3,736.83
Total costs	€57,120.06

3- Declaration of receipts (in €)

Total receipts	€0.00
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4- Requested EC funding (in €) taking into account the receipts

For this period, the Community financial contribution requested is equal to (amount in €)	€42,840.04
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5- Declaration of interest generated by the pre-financing (in €) (to be completed only by the coordinator)

Did the pre-financing (advance) you received by the Commission for this period earn interest?	Yes	No
		No

If yes, please indicate the amount.

Beneficiary's Stamp	Name of the Person responsible for the work	Name of the duly authorised Financial Officer
	Branislav Zacharides	Marianna Truchla
	Date	Date
	20/01/2010	20/01/2010
	Signature	Signature

Beneficiary's certificate:

We certify that:

- i. the above costs are related to resources necessary for the work under the grant agreement
- ii. such costs have been incurred and comply with the definition of eligible costs specified in the grant agreement (Article II.14 of Part B - Financial Provisions)
- iii. full supporting documentation to justify the costs hereby declared is available for audit by the Commission and its authorised representatives or the Court of Auditors.

CR2	DETAILS BY CATEGORY FOR COST REPORTING
Categories of eligible costs:	

Personnel costs

Name	Number of person-hours	Hourly personnel rate	Amount in €
B.Zacharides	1,441	13.71	€19,754.67
P.Jakubcik	705	11.29	€7,959.45
K. Varsavova	773	11.03	€8,526.19
M. Laktis	675	10.55	€7,121.25
E.Vajzerova	8	6.00	€48.00
J.Bencur	10	6.00	€60.00
V.Kornerova	10	6.00	€60.00
B.Micudova	8	6.00	€48.00
Total	3,630		€43,577.56

Subcontracting costs

Subcontractor name	Description of work	Amount in €
Total		€0.00

Other specific costs ¹

Name of the supplier	Description	Amount in €
Travel & Subsistence	B.Zacharides at Project Kickoff PPP1/PEC1 Meeting, Bristol, UK, 6-7 Feb 08	€657.00
Travel & Subsistence	B.Zacharides at PPB2/PEC2 project meetings, Letterkenny, IE, 16-17 Jun 08	€756.00
Travel & Subsistence	B.Zacharides at Zilina Region conference - Innovative development of regions, Brussels, Bg	€152.00
Travel & Subsistence	B.Zacharides at project PPB3/PEC3 Meeting, Brighton, UK, 1-2 Dec 08	€663.00
Travel & Subsistence	B. Zacharides and the Pre-Interim Project Review Meeting & Interim Project Review, 29-30 Jan 09	€643.82
Vedecko technologický park Zilina	Participation fee to host the Interim Dissemination Workshop, Zilina, SK, 1-2 April 2009. B.Zacharides	€595.00
Travel & Subsistence	Project PPB5/PEC5 Meeting, Brussels, BE, 14-15 July 2009. B.Zacharides	€570.68
Travel & Subsistence	Project PPB6/PEC6 Meeting, Genoa, IT, 9-10 September 2009, B.Zacharides	€708.29
Travel & Subsistence	Project PPB7/PEC7 Meeting & Final Dissemination Event, London, UK, 24-25 Nov 2009, B.Zacharides	€960.96
Headstar.com	Future-Democracy'09 Conference Fee to host CitizenScape Dissemination Workshop, 25/11/09	€213.08
Travel & Subsistence	Final Project Review Meeting, Brussels, BE, 8-9 February 2010, B.Zacharides	€643.00
Mesto Vrútky	Rent of webcasting equipment	€300.00
Public - I	Design and build Viewfinder (used for 4 discussion forums)	€2,300.00
PhDr. Miroslava Gajdosova	Meeting Interpretation (during the 1st dissemination event in Zilina)	€30.00
Public - I	Webcasting and hosting (regional assembly meetings)	€315.10
Public - I	Extention of webcast archive (prolonging the usual 6 month term so that the webcasts are accessible longer)	€97.74
VV Studio	Video recording (for the dissemination event in Brussels, dec.09)	€200.00

	Total	€9,805.67

¹ In the budget table titled as "Other direct costs".