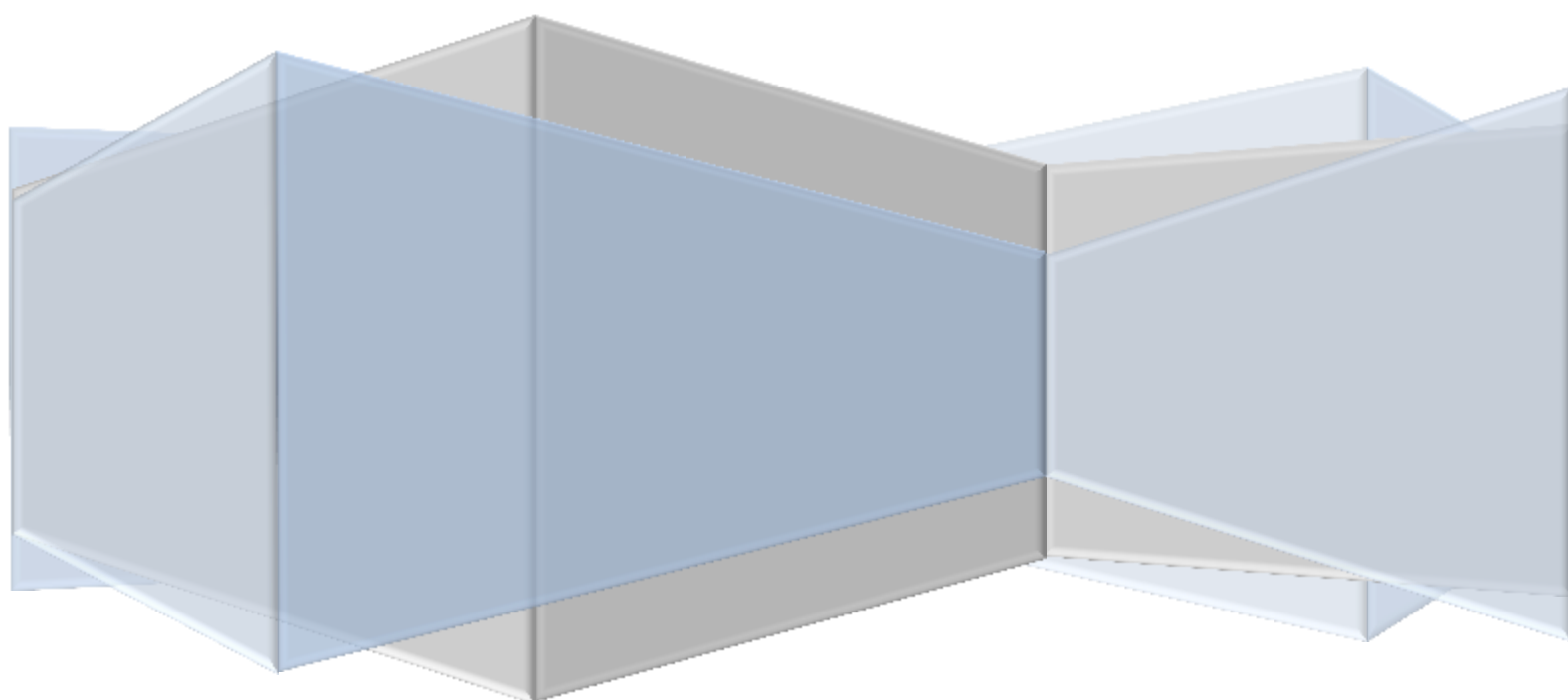


# **Best Practice examples Handbook**

**in Open Government initiatives**

**Grundtvig Learning Partnership**

**Project Open Government in Europe, 2013-2015**



## Summary

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## Document background

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The document contains the result of the Good practice (GP) research under the project lifetime.

The research about good practice examples is based on the Preliminary research about available tools, websites and activities that support Open Government present and available in each partner own country.

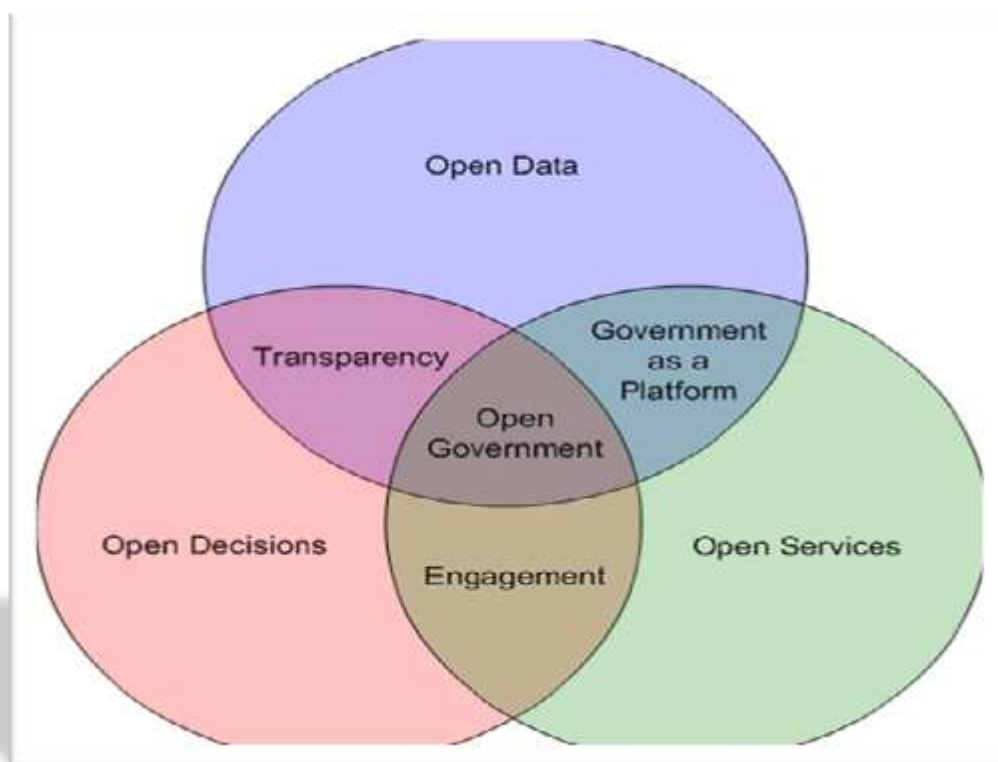
It is composed by the Best example (selected by project partners) from each country out of 3 topics below.

### TOPICS:

1. Open Data - Transparency
2. E-government tools
3. Citizen Awareness and engagement. (Participation)

### CRITERIA used to select GPs:

- Innovative
- Realistic Implementation
- Impact assessment
- Transferability
- Viability



# Introduction: On the GOV Indicator and OPENGOVEU Good practices

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*by Menno Both, Piet Kommers & Mark Verhijde (UT Netherlands) - Enschede: December 26, 2014.*

In this document we introduce the GOV typology in order to specify the Good Practices of the EU-project “Open Government in Europe”.

In several senses these Good Practices are state of the art examples of open data, e-government tools and reflect the new relationships between governments and active citizens. Regardless of the examples' richness, it is not easy to compare and evaluate them. Also the process of learning from it and generalize it for one's own situation, is not easy. The indicator GOV allows for three distinct GOV strata that hugely improve the options for meaningful comparison between Good Practices and learning from them. Secondly, with the GOV typology we observe a difference between the patterning of Good Practices, mainly found in GOV 1.0 and GOV 2.0 strata, and the subset of selected Best Practices, that tend to cluster the GOV 2.0 and GOV 3.0 strata. Thirdly, due to the GOV indicator we have a better understanding of the workings of the Good Practices, especially the options of interaction between given GOV strata. The Dutch GOV 2.0 case “Research on Civic Initiatives, DIY's & Liability” illustrates such behavior, resulting in additional GOV examples, with clear indications of push and pull strategies due to attitudes of governments and citizens and thus provide a solid argument for deliberation.

## Context

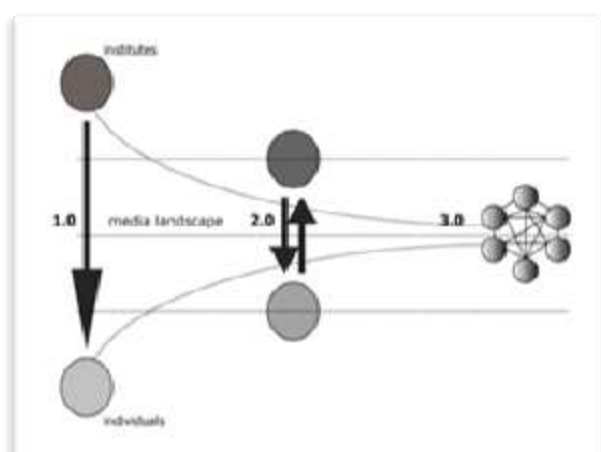
The Grundtvig LLP project “Open Government in Europe” (OPENGOVEU) 2013-2015 demonstrates the various ways in which national and local governments establish new and innovative methods and tools on transparency and open data to enforce active citizenship. In OPENGOVEU 12 countries and 13 project partners work from a variety of backgrounds together. The project phases include the inventory of Good Practices (GP) from each country and project partner, chosen on characteristics such as Innovative, Realistic Implementation, Impact Assessment, Transferability and Viability. They spread along three categories: Open Data – Transparency; e-Government Tools; and Citizen Awareness and Engagement. In total 62 Good Practices have been submitted by the partners. Furthermore, during the 2014 project meetings of Magdeburg and Paris the partners selected thirteen so-called Best Practices (BP), illustrating aspects of the innovative character of OPENGOVEU methods and tools. An initial scan of these 62 Good Practices, including the Best Practices, shows the enormous diversity of methods and tools within each country and between the European countries. It clearly demonstrates the rich and innovative approaches that governments have proposed to ensure optimal access to public data or enhance civic initiatives to benefit from e-government tools, thus stimulating active citizenship in countries and municipalities. However, the same diversity makes it nearly impossible to understand and learn from each Good Practice. Also it complicates the comparison of Good Practices and its implementation into a specific Good Practice in one's own situation. This introduction aims to complement that omission by introducing a more structured approach. With the use of a single indicator and a number of tags we describe and order the various Good Practices, enabling a more basic analysis, comparison and evaluation of these inspiring OPENGOVEU methods and tools. Further data can be found in the document “20141017 Document for analysis OpenGovEU”, an Excel overview of all 62 Good Practice projects submitted.

## Proposed Method

Apart from the information provided by each project partner, which include the categories Open Data – Transparency, e-Government Tools and Citizen's Awareness and Engagement, we have structured the Good Practices using tags and the indicator GOV. Typical tags are: transparency, accountability, e-Government tools, user participation (or public consultation), Governance, co-creation, participatory tools, social innovation, online/offline bridging. While GOV is the most important indicator for structuring the various Good Practices, additional insight is gained if we examine the options of movements between the GOV strata. Analyses of several Good Practices appear to support such movements, typically if we look at the notion of changing attitudes of both governments and citizens. Such considerations will be addressed at the end of this article.

## Indicator GOV

Because the Good Practices are basically specific methods and tools in the relationship between governments and citizens, we propose an additional segmentation that distinguishes three types of relationships. The idea of the proposed GOV indicator is derived



*Figure 1: one-way relationship is given, with aspects of a typical “top down” organization and communication*

from a well-known model on institutes, individuals and media landscapes as depicted in the figure below. In the figure three kinds of relationship between institutes and individuals are represented. On the left hand side (1.0) a one-way relationship is given, with aspects of a typical “top down” organization and communication. In the middle a two-way relation between institute and individuals is shown (2.0), representing some form of similar position, interaction or communication. The situation on the right side represents another type of relationship, in which hierarchical or similar positions of institutes and individuals is replaced by a network relationship (3.0). Multiple interactions are depicted as a kind of molecule with atoms. Institutes are seen here as single units, not different in their network

position from other (groups of) individuals.

These three types of relationship are used to categorize the Good Practices, based on the argument that the OPENGOVEU methods and tools appear to follow the same distinctions.

We defined the GOV indicator as follows:

#### **GOV 1.0**

- Description: Top down government instruments, including occasional feedback from citizens and public consultation.
- GOV 1.0 characteristics: optimizing organization, efficiency, customers' contacts (services), managing on input-output items.
- Good Practices as GOV 1.0 examples typically involve top down digital tools and methods, websites, portals, benchmarks, sometime as services.

#### **GOV 2.0**

- Description: Interactive government policy with more regular and intense top down and bottom up interaction and communication, resulting in co-creation and coproduction often referred to as (more) governance.
- GOV 2.0 characteristics: new services, new methods, new products, sometimes even new type of organization, managing input-output items.
- Good Practices that show GOV 2.0 aspects may involve digital tools and methods but mostly stimulate citizens to interact and co-work on problems and solutions, or perhaps provide budgets for society to actually realize such co-productions.

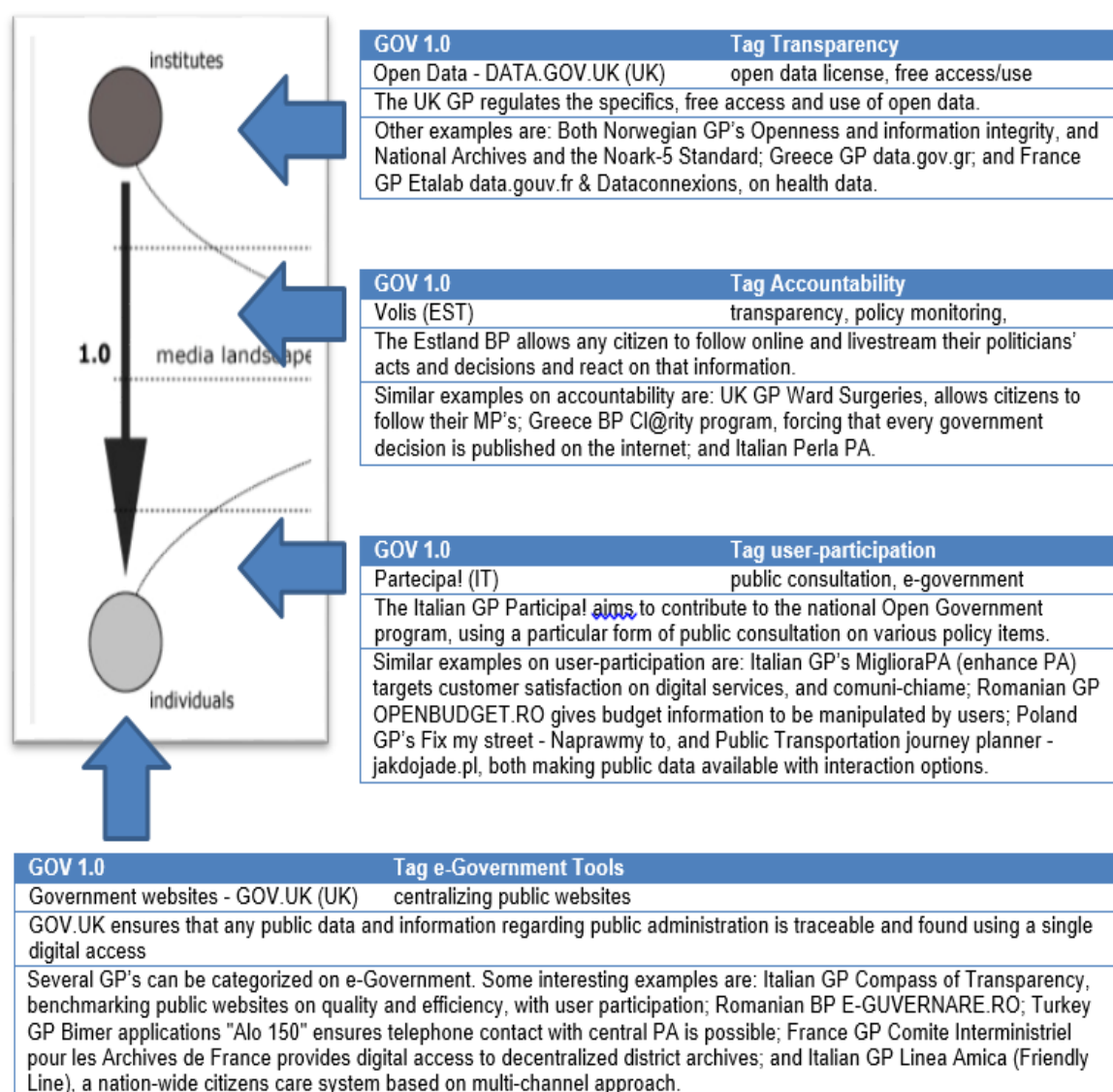
#### **GOV 3.0**

- Description: Policy making and government positioning in the 'smart city' or in the 'network society', as one stakeholder among many others.
- Characteristics of GOV 3.0: agenda setting, creating arenas for knowledge exchange, discussion and decision-making, managing some output but mostly outcome items, with specific goals, timeframes.
- Good Practices with GOV 3.0 structure concern civic initiatives, with or without governmental involvement.

As we propose the GOV indicator as a kind of typology on government – citizens' relationship, it is important to understand that within each type of GOV, such as GOV 1.0 or 2.0, aspects of both government and citizens are included. That is, GOV is not to be interpreted as an indicator of "Good Policy" or "Good Public Administration", but also includes the community and the relationship between them.

## Implementing indicator GOV

Good Practices (GP) and the subset Best Practices (BP) labelled with the same value of the GOV indicator (such as GOV 1.0 or GOV 2.0) appear to share certain similarities and therefore can be compared with each other. Such ordering of Good Practices within the framework of the GOV indicator is given below. In addition we have clustered for each specific GOV indicator examples using the tags. For example, the tags Transparency, Accountability, e-Government Tool and User participation or Public Consultation are applicable on **GOV 1.0** indicator as can be seen below. A complete overview of all Good/Best Practices, tags and GOV is found at the end of the document (to be added) and on [www.opengoveu.eu](http://www.opengoveu.eu).



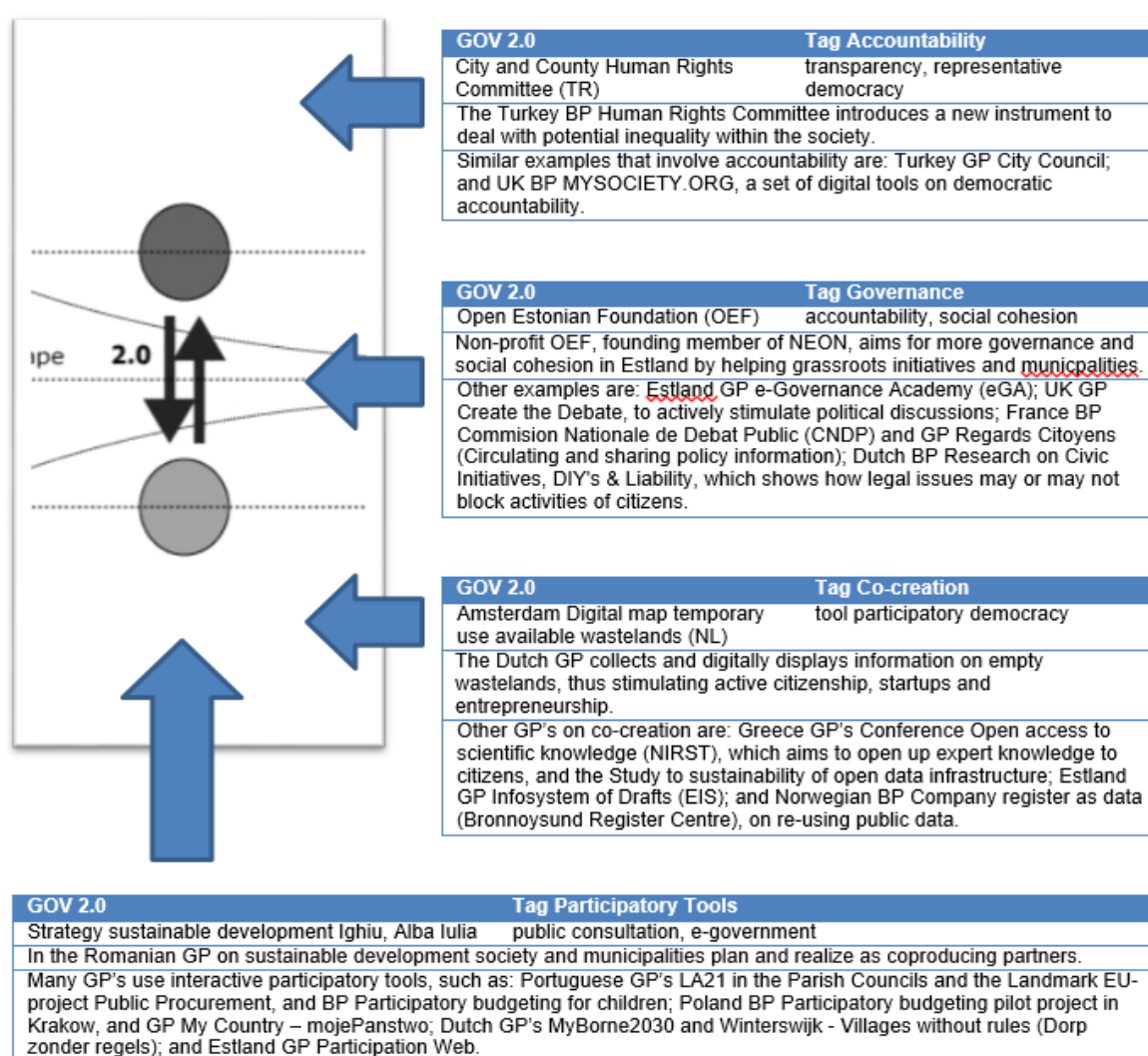
**Figure 2: Transparency, Accountability, e-Government Tool and User participation or Public Consultation are applicable on GOV 1.0 indicator**

More than 50% of the examples and 4 Best Practices (includes Italian BP Mettiamoci La Faccia) are found in the GOV 1.0 stratum. Several of these refer to Transparency or Accountability, which suggests some form of user participation, monitoring, public



consultation or feedback, which are inherent aspects of GOV 1.0. Better services, more efficiency of public administrations and more value for customers (i.e. companies and citizens) are important characteristics of GOV 1.0 Good Practices. Although the GOV 1.0 examples ultimately promote Citizen's Awareness and Engagement, none of the above appears to result in co-creation, coproduction, or actual cases of active citizenship.

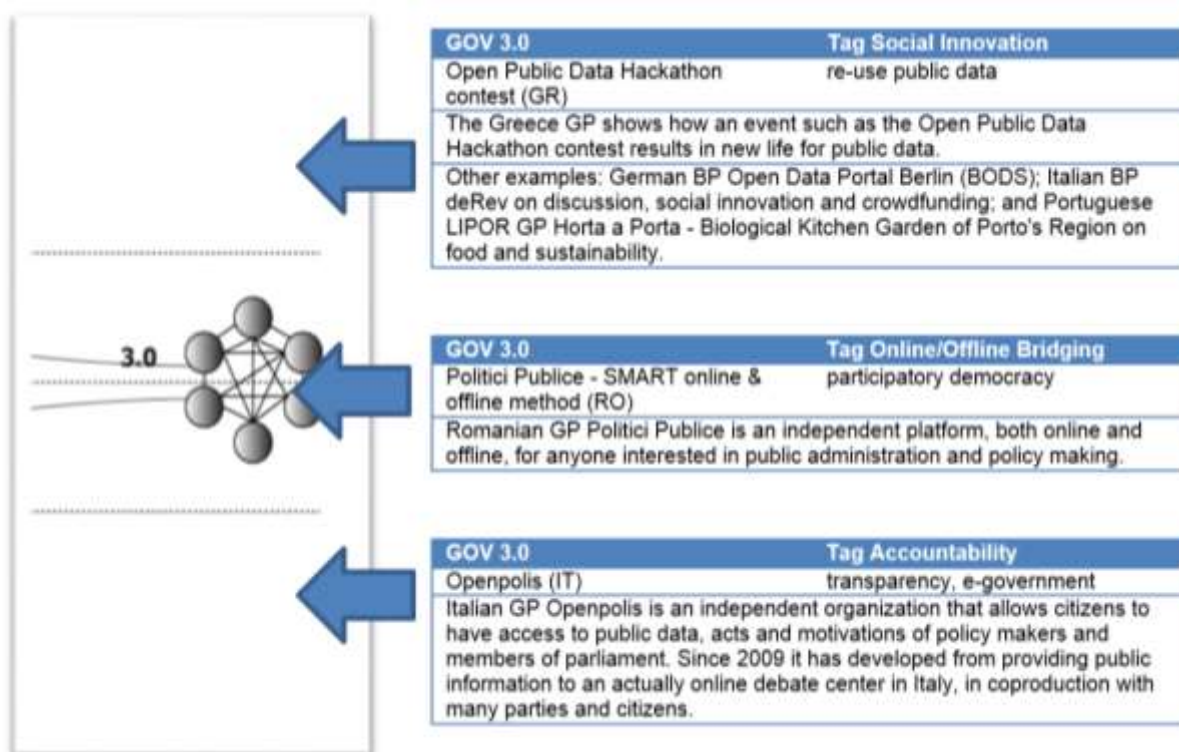
In contrast, Good Practices categorized as **GOV 2.0** clearly aim on co-creation and coproduction, as can be seen below. Again we cluster the various examples on characteristic tags found in GOV 2.0: Accountability, Governance, Co-creation and Participatory Tools. Accountability in GOV 2.0 Good Practices differs from GOV 1.0 examples because it not only monitors but also pro-actively stimulates active citizenship. Governance and Co-creation typically signal the change in relationship between government and society, while the tag Participatory Tools focusses on processes between both actors. Almost 40% of the examples fall within the GOV 2.0 stratum, including 7 Best Practices.



**Figure 3: Governance and Co-creation typically signal the change in relationship between government and society**



The **GOV 3.0** Good Practices differ from previous examples. They have in common that citizens themselves use (digital) methods and tools to promote more governance and active citizenship. These GOV 3.0 examples demonstrate how governments may act within a network environment, alongside and interacting with a diversity of private and commercial partners. But they also show a wide variety of civic initiatives, from grassroots activities in public space to crowdfunding platforms, or monitoring regular policy makers and creating new apps. Tags are Social Innovation, Online/Offline Bridging and Accountability. GOV 3.0 contains 10% of all examples and 3 Best Practices.



**Figure 4: Gov 3.0 citizens themselves use (digital) methods and tools to promote more governance and active citizenship**

## Tags and GOV

The typology resulting from GOV helps to rank the Good Practices in a meaningful way. Another level of distinction is added by the use of tags, describing specific aspects of these Good Practices. Not surprisingly, tags differ in each GOV stratum, e.g. Transparency is important for GOV 1.0 examples, while Co-creation and Participatory Tools fit GOV 2.0 examples. Unfortunately, precise definitions of several tags are not easy to formulate.

For example, the tag Accountability is suitable for GOV 1.0 to GOV 3.0, but differs in descriptive information. For the Greece Good Practice Cl@rity it means that citizens can rely on the fact that any government decision is valid if published online, while in the Good Practice of the Turkey Human Rights Committee Accountability refers to the possibility for citizens to address the (local) government on equality issues. Italian Openpolis started as independent platform on public data but has evolved into an online arena for public discussion, where policy makers can be held accountable for their actions and decisions. Accountability in the civic initiative Openpolis is forced upon these policy makers. Thus the proposed tags function as mere descriptions of significant aspects of the GOV typology with

respect to the Good Practices, allowing some refinement and clustering of the OPENGOVEU methods and tools.

## Best Practices and GOV

Indicator GOV allows us to differentiate the 62 Good Practices in three types. The 32 GOV 1.0 examples demonstrate a hierarchical relationship between government and citizens, the 24 GOV 2.0 indicates an interacting relationship, with both top down and bottom up processes. Finally, the 6 GOV 3.0 cases display the interacting network relationship between society and government. In summary, the bulk of Good Practices is found in the GOV 1.0 and GOV 2.0 strata.

If we focus on the Best Practices (13 of 62 Good Practices), a different patterning is observed, namely a clustering towards GOV 2.0 and GOV 3.0 in the project partners' selections. We find 4 of 32 Good Practices in GOV 1.0 to be promoted as Best Practices (12,5%). Of the 24 Good Practices in GOV 2.0 we find 7 Best Practices (29%) and of the GOV 3.0 Good Practices 2 of the 6 examples (33%) is selected as Best Practice. We conclude therefore that the project partners themselves appreciate examples of GOV 2.0 and GOV 3.0 over those of GOV 1.0 for promotion as Best Practices.

## Interaction between GOV strata – Push-Pull-Strategies

Apart from the observed GOV patterning of Good Practices, including the subset of Best Practices, we discover that the Good Practices interact between GOV strata. The Dutch Best Practice “Research on Civic initiatives, DIY’s & Liability” serves to illustrate such interaction. Originally initiated by the Dutch National Government (Ministry of Interior Affairs – BZK) the research focusses on the question whether or not legal issues like liability hamper or block civic initiatives, grass roots and other bottom up activities in the public domain. Based on more than 60 civic initiatives we found that, in principle, liability does not function as an obstacle for starting or expanding citizens’ activities. However, in practice municipalities and citizens have great difficulties in dealing with legal issues such as liability, due to a lack of specific legal knowledge and a unnecessary fear of risks and of damage claims. In order to amend this situation and to provide hands-on knowledge and innovative instruments a large number of recommendations and follow-up actions are given. In other words, based on the research that reveals the current situation on legal issues concerning civic initiatives, many municipalities and other public administration are working together with groups of active citizens to better facilitate bottom up activities in the Netherlands. As such, this Dutch Best Practice exhibits all characteristics of GOV 2.0, with co-creation and co-production, resulting in new products, services and processes. If we use the GOV typology differently, splitting role and position of governments from those of citizens, we could say that civic initiatives in the public domain display GOV 3.0 characteristics, while aspects of the legal system and their actors exhibit the GOV 1.0 modus. Due to the Dutch Best Practice “Research on civic initiatives, DIY’s & Liability” those two stakeholders join to accomplish new results. For instance, an important recommendation is to make several legal instruments, such as permits and contracts, less complex and more transparent for citizens to understand and use. Municipalities use a “push-strategy” by deregulating various legal instruments and using online tools that simplify contracts (GOV 1.0 actions). On the national level several experiment programs on flexible rules and regulations are introduced to enhance civic activities (GOV 2.0 actions). Citizens themselves use a “pull-strategy”, proposing DIY alternatives to standard contracts and setting up Communities of Practice (CoP’s) to

exchange and learn of their initiatives, actor municipality and legal issues (GOV 3.0 actions). In other words, the Dutch GOV 2.0 example generates many spin-offs as methods and tools that we view as either GOV 1.0, GOV 2.0 or GOV 3.0, demonstrating that interaction between the three GOV strata is plausible and to be expected. GOV 2.0 is especially interesting due to its nature of co-creation and coproduction, which leads to push and pull strategies both at the governmental level and in the society. We suspect other Good Practices to confirm this argument of interacting between GOV strata. For instance, many examples from GOV 1.0 seem to aim on additional effects like Citizen Awareness and Engagement, which in turn unlocks further actions of citizens that are GOV 3.0. Although further research is needed, this may explain why we find a tendency towards GOV 2.0 and GOV 3.0 cases in OPENGOVEU, thus triggering active citizenship and social innovation. But it also makes clear why cases of co-creation and coproduction may result in new GOV 1.0 methods and tools, or GOV 3.0 civic initiatives forcing governments to adopt more governance, i.e. more GOV 2.0 methods and tools.

## Conclusions and Further Research

We introduce in this introduction a more structured approach for comparing between the OPENGOVEU Good Practices and learning from them. The proposed GOV typology allows for such approach but also illustrates the difference between clustering of Good Practices and Best Practices. Finally, the Dutch Best Practice shows the options of interaction between GOV strata, a phenomenon that we also expect to find in other Good Practices. Further research on the Good Practices and their development in time is needed to draw more firm conclusions, however.

## Epilogue: Citizen Initiatives as Carrier for Open Government in the Netherlands

As national and regional governments get ever shortened resources and citizens' needs get more and more articulated, its relationship gets more and more the nature of a customer support one. In this process the neighborhood and its alliances rest more and more on private initiatives and funding. In the framework of opening governments, the question emerges what kind of citizens' participation is most adequate and most appropriate?

First of all, citizen participation is normally regarded as one of the symptoms of democracy. A warning might be that too much relying on the participation component might bias and overestimate the potential of open government at the short term; too much elitist ambitions might obscure middle and lower class aspirations for taking over governmental care and control. Secondly however, we should acknowledge the increase in citizen awareness that goes beyond elections and petitions. One could say that since citizens have been alerted via the mass media, it is now the right episode to act out via the social media. In this aspect governance might make a slight shift towards mediated participation and since recently via real face-to-face participation and even neighborhood social architecture.

In "Arrange those Citizen Initiatives" by Verhijde and Bosman, 2014, we find a vivid panorama on how municipalities encourage societal initiatives and at the same time cope with the request for responsibility and liability. The core of the many initiatives in the Netherlands is the collective (re-)use of public space. The next underlying processes proved to be involved: Promoting a sense of: 1. Community. 2. Self-actualization. 3. Local Support and 4. Constructive behavior. The accent shifts from individualistic- into collective citizenship with local gathering, informal lobbying and with a professional attitude and consciousness.

Concluding we can say that citizen initiatives always imply interactions with members of the same stakeholder group and between members of various different stakeholder groups. Without extrapolating too much we can say that citizen initiatives are both cause and consequence of self-transformation and more or less explicit tactics and strategies across a longer period of time, so that we may suppose the need for a longer term mission and involvement. The question is in how far it thus needs a certain degree of formalization? The book by Verhijde and Bosman shows that the liability aspect enforces a certain level of formalization anyhow. In terms of open government the question is whether the bottom-up initiatives can go well together with this need for precautionary risk awareness, or if a leaning back on local officials and regulations will result very soon.

# Open Government vocabulary

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## Open Government

Open government (OG) is the governing doctrine which holds that citizens have the right to access the documents and proceedings of the government to allow for effective public oversight have the right to access the documents and for effective public oversight.

Open government is a two-way dialog between citizens and government.

Transparency + participation = accountability, effectiveness & efficiency.

The central role of the citizen and unlimited access to the public sector data and information and sharing them through a new digital technologies (Internet) are the Open Government hallmarks.

## Open Data

One of the best resources available to understand open data is the Open Data Handbook created by the Open Knowledge Foundation. Here's how they define open data:

Open data is data that can be freely used, reused, and redistributed by anyone – subject only, at most, to the requirement to attribute and share alike.

## e Government

In general, e-Government can be considered as a concept that consists in improving public governance and the provision of public services through the use of ICT (e-Government), improving the consultation and decision-making processes using ICT (e-democracy) and improving public policy making, with the use of ICT, incorporating more critical agents throughout the process (e-Government).

## Open Source

„Most people are familiar with open source in the software context.

The Open Source Initiative (OSI), a non-profit that maintains one definition of open source and a list of approved licenses, says that

“open source doesn't just mean access to the source code.” Open source is more than just software development. It's a philosophy, a culture, and a framework for how to work collaboratively.

The elements that have helped to define a successful development model transparency, collaboration, rapid prototyping, meritocracy, and participation—are being applied to our everyday lives.”

## Smart governance

Smart Governance includes political and active participation, citizen services and the smart use of e-Government. In addition, it often relates to the use of new communication channels, such as e-government or "e-democracy". What is a Smart Governance. In few words:

1. Participation in decision-making
2. Public and social services
3. Transparent governance
4. Political strategies & perspectives
5. Active usage of ICT enabled solutions/applications
6. Involvement of citizens into the processes

## Active citizenship

From Wikipedia, the free encyclopedia an active citizenship refers to a philosophy espoused by organizations and educational institutions which advocates that members of companies or nation-states have certain roles and responsibilities to society and the environment, although those members may not have specific governing roles.

# BEST PRACTICE SELECTION

## How it works

**deRev** is a platform to create change and social innovation through crowdfunding, petitions and participative democracy.

It uses the platform tools for funding , participation, visibility , feedback and suggestions through the interaction and cooperation of people who are passionate, skilled, concerned and that support a project or share a cause to transform it into a revolution.

In effect, internet is the perfect tool with which a good idea, a proposal or an intuition can find all the necessary support to be realized.

Derev is an active media where, every day, thousands of people create content and initiatives, support and finance valid projects, discuss and disseminate the best ideas to generate change. Derev is a place for the community of creatives and innovators, those who want to change our planet.

On this platform are transmitted and discussed the major political, cultural, sport and social events, creating places for dialogue and exchange information online where to build, create new projects and collaborations, producing shared knowledge and allow transparent decisions and choices.

### Creativity and innovation to change the world

Only the best ideas produce change. Not all ideas are therefore suitable for Derev: the platform is aimed at those highly creative, innovative, able to solve a need or problem in the community.

All projects are built and managed independently by their authors, who may be individuals, associations, political parties, public bodies or companies, without direct involvement of Derev in the subsequent implementation.

Some of the topics are about:

- Art and culture
- Business and technologies
- **Politics and Democracy**
- **Associations and groups**
- **Causes and activism**
- **Massive Actions**



The more interesting for the Open Government are the last four ones.

### The tools for the revolution

- **Crowdfunding:** to collect money from the public audience in order to build up the project based on 3 different models:
  - o All or nothing: the money is repaid if the fund collection is not reaching up the limit set in 90 days
  - o Keep it all: all the money collects is transferred to the beneficiaries – for projects that could start anyway



### Sector/TAG:

**Citizen Awareness and engagement (Participation)**

**Indicator: GOV 3.0**

### Who:

**DeRev S.r.l. (Private firm)  
via Alessandro Scarlatti, 67  
- 80129 Napoli (Italia)**

### What:

**Platform to create change and social innovation through crowdfunding, petitions and participative democracy**

### Where:

**Italian National Level**

### Links:

**[www.derev.com](http://www.derev.com)**



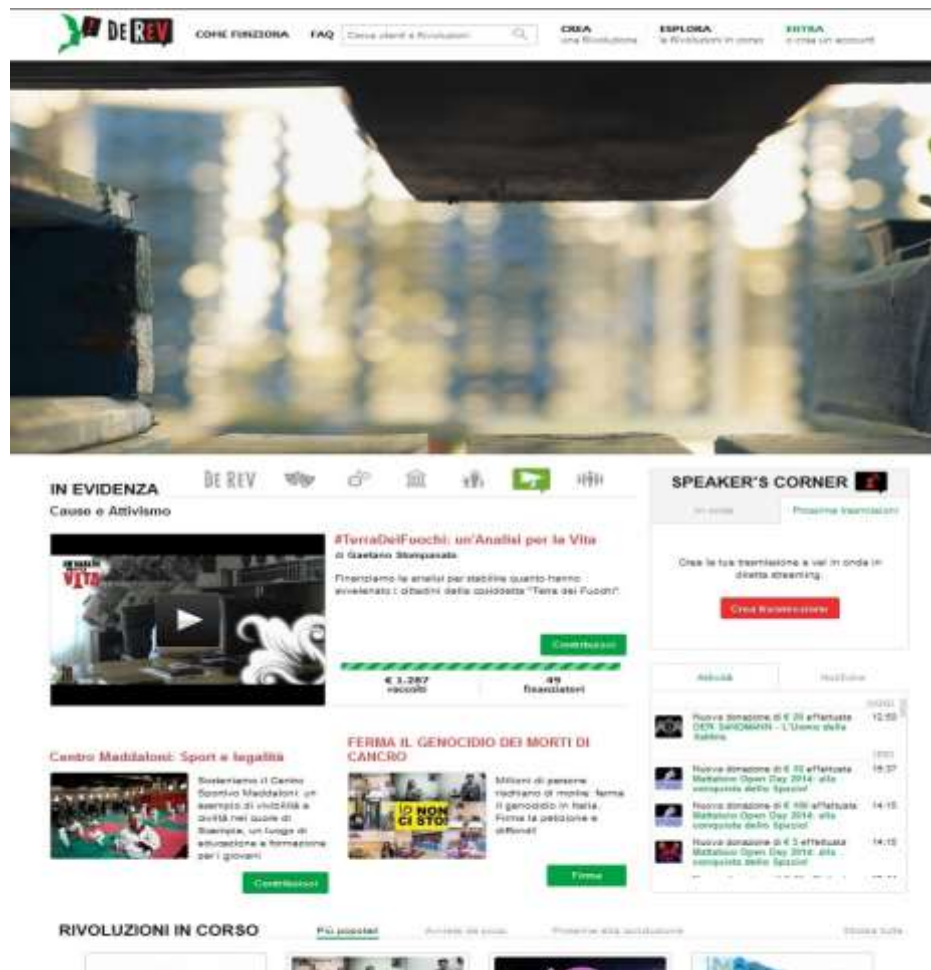
- Fundraising: instant transfer of the money without any limit of time and minimum objective – useful for organization, associations, political parties etc.
- **Petitions:** to collect signatures thanks to viral dissemination through web. Useful for campaigns, mass events etc.
- **Speaker's corner:** inspired on the open-air public speaking of Hyde Park in London – it is a virtual stage where each user could reserve a transmission and create an online streaming thanks to his webcam. The audience could comment in the chat group and send questions.

Following some examples from the portal:

- **Rebuilt the City of Sciences in Naples:** crowd funding for € 1.194.282 in order to rebuilt a science museum destroyed by the criminal organization
- **Salviamo Il Cilento:** petition for the land preservation and intervention in order to save the part of the Region Campania called Cilento from landslide and hydrogeological instability – 1.108 signatures from citizens

# Photos, pictures, logos

deRev website



Web campaign video



# City and County Human Rights Committee

## How it works

Its aim is:

- to improve human rights awareness in society, and public officials
- to protect human rights
- to examine and investigate allegations of infringement to examine obstacles on the use of human rights and freedoms
- to examine the social, political, legal and administrative reasons that cause to Human Rights infringement.
- to resolve them on making recommendations

The Establishment of City and County Human Rights Committee City Council.

In order to fulfill the tasks specified in this regulation, within the chairmanship of the Governor or a deputy chaired by the governor, **the Provincial Board is composed of:**

- a) in the metropolitan status cities, the metropolitan mayor or deputy mayor, or in other cities mayor or deputy mayor
- b) a representative of Provincial Assembly chosen among its members
- c) provincial heads or an appointed representative of the political parties that have groups in the Turkish Grand National Assembly
- d) university rectors or a faculty member appointed on this matter
- e) a lawyer or a law school graduate public officer determined by governorship and serves in public organizations and institutions
- f) Bar Association representative
- g) a representative of medical chamber
- h) a representative of trade or industry determined by governorship
- i) a representative determined by governorship among the participants from the organizations such as local television, newspapers, radio
- j) the chairman of the headmen association or a representative determined by the governorship among the district headmen who applied
- k) a representative determined by the governorship among the applicants from PTAs
- l) at least three representatives determined by the governorship among the applicants from non-governmental organizations
- m) a representative of the other professional associations or trade unions determined by governorship

**Chairman of the Board** convenes the representatives of relevant public or private organizations in necessary cases.



**Sector/TAG:**

**Citizen Awareness and engagement**

**Indicator: GOV 2.0**

**Who:**

**Turkish National Government**

**What:**

**City and County Human Rights Committee**

**Where:**

**Turkish National Level**

**Links:**

[www.tbmm.gov.tr/komisy on/insanhaklari](http://www.tbmm.gov.tr/komisy on/insanhaklari)

# Photos, pictures, logos

website



# Open Data

## How it works

Starting in 2010, the UK Government created the **Open Government License**, which let public bodies opt to publish their Crown Copyright material under this license. Material marked in this way is available under a free, perpetual license without restrictions beyond attribution.

Since then, the Government has been releasing public data to help people understand how government works and how policies are made. Some of this data had already been available, but data.gov.uk brings it together in one searchable website.

Making this data easily available means it will be easier for people to make decisions and suggestions about government policies based on detailed information.

Here are some facts:

- Data holders are: Met Office (weather service), Ordnance Survey (with UK data including historical works covered by the Crown Copyright), Transport Direct (Traffic and Public Transport Data), as well as the UK Hydrographic Office (information related to navigation and tidal patterns)
- Publicly launched in January 2010. As of January 2013 it contained over 9,000 data sets.
- Following the release of this data numerous "apps" for phones and online facilities appeared that made use of it.

Again, the site's design is highly accessible: its clear and simple structure encourages the user to investigate it further; its understandable language with a simple menu makes the content of the site interesting, the infographics are big and colorful, and the links within the site make finding the data set you are looking for an easy task. Equally, the site includes a set of QUICK tutorials ("10 second tour", several videos explaining specific terms or practices, as well as PDF tutorials) which allow newcomers to understand the advantage of the site and which invites citizens to get involved.



**Sector/TAG:**

**Open Data - Transparency  
E-government tools**

**Indicator: GOV 1.0**

**Who:**

**UK national government**

**What:**

**Open Data set**

**Where:**

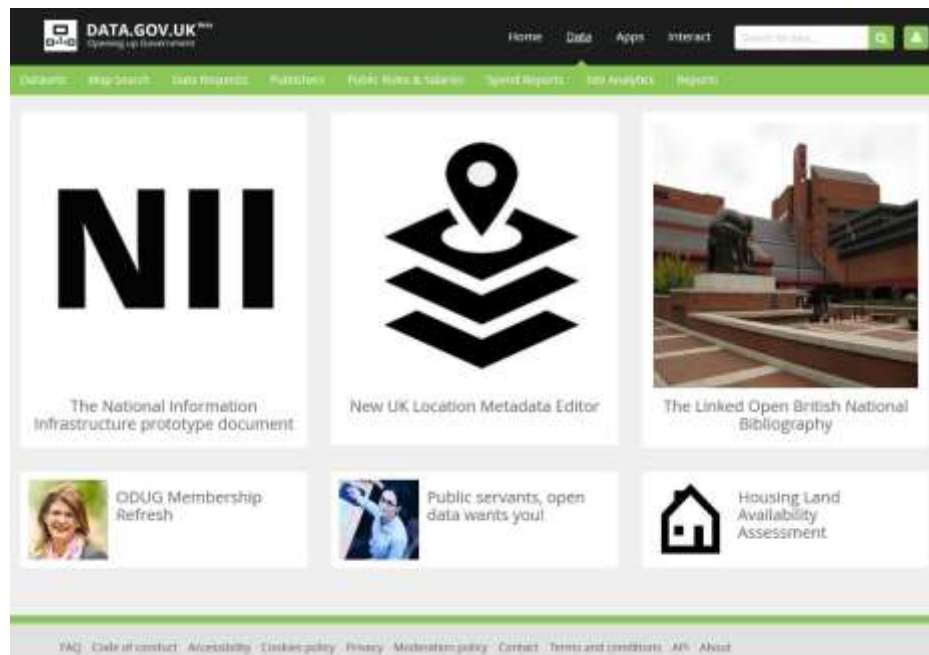
**online**

**Links:**

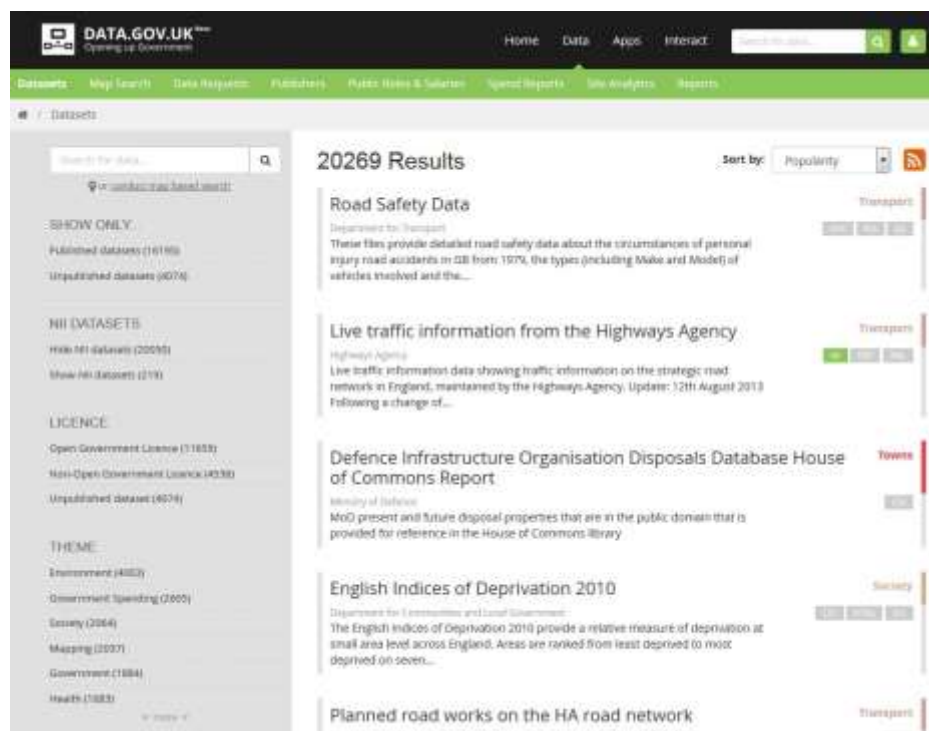
**<http://data.gov.uk>**

# Photos, pictures, logos

website



Some datasets



# Openbudget.ro

## How it works

Open Budget.ro allows anyone to see how the government collects and spends the annual budget.

Also it allows you to simulate the budget you would like. So, you might change the taxes or the allocation for each field, keeping a close eye on the budget deficit.

This platform consists of 4 elements.

1. The first allows you to see the fiscal burden of your income (net Income, Gross Income, Total Income).
2. The second one indicates the level of taxation of the economy.
3. The third one shows the level of income collected by the government from taxes and other sources. These, of course, depends on the taxation of the economy.
4. The fourth zone indicates how these amounts are being allocated. So you can see which ministries or agency get the money and how they are spent.



## Sector/TAG:

**Citizen Awareness and Participation**

**Indicator: GOV 1.0**

## Who:

**Societatea pentru Libertate Individuală (SoLib)**

**(Society for Individual Liberty)**

## What:

**Allows the citizens to simulate with regard of governments income and spending**

## Where:

**Online – National Level**

## Links:

<http://openbudget.ro>



## Photos, pictures, logos

website



# Research on Civic Initiatives, DIY & Liability

## How it works

### Context

The Dutch ministry of internal affairs investigated in 2013 in how far legislative aspects like risk and responsibility are an obstacle for new civil initiatives. The results have been documented in the publication “Regel die Burgerinitiatieven” (“Manage those Civil Initiatives”)

### Types of Civil Initiatives and Its Indicators

Five types have been discerned

- Civilians’ autonomy in respect to utilize public spaces
- Playing grounds and its facilities
- Self management of built accommodations
- Temporary use of empty spaces: buildings and grounds
- Organisation of events

### Responsibility and risk estimation

The basis for coping with responsibility in case of civil initiatives has been found in the element that everybody carries his/her own damage risk or loss of property.

The next legislative instruments have been identified

- Allowance
- Permission
- Agreeing
- Adopt and co-create
- Forbid
- Adjust

These six are not unique for civil initiatives; they are exploited in all types of societal processes already long before. All 67 monitored civil initiatives have been integrated in the bar chart beside. Risk has been expressed on the 10-point scale. Three ranges in risk category have been discerned:

- The green area – Arranging and enabling
- The yellow area – widening regulations in order to promote experiments
- The red area – very specific conditions and exceptions for the sake of professional handling

The outcome of the study was that in about 60% of the cases there is an acceptable risk (according to the municipality). It shows that municipalities can allow much more degrees of freedom. About 24% of the civil initiatives need more attention in terms of legislative risk and consequences. In about 16% of the cases, there is a need for more study and tailoring; authorities need more orientation and self transformation in order to support those initiatives.



### Sector/TAG:

Open Data - Transparency

Citizen Awareness and engagement

**Indicator:** GOV 2.0

### Who:

Ministry of the Interior and Kingdom Relations

### What:

Research on civic initiatives, DIY & liability 2013

### Where:

Municipalities of Den Helder, Deventer and Venray, among others

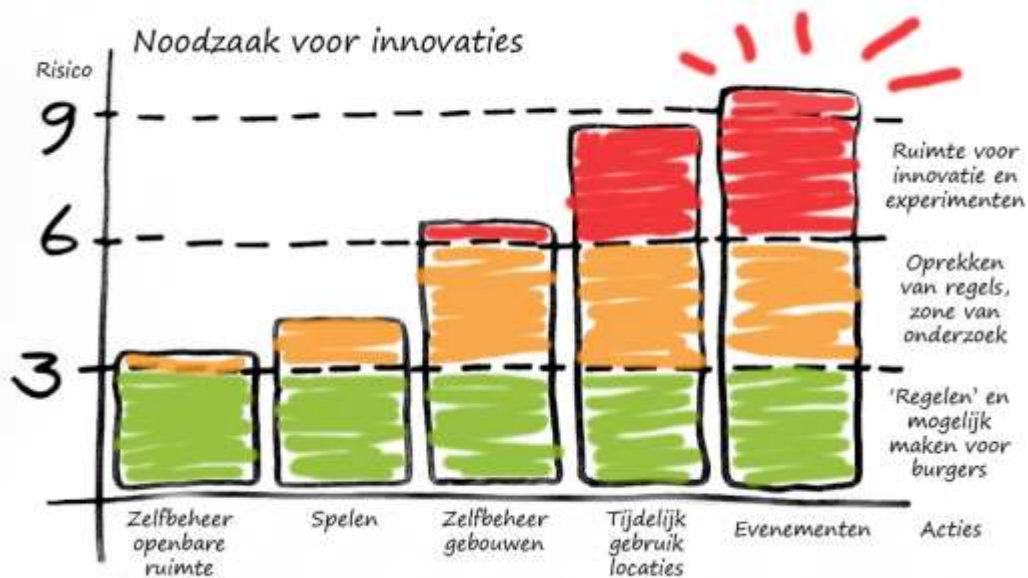
### Links:

[www.rijksoverheid.nl/documenten-en-publicaties/rapporten/2014/01/17/regel-die-burgerinitiatieven.html](http://www.rijksoverheid.nl/documenten-en-publicaties/rapporten/2014/01/17/regel-die-burgerinitiatieven.html)

<http://www.slideshare.net/MarkVerhijde/20140616-presentation-mark-verhijde-ut-twente-nl>

### Good practice: deregulation and communications

The conclusion is that the aspect of responsibility does not necessarily inhibit the mechanism of civil initiative; it just needs some kind of professional attention. However the prospect value for Open Government is considerable. The described projects can be seen as Good Practice cases.



## Photos, pictures, logos

Neighbourhood  
Support Enterprise  
Sluisdijk, Den Helder  
(at the left side)

Self Determination  
Project Grootstraat  
Merselo, Venray (at the  
right side)



't Skelet, (the Skeleton)  
Amersfoort (at the left)

Festival Roofgarden,  
(Robbery Garden)  
Arnhem (at the right)



Tijdelijke moestuin  
(Temporary Fruit  
Garden) De Halte,  
Utrecht (at the left)

Evenement (Event  
Manifestation)  
Deventer op Stelten (at  
the right)



Logo Ministry of  
Internal Affairs



Ministerie van Binnenlandse Zaken en  
Koninkrijksrelaties

# Participatory budgeting pilot project in Kraków

## How it works

**Participatory budgeting (PB)** is a process of democratic deliberation and decision-making, and a type of participatory democracy, in which ordinary people decide how to allocate part of a municipal or public budget.

The **aim** of the pilot project was to initiate to more open dialogue between residents and local government about spending on the part of the budget. It is necessary for the effective management of public funds.

In Krakow city (more than 700.000 inhabitants), participatory budgeting was implemented at the district level. This form of consultation brings many benefits. District Councilors could gain knowledge about the real needs of the residents and have an opportunity to meet directly their electors and neighbors.

Residents of the district were invited to participate in some open public consultations. The citizens indicated the problems to face in their district and notify solution proposals. These proposals were included in the budget planning and after formal and legal verification, were voted by district's residents. Very high turnout in final voting . Selected projects will be develop by the District Council as priority investments.

### Short and long term social effects:

The central role of the citizen in local policy planning;

Activation of public participation in our district;

The interest of pilot project in our district was high as on Polish condition of low public participation society. On every meeting were present dozens of people.

The voting process took one week. More than one thousand inhabitants were voted. Very high turnout . In final voting on project proposals in Bronowice district 644 voting people in Zwierzyniec district 1815 voters.

No matter of voting results and turnout this idea of Participatory budgeting project should be continue next years. We've got "know how", experience and new ideas how to improve the whole process.



### Sector/TAG:

**Citizen Awareness and engagement**

**Indicator:** GOV 2.0

### Who:

**Stowarzyszenia na Rzecz Rozwoju Kapitału Społecznego Pracownia Obywatelska**

### Partners:

**Fundacja Biuro Inicjatyw Społecznych Centrum OPUS**

### What:

**Participatory budgeting pilot project**

### Where:

**Kraków (Poland)**

### Links:

<http://pracowniaobywatelska.pl/projekty/dziel-nice-sie-licza/>

<http://krakow.pl/budzet>



## Photos, pictures, logos

Project 2013  
web portal



Consultations



Dissemination



# Mettiamoci la Faccia

## How it works

The initiative called **Mettiamoci la Faccia** ("Put your face to it") was designed to regularly review - via the use of emoticons - user satisfaction on delivered public services, both at public offices points and via other channels e.g telephone and web.

This initiative was launched in **2009** by Italian National Government. Today, it has a network of almost 1000 member administrations, with over 750 seats and over 3000 public offices throughout the national territory.

It has **two major advantages**: the system allows citizens to express an opinion on the service used in a simple and immediate way; public administrations could monitor in real time and detect continuously the customer satisfaction.

The assessment of customer satisfaction is applied through the emoticon to different channels of service delivery:

- Totem touchscreen
- Phone
- Web

It is possible to express opinion every time receiving a service, but only after the achievement and for one time in order to prevent manipulation and opportunism on all delivery channels to which it is applicable (physical branches, telephone or web).

It is a detection system of customer satisfaction available throughout the country and used by many types of government (municipalities, provinces, regions, national insurance and assistance, chambers of commerce, research institutions, hospitals, health care companies local universities, schools, consulates, etc ...).

From the map it is possible to find Pubic Administrations that are using this system and the data connected with it.



## Sector/TAG:

**Citizen Awareness and engagement**

**Indicator: GOV 1.0**

## Who:

**Italian National Government**

## What:

**Transparent and cooperative governance**

## Where:

**Italian National Level**

## Links:

[www.mettiamocilafaccia.it/mappe](http://www.mettiamocilafaccia.it/mappe)



# Photos, pictures, logos

Images from the website



# Open Data Portal Berlin - BODS

## How it works

The Berlin Open Data portal is a milestone for the German Open Data movement.

As a result of the BODS project, a central platform with structured, machine-readable, and freely-accessible data is now available.

Besides conceptualization, realization, and operation of the platform, organizational, legal, and technical recommendations for Open Data were tackled for the German capital and published as the official "Berlin Open Data Strategy".

Additionally, BODS aims to secure political commitment for Open Data, define technical standards for security, integrability, and quality management, as well as the standardization of license terms and terms of use.

Currently, the platform focuses on opening up further databases and on providing the necessary tools for the usage and further processing of these data.

Partners: Berliner Senatsverwaltungen für Wirtschaft, Technologie und Forschung/ Inneres und Sport, BerlinOnline GmbH, Amt für Statistik Berlin-Brandenburg.



**Sector/TAG:**

**Open Data**

**Transparency**

**Indicator:** GOV 3.0

**Who:**

**Berlin City Hall**

**What:**

**Open Data Portal Berlin**

**Where:**

**Berlin - Germany**

**Links:**

<http://daten.berlin.de>

# Photos, pictures, logos

Portal



Portal



# Regards Citoyens

## How it works

Created in summer 2009, **Regards Citoyens** is an independent association established under the 1901 Act.

Living in France, in different areas, its founders met each other through the online social networks. Professionally involved in different branches of IT engineering, they were driven by a common interest in policy life and intended to share their passion with large audience. The motto of Regards Citoyens says “diffusion et partage de l’information politique” (Circulating and Sharing Policy Information).

As their most significant action, Regards Citoyens got down to collect information and data on the work of the elected members to the National Assembly. They used data analytic tools to scan all possible sources and came back with a large amount of data. The recent decision made by the National Assembly to progressively publish a lot of information increased the harvest.

However, Regards Citoyens intends not only to spread raw datasets but to offer useful information and means for meaningful analysis and they devised a dedicated website accordingly.

As a result, basic information is available: Who is your elected representative at the National Assembly? How contact him/her? Which party he/she belongs to? What is an amendment or a draft law? What is on the MP’s agenda?

Furthermore, analytic graphs allow understanding the functioning of the assembly and the action of every MP’s.

Sometimes shedding the line on amazing phenomena, they offer insight on party discipline or party strategies and scrutinize topics such as the role of the lobbying in the decision-making process.

They decided to extend their approach to the Senate and crafted a second dedicated website.

Therefore, Regards Citoyens is an example of sharing and reuse of open data that illustrates the citizen awareness and engagement field.

Regards Citoyens was among the guest speakers of the April 2014 Conférence de Paris sur l’Open data et le gouvernement ouvert (Open Government) and continues campaigning for open data and open government initiatives



## Sector/TAG:

**Citizen Awareness and engagement**

**Indicator:** GOV 2.0

## Who:

**Regards Citoyens**

## What:

**Association for the circulation and sharing of policy information**

## Where:

**French National level**

## Links:

[www.regardscitoyens.fr](http://www.regardscitoyens.fr)

[www.nosdeputes.fr](http://www.nosdeputes.fr)

[www.nossenateurs.fr](http://www.nossenateurs.fr)

[www.etalab.gouv.fr](http://www.etalab.gouv.fr)

# Photos, pictures, logos

## Website

**RegardsCitoyens.org**  
Diffusion et Partage de l'Information Politique

Qui sommes nous ? Notre actualité Evénements Revue de presse Nous aider Nous contacter

**Nos initiatives**

**Projets citoyens :**

- NosDéputés.fr & NosSénateurs.fr
- La Fabrique de la Loi
- Simplifions la loi 2.0
- Présence en commissions
- Redécoupage électoral
- Libérons les bureaux de vote
- NosFinancesLocales.fr

**Plaidoyers & activités**

- Promotion de l'Open Data
- Transparence des votes du Parlement
- Transparence du lobbying
- Notes juridiques
- Open Data Camp à Paris
- Gazouillis depuis l'hémicycle
- Evénements

**Notre actualité**

**Présence des députés lors des votes : grave recul à l'Assemblée contre la transparence des délégations**

Les députés ont-ils peur d'assumer leurs votes ? C'est la question qu'on peut se poser à l'issue d'une soirée de débats sur la réforme du règlement. Alors que la commission des lois avait voté la semaine passée en faveur d'une réelle transparence des votes en rendant notamment les délégations publiques au Journal Officiel, les députés ont finalement supprimé cette disposition mercredi soir : il restera donc impossible de savoir quels parlementaires étaient présents ou non lors des scrutins publics, informations pourtant disponibles dans de nombreuses ...

27/11/2014 — [En lire plus](#)

**Open Data, votes et délégations, lobbying : de vraies avancées pour la transparence au Parlement!**

Les réformes les plus ambitieuses sur la modernisation de la vie publique sont parfois des plus discrètes : depuis deux semaines, les annonces issues de l'Assemblée nationale comme du Sénat s'enchaînent. Mercredi dernier, le président Barthelemy annonçait que le Palais Bourbon se mettrait à l'Open Data en libérant progressivement huit jeux de données (1) essentiels sur ...

19/11/2014 — [En lire plus](#)

**5 ans de Regards Citoyens : 10 priorités pour améliorer la démocratie**

Regards Citoyens fête ses 5 ans ! 5 ans consacrés à créer des projets permettant de mieux comprendre la démocratie et s'y impliquer. 5 ans bien occupés à militer pour une démocratie ...

05/11/2014 — [En lire plus](#)

[En lire plus sur notre blog](#)

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[Identif.co](#)  
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- Nos logiciels
- Nos données
- Nos plaidoyers
- Nos comptes

**Nous contacter**

[Contact presse & Logos](#)

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# Participatory Budgeting for Children

## How it works

**Participatory budgeting (PB)** is a different way to manage public money, and to engage people in government. It is a democratic process in which community members directly decide how to spend part of a public budget. It enables taxpayers to work with government to make the budget decisions that affect their lives.

Currently visible is the lack of facilities and instances of sociability and socialization to ensure effective education of the youngest to democracy and citizenship. Many of these spaces are even promoters of logics of competition among the young, which obviously has an impact on participatory and democratic culture of this social group.

Given this scenario, gain importance all practices which aims to encourage civic and political participation of younger generations in the daily life of the territories.

It is precisely at this level that fall Participatory Budgeting experiences with children and youth. These represent processes of social and political innovation, promoting a more democratic and more participatory.

The school generally has a favorable to democracy and citizenship values. Can contribute to the analysis of daily habits and concrete reality experienced by the community, creating conditions for reality to be understood in a more transparent and consistent manner. I.e., the school may be the great mediator of knowledge necessary to the community, so she can build more human realities to live.

Under the Local Agenda 21 process, the "Participatory budgeting for Children" was a pioneering initiative, active participation and citizenship of children aged between 6 and 10 years, launched by the Parish Council of Junqueira, in partnership with LIPOR, the Municipality of Vila do Conde and the Group of Schools Dr. Carlos Pinto Ferreira.

The actions undertaken were aimed to foster in young people of school age, the values of civic responsibility, education for citizenship and involvement in community life, as well as the development of skills for participation.

The degree of membership of all students and the entire school community was very good as well, during the school year 2013/2014, the EB1 Junqueira tried to identify the main gaps in the definition of priorities or projects aimed at improving school grounds, bearing in mind the budget available: € 2,500.00. After the period of technical analysis of proposals and, consequently, voting and election by the student community and the jury of the project all looked forward to the final results. Was delivered to all students in the school, a gift voucher in the amount budgeted. They were committed to start working in the winning project during the holidays to be completed early next school year 2014/2015.



## Sector/TAG:

**Citizen Awareness and engagement**

**Indicator:** GOV 2.0

## Who:

**LIPOR and the Parish Council Junqueira (plus the Municipality of Vila do Conde and the Group of Schools Dr. Carlos Pinto Ferreira)**

## What:

**Participatory Budgeting for Children**

## Where:

**Parish Council Junqueira (Vila do Conde)**

## Links:

[www.ebn1dajunqueira.blogspot.pt](http://www.ebn1dajunqueira.blogspot.pt)

[www.jf-junqueira.pt](http://www.jf-junqueira.pt)

## Photos, pictures, logos

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### Photos





# Company register as data

## How it works

The **Brønnøysund Register Centre** is a government administrative agency responsible for a number of national regulatory and registration schemes for business and industry. The Centre's main objective is to improve economic security and efficiency - both for business and industry and society in general. To meet this goal, a great amount of economic and business data have to be collected and checked.

For the Brønnøysund Register Centre it is vital that the information found in our registers is easily available to users when they need it and in the form they prefer. Therefore the Brønnøysund Register Centre is constantly developing and opening the way for new solutions for public access to the information in the registers.

The Brønnøysund Register Centre **develops and operates** many of the nation's most important registers and electronic solutions. Administering Altinn, coordinating data in the public sector and providing advisory services are central tasks that make things easier for business and industry.

### Vision

We shall be a world leader in the best interests of Norwegian business and industry and public administration.

The Brønnøysund Register Centre's **main tasks** are to:

- Instil trust, both as a source of data and in exercising authority
- Simplify business and industry's collaboration with the public sector
- Simplify Norwegian public administration

### Financial security through providing an overview

The operation of the Brønnøysund Register Centre is largely concerned with keeping an overview of who is committed to doing what. The Register of Mortgaged Movable Property makes it possible to mortgage assets, because both the borrower and the lender have faith in the register's ability to keep an overview of what has been agreed between the parties. In the same way, the Register of Business Enterprises and the Central Coordinating Register for Legal Entities ensure that there will be no doubt as to what type of responsibility has been assumed by whom. Openness and keeping an overview help to prevent financial crime. Reliable and relevant information provides financial security.

### Collaboration and simplification

The Brønnøysund Register Centre plays a key role in making life simpler for business and industry in their dealings with the public administration. As the body responsible for the joint Altinn portal, we make information and forms available in one



**Sector/TAG:**

**Open Data**

**Transparency**

**Indicator:** GOV 2.0

**Who:**

**Norwegian National Government**  
**The Ministry of Trade, Industry and Fisheries**

**What:**

**The Brønnøysund Register Centre**

**Where:**

**Norwegian National level**

**Links:**

[www.brreg.no/english](http://www.brreg.no/english)

place. We are developing SERES with specification of enterprise data to be collected by the public sector, so as to facilitate reuse and reduce the number of questions that have to be answered in each case. We are also responsible for the ELMER guidelines, which ensure that the forms that are still necessary are as simple as possible with common, recognisable design features and online functionality. As a basis for all this, the Central Coordinating Register for Legal Entities ensures that public agencies can cooperate and exchange data through the use of a joint organisation number.

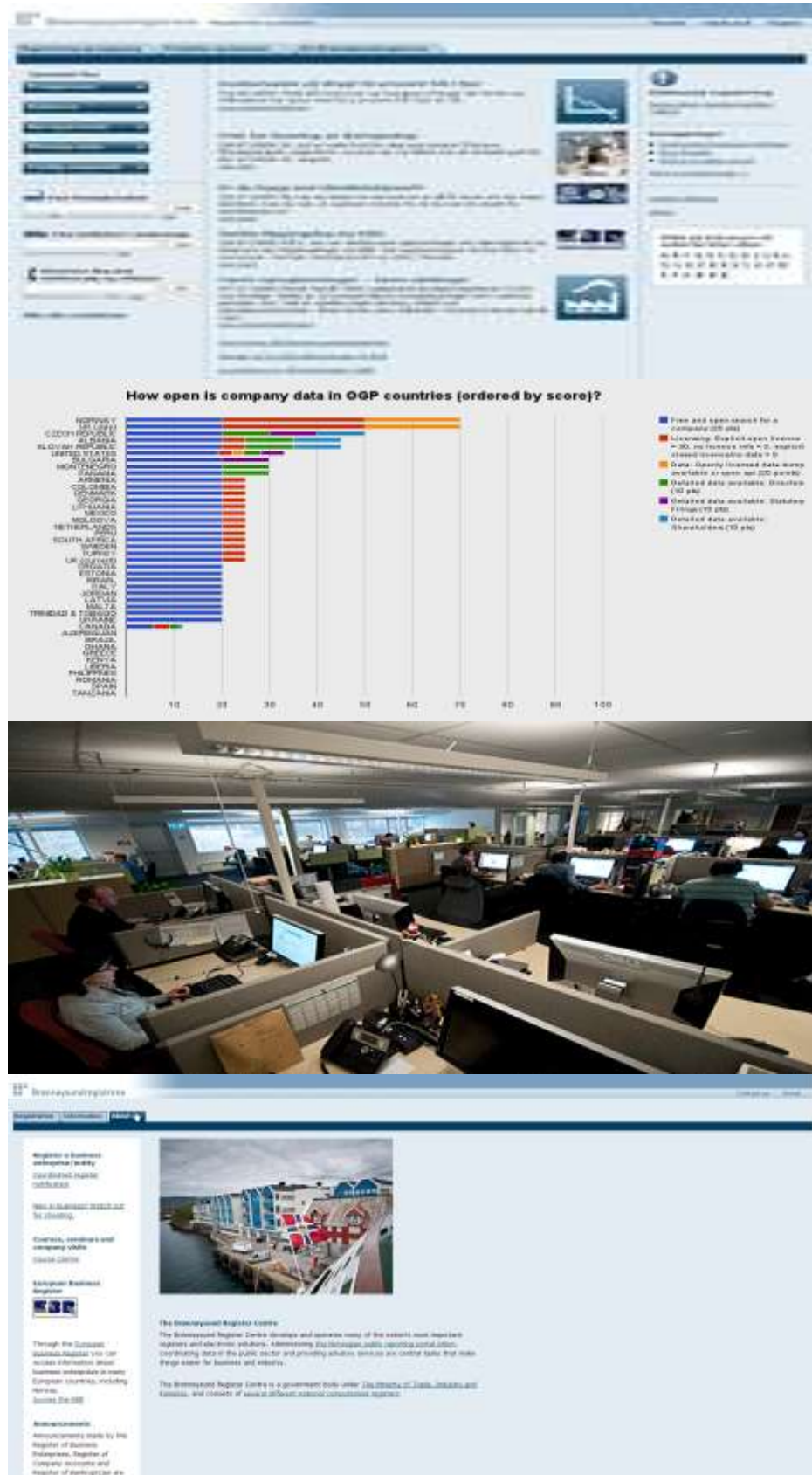
Registration with the Register of Business Enterprises is easiest done via Altinn by filling in the Coordinated Registration Notification form. Note the requirements for enclosures and signatures, i.e. electronic signatures.

Electronic registration is easier, the processing time is shorter and the fee is lower.

Many notifications are returned because they are not filled in in accordance with formal legal requirements. Half the forms returned in connection with registrations in the Register of Business Enterprises are returned as a result of missing signatures or enclosures. The Brønnøysund Register Centre has prepared a special checklist for registration.

# Photos, pictures, logos

Photos from the website



# Volis

## How it works

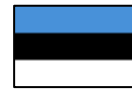
As one can follow the Parliament sessions through the Internet, the sessions of our local council can be seen through the Internet. It will take the citizens some free time, this is why the saved sessions should be put on local municipality web-page. This enables citizen to follow their work at any time.

As the experience of our municipality, Torma commune, show, the technical aspects are very easy and achievable for even very small municipalities.

Not all the municipalities have adopted the **VOLIS**, but suggest them to do so.

The project is called VOLIS and is actually an infosystem for local council and municipality government. It helps to make their work more efficient, it helps to create a paper- free work environment and have digital council´s sessions.

People can involve local population in the work of local council. One can watch the sessions, find connected documents, answer to the polls, make their own proposals etc. The pilot project of applying the VOLIS was executed in Jõgeva county.



### Sector/TAG:

**Citizen Awareness and engagement**

**Indicator: GOV 1.0**

### Who:

**Estonian Government's website**

### What:

**A tool for involving public and local citizens in the work of local council and government**

### Where:

**Estonian National level**

### Links:

[www.volis.ee/gvolis](http://www.volis.ee/gvolis)

## Photos, pictures, logos

Website



# “Cl@rity” Program: Every Government Decision on the Internet

## How it works

Beginning October 1st 2010, all Ministries are obliged to upload their decisions on the Internet, through the «Cl@rity» program.

Cl@rity is one of the major transparency initiatives of the Ministry of the Interior, Decentralization and e-Government.

Henceforth, the decisions of the public entities can not be implemented if they are not uploaded on the Clarity websites.

Each document is digitally signed and assigned a transaction unique number automatically by the system.

Citizens may access from one point to all laws and orders that issued by government states, bodies of the narrow and wider public sector and Independent Authorities.

The display modes and search decisions by public body shall be provided via the main website of the National Documentation Center that operated at [www.et.gr](http://www.et.gr)



**Sector/TAG:**

**E-government tools**

**Indicator: GOV 1.0**

**Who:**

**Ministry of the Interior,  
Decentralization and e-  
Government**

**What:**

**The major transparency  
initiative of the Ministry  
of the Interior,  
Decentralization and e-  
Government.**

**Where:**

**Greek National level**

**Links:**

<http://www.et.diavgeia.gov.gr/>

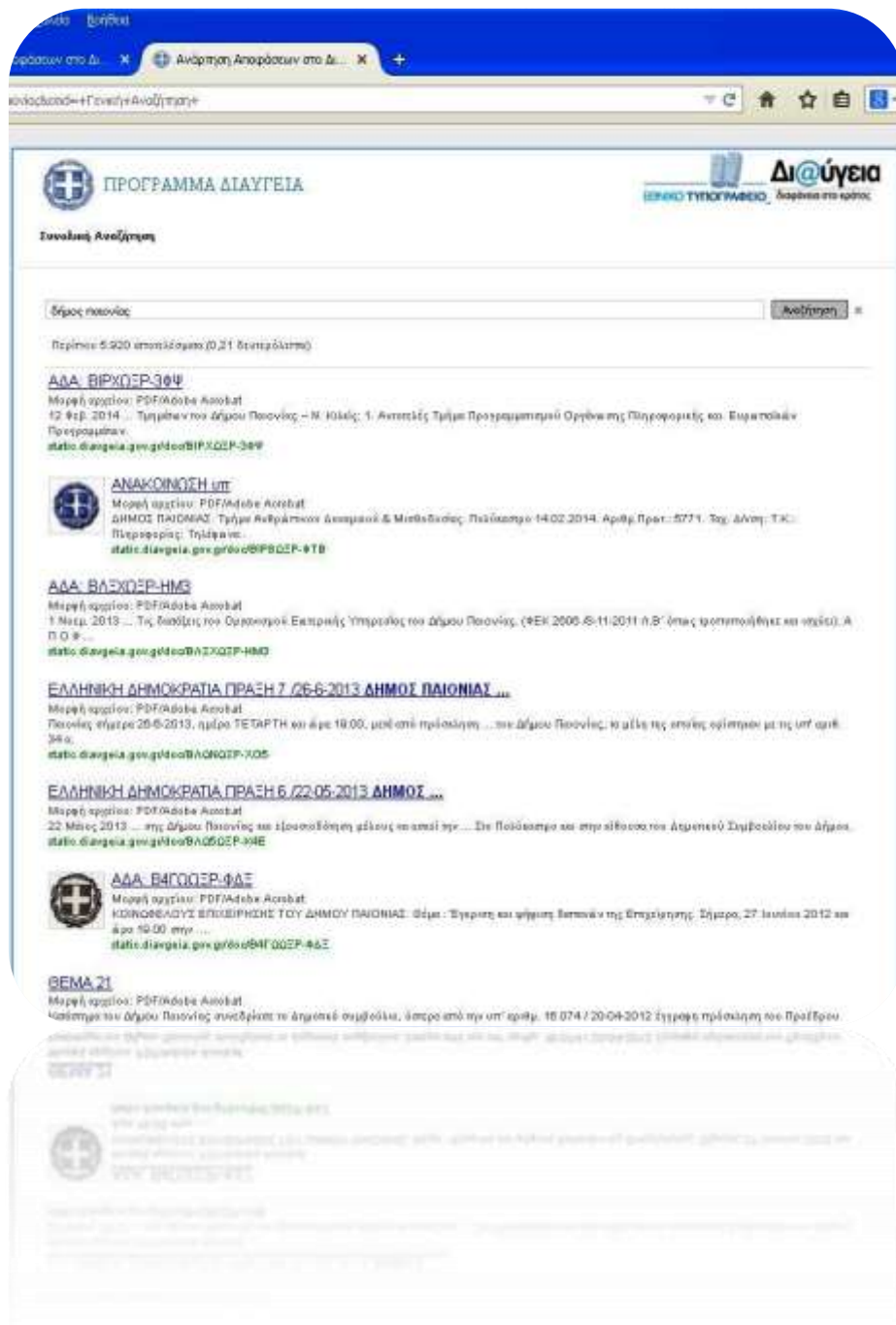
[www.et.gr](http://www.et.gr)



# Photos, pictures, logos

## Website

*“Search for recent posts of Municipality of Paionia through the Cl@rity program”*





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[www.opengoveu.eu](http://www.opengoveu.eu)

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