




Community-driven processes to co-design and co-implement NBS

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Purpose of deliverable

Roles and objectives in relation to work package 3, task 3.2 and subsequent tasks

Deliverable 3.2 (D3.2) is the second deliverable of work package 3 (WP3) on citizens' engagement. D3.1, submitted in month 12 of the project, reported on the strategic design, use of participatory solutions and relevant digital tools in support of the uptake of nature-based solutions (NBS). D3.2 reports on the advancements of the URBiNAT project in tailoring participatory methods and tools to city cultures for the co-design and co-implementation of NBS processes.

In the scope of task 3.1, we started taking stock of existing participatory cultures to generate strategic insights into actual and potential collaboration among stakeholders to enhance citizen participation among local communities in URBiNAT frontrunner and follower cities. Leading to the present report, this stocktaking has continued through multiple interactions and engagement activities with local partners, stakeholders and communities, who have firsthand knowledge and expertise about participation in the areas of intervention of the project. The following methods and techniques have been applied in this context:

- ❑ *motivational interviewing*, a collaborative and person-centred approach to strengthen personal motivation for and commitment to the goal of positive change;
- ❑ *design thinking*, a human-centred and empathetic approach to integrate the needs of people in a co-creation process from problem finding to problem solving;
- ❑ *cultural mapping*, an interdisciplinary approach to highlight specific local features, assets and resources, including marginalized voices;
- ❑ *culture*, a platform for investing in cultural capital, both material and immaterial, for engagement and translation between different kinds of knowledge;
- ❑ *photovoice*, a combination of photography and critical group discussions to engage with and emphasise the perspectives of those whose voices usually remain unheard;
- ❑ *walkthrough*, a way to engage with citizens combining observation, interviewing and visioning in the place where citizens and stakeholders live;
- ❑ *collective action*, an approach to operationalize local participatory mapping and processes, by the local government, facilitators and intermediary organizations, resulting in the implementation of participatory activities and events.

The present report covers work in progress. It is based on an ongoing co-design of improved strategies, as well as an overarching co-creation process, which are set to evolve further over the course of the project, building on the continued engagement of citizens and stakeholders in the Living Labs and the URBiNAT Community of Practice.



Figure 1: Applied research with action research method - Work package 3 internal co-creation approach

URBiNAT's work package 3 follows the applied research methodology based on an action research method. It means that our initial program was created based on three main pillars:

- ❑ URBiNAT's participatory processes and design experience and knowledge;
- ❑ URBiNAT's proposal, guidelines, timeline and participation concepts, as reported in deliverable D1.2 on the theoretical and methodological foundations of the project;
- ❑ the background, experience and projects of URBiNAT's cities, learnings from citizens and other stakeholders;
- ❑ we have also involved and listened to other URBiNAT non-experts on participatory processes.

URBiNAT's initial program (Pi) defines a clear process overview, designed according to the project's goals, objectives and milestones. The initial participatory design program (as defined in deliverable D3.1) is structured according to four main stages: co-diagnostic, co-design, co-implementation and co-monitoring. The initial actions and activities (Pi a(1...n)) were identified, mainly focusing on the first stage of co-diagnostic. The preview/selected actions and activities were run and designed in each of URBiNAT's frontrunner cities, Porto being considered the pilot case study.

Since URBiNAT's work package 3 uses an internal co-creation approach, we focus on continuously sharing and co-evaluating the achieved results from the initial program (Pi a(r)) between all partners and cities. The results are systematically analysed according to two criteria:

- ❑ co-evaluation of the process and implementation itself;
- ❑ co-evaluation of the data collected (quality, depth, understanding of the context, macro and micro).

The main goal of this co-evaluation is to give feedback for improvement. The field research and the citizens always give us new challenges and ideas new research questions, for which we need to look/research for more information bring new insights for the co-creation sessions (zoom meetings). These co-evolution sessions help us to improve the program, respecting field and citizens feedback and challenges. As a result, we define a new working program (Pw1) and also re-define the following actions and activities for the frontrunner cities and change the follower cities initial Program (Pi). The protocol is repeated as many times as we have citizens questions and new challenge raised, in order for our co-evaluation to find improvement points.

Deliverable D3.2 covers a spectrum, ranging from more general guidelines to ready-to-use tools for citizen engagement. Beyond reporting project results, it reviews participatory solutions to co-design and co-implement NBS, mapping and engaging with existing cultures while as well as building new experience and knowledge. It further examines avenues through which local plans of cities can be used to leverage URBiNAT's co-creation process.

Hence, deliverable D3.2 helps build the basis for the tasks addressed in the ensuing WP3, including the advancement of a portfolio of digital enablers in 3.3, application to specific cases in 3.4 and for setting a knowledge-based collaborative platform in 3.5, for the co-creation of individual NBS and healthy corridors. In doing so, it attempts to differentiate between the relevant phases of co-diagnostic (task 2.1), co-selection of NBS (task 2.4), co-design of NBS and healthy corridor (task 4.2 and 4.4), co-monitoring and co-evaluation (task 5.2).

In 3.3 and 3.4, digital enablers are discussed and referred to in their role as supportive of NBS as well as their extension through healthy corridors, through co-creation in a broad sense. Their application may thus facilitate the planning, design, implementation, monitoring or usage of NBS, and thus be useful in realizing NBS or enhance their value. The building blocks of digital enablers moreover include digital tools, methods and content. These building blocks typically need to combine so as to help underpin the role of digital enablers in supporting citizen engagement and participation, and so as to help overcome hurdles of engagement by citizens and stakeholders.

3.3 and 3.4 address the various elements of co-creation in the context of digital enablers. Co-creation is denoting the active participation and engagement of citizens and stakeholders, incorporating co-diagnostics, co-design, co-selection, co-implementation and co-monitoring:

- co-diagnostics: analysing and understanding the existing situation in URBiNAT cities;
- co-design: collaboratively establishing action strategies and discussing proposals;
- co-selection: citizen engagement in the selection of which NBS to use;
- co-implementation: participation in realizing, putting into practice, an activity;
- co-monitoring: monitoring and evaluating NBS and co-creative processes.

Roles and objectives in relation to other work packages

The implemented participatory activities and initiated community-driven processes to co-design and co-implement NBS, as well as other activities related to the present deliverable D3.2, contribute directly to several other work packages, namely:

- ❑ *work package 1* by advancing:
 - the theoretical and methodological foundations of the project regarding citizen engagement through the systematization of guidelines and reviews (task 1.2 and chapter 1 of deliverable D1.2);
 - the data (task 1.3) and ethics (task 1.4) management regarding the participation of citizens and stakeholders;
 - the inclusion of human rights, gender and international cooperation (task 1.5) regarding specificities of groups and individuals to be engaged and the broadening of perspectives and inputs with a wider set of actors around citizens' engagement;
 - the organization of partners' meetings regarding the participatory design and facilitation of workshops (task 1.7).

- ❑ *work package 2*, by supporting:
 - the methods and tools regarding the collection of qualitative data for the local diagnostics of frontrunner cities, based on the visions and perceptions of citizens and stakeholders of the intervention areas (task 2.1 and deliverable D2.1);
 - the design of processes regarding the establishment of Living Labs, based on the engagement of citizens and stakeholders for the implementation and promotion of NBS (task 2.2);
 - the design of URBiNAT's co-creation process (strategy and action plan) and the connection with other networks, as a basis for coaching and sharing in URBiNAT's CoP (task 2.3), as well as for the development of local urban plans (task 2.4).

- ❑ *work package 4*, by advancing:
 - the review of the NBS catalogue and URBiNAT's NBS conceptualization related to participatory NBS (task 4.1);
 - the preparation of the co-selection and co-design stages of the co-creation process with the design of participatory methods and tools, as well as with the development of vulgarization/popularisation activities and materials for the NBS (task 4.2), which also covers conceptual aspects of the healthy corridor (task 4.4).

- ❑ *work package 5*, by contributing to:
 - the monitoring and evaluation of participatory activities with the implementation of evaluation forms in preparation for programming, planning and implementation of the solutions (task 5.1) and enabling to identify trends and best practices (task 5.2);
 - the NBS impact assessment strategy regarding qualitative indicators, participatory planning and governance, social justice and social cohesion, the definition of expected outcomes and predicted impacts related to participatory NBS and social and solidarity economy NBS (tasks 5.3 and 5.4).

- ❑ *work package 6*, by developing:

- communication materials and tools for the dissemination of the project aiming at the engagement of citizens and stakeholders (task 6.3);
 - workshops and webinars in events and conferences on URBiNAT's approach regarding citizens' engagement (task 6.4).
-
- ❑ *work package 7*, by mapping and conducting interviews with local stakeholders (tasks 7.1 and 7.2).

 - ❑ *work package 8*, by applying and improving URBiNAT's ethical requirements, procedures and templates.

1. Building on initial methodology and mapping

In URBiNAT, participation is considered both as a means (dialogue between different kinds of knowledge) and as an end (introduction and reinforcement of local participatory cultures):

- ❑ **Participation as a means:** the strategy of participation does not have a mandate to co-create new solutions. Rather, coming from a diversity of perspectives, knowledge and expertise on the different systems and beings that co-exist in a specific territory, participation serves to co-identify pre-existing solutions, recovering past solutions, adapting existing solutions and considering to adopt new solutions. Being nature-based, locally meaningful and sustainable are strong criteria to choose and create NBS.
- ❑ **Participation as an end:** participation is fundamentally valuable in itself as a process to activate citizenship, in the sense of empowering people, within its 'demodiversity' (Santos, 2003),¹ to choose from different solutions more adjusted to diverse interests, agendas and needs. URBiNAT participation is an ongoing process that sustains itself in the development of participants' capacity to engage in collective initiatives and expand their role in active citizenship.

During the first 18 months of implementation of the project, the initial design of task 3.1 and 3.2 was translated into practice in an ongoing process, a work in progress evolving and deepening with the establishment of Living Labs, which is based, in turn, on further engagement and building local interaction and relation with URBiNAT.

As a result, some aspects of both tasks have been and will continue to deepen through the consolidation of the Living Labs and the process of establishing an integrated knowledge-based platform fed by the results of work package 3 (WP3), achieved through its dynamic of applied research.

In this first section, the combination with and triggering of subsequent tasks that follow in 3.3, 3.4 and 3.5, reflect the path of URBiNAT in building experiences and knowledge, from mapping the local participatory culture to the engagement of citizens and stakeholders, that is, a learning loop furthering the following aspects of task 3.2:

- ❑ assess with stakeholders and communities what are the most suitable and accessible participatory solutions to co-design and co-implement NBS, including formal, informal, digital methodologies and tools, according to the participatory culture of each city;
- ❑ raise awareness on actionable participatory solutions;
- ❑ engage users and developers of NBS in defining issues for digital communication support;
- ❑ disseminate innovative governance models based on civic innovation;
- ❑ map forums and mechanisms of multi-stakeholder dialogue, negotiation and cooperation to address responsiveness and accountability, that is, ways in which civil society, state and market actors hold each other accountable;
- ❑ engage marginalized voices in the policy-making process, building on citizenship and legal consciousness;
- ❑ develop common visions for NBS amongst stakeholders, based on shared understanding.

¹ Meaning different conceptions of democracy: "Por demodiversidad entendemos la coexistencia pacífica o conflictiva de diferentes modelos y prácticas democráticas". De Sousa Santos, B. & Avritzer L. (2004). Introducción: Para ampliar el canon democrático. In B. De Sousa Santos (coord.), *Democratizar la democracia. Los caminos de la democracia participativa* (pp. 35-74). México: Fondo de Cultura Económica.

1.1. Starting from the methodology and mapping included under task and deliverable 3.1

Task 3.1 and deliverable D3.1 established and reported on the research construction, design and instruments for the strategic design and usage of participatory solutions, in particular regarding the mapping of the local participatory culture, in order to inform task 3.2 and deliverable D3.2 for the tailoring of participatory methods and tools to city cultures for the co-design and co-implementation of NBS processes.

The data gathering activities for the mapping the local participatory culture covers the following four target groups:

- municipalities and local publicly owned institutions;
- local organisations, agents and companies;
- champions;
- community residents.

The research approach adopted allows the gathering of qualitative data, covering:

- participatory local culture, including the historic pathway of citizens engagement in public life in general and in urban governance in particular;
- the network of local organizations, champions, residents' or neighbourhoods' associations and business actors or companies;
- the public services and facilities;
- specificities of citizens living in URBiNAT's neighbourhoods/intervention areas;
- geo-referenced data regarding public space and formal and informal locations of collective and public meeting points.

The fieldwork of this qualitative approach resulted in the identification and collection of a wide variety of data and documentation in each city, ranging from the internet portals of each municipality to the personal contacts with actors in the URBiNAT cities, enabling to identify and access reports, plans and internal documentation from municipalities and other organizations in each city.

Those contacts are mainly conducted through workshops, formal and informal meetings and semi-directional interviews, making it possible to identify the formal and informal community networks and understand the local participatory culture beyond the institutionalized frameworks.

It has also facilitated the building of relations for engagement, collaboration and trust, at the core of co-creation. In particular, formal and informal local organizations are mobilized to co-identify who, how, when, motivations, agendas and interests in the participatory path of the intervention areas of the project composed of organized and non organized citizens, as a basis to find existing resources and alternatives for empowerment and active citizenship.

This qualitative approach of mapping the local participatory culture is intended to handle the complexity of a combination and concentration of challenges and factors addressed in inclusive urban regeneration.

1.2. Mapping advances and updates

1.2.1. Approaching and engaging citizens and stakeholders

As outlined in deliverable 3.1, no one organization or individual can mobilise the necessary resources for the co-development and implementation of healthy corridors and better quality of life for communities in cities. In fact, it is important to develop an attractive common vision, which encapsulates the individual goals and objectives of the participating organisations, as well as motivating the individual citizens to actively contribute.

As a consequence, the participants of WP3 have joined efforts to **co-design URBiNAT's co-creation process together with local partners**, which also involved approaching and engaging citizens and stakeholders in the phase of preparation and co-diagnostic, notably in the case of frontrunner cities, as a way of mapping and activating a broad based participatory culture.

In the case of **stakeholder organisations**, as defined in deliverable D3.1, this ecosystem includes:

- public sector organisations;
- voluntary organisations and associations, grassroots movements and collective initiatives;
- social enterprises;
- businesses.

In the case of **stakeholder citizens**, anyone with an interest in and ability to do so is welcome as a contributor whether it is during co-diagnostics, co-selection, co-design, co-implementation and/or co-monitoring and evaluation. Nevertheless, URBiNAT and partners must be aware of the specificities, requirements and limitations experienced by the various segments of citizens, as key citizen factors that influence participation, such as the ones outlined in deliverable D3.1: *time, mobility, geography, language, culture, skills, knowledge, age, status, network and discrimination*.

The recognition and respect of the specificities of individuals and groups are indeed a key part of the URBiNAT approach to the participation of citizens for urban regeneration, aiming at enabling the inclusion of all in analysing the complex combination of social challenges and devising and co-creating solutions to tackle urban regeneration. It justifies, for example, the targeting of certain citizen segments with strategies according to their specificities as described in URBiNAT's Code of Ethics and Conduct: *childhood, gender, functional diversity, older adults, race and ethnicity, citizenship status, religious diversity*.

A. Piloted methodology: Porto

In **Porto** (Portugal), approaching and engaging citizens and stakeholders included mapping the local participatory culture and developing an attractive common vision for the co-development and implementation of a healthy corridor, through workshops, formal and informal meetings and semi-directional interviews, as well as developing collective actions, namely around introducing URBiNAT to a wider audience, from public institutions to local organisations, agents and residents.

The implementation and detailed planning is managed by the local task force, integrating Porto municipality, Domus, CIBIO, University of Coimbra, GUDA and CES. The piloted methodology applied in Porto benefits from the support of the horizontal partners CES (scientific, technical and logistic work in building the co-creation environment and mapping the local participatory culture)

and GUDA (expertise in participatory design), involved both at strategic and operational levels for the design, planning and implementation of the co-creation process and corresponding engagement process and participatory activities. Moreover, the piloted methodology also benefits from the strategic discussions held by the working group on participation, comprised of all the participants in WP3 that have expertise in participatory tools and methodologies.

With a view to becoming part of the overall co-creation process, these continuous loops of planning and implementation work are driven in order to bridge the sharing between cities and partners around the axis of the applied research. This also helps to build upon the resulting optimization of learning through exchanges at each stage of the action.

Beyond formal and informal meetings that have been conducted since September 2018, the fieldwork performed by the local task force resulted in a series of workshops aiming at creating synergies with existing initiatives, and kick-off events to launch the co-creation process in the intervention area, from February to October 2019:

- one meeting with councillors and municipal directors;
- one workshop with technicians of Porto municipality;
- three workshops with non-profit organizations and local associations;
- two workshops with schools;
- three kick-off events in schools
- one kick-off public event in a central and emblematic square of the intervention area.

Within the broader methodology of mapping participatory culture, a set of methodologies, techniques and approaches were applied, including:

- semi-directive interviews;
- exploratory interviews;
- direct observation;
- motivational interviewing;
- design thinking;
- cultural mapping;
- photovoice;
- walkthrough;
- other participatory activities that emerged from co-creation by the local task force, used in the kick-off events, such as:
 - gaming and performance (posters and discussion around a tree or a hanger of NBS posters, board game to introduce the concepts of NBS);
 - sharing visions and drawing (dreams hanger);
 - subjective geography (mapping of what is most liked and done in the territory);
 - measurement of perceptions (feelings about the place, nature and people).

The ecosystem of stakeholders that was approached and engaged in the process included several departments of the municipality of Porto, schools, non-profit organizations, local associations and champions, i.e. leaders in the intervention area who lead the way and mobilise other citizens. At different levels, these stakeholders also play a role in addressing specificities, requirements and limitations experienced by the various segments of citizens.

The results of all these activities directly contributed to mapping the local participatory culture by widening the universe of related information and local agents, as well as to the local diagnostic performed under task 2.1, notably regarding the collection of qualitative data.

The local task force in Porto is now focused on engagement with citizens and stakeholders, with the support of an external local facilitator, in order to build upon the participatory activities implemented so far. On the one hand, URBiNAT activities with children is at an advanced stage as it will integrate the school programmes of some primary schools, in collaboration with teachers interested in engaging their students in the co-creation process of the healthy corridor.

On the other hand, the other target groups are still in the process of being identified, as the citizens and stakeholders, who engaged in the previous workshops and participated in the kick-off public event, are being mobilized to plan and frame the following activities, notably regarding the co-selection and co-design of NBS, in order to take into account as much as possible the specificities, requirements and limitations experienced by the various segments of citizens.

B. Frontrunner cities: Sofia and Nantes

In **Sofia** (Bulgaria), the local task force (Sofia Municipality and UACEG) drew on the project meeting in January 2019 to combine a series of internal and external workshops, thereby introducing URBiNAT to a wider set of actors and audiences. In this context, URBiNAT's partners had the opportunity to meet and engage with various city representatives, including at district level, which was positively reflected by local media based on press conferences.

Moreover, a technical visit was conducted in the intervention area of the project, meeting and engaging with non-profit organizations, local associations and other actors in effect serving as champions for the project activities. A workshop applying motivational interviewing was further conducted, helping to mobilize invited citizens and stakeholders.

These activities were preceded and followed by fieldwork performed by the local scientific partner, consisting of formal and informal meetings and semi-directional interviews. They further resulted in a kick-off public event in April 2019.

Beyond the local diagnostic and review of URBiNAT's NBS catalogue, the local task force has been preparing various activities in connection with the co-creation process, notably regarding the co-selection and co-design of NBS. The city and local partner focused specifically on engaging schools, non-profit organizations and local associations in the planning of participatory activities, as well as the NBS interaction with citizens and stakeholders, including through the organization of an exhibition.

In **Nantes** (France), a technical visit was organized by the local task force (Nantes Métropole, Ville de Nantes and IRSTV/CNRS) in December 2018, enabling URBiNAT's partners to meet and engage with other departments of the municipality at the city and district levels, as well as with both local public and non-profit organizations and associations. This visit was preceded by an exploratory visit by the coordination of the consortium in March 2018.

URBiNAT activities in Nantes are part of the wider urban regeneration initiative of the municipality for the intervention area, 'Projet Global Nantes Nord', which started in 2016. The engagement of citizens is organized in the context of citizen dialogues, 'Dialogues Citoyens', consisting of a roadmap and a range of communication tools applied in five stages: communication, information, consultation, participation and co-building. This framework organizes the exchange, feedback and collaboration between citizens, technicians and politicians.

Further, URBiNAT was introduced to citizens and stakeholders on the occasion of the annual local spring event, in May 2019, with activities and presentations involving IRSTV/CNRS, the local scientific partner. Moreover, IRSTV/CNRS has been participating in other participatory public events organized by the municipality in the intervention area.

On the occasion of the URBiNAT partners' meeting hosted by Nantes in July 2019, a series of field visits enabled the members of the consortium to engage with citizens and stakeholders, mainly including non-profit organizations and local associations.

C. Followers cities and observers

Regarding **follower cities**, as we prepare to submit this deliverable D3.2, they are planning for the co-diagnostic phase and introductory participatory activities, as well as confirming and mapping the involvement of intermediary organisations. Collaboration with local partners and horizontal partners of WP3 is key in the context of this preparatory work, as well as the exchange with the other cities of the project around the planning and implementation of URBiNAT's co-creation process.

Technical visits were organized by the follower cities and their respective local partners with the participation of the coordination team and other members of the consortium, which created opportunities to engage with citizens and stakeholders, but most of all gave a broad picture of the participatory context: Nova Gorica (Slovenia) in August 2018, Siena (Italy) in September 2018, and Brussels (Belgium) in October 2018. In the case of Høje-Taastrup (Denmark), an exploratory visit was held in August 2017 to prepare the second stage of the application process to the funding of the European Commission. This follower city will also host a meeting of URBiNAT's partner in 2020.

For all four follower cities, local partners in terms of citizen organisations, associations, NGOs and business associations have been identified and in some cases have been engaged previously in co-planning and co-design activities relating to urban renewal. However, the experience levels of the four cities is very different from little to much experience and from sporadic and temporary to more continuous and structured engagement. With the current URBiNAT participatory planning, it is aimed to strengthen the participatory culture as well as making the participatory activities sustainable in all four cities.

Moreover, the first premises for establishing the Living Labs are being analyzed by the cities with their respective local partners and horizontal partners of WP3.

In the case of **observer cities**, exploratory meetings/visits were conducted with the participation of the coordination of the consortium: with Shengyan (China) authorities, in Shanghai, in June 2018, and in Khorramabad (Iran) in October 2018. The latter also counted with the participation of other URBiNAT's partners, and was followed a year later, in October 2019, by a series of workshops on URBiNAT's approach to co-creation for an inclusive urban regeneration, organized by the local partners with the support of horizontal partners of WP3, which involved political representatives, academics, non-profit organizations, local associations, schools, businesses, and also enabled to meet with citizens of the intervention area. The Khorramabad workshop series was a graphic illustration of the URBiNAT processes in three days as a further elaboration and concentrated set of participatory activities co-designed and co-implement in the context of the Porto pilot, involving the local task force, now to be further tailored to the other cities in URBiNAT, according to their local participatory cultures and engagement process with local citizens and stakeholders.

1.2.2. Results of mapping

A. Methodological update²

Deliverable D3.1 included a participatory portfolio inside URBiNAT, presenting actual experiences in frontrunner and follower cities, with different participatory methods and tools, as well as some challenges and achievements the cities have faced in supporting participation (subsection 3.2 of D3.1).

In the case of the **frontrunner cities**, the local scientific partners and horizontal partners of WP3 have been mobilized to gather information on each participatory context. They managed to establish a detailed framework of the mechanisms, tools and initiatives put in place by the municipalities of Porto, Sofia and Nantes to support citizens' participation, and that could be combined with and applied to the development of the healthy corridors, within a local governance framework. Regarding Sofia, this mapping also included a detailed background and analysis of the national and municipal contexts about civic engagement, namely in the area of urban development.

In the case of the **follower cities**, URBiNAT's colleagues of the municipalities were consulted by the horizontal partners of WP3 to understand their respective participatory background. Siena and Nova Gorica provided information on the most recent participatory processes related to urban development, as well as specific challenges that the project may face in developing the healthy corridor through its co-creation process. Siena highlighted that there is a difficulty in translating the visions expressed into a common vision and reality in the shape of the necessary changes. Nova Gorica highlighted the communicative challenge trying to explain the changes and what was done with the valuable input from citizens that emerged from a previous process for a delayed project to renovate a residential district. Regarding Brussels, a mapping of participatory mechanisms put in place by the municipality is available. Høje-Taastrup brings the approach that emerged from the development of a new relationship between the municipality and its citizens over the last 25 years, focused on the interaction with the citizens where their own resources are activated with emphasis on co-creation.

As mentioned, during the first 18 months of implementation of the URBiNAT project, the initial design of task 3.1 and 3.2 has been put into practice in an ongoing process, a work in progress evolving and deepening together with the establishment of Living Labs. This is based, in turn, on further engagement and building local interaction and relation with URBiNAT. In this context, the **process of mapping the participatory culture is being carried out** by the horizontal partners of WP3 with a more in-depth analysis of who, how, when and why participation happens, contributing to frame the capability and will to act together. The outputs of this process should include the identification of:

- participatory culture of citizens, community residents and neighborhood organisations;
- participatory culture of local organisations, agents and companies;
- participatory culture of local municipalities and local publicly owned institutions.

The process of scanning and analysing the participatory culture of each of these social segments will identify a spectrum of initiatives “to do together with”, either among citizens themselves within autonomous initiatives, or among citizens and organizations and institutions, ranging from

² Sub-section developed by Isabel Ferreira, ongoing PhD research under the topic “Governance, citizenship and participation in small and medium-sized cities: a comparative study between Portuguese and Canadian cities”, funded by Fundação para a Ciência e Tecnologia, Fundação Calouste Gulbenkian and the International Council for Canadian Studies.

“initiatives by eruption” to “initiatives by invitation” (Blas & Ibarra, 2006)³, both initiatives bottom-up and top-down. These initiatives and features of participatory local culture include:

- ❑ existing participatory processes, initiatives, activism, rights claiming movements and public mobilizations in the neighbourhoods,
- ❑ who participates in the territory, namely organizations or groups and the role they play in the intervention areas;
- ❑ diverse community interests that motivates and leverage citizens engagement in community and public life, including:
 - activities organized by the residents (e.g. cultural, leisure and sports activities);
 - potential social activists, champions, and informal groups;
 - any activity or initiative related to the production, exchange or commercialization of products/services based on social and solidarity principles in the intervention areas (e.g. time bank, social currencies, solidarity fairs/markets, farmers markets network, bread houses, composting community);
- ❑ obstacles to participation in community and public life felt by community residents;
- ❑ local organisations, agents and companies and champions;
- ❑ relation of citizens with local institutions, including the city and other municipal forces, main doors by which citizens, local organisations, agents and companies can participate in local governance;
- ❑ obstacles to participation in public policies felt by municipalities and local publicly owned institutions;
- ❑ staff and council assets, motivations and agendas for participation, including operational, strategic and political;
- ❑ identification of staff and council members' initiatives and projects of public participation.

For this purpose, the horizontal partners of WP3 have been conducting interviews with the representatives of URBiNAT municipalities and their local partners, as well as local stakeholders, as a way to cover these aspects and highlight potentialities and gaps of information and analysis regarding the local participatory culture. This mapping, in connection with the local diagnostics, will contribute to and will evolve together with the planning of participatory activities and the engagement of citizens and stakeholders, by verifying what and who can trigger their engagement in the co-creation process.

The expected output of the mapping of the participatory local cultural is a snapshot of the main initiatives occurring in the URBiNAT neighbourhoods, either initiatives by irruption and by invitation, illustrating the intensity of participation in those initiatives, offering an analysis on the richness of participation either in urban governance and management, either in community and public matters. The results in each city will help to design separate but complementary steps to be taken by each group (citizens, community residents and neighborhood associations; local organisations, agents and companies; municipalities and local publicly owned institutions) within the community-driven process, in order to better sharp where to invest time, energy and resources to feed a sustainable co-creation process.

To illustrate the results of the analysis, we will use a framework to measure the intensity of participation by citizens, organizations and institutions in community and public matters. The intention is not only to measure the openness by each of them to participation in decision-making processes lead by the municipality or other public institutions. It also aims to illustrate their ability of “doing together” by 1) making decisions together and/or 2) operating decisions together; within

³ Blas, A., & Ibarra, P. (2006). La participación: estado de la cuestión. Cuadernos Hegoa, 39, 5-35.

corresponding interaction levels ranging from 1) strategic and planning decisions to 2) management and operational projects.

The framework uses a scale of participation intensity to measure the quality of interaction across several spheres of interaction within neighbourhoods and the broader city, ranging from citizens (individual dimension) to growing collectives at each sphere (collective dimensions):

1. *Neighbourhood scale:*

- individual;
- group;
- community (including local associations and organizations).

2. *Parish and city scale:*

- parish;
- municipality;
- other urban institutions and organisations.

A literature review guided the definition of the intensity categories, including: 1) the proposed scale of Sheila Holz (2015),⁴ whose research resulted in a framework to measure participation intensity in decision-making processes initiated by municipalities; 2) the Ladder of Participation of Wilcox (1994)⁵ which considers purpose of participation, stage of the process and the different interests of stakeholders; and 3) the Spectrum of Public Participation proposed by the International Association for Public Participation focussing in participation in public policies.⁶

The scale comprises six categories that range from 1 to 6 in terms of the quality of democraticity it promotes, including the quality and diversity of interactions within citizens, organizations and institutional initiatives. The scale classifies initiatives both at strategic and/or operational levels, so sometimes it classifies strategic initiatives that do not have involvement at an operational level or operational initiatives whose strategic dimension was not attended to the same degree. The six categories correspond to low, medium and high intensity levels of participation:

1. *Low intensity categories:*

- Notify* - notifying, individually or publically, an already decided action, ranging from particular constructions (individual dimension) to location of garbage collectors and demolitions of buildings (collective dimensions);
- Inform* - using posters, open houses, media briefings, videos, websites or newsletters to provide information on urban developments (ranging from poster informing constructions or new services/business in private buildings to open houses to inform on a new urban plan). Also information to participate individually on available projects and facilities (e.g. information on available urban gardens).

2. *Medium intensity categories:*

- Consult* - using meetings, focus groups or surveys to consult citizens, organizations and institutions to inform, but also to listen and receive feedback on a specific

⁴ Holz, S. (2015). *A força da lei e a força de vontade: a importância da lei para a promoção de práticas participativas na elaboração de instrumentos urbanísticos em Portugal e na Itália* (Doctoral dissertation. University of Coimbra). Retrieved from <https://estudogeral.sib.uc.pt/bitstream/10316/29527/1/A%20for%C3%A7a%20da%20lei%20e%20a%20for%C3%A7a%20da%20vontade>

⁵ Wilcox, D. (1994). *The Guide to Effective Participation*. Brighton: Delta Press. Retrieved from <http://ourmuseum.org.uk/wp-content/uploads/The-Guide-to-Effective-Participation.pdf>

⁶ On November 22nd, 2019, the IAP2 International Federation granted Isabel Ferreira, by email and upon her request, the permission to use the following IAP2 material for describing the state of the art of methodologies for public participation under the European project URBiNAT: IAP2 Spectrum of Public Participation, Core Values and Code of Ethics. Current versions of the SPECTRUM, Code of Ethics and Core Values are available in PDF format on the IAP2 website, <https://www.iap2.org/page/about> and click on the Resources link (<https://www.iap2.org/page/resources>).

matter or proposal, without committing to include the compiled information on the decision-making or to give feedback on the results;

- ❑ *Involve* - through workshops and some techniques that use deliberation until a certain extension, including concerns and alternatives in the process and providing feedback on how inputs influenced the final decisions. It can also be the case of involvement at an operational level without interaction or with lower interaction at a strategic level.

3. *High intensity categories:*

- ❑ *Collaborate* - using consensus and citizens committees to work together, incorporating advice and recommendations, participating in technical and board decision-making processes, which will integrate those until the maximum (legal and technical) extent. It can also be the case of collaboration at an operational level without interaction or with lower interaction at a strategic level;
- ❑ *Co-create* - adding to the collaboration approach and using workshops, labs and public meetings, citizens work together among them and with institutions and organizations to create solutions. The process of co-creation requires citizens' leadership through all the stages of creating solutions and corresponding decisions.

The use of the participatory scale combined with several interaction dimensions should give a clearer picture of the culture of participation in each neighbourhood and corresponding city. The information on the intensity of participation by each dimension of interaction will illustrate a spectrum of various participatory actions among individuals, organizations and institutions.

The following figures and table illustrate how this methodological approach can be represented analytically.

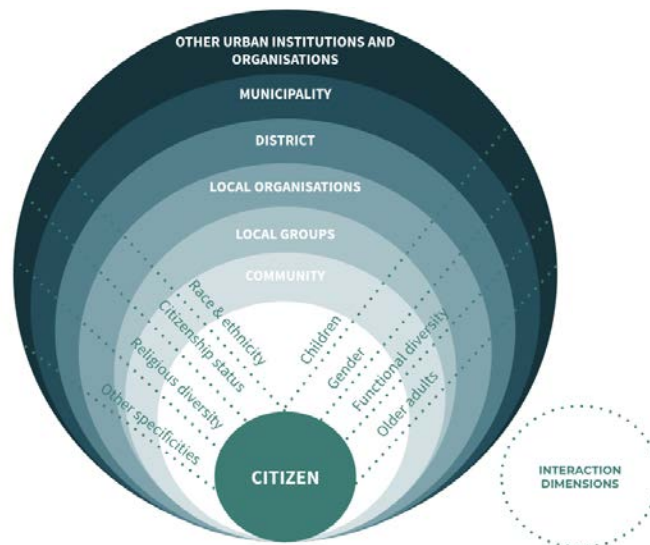


Figure 2: Framework to measure the intensity of participation - Interaction dimensions

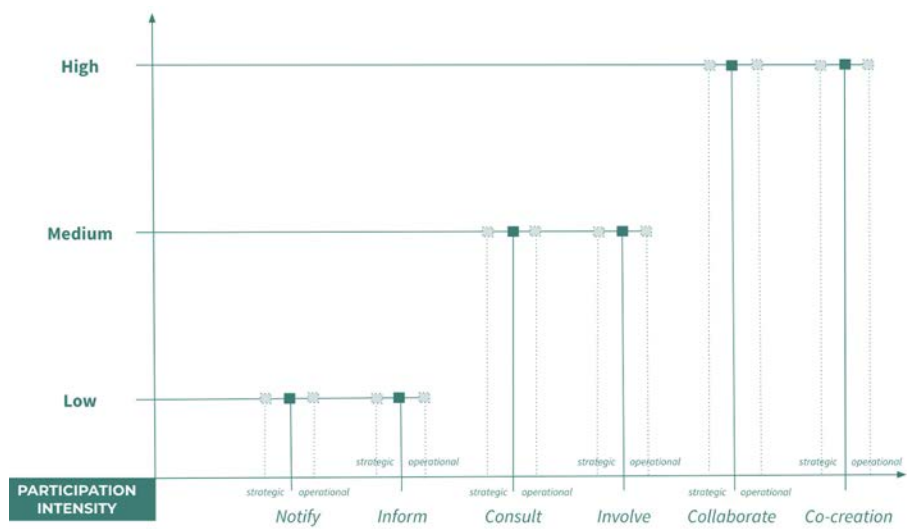


Figure 3: Framework to measure the intensity of participation - The use of the participatory scale combined with the several interaction dimensions

SCALES OF PARTICIPATION		Low intensity		Medium intensity				High intensity					
		Notify		Inform		Consult		Involve		Collaborate		Co-creation	
		Strategic	Operational	Strategic	Operational	Strategic	Operational	Strategic	Operational	Strategic	Operational	Strategic	Operational
Neighbourhood scale	Individual												
	Group												
	Community including local associations, organizations and schools												
City and district scale	Parish												
	Municipality												
	Other urban institutions and organizations												

Table 1: Framework to measure the intensity of participation - Analytical table

The table and figures illustrate the culture of participation, revealing strengths, weaknesses and gaps of interaction that will guide the design of participatory processes. To be community-driven, the design will focus on raising the intensity of interactions, so that co-creation is the prevalent interaction among citizens, stakeholders, organizations and institutions within URBiNAT processes.

B. Piloted methodology

Fieldwork performed from September 2018 to October 2019

CES developed a semi-structured interview questionnaire, which was applied in Porto in meetings with local stakeholders, including municipality departments and local organisations and associations.

The set of interviews had the main goal of understanding the “capacity of doing together with”, covering:

- activities promoted by local organisations, agents and companies in the territory, with the residents including (or not) other entities;
- initiatives promoted by citizens, community residents and neighbourhood organisations;

- ❑ the decision-making process promoted by the municipality and local publicly owned institutions.

Interviews were conducted with:

- ❑ departments of the municipality:
 - technicians of Domus Social (housing and maintenance company);
 - technicians of the urban planning department;
 - the head and a technician of the social cohesion department;
 - a technician of the environmental planning and management department;
 - a technician of Porto Digital (non profit association in charge of the creation of new digital tools to promote and expand the communication and participation with the citizens, on behalf of the municipality).
- ❑ schools:
 - the director of the school grouping, located in the intervention area;
 - coordinators of schools located in the intervention area.
- ❑ local organisations with activities in the intervention area:
 - the director of Espaço T, an association dedicated to support social and community integration in Cerco neighbourhood;
 - a social worker and member of the Associação Portuguesa de Deficientes (Portuguese association of people with disabilities) in Cerco neighbourhood;
 - the coordinator of Obra Diocesana de Promoção Social (diocesan social work) in Lagarteiro neighbourhood.

The municipal representatives in URBiNAT consortium, the local partner CIBIO and the horizontal partners CES and GUDA also promoted the following two activities with the municipality:

- ❑ one meeting at the political level, with councillors and municipal directors, to present and explain URBiNAT project and for commitments to the project. On this occasion, the directors were invited by the vice mayor to appoint at least one technician to take part in a following workshop, aiming at aligning possible synergies with other projects running and/or planned in the intervention area;
- ❑ one workshop with the technicians of municipal departments, with the following specific objectives:
 - create synergies among colleagues from different departments to work together in the project;
 - identify projects planned or running in the same territory (with or without participatory process);
 - identify the universe of stakeholders (including citizens' ombudsperson and citizens with a seat at the city municipal committees);
 - align timing and strategies for participatory projects;
 - create a task force with members of the municipality and URBiNAT project to work regularly on participatory processes.

Moreover, the local task force organized a series of three workshops with local organizations and associations in the school grouping and local organisations of the intervention area to:

- ❑ present the URBiNAT project;
- ❑ map local activities, target groups and networks;
- ❑ identify synergies and possible involvement in the activities of the project, including mobilizers and facilitators;

- ❑ involve them in launching the project to the population of the intervention area through the organisation of a kick-off public event.

During the fieldwork, CES identified the schools of the intervention area as key mobilizers, and organized two meetings/workshops with the coordinators of the primary schools and representatives of the parents' associations of the Corujeira, Falcão, Cerco, Lagarteiro and São Roque neighbourhoods. These encounters served to raise the interest of these school communities in taking part in the activities of the project, which resulted in the organization of three kick-off events with participatory activities involving the students of primary schools. It also resulted in framing a programme of activities for the school year 2019/2020 with interested directors and teachers in integrating URBiNAT in the programme of their students. The kick-off events in the schools constituted a preparation and pre-testing of activities for the design and planning of the kick-off public event.

Beyond engaging with citizens and stakeholders, all fieldwork activities were an opportunity to:

- ❑ better understand the participatory practices already implemented by the organisations in the intervention area;
- ❑ observe the diversity of experiences existing in the area
- ❑ identify synergies with URBiNAT and the new arrangements with citizens and decision-making process;
- ❑ identify best practices and solutions (e.g. social and solidarity economy solutions, urban gardens).

Preliminary analysis of the local participatory culture

Culture of participation is a complex analysis, since it is manifested in multiple forms depending on local culture and interactions as a whole. Moreover, **participation** is a multi-layered concept, which refers to different processes, approaches and actors involved. In this sense, the present preliminary analysis is not exhaustive, and does not consist of only counting different practices. From the field research done in Campanhã, which is URBiNAT's intervention area in Porto, it is better defined as a **qualitative analysis** of interactions by different city actors at different levels of intensity and for different purposes (whether driven by organisations, citizens themselves or the municipality). URBiNAT's goal is to explore what came from the territory, looking for strategies to better use it in the community-driven process in order to promote and support the co-creation process.

❑ Participation in municipal governance

In Porto, several participatory processes have been carried out by the municipality with different forms of citizen involvement. Each department is required to promote public participation in its interventions and/or activities, such as the ones **stated by law** (e.g. plan or intervention regulation).

This is the case of the urban planning department dealing, for example, with the revision of Porto's master plan and the urban rehabilitation areas (ARU). In this regard, the Portuguese law establishes two moments for participation: preventive participation, at the beginning of the process, and successive participation, after the presentation of technical studies. In both cases, citizens **might send suggestions, ask questions, and consult documents**. For the master plan, Porto introduced meeting throughout the process for **citizens involvement**: territorial meetings in each parish council, and thematic weekly meetings (such as mobility, housing and tourism) for the city as a whole. These meetings were **transmitted by streaming**, using technology to reach more

citizens. A **permanent email address** is also available to receive contributions. In sum, it is visible a growing effort to open mechanisms of interaction on top of the documents produced. The intensity of interactions mediates between low and medium, and there is still room for qualifying the interactions within the strategic level of decisions that these documents require. The work of Porto Digital, in charge of the creation of new digital tools to promote and expand communication and participation with the citizens, on behalf of the municipality, may contribute to the increase and improvement of this interaction.

Regarding **regular participatory practices**, the municipal department for environmental planning and management involves citizens in initiatives where they are **part of the final result**, such as urban community gardens in partnership with LIPOR, the intermunicipal service in charge of waste management for Greater Porto, promoting biological agricultural production, and the 100,00 trees project, aiming at expanding urban forests and involving the residents, who can receive and plant a tree. Other **regular practices based on a collaborative approach** include: a circular economy initiative, involving a university, associations, citizens and schools; and Cidade+ (City+), a **bottom-up project** related to sustainability, involving citizens, schools, universities, social movements, among others, in an annual event organised in a co-creation format. This department does not have decision powers, but is responsible for the implementation of the plans of other departments. Its interventions are at a technical level, and its projects at a city scale. From the perspective of intensity of interactions, these initiatives reveal a low intensity in terms of participation in the decision-making processes at a strategic level. However, while the nature of the projects promotes collaboration mainly in operations and among the municipality and citizens individually, there is a potential of collaboration interactions among citizens at an operational level, but this still needs a more advanced research to be confirmed. There is room for intensification of the interactions: 1) either among municipality and citizens, institutions and organizations and among themselves or, 2) at strategic and operational level.

Although there is no department responsible for implementing and articulating all active participatory practices, the department of social cohesion leads many participatory initiatives in the scope of its social interventions, and also supports other departments to carry out participatory processes. This department does not promote **regular practices**, but it has a **strong focus on social** aspects of the neighbourhoods, and it is in charge of the citizens' participation for many projects of other departments. It developed a close relationship with the residents of neighbourhoods and local organisations, having carried out many participatory processes in the last 20 years, in the context of local, national and international projects.

More recently, the department of social cohesion applied a **participatory diagnosis in Cerco neighbourhood (URBiNAT intervention area)**, based on the "roadmap for the elaboration of a development plan applied to the parish of Campanhã", consisting of **collaborative approaches, which includes consensus and working together with citizens committees of the area**. This roadmap was developed in the context of the project "Portugal Participa - Caminhos para a inovação social" (Portugal participates - Paths for social innovation), promoted by the association In Loco, the Center for Social Studies of the University of Coimbra, and EEA Grants, in partnership with the municipality of Porto. The objective of the project was to understand how to develop a diagnosis and development plan for the parish of Campanhã, through the participation of the main relevant actors for its implementation and development. Moreover, the department of social cohesion is currently coordinating a project on an integrated approach to active inclusion (Abordagem Integrada para a Inclusão Ativa - AIIA), with the participation of children, youngsters, as well as local organisations. Finally, it coordinates a local plan for health, with the **involvement of local organisations and citizens** from URBiNAT's intervention area, and promoting several **workshops and meetings**.

The activity lead by this department is certainly one that promotes participation at higher intensity levels, within a growing effort to introduce quality in the practices of interactions: 1) either at a strategic level and at a management and operational level and or, 2) between the municipality and citizens, and between the municipality, citizens and other public institutions and formal and informal organizations. Moreover, the participatory initiatives include good lens of diversity and are focused on participation as a means - for better social management while seeking support to implement public policies, but also as an end - pushing forward internal practices to gradually increasing the level of integration of citizens' voices. Finally, while practicing some action-research within its own practices, the department has a very important role to disseminate its experience in growing good practices of participation within the overall operations of municipal departments.

At the neighborhood level, the involvement of residents includes ConDomus, promoted by DOMUS social, in charge of the management of social housing. This project focuses on the management of common areas, through **elected residents' representatives**, who relay to DOMUS any malfunctions of buildings, and who **relay to the residents the information** from DOMUS, such as invitations and communication letters. The activity of this municipal organization certainly uses levels of interaction that promotes not only interaction with citizens but also among citizens. The motivations for these interactions are based on management and operational needs. While it is an interesting initiative that can be replicated by other municipal departments, there is still considerable scope to engage citizens at more strategic levels, beyond the management of common areas and in a broader perspective of the social housing policies.

□ Community participation in the intervention area

As identified in the fieldwork, the schools grouping plays an active role in involving the students' families and nearby residents with open events gathering around 600 people from the area, every year, with an annual "Jobs fair", and other unofficial activities such as cooking jams, participating in sports activities, holiday celebrations, and presentations performed by local artists from the neighbourhoods. It also promotes with students activities related to a "pedagogical farm" and a Youth Orchestra.

The Parish Council promotes a diversity of popular celebrations and street markets, such as: the catholic celebration of "Nossa Senhora do Calvário" (Our Lady of Calvary) with the Catholic Church, folk festivals, the national public holiday of 25th April (Freedom Day), Cerco Fair every Sunday (people from the region selling various products, such as clothing, footwear, home textiles and food products), Vandoma Fair every Saturday morning (second-hand products), formal and informal celebrations.

The workshops with the organizations developing activities in the intervention area revealed a diversity of involvement with residents: culture (e.g. theatre, dance and music); environment (e.g. urban farms, recycling, community garden); mental health (e.g. support with doctors, nurses, psychologists, sociologists); sports (e.g. rugby, boccia, futsal, adapted sport, tricycle); education (e.g. justice, right to citizenship, healthy and adapted food for diversity, health conditions, basic school); participation of people with functional diversity. These organisations promote activities for all ages, having some dedicated to children and teenagers, others to older adults, or both. This includes also organisations specifically dedicated to deaf people, cerebral palsy, or even a shelter for vulnerable children. Their activities are generally carried out in their premisses, and directed to their users who come from the nearby area. They also have a strong relationship with the surrounding territory and are regularly involved as stakeholders in actions promoted by the municipality.

The interviews conducted with local organizations also revealed that residents are available and enjoy participating in the activities proposed. They welcome participatory activities, including when invited to discuss in collective spaces issues such as delinquency, employment, parking, and transports/mobility. The local organisations appear to play a linkage role between public institutions and residents.

It is necessary to intensify the fieldwork, deepening and widening engagement with citizens and stakeholders, to enable an analysis on the intensity of participation regarding the community participation in the intervention area.

□ Overview of potentialities, challenges and next steps

In general, participatory practices promoted by the municipality in the intervention area of the project adopt consultative formats. In our view, it is a common practice for municipalities that are still looking to create new forms of interaction with citizens, a step ahead of traditional models.

From the information gathered in the fieldwork, we identified that the intervention area has an active community that enjoys and cares about the place, involved in the promotion of local traditions and assets, as well as active when discussing territorial interventions. The local organisations are diverse, covering social, cultural, sports and supporting activities for a diversity of citizens segments, ranging from children to older adults, and including people with functional diversity.

Thus, the residents of the intervention area demonstrated interests and energy to be involved in many activities, from fairs to territorial intervention, based on their deep knowledge of the territory and its potentialities. They are also able to spend time and energy to be involved in URBiNAT's activities planning and co-creation process.

The kick-off public event held on 12th of October 2019 in the Corujeira Square was evidence of the willingness of residents and stakeholders to participate in several aspects. Firstly with the participation and support of local organizations and artisans, who were part of the event, by performing and showing the local talents. Secondly, by gathering around 200 participants, who participated in the circuit of activities proposed by URBiNAT, most of them living in Campanhã area. 92 of these participants filled an evaluation form at the end of the circuit of activities, having 88% evaluated the URBiNAT proposal with the highest score, and 77% felt motivated in continuing their participation in future activities. They were also invited to provide their contact details in order to participate in the organization of the upcoming participatory activities, and were then contacted for a meeting held on the 18th of November, with two options of time. 44 people confirmed their participation, and 27 people effectively attended the meetings.

In sum, there is an extensive participatory activity in the community's life, mainly promoted by formal and informal organisations or public institutions, that create engaging spaces and activities, following the residents' needs. However, these practices do not include the citizens "doing together with" in the idealization and/or creation of urban processes and interventions. It means that there is a huge human and creative potential present in the intervention area, that, within an appropriate engagement environment, could lead to new approaches of participation within urban regeneration.

These aspects cover the following challenges:

- introduce and reinforce key features of innovative governance models based on civic innovation;

- expand the engagement of citizens, including marginalized voices into the policy-making process, building on citizenship and legal consciousness.

Beyond primary school pupils, other target groups are still in the process of being identified, as the citizens and stakeholders, who engaged in the previous workshops and participated in the kick-off public event, are being mobilized to plan and frame the following activities, namely regarding the co-selection and co-design of NBS, in order to take into account as much as possible the specificities, requirements and limitations experienced by the various segments of citizens.

The investigation, although preliminary and experimental in many aspects, revealed the need to rethink participation methods and tools, and the projects' implementation in parts, focusing on revealing potential and connecting existing resources and initiatives.

The upcoming participatory activities are also intended to present the results of the local diagnostic to the citizens and stakeholders of the intervention area, including the results of mapping the local participatory culture, in order to confirm the improvements that the development of the healthy corridor will focus, which will support the co-selection of NBS, by adopting the lens of the 'real people' in their 'real life' and the voices of subjects / citizens (not only objects of research).

C. Frontrunner cities

□ Interview results

Porto	Sofia	Nantes
Respondent: Sheila Holz / CES On the basis of interviews and field work	Respondent: Georgette Rafailova / Sofia Municipality	Respondent: Nathalie Roguez-Villette / Nantes Métropole
I. Existing participatory processes and initiatives		
1. Describe the historic and existing interactions with the residents of the intervention area		
Porto	Sofia	Nantes
Most of them are conducted by the Social Cohesion Department, involving residents in planning and programmes in the area. It started about 20 years ago, with Urban I.	The communication flow between residents and the municipality involves the Local District of Administration and the Central Administration office. From the inauguration of the GREEN SOFIA program in 2011 the interaction with residents in regard to NBS increased. After the kick-off of the URBiNAT program a lot of activities have taken place and a specific Nadezhda Association(an NGO) has been officially created.	The Citizen Dialogue activities started in 2008 but did not take off until 2014. In the area of Nantes Nord the peak for kick-starting citizens participation more in-depth took place in 2016-2017. The process of participation is now well established and several tools have been put into use. The process is organised on two levels - the City level (Nantes Métropole) and on the district level (Nantes Nord).
2. How are the participatory processes with citizens in the intervention area organized? Any specific regulation, department and tools (including digital) for the design and functioning of participatory processes?		
Porto	Sofia	Nantes
When the Urban Planning department is in charge of a plan that needs citizens involvement, they contact the Social Cohesion Department to promote the process. The Environmental Department does not have any specific activity in Campanhã area. Porto Digital is creating a digital tool that will benefit the whole city but never had an intervention	The Central District Administration offers an online platform where citizens can make suggestions, comments and complaints. Further, the Chief Architect Office can be contacted by the residents for more direct communication concerning practical and urban planning issues. Another communication channel for the residents is to	The participation is organised by a task force consisting of elective representatives, technical staff and district level staff. The taskforce invites citizens to participate in workshops addressing topics which have been selected among issues raised by citizens, technical staff and other stakeholders. The workshop group is then selecting tools for broad participation such as Focus Group, Walk through,

in Campanhã.	request a meeting with the mayor or vice-mayor and each resident are guaranteed that their meeting request will be adhered to.	Photo voice, Bus Citoyen etc. In order to engage more residents the District team also engages in “knocking door” activities inviting more people to participate. For big and more long term projects certain web tools such as surveys, calls for proposals are put into use.
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3. Explain the link between discussions and decision making conducted with citizens in participatory processes and the discussions and decision making conducted at the municipality level.

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
	The most obvious and recent example of citizen participation was the revision of the proposed Master plan: “VISION 2050” whereby residents were invited to take part in task-force meetings. Each of the task-forces has been composed of key stakeholders including citizens. The task-forces have both generated ideas and proposals as well as provided comments on the “VISION 2050”. The process with the task-forces has been ongoing for about two years and currently the Master Plan is under finalisation by Central Administration.	The timeframe for the participation process i.e. from the initiation of the discussion to the final decision varies from about 2 - 6 months for average size projects. Several of the stakeholders such as the legislation representative, the technical experts and the citizens will have the opportunity to comment on the agreed proposal document before the final decision is taken by the elective representative. If the elective representative reached the decision “No” on the proposed project then the citizens will receive a comprehensive explanation “WHY” the decision taken is a “NO”. If the decision is “YES” the taskforce will meet and commence plans for implementation.

4. Are there other participatory initiatives in the intervention area initiated by citizens or local organizations/associations?

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
School grouping has many activities involving the residents.	Yes.	Yes.

4.1. If yes, please elaborate. Could you list some of these initiatives and the role they play?

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Eg. at School: The Mothers’ Day part is open to the community and involves around 600 people every year, it takes place at the weekend before the Mothers Day (in May), and the students present concerts, the Youth Orchestra from Quinta da Bonjoia participants, as well as some politicians.	Social Circus - a program for children with special needs inspiring them to be physically active in circus style setting. The founder of Social Circus is resident of Nadezhda and world champion in mono-cycling Bread Houses - social innovation initiated by a resident of the area. Homeless people bake bread together with anyone who wants to voluntarily join. The bread will then be given to homeless shelters in the area. The Bread House is also facilitating events for companies to strengthen teamwork and collaboration through several workshop activities and games. There is also the Centre for Culture and Education, where children learn about performing arts and to express their artistic talents. Other organisations are, among others the Zelenika Foundation (environmental education for children), ZAEDNO Foundation (education on creating edible gardens of learning in kindergartens and schools together with local communities), BAOPN (educational plant nurseries), Meshtra (preservation of the cultural heritage of traditional buildings) etc.	The office of project “bureaux des projets” is a municipality tool to assist citizens to build their projects. All the associations carry out their own activities, for example, Eclectic, a youth initiatives incubator which organises a number of activities such as cultural excursions, on climate change, debates, etc A group of women has formed an NGO, still an informal association under the label “ Les Mains dans la Terre” (meaning .. with Hands in the soil). The women in this group are volunteering activities in nearby farms. The women are planning to inaugurate a formal NGO with more formalised solidarity economy engagements. Greeters Nantes (voluntary guides who lead through the neighbourhood), La Cocette Solidaire (association to end isolation and anonymity in the city), Garden of Canada, Le Solilab (platform for all organisations working in the field of social and solidarity economy) etc.

II. Who participates in the territory

5. In what ways are organizations, associations, schools, businesses and other actors using public spaces in the intervention area?

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
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<p>Corujeira Garden is often used for local activities, as fairs</p>	<p>North Park is popular outdoor space where people like to meet and also organise events. The North Park was in the past poorly managed and considered a “bad” area, but in the recent 7 years the area has gradually improved and become more attractive. During the winter season the “Culture Centre” is providing space for many activities engaging residents such as concerts and exhibitions. ZAEDNO Foundation supports the schools and kindergartens to create edible gardens of learning (‘tasty’ gardens) together with the local communities and to conduct educational activities with children aged 3-12. The Zelenika Foundation is also going into schools and education children on climate change and food management.</p>	<p>The out-door public spaces are frequented by several citizens groups such as mothers & children (mostly play grounds and such areas) and male teenagers. In regard to indoor public space the Nantes Nord area has four community centres, which all have libraries and space for various activities organised by individuals and associations such as yoga classes, art workshops etc. La Mano is a sort of a district house for residents in the area where the residents can meet social workers, family lawyers, financial support persons etc. La Mano incorporates a repair studio where residents can learn do-it-your-own principles in regard to wood-work , painting, sewing etc, The Greeters walk around the intervention neighbourhood and explain the most important information to visitors. The Garden of Canada is used for community activities, such as arts and crafts.</p>
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6. Are you able to identify citizens/stakeholder leaders in the intervention area who lead the way and mobilise other citizens?

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Yes	Yes	Yes

6.1. If yes, please elaborate. Could you list some of these citizens and the role they play in the intervention area?

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
<ul style="list-style-type: none"> - A rapper artist who could involve teenagers; - Resident of Falcão neighbourhood, living there more than 47 years; - Participants of previous EU-funded Urban, 20 years ago. 	<p>An individual who initiated waste separation and separate waste collection. A number of managers in the housing complexes engage in improvements of the neighborhoods and in principle these individuals act on volunteering basis. For example one of the managers started a flower planting initiative in the area surrounding the housing complex. The owners of the above mentioned organisations are active participants in the redevelopment of the intervention area.</p>	<p>There is the citizen council, which provides autonomous spaces for expression, proposal and initiatives of inhabitants and their local actors. Accoord is mandated by the City of Nantes to take care of all the leisure and leisure facilities ie the city's leisure activities. It is in charge of the 3 cultural social centres, as well as many antennas. The Accoord has specialized in the care of children from 3 to 15 years old. All profiles meet here. AFPS operates actions like outings, games, bike repair workshops,etc ,which allows them to develop a more personalized link with the children/youth they take in. Paq La Lune is an association directly located in the heart of the Quebec towers, which is regarded as an unsafe area due to certain criminal activities. Paq La Lune actions shine mainly in this micro-district. They organize for example breakfasts and reading sessions, theatre performances and entertainment activities. Their activities reach a variety of audiences. Atao and Arbres. These two associations are involved in helping the unemployed back to work. Métisse is an association which promotes the diversity of generations and communities, the good life together. In this way, tolerance, respect and non-discrimination are encouraged, to enhance the value of each person thanks to their know-how during workshops. Further Métisse promotes amateur art as a social link which in several ways create connections between the inhabitants of the district and meet their expectations. Many activities in the area are initiated and led by the residents such as the “ Repair workshop” in La Mano. Another example includes the Cooking workshop for teens, labeled “ Les Petits Chefs”. Further, the founders of the above mentioned organisations are strong participants in the redevelopment of the intervention area.</p>

7. Are you able to identify individuals of the intervention area representing citizens in the public sphere (residents' or neighbourhoods' associations, elected citizens members of municipal bodies...)?

<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Yes.	Yes.	Yes.
7.1. If yes, please elaborate. Could you list some of these individuals and the role they play?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Neighbourhood Association, citizens elected representative at Parish Council President of Neighbourhood Association	Rosalia, CEO of the Bread House Network Diliana Vuchkova, Teacher and Director at the Centre for Culture and Education Nikolaj Marinov, Engineer and Architect at Meshtra Daniela Pandurska, CEO of Zelenika Foundation	In general, representatives of residents in the area are coming forward on a volunteer basis. However, at times the district would like to target certain profiles in order to reach a wider range of representatives or in such cases where a specific age group etc would be of interest. Christina Gehrke, volunteer at the Greeters and landscape architect at Phytolab (environmental planning agency) Victor Massip, CEO of Faltazi (selling Uritrottoir. Flower pots used to urinate)
8. Are you able to identify formal and informal organizations or groups acting in the intervention area?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Yes.	Yes.	Yes.
8.1. If yes, please elaborate. Could you list some of these organizations or groups and the role they play in the intervention area?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Norte Vida Association (formal), work with children in Lagarteiro Soutelo (formal), support to older adults Todos Association (formal), support to lonely people)	Pupilís Parliament at the schools - the recommendations by these groups are taken into account by district administration Locomotive Sports Club - engages many residents, children as well as their parents and the youth. The area also has a special school dedicated to young talents in various sports. The older citizens have the possibility to participate in a number of social clubs for retired people - such as Chorus Club, Chess Club etc The Centre for Culture and Education plays an important role as a provider of after-school activities for many children.	See above under question 6
III. Other ways of participation		
9. What kind of activities/initiatives are organized by the residents in the intervention area? (e.g. cultural, leisure and sports activities)		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Promoted by citizens: Catholic celebration - Nossa Senhora do Calvário (Our Lady of Calvary): August, 13th and 14th. Folk dance presentations- Ranchos Folclóricos (July) National holiday - 25 de Abril (promoted by the Parish Council) Soccer - Assoc. Veteranos de Campanhã Karaté - Bushido Dojo	Several activities are repeated yearly such as the National Day celebrations on March 3rd. The yearly Christmas market event taking place in December and as well as Festivities in regard to Easter.	The associations mentioned above carry out their own events and their are several events which are taking place on a regular basis. The Spring Festival - is a week when the Municipality and the citizens map, discuss and evaluate various projects in the area such as public spaces, plantations, renovations etc. Further there is a yearly festival called “Rencontres du Quartier” which also takes place once a year.
10. Are there any existing or potential social activist, rights claiming movements and groups in the intervention area?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Yes	Yes	Yes

10.1. If yes, please elaborate. Could you list some of these activists/movements/groups and the role they play?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
Associação Movimento Terra Solta: voluntary members, based on solidarity economy, aimed at developing activities in abandoned areas related to agriculture	Charity organisation named Faith, Hope and Love, which supports women and children. The Kitchen or the Cantine provides simple meals for residents with low income. Muslim Women's Group linked to the Palestinian School located in the area.	Located in Nantes Nord, Casse Ta Routine is an association created in July 2011 after three years of work in the Nantes Nord districts. The main objectives of the association are to relay and mediate with institutions, and to provide social support for adults and out-of-school youth. Listening to and supporting people in isolation is also part of the association's mission. Various associations have actions and events around the thematic of discrimination but it is not their prime objective. For example, they will organize events or discussions around discriminations but will not expressively define the fight against discrimination as the number one goal of their associations
11. Could you identify any activity or initiative staged by the Municipality, local organizations or citizens groups in the intervention area, which are related to the production, exchange or commercialization of products/services based on social and solidarity principles? E.g. Timebank, social currencies, solidarity fairs/markets, farmers markets network, bread houses, composting community		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
No	yes.	yes.
11.1. If yes, please elaborate. Could you identify some of them and the role they play in the intervention area?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>
	Schools are organising text-book swaps as well as children's sports equipment swaps. The Farmers Market Sofia has not yet decided to enter Nadezhda area as the Farmers Market Association would like to have a clearer vision on the continuity of the demand for products. As Farmers Market products are to a large extent organic, their prices are higher than the average ones and the association are doubtful if the residents of Nadezhda will demonstrate a sufficient demand for their products. Vegetable gardens to educate people on how to grow vegetables. Performances initiated by children from the Centre for education and culture. All of the activities aim at bringing people in the neighbourhood together, to educate on climate change related issues and on food related issues, such as how to maintain your own vegetable garden.	The neighbourhood has an arts and crafts house, the CUBE, where everybody from the neighbourhood can fix their bike, craft something for special occasions or learn how to become a professional carpenter. There is also a second-hand shop where people from the area can get food coupons for their clothes, toys etc. Etiquette is an apparel swapping club which is active in the area. The marketplace "La Bourgeoynière" is co-created together with citizens and local stakeholders. There are also community dinners, where everyone cooks traditional food of their home land and share it with neighbours.
12. What has already been done in the intervention area in terms of introducing URBiNAT?		
<i>Porto</i>	<i>Sofia</i>	<i>Nantes</i>

<p>Kick-off events in 3 primary schools (Corujeira, Falcão and Cerco) Kick-off public event to residents and people who enjoys Campanhã area Workshop with entities Project presentation to associations</p>	<p>The first NGO initiated by residents in the area was inaugurated in 2019. A special kick-off event among citizens, launching the URBiNAT activities, took place in April 2019. Site visit of the intervention area with the whole consortium took place in January 2019. Workshop with citizens, private green and social organisations, and public institutions (municipalities and universities). Two meetings with the headmasters of the schools and kindergartens in the study area were held in order to introduce the project and to discuss the possibilities for engaging children and pupils. An exhibition presenting the preliminary results from the Local Diagnostic stage was organized in September 2019 - it was exposed in the 4 schools located in the URBiNAT study area.</p>	<p>In December 2018 a number of URBiNAT partners made a technical visit to the area of Nantes Nord. During this visit a mapping of the key stakeholders involved in citizen participation processes took place and a number of participatory tools used in the area such as the Citizens Bus were explored. A particular section discussed the Healthy Corridor concept and how its key features including several NBSs could benefit the area. Site visit of the intervention area with the whole consortium took place in July 2019 and during this visit a lot of activities were organised such as visit of community centre and communication with local citizens, communal lunch organised by citizens. Division of consortium participants into different part of the city, exploration of the new part, the old part, and the intervention area. In collaboration with the key stakeholders target areas for intervention have been selected and these include Canada Park, The Green Loups and Opening up of the River.</p>
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Table 2: *Compilation of interviews - Frontrunner cities - Porto, Sofia and Nantes*

The above table demonstrates that there are a number of key differences in regard to participatory culture and processes among the three frontrunner cities. The URBiNAT partners have been given the opportunity to explore on-the-ground activities via physical visits, videos and documentation shared by the cities at various occasions. The city of Nantes seems to have been an early adopter of citizen participation as Nantes Metropole initiated a process for resident participation in 2008. This process has since been fine-tuned and further developed to include a number of tools which work as facilitators for an active engagement of citizens from initiation of ideas to implementation.

In every frontrunner cities it is obvious that certain key stakeholders play a stronger role as catalyser of citizen engagement than others. In the case of Porto, the mapping activities took note of the parish community as an important organiser of resident meetings and activities. The schools are also playing a significant role as a common nominator of engaging residents, which is the case in particular in Sofia, where the pupils' councils are very active in proposing new ideas in regard to neighborhood improvements, but also in Porto the task of activation of schools is highly relevant in off-setting a participatory culture. In Nantes, the initiatives by the Nantes Metropole and the local district officials such as social workers and technical experts have already mobilised residents in the area to take an active part in influencing their neighborhood in various ways, not the least by making use of the different participatory tools.

□ The evolvement of a participatory culture, challenges and opportunities in the neighborhoods of the frontrunner cities Nadezhda in Sofia and Nantes Nord in Nantes

Participatory culture embeds a number of key elements, such as how a culture is created, facilitated, nurtured and maintained. Culture is not a static concept, but evolves over time.

In the case of **Sofia**, the culture of citizen participation has developed through a series of phases. During the Soviet-influenced era, residents were expected and at times forced to participate in activities involving community work, maintenance and cleaning of common areas in neighborhoods. The mandatory aspect made individuals engaged by force in areas which at times did not coincide with their interests and/or vision of societal value creation. As a consequence, after the fall of the Berlin wall, when the orientation of governance shifted, become both less structured and less directive, residents soon showed less interest in community activities. The prevailing culture became more individualistic and active participation declined sharply in

voluntary projects characterized by voluntarism and care for the common good. Reflecting this state of affairs, the generation of residents in the Nadezhda neighborhood, who carry memories of the mandatory participation, display little readiness to engage in citizen projects.

However, the younger generation which was born in the 90s, and also the millennials, who do not share the history of the older residents are more prone to active participation. At the present time, when the younger generations increasingly influence local sentiments, a novel participatory culture is on the rise. At the same time, there is risk of resistance and counter-reactions from the elderly. It is thus important for key stakeholders with an interest in participation to be able to tap into the younger cohorts, while also understanding the broader cultural context and how to relate to the different categories of residents. Of particular importance is to put in motion a process, where those who at this stage display an eagerness to be involved in neighborhood activities, including planning of public spaces and a common agenda, can be attracted and engaged, while those who are less active and perhaps outright skeptical, can be enticed to accept the process and gradually join in.

In **Nantes Nord**, the participatory culture similarly evolved overtime, but within a different cultural context. The Nantes Municipality, Nantes Metropole and the local district, all acknowledged since 2014 the importance of citizen involvement. They have been largely successful in implementing a number of measures and tools to facilitate active and genuine engagement by people living in the neighborhood. Many initiatives have led to the activation of cross-generational groups building upon their interests and the ideas expressed by the residents themselves. Despite this progress in some districts, certain distinct groups remain inactive - the two most significant ones representing single-men households and teenage girls. In the future it will be important to seek ways to involve these two groups more actively. The single-men households represent a group which has a rather low degree of well-being and are prone to developing chronic diseases such as depression and/or metabolic disorders. The risk of leaving teenage girls behind in important participatory processes will, on the other hand, lead to a male-biased decisions and a less balanced neighborhood environment.

D. Follower cities

□ Interviews results

Brussels	Høje-Taastrup	Nova Gorica	Siena
Respondent: Laureline Cattelain / City of Brussels	Respondent: Henning Winther - Domea.dk Housing Association - Head of neighbourhood social program	Respondent: Ana Kobe Tavcar / City of Nova Gorica - Coordinator	Respondent: Stefania Elisei / Municipality of Siena
I. Existing participatory processes and initiatives			
1. Please describe the historic and existing interactions with the residents of the intervention area			
Brussels	Høje-Taastrup	Nova Gorica	Siena
Citizen participation is implemented at different levels in the City: from information to co-production, consultation and concertation. The participation department informs and guides residents about citizen participation, organises and supports initiatives that enable them to get	The housing association who manage the buildings is a cooperation in which all the dwellers have a vote in major decisions of the estate. There is a locally elected board of dwellers for the estate who ensure that the wishes of the dwellers are met by the administration. Furthermore the social programme of	Within the intervention area there has been very few interactions with citizens and residents. The URBiNAT intervention will be important for establishing a sustainable citizens involvement. The municipality has had one	Siena has a tradition for systemic citizens involvement in relation to projects with relevance for inhabitants of Siena. Workshops to obtain input from citizens and involving citizens in co-design has taken place. However, in terms of the

<p>involved in their street, neighbourhood. The online interactive platform aims to establish new relationships between the City and its residents and enable citizens to provide opinions, submit projects and vote for ideas. Most of the interactions in the intervention area are with the local associations and the neighbourhood committee which represents the inhabitants of Versailles and which can also meet with departments of the municipality.</p>	<p>the neighbourhood work systematically with participatory design in all activities in order to empower the local community to make changes for the better.</p>	<p>intervention in the area, regarding the implementation of the cycling path along the stream of Koren. The entire investment was planned without public participation and the municipality acquired the land, the residents resisted. The municipality organised two meetings, one at the municipality with representatives and the other with the general public/residents. Since then no participatory interactions have taken place.</p>	<p>intervention area, not much has taken place in terms of citizens involvement.</p>
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2. How are the participatory processes with citizens in the intervention area organized? Any specific regulation, department and tools (including digital) for the design and functioning of participatory processes?

<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
<p>There are several participatory processes in the neighbourhood. The City organizes citizen forums where they can ask questions to the elected representatives of the municipality. There is also an online platform for the entire municipality where questionnaires are uploaded. For some specific projects, meetings are also organised, such as the future tram project. Local associations also use participatory workshops for some projects: as recently for a street art fresco created with the inhabitants. The municipality has another big participatory project which will start in 2020 and be focused on Neder-over-Heembeek district.</p>	<p>As stated above, the board of dwellers are a big part of the day to day business of the management. All major decisions have to be voted for at a general assembly, which is done at least once a year. There are strict regulations on how the housing association is run and what decisions the dwellers can make. The social programme works closely together with the local municipality, police department, volunteer associations and NGOs. This is both on a very operational and on a strategic level. Most decisions are made with the participation of at least two, but most often three or more of these partners (and one or more departments within the organizations of these partners) to ensure the local ownership and drive in order for the activities to succeed. Some of the cooperational work is regulated by law with strict management of money, goals and objectives. Some of it is still emergent, eg. when local dwellers share an idea and ask for help to make something happen. We work very much with the drive that local dwellers represent.</p>	<p>The municipality has now official way or approach to communicating/ interacting with citizens and other stakeholders.</p>	<p>Specific Regulation: Tuscany Region has a law for participatory processes on territorial management policies (L.R. n. 46/2013). The Municipality of Siena has a Regulation on collaboration between citizens and administration for the care and regeneration of common goods. Moreover, the city refers to accredited methodologies at Italian and European level on civic participation. The participatory process in the Ravacciano area will start next January 2020.</p>

3. Please explain the link between discussions and decision making conducted with citizens in participatory processes and the discussions and decision making conducted at the municipality level.

<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
<p>The City organizes forum, workshops and online questionnaires and takes several elements into account when planning certain interventions in public spaces. This is also the case in “neighbourhood contract” projects in some other parts of the capital. A sustainable neighbourhood contract is an action plan, concluded between the Bruxelles-Capitale Region and the City of Brussels, aimed at improving the living environment of a precarious neighbourhood. The City receives a fixed</p>	<p>On a formal level the regulations around the cooperation of the housing association and the municipality describe how to make decisions and run the business. The municipality is obliged by law to make sure that the housing association is run by the rules. Regarding the social programme there are several formal agreements made with quite a lot of money and people involved, and there is also a board of executive managers from the municipality and the housing</p>	<p>In the case of the bicycle lane, the municipality accommodated and adapted the path and design to the requirements of the residents. There have been no other cases in Nova Gorica.</p>	<p>Siena has a tradition for systemic citizens involvement in relation to projects with relevance for inhabitants and citizens are asked for input to important developments with direct implications for citizens in the public space.</p>

<p>budget and has four years (with an additional two and a half years of work) to implement its revitalization program. There are several workshops all along the project to have the citizens opinions. None have yet been carried out in the work area.</p>	<p>associations making sure that the goals are met in the way which is agreed upon. The financing for the social programme comes from the housing association and the municipality, and therefore all major decisions regarding the cooperation have to be agreed upon by the dwellers at the general assembly. So the dwellers have a say on the strategic level of the cooperation.</p> <p>When we do activities in the area, we always cooperate with one or more of the partners, and the dwellers are very much involved in the planning and doing of whatever we do.</p> <p>We supply the framework (structure, money, accommodation, and so on) and the dwellers supply the activities and the work. This is very important regarding to the success of the activities.</p>		
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4. Are there other participatory initiatives in the intervention area initiated by citizens or local organizations/associations?

<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
Yes	Yes	No	No

4.1. If yes, please elaborate. Could you list some of these initiatives and the role they play?

<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
<p>The street art project with the inhabitants by different local associations: theme/colours, etc. were chosen with several stakeholders such as children during different workshops.</p>	<p>Almost all processes going on in the area work with some kind of participatory design.</p>		

II. Who participates in the territory

5. In what ways are organizations, associations, schools, businesses and other actors using public spaces in the intervention area?

<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
<p>Every year, the inhabitants organise a small neighbourhood festival. The Christmas market in the city centre "travels" for a weekend in the neighbourhood. This November, various associations organised an "artistic ballad" in which all the partner associations were open and which could be visited. In general, children and young people occupy a lot the public space. A "bicycle workshop" is also organised in one of the associations by young people from the neighbourhood who have been trained by the association. A very active women's group organizes a "homework school" and workshops for local women. Boxing classes will soon start for young people in a newly opened room. Film evenings are organised by different groups of residents in a nearby cultural centre on certain evenings of the week. Local residents are also very active in the creation of collective composts throughout the district.</p>	<p>It is a residential area with four owner associations and one social housing estate, all surrounding an area of a school, sports facilities and daycare institutions. Local volunteer associations along with the people living there and the local institutions all use the facilities daily.</p>	<p>Each organisation, formal or informal, has its own public spaces for socialising. Schools, kindergartens, student dormitory all have their own fenced-in playground/recreational areas, football clubs have their own fenced in playing fields and their are many illegal urban gardens.</p>	<p>An interdisciplinary Municipality group covering Urban planning, environment, public works, funding management, communication and statistics has been formed. This group will be involved in analysing the valley area, planning and implementing meetings and participatory processes as well as planning the measures, and activities to spread the main results of the project. Further important organisations are the church, sports clubs, schools and social clubs.</p>

6. Are you able to identify citizens/stakeholder leaders in the intervention area who lead the way and mobilise other citizens?			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
Yes	Yes	No	Yes
6.1. If yes, please elaborate. Could you list some of these citizens and the role they play in the intervention area?			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
Salma Ayachi: Member of the neighbourhood committee organizes among other things “breakfast” for women of the neighbourhood. Malika Amyai: Takes care of the “homework school”. Youness Ait el Cadi: Organises the movie evening for young people.	There are many see below.	The Municipality of Nova Gorica needs a systematic mapping of community behaviour, stakeholders and potential champions within the URBiNAT process. This will be necessary to create a platform for sustainable citizens engagement in the intervention area.	Nine significant stakeholders have been identified to play a leading role in generating the involvement of citizens. These persons represent the organisations mentioned above.
7. Are you able to identify individuals of the intervention area representing citizens in the public sphere (residents' or neighbourhoods' associations, elected citizens members of municipal bodies...)?			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
Yes	Yes	Yes	Yes
7.1. If yes, please elaborate. Could you list some of these individuals and the role they play?			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
The same as stated above and the neighbourhood committee, but they are not elected.	There are many covering both different sports initiatives, family advisory services, youth employment program, the local area festival, ethnic food clubs, supporting mothers initiative, economic advisory service, etc.	The directors of two schools, director of kindergarten, residential building manager, the representative of the environmental protection agency, a representative of the retirement home and of the student dormitory - all placed near the intervention area.	The Municipality of Siena has conducted a mapping of institutional stakeholders, through which to identify a list of citizens to be invited to the participatory processes (A list of institutional stakeholders has been drawn up in a document made available by the city administration).
8. Are you able to identify formal and informal organizations or groups acting in the intervention area?			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
Yes	Yes	yes	Yes
8.1. If yes, please elaborate. Could you list some of these organizations or groups and the role they play in the intervention area?			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>
There are local associations such as PCS (Social Cohesion project), the youth center, the children's house, the Rossignol neighbourhood house, The creation house, Versailles Seniors, the green promenade, No pilifs farm, the Urban Farm, the A.M.O, BRAVVO, etc. All of these work with the citizens and are very active.	These include: primary schools, secondary schools, Vocational educational institutions, NGOs, large employers in the area.	Primary schools, Kindergartens, retirement home, student dormitory,	In terms of formal organisations there are a number of organisations identified including the local church, sports clubs and facilities, schools, and the municipality organisations formal and informal.
III. Other ways of participation			
9. What kind of activities/initiatives are organized by the residents in the intervention area? (e.g. cultural, leisure and sports activities)			
<i>Brussels</i>	<i>Høje-Taastrup</i>	<i>Nova Gorica</i>	<i>Siena</i>

As stated above: Boxing classes will take place soon in the new room; a bicycle repair café; movie nights at the creation house but organized by citizens (Youness for the youth, Malika for the women, etc.), compost by inhabitants, walks by the green promenade.	Lots of cultural, leisure and sports activities.	None	Lots of sports, cultural, environmental and leisure actions which will become involved.
10. Are there any existing or potential social activist, rights claiming movements and groups in the intervention area?			
Brussels	Høje-Taastrup	Nova Gorica	Siena
I don't know	Yes	No	Yes
10.1. If yes, please elaborate. Could you list some of these activists/movements/groups and the role they play?			
Brussels	Høje-Taastrup	Nova Gorica	Siena
They will be identified during the URBiNAT process	Group for women, Ethnic groups sports and interests groups incl. For environmental themes. They all try to support developments that will further their cause.	They will be identified during the URBiNAT process	There is only a committee to enhance the neighborhood.
11. Could you identify any activity or initiative staged by the Municipality, local organizations or citizens groups in the intervention area, which are related to the production, exchange or commercialization of products/services based on social and solidarity principles? E.g. Timebank, social currencies, solidarity fairs/markets, farmers markets network, bread houses, composting community			
Brussels	Høje-Taastrup	Nova Gorica	Siena
Yes	No	Yes	Yes
11.1. If yes, please elaborate. Could you identify some of them and the role they play in the intervention area?			
Brussels	Høje-Taastrup	Nova Gorica	Siena
There is a composting community very active in Neder-over-Heembeek although not in yet in Versailles (but the neighbourhood committee is willing to start this). There are two farms: no pilifs and the urban farm but they don't have yet lots of interaction with the inhabitants of the social housing. A bicycle repair café just started a few weeks ago.	There are none to my knowledge. However we are facing regulations demanding some of the dwellings to be torn down. This might cause some sort of civil rights movement to act.	Every year the ski club organises a ski fair on the premises of the elementary school.	In Ravacciano neighborhood there are a few grocery stores. A market was held on Thursdays TO DEEPEN - this will be enhanced with further participation of other stakeholders moving forward.
12. What has already been done in the intervention area in terms of introducing URBiNAT?			
Brussels	Høje-Taastrup	Nova Gorica	Siena
A presentation took place in March (2019) and meetings with most of the local associations in order to plan collaboration took place since August. A first workshop with the children is planned on the 11th of December (2019), the other will take place in January, some of the citizens (from the neighbourhood committee) are aware of the project.	Not much. It is still a desk project for now.	Nothing so far.	Not much so far.

Table 3: Compilation of interviews - Follower cities - Brussels, Høje-Taastrup, Nova Gorica and Siena

From the above table it is evident that the experiences and starting points in terms of participatory culture and processes is very different from follower city to follower city. In Høje Taastrup there are many ongoing initiatives also initiatives driven by citizens which will need to be integrated. In Nova Gorica, it will be necessary to develop the participatory culture up from the ground and based on identification of significant citizens initiative and interests. In Brussels and Siena, the participatory culture has been driven by the municipalities.

In all four cities, it will be relevant to develop and expand the citizens and stakeholders engagement beyond the planning and design stages in order to create sustainable healthy corridors for inhabitants in the intervention areas. As an example, the culture, challenges and expected activities are further elaborated for the Høje Taastrup intervention area. Some challenges and opportunities for participation in the Brussels intervention area are also highlighted in more detail below.

Høje Taastrup: introduction to the participatory culture, challenges and activities in the Gadehavegaard district

Main aspects

DOMEA and the social-living team mobilize the resources of the citizens in the area to improve their living conditions and improve their chances of living healthy lives, finding and keeping jobs, having healthy spare time activities and developing the social fabric of the community.

There are significant socio-political housing challenges and resource requirements for making initiatives relevant and sustainable. The DOMEA team is emphasizing the need for citizens and volunteers to jump into the driving seat when it comes to bringing about positive change and change that will stick.

The manager of social engagement within the project district Gadehavegård in Høje Taastrup is the key coordinator with insights into social engagement initiatives for the Gadehavegaard district, including the involvement of:

- The board for the housing area
- A Youth council
- Further educational activities for adults and children (organised with local school)
- Family club and family network
- Sparetime job offerings for youngsters (incl. a repair service of bikes)
- Neighbour help networks for security
- Local Job search services
- Streetmasters where kids organise events for other kids in the streets
- The local festival (which took place last in august 2019)
- Personal Economic advisory service
- The recycling volunteers – coordinating and facilitating recycling of materials
- Implementation of an app for citizens to monitor their water, heating consumption continuously
- Cafe and clubs in the housing area.
- Etc.

Participatory design

It is proposed to run an URBiNAT kick off with citizens at an already planned meeting for the District community house in late January 2020. This meeting has been planned for a while and constitutes the vision sharing for the district house and surroundings and is an invitation to get people on board and involved.

There are two overarching projects: 1) developing the knowledge district (long term) and 2) developing participatory processes and activities around the planned Community house (being developed in parallel). 1) is a long term vision for the area and involves several external stakeholders and 2) is a short term enabler building on the opportunities of the community house development.

The aim of the event in January 2020, is to define and mobilise the participatory culture around key topics and challenges that can be addressed in and around the community house.

These cover:

- Health issues
- Economic issues
- Education and employment
- Safety and security
- Etc.

For each of these challenges, it is possible to identify and mobilise a range of stakeholders and existing initiatives that can help create new and beneficial participatory activities to help address and solve problems within these challenges. So for instance, in terms of health issues, the following stakeholders have been identified: sports clubs and social activities, municipality departments and ancillary outplaced staff, volunteers from the community, general practitioners (doctors clinics), patient organisations and NGOs, health & fitness clubs, manufacturers of health products, the local pharmacies, schools and hospitals, etc. For the economic issues, the team would invite the financial advisor from the municipality, volunteers from the community, the spare time job project for youths, representatives from shops like coop, representatives from banks, NGOs helping people with money issues, etc. These groups will be invited to take part in working groups developing ideas and solutions to be tested in the community and around developing both participatory activities and physical installations and facilities to address specific health, economic and other issues.

The purpose of these groups will be to develop ideas and experiment with the projects to see how they could be implemented, what has been tried elsewhere, who could run them, whether they could become sustainable and whether they would add value towards addressing the problems in the community. This activity facilitation would be driven by community based volunteers supported by the DOMEA participatory team, DTI and other stakeholders that may be relevant to bring in from the outside. While developing these initiatives the task force consisting of DOMEA; Municipality and DTI and representative from SLA will consider how the initiatives may be mobilized and scaled and further developed to address the long term goal of the knowledge district.

Brussels: challenges and opportunities for participation in Cité de Versaille

As identified by the municipality, the participatory processes carried out by the municipality in the district generally involved and affected a group of very active inhabitants in Neder-over-Heembeek, but almost no one from the social housing sector in the intervention area.

Within the framework of URBiNAT, the municipality intends to carry out a mapping on the basis of the participants' addresses in order to verify if the opinion of the inhabitants of all sectors has been taken into account, and possibly in good time rethink the communication strategy more effectively reach citizens in target neighbourhoods. As recommended by the working group on participation, this mapping should effectively focus on the opinions of people.

In addition, as also identified by the municipality, some social housing residents have made a diagnostic of the problems themselves and are disappointed that they have not seen any concrete changes in their neighbourhood. Many of them are therefore disappointed with the authorities and want to see concrete things before engaging in new participatory processes. It is in this context that the playground project in Cité de Versailles, which should be implemented by the beginning of 2021, makes sense and could make it possible to show citizens that investment is being made in their neighbourhood and that their voices have been heard (the playground was one of their suggestions). This could allow for greater participation in the URBiNAT project and restore trust in the public authorities.

E. Market potentialities

Empirical research in Sofia

The empirical research in Sofia was conducted in a 4-stage process, as illustrated below. Firstly, it was important to establish contact with local green and social businesses. This was accomplished by communicating with the local municipality and other partners from the URBiNAT project. The most fruitful occasion was a physical meeting with green and social companies as well as citizens living in the intervention area in January 2019, on the occasion of the partners' meeting. In this participatory workshop, all participants shared their challenges and hopes for the intervention area. Several participants wanted to create their own green start-up or grow their green and social business further by receiving support from the national and local governments as well as the URBiNAT project.



Figure 4: Empirical research in Sofia

After creating a compilation of all the green and social businesses in Sofia and conducting a market analysis, the founders were contacted and qualitative face-to-face Skype interviews were conducted. The interview answers were used to fill in a Sustainable SWOT Business Model Canvas (see figure below). This model helped to identify the eco-social benefit and the eco-social costs the companies are creating or causing. By evaluating the eco-social benefit and weighing it against the

eco-social cost, it was possible to create an assessment of the overall objective and solutions the business model is thriving towards.
















Sustainable SWOT Business Model Canvas				
Problem  List 1-3 problems that you want to solve	Solution  Outline a possible solution for each problem	Unique Value Proposition  Clear and compelling message that states why this solution is different and worth paying attention to	Unfair Advantage  Something that cannot easily be bought or copied	Customer Segments  List your target customers and users
Existing Alternatives  List how problems are solved today	Cost Structure  List your fixed and variable costs	Revenue Streams and Upscaling  List your sources of revenue	Channels  List your path to customers (inbound or outbound)	Early Adopters  List the characteristics of your ideal customers
Eco-Social Benefit (Strength)  What ecological or social benefits is the business model generating? Who are the beneficiaries? Are they potential customers?	Eco-social Costs (Weakness)  What ecological or social costs is the business model causing? Which key resources are non-renewable? Which key activities use a lot of resources?	External & Internal Obstacles (Threats)  What are external threats that could prevent the green business from being successful (e.g. policy restrictions or competitors)?	Enablers (Opportunities)  What are your suggestions for the local government to make it easier for green organisations to grow? What are your hopes and wishes for the URBINAT project?	Additional Information  Name aspects that are crucial, but haven't been covered yet.

Figure 5: Sustainable SWOT Business Model Canvas

In the course of this analysis, 10 for-profit and 14 not-for-profit organisations were analysed. The 24 organisations were working in very different areas (education, food, innovation, social, consultancy, advocacy). Interestingly, most of the organisations worked within the field of education (8). Their goal was to educate people, especially children, on the impacts of climate change and how to improve the personal way of living towards a more balanced approach between consumption and protecting the environment, e.g. through growing organic vegetables in private gardens. Only 3 companies were working in the field of innovation, which can be explained by the lack of networking platforms and hubs for companies with a sustainability focus, the lack of support by the national and local government to invest into the research of new technologies, and the general lack of knowledge in the field of nature-based solutions amongst Bulgarians. (These are paraphrases from answers by the interviewees).

Food	Educational	Consultancy
<ul style="list-style-type: none"> - Bioprogramme (sell herb products) - Detelina (selling nuts and dried fruits) - Harmonica Organic Foods (Sofia produced organic foods) - Roo'bar (selling organic bars) - Foundation Bioselena (farmer's market) - Hrancoop Famer's Market (organic market) 	<ul style="list-style-type: none"> - Meshtra (preserve cultural heritage of traditional buildings, funded from government and donations) - ATD Fourth World (educate people on poverty issues) - BAOPN (educational plant nurseries) - Centre for Culture and Education (performing arts school in Sofia) - Green School Village (educational initiative on environmental challenges) - ZAEDNO ("Together") Foundation (ZAEDNO) (edible gardens of learning) - ZaZemiata (environmental education on, e.g. air pollution) - Zelenika Foundation (environmental education for children) 	<ul style="list-style-type: none"> - CleanTech Bulgaria (consultancy for green businesses on how to grow their business) - Institute for Zero-Energy Buildings (consultancy)
Innovations	Social	Advocacy
<ul style="list-style-type: none"> - Halfbike (sell halfbikes) - Mr. Green Walls (selling green walls for inside and outdoor facades) - Shit and Blossoms (Porcelan compost toilets) 	<ul style="list-style-type: none"> - Bread House Network (birthdays, team-building events) - Food, Not Bombs (solidarity initiatives and educate on food scarcity) - "Sofia-green capital" (civic initiative committee to plant trees in Sofia) 	<ul style="list-style-type: none"> - Bulgarian Association of Bioproducers (advocate for organic goods producers) - Habitat for Humanity (advocate sustainable housing for disadvantaged groups)

Table 4: List of all companies of the analysis

We can mention two examples of green and social companies from Sofia. The first one is called ZAEDNO ('Together'), which is a not-for profit organisation that aims at educating citizens and especially children aged 3-12 years on how to apply Permaculture Design in order to regenerate waste urban land by creating intensive small-scale ecosystems (edible gardens). The organisation is providing workshops for local communities, kindergartens and schools on how to design, plant and maintain their own edible gardens. Participants learn how to apply Permaculture Design ethics and principle in order to grow organic food but also how to respect and protect Nature.

Mr Green Walls is another example of an innovative business that is building and selling vertical walls for the interior and exterior in order to improve microclimate, reduce the heat island effect and energy consumption. Its main struggle lies in adhering to the strict requirements and building regulations when implementing vertical walls or gardens. This process can often take several months, which is making it difficult to sell products. In this case, the local government could try to ease the building approval procedures and also create financial (tax) incentives for green and social companies in order to spur the growth of these businesses.

Research findings

What obstacles, opportunities and enabling activities did the interviewees mention in bringing forward their green and social business?:

- ❑ *Obstacles:* the green business owners and founders were disappointed with the lack of funding and support for their projects on behalf of the local and national levels of government. There is also a general insufficiency of encouraging initiatives, e.g. workshops or events, to educate people in Sofia on environmental challenges and how these can be tackled through nature-based solutions. Another missing point was the lack of innovation hubs or platforms for green businesses to cooperate, co-create or co-design NBS and to learn from each other.
- ❑ *Opportunities:* many of the interviewees acknowledged a slow shift in people's perception on the importance of protecting the environment. They also recognized more and more sustainable and social organisations that were being established. Interviewees also said that the general acceptance and willingness of Bulgarians towards complying with European Union regulations is very high and they have a lot of hope in European Union funded projects, such as URBiNAT.
- ❑ *Enablers:* the following enabling activities that can spur green and social business growth in Sofia, that can be pushed forward by the local government, include:
 - increase taxes on green-house gases and align them to the European strategies and regulations;
 - explore options but also impacts of reducing taxes/introducing compensations for renewable energies and nature-based solutions;
 - research possibilities and assess mechanisms for stimulating more public-private entities that own land and buildings to offer them temporary to NGOs;
 - create platforms for idea exchange and business growth (connecting different NGOs, networking and creating a social innovation hub for young people);
 - encourage communal identity by creating communal spaces to overcome cultural differences and stereotypes;
 - create financial incentives for green businesses. Local government could support NGOs that give jobs to unemployed people, e.g in the areas of urban gardening in the deprived neighborhood, water collecting and purification system, air purification strategy;

- educate people on environmental issues, and offer guidelines on how to live in balance with the environment, e.g. vegetable gardens, compost toilets, biking;
- explore mechanisms to stimulate the implementation of green facades;
- provide alternatives to car ridership - create cycling infrastructure, provide reliable public transport, provide intermodality and optimize car parking space.

The market assessment and empirical research with green and social businesses in Sofia has been completed.

Research development in Nantes and Porto

The same research approach is currently being conducted in Nantes and Porto. In Nantes, a list with more than 30 green and social companies has been compiled and two interviews were conducted. Nantes Metropole is supporting the process of contacting local green and social organisations and, thereby, easing the qualitative research process. A market assessment analysis has been initiated.

In Porto, a list with more than 10 companies with a business model that focuses on NBS has been created. Contact with the Porto municipality has been initiated.

1.3. Existing processes and tools conducted within URBiNAT

1.3.1. Building the co-creation environment

Frameworks of co-creation

The co-creation process requires openness to introduce change, even in advanced cultures of participation. In the context of urban governance, this openness must follow three parallel approaches to:

- 1) municipality staff and elected politicians;
- 2) stakeholders, including informal organizations and initiatives; and
- 3) organized and unorganized citizens.

The piloted methodology in Porto followed these three approaches, through meetings, workshops, presentations of the project and participatory activities with the municipality staff, citizens and stakeholders, as illustrated in the following figure:

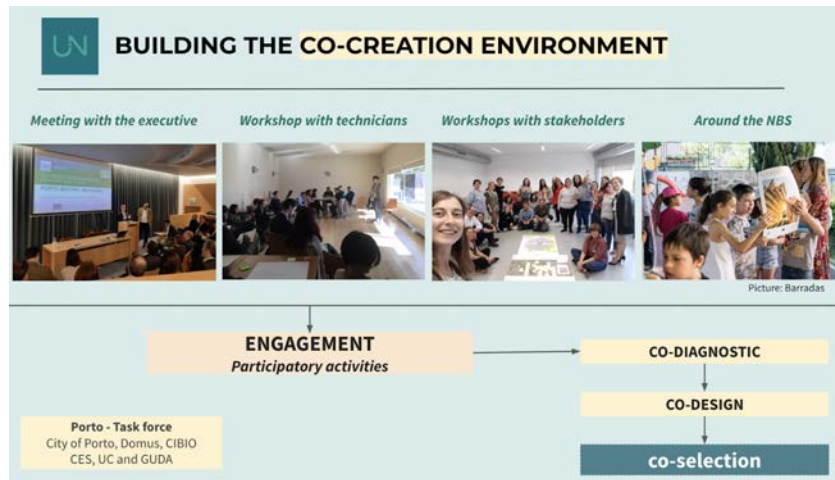


Figure 6: Building the co-creation environment - Piloted methodology in Porto

The piloted methodology applied in Porto also enabled to formalize the following information flow, as illustrated in the figure below, based on what is expected to achieve with the municipality staff, citizens and stakeholders, mainly building trust: awareness, good will and trust in the case of the municipality; awareness, knowledge, engagement and trust with experts/technicians; involvement, interest, trust and insights with citizens and stakeholders in a first level, as well as the identification of needs, opportunities and concepts in a second level.

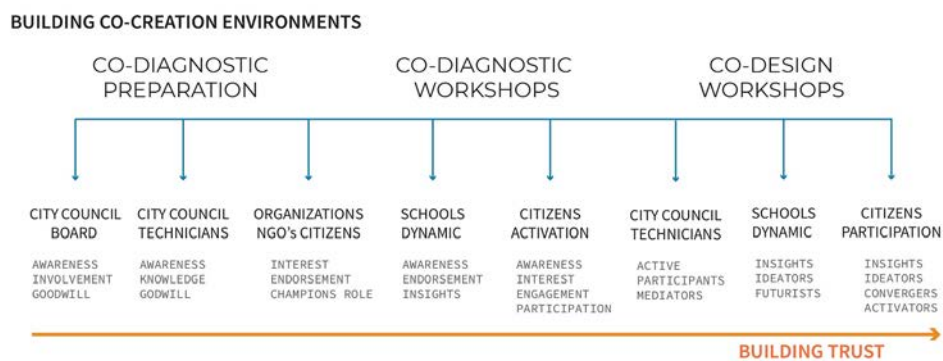


Figure 7: Building co-creation environments - Information flow

As a result, the individualized approaches will make it possible to address the specific challenges of each segment, working on internal perceptions, obstacles and ambitions to “do together with”. Once each of the segments has validated a co-diagnosis on its own participatory norms, values and codes of interaction, it will be time to introduce new elements in the processes of interaction among the three segments. So, it’s an approach of separating first to unify later, rearranging the dialogue among technicians, politicians, citizens and stakeholders in order to create new legitimations within public participation.

Together, the three frontrunner cities, Porto, Sofia and Nantes, offer a diversity of contexts and local participatory cultures, which have paved the way to different formats to build the co-creation environment, that can inspire each other and all URBiNAT’s cities in general, as it will result in setting a knowledge-based collaborative platform for the co-creation of healthy corridors and NBS, in the scope of task 3.5.

In the case of Sofia, as described, the URBiNAT's partners meeting in January 2019 was important to strengthen the relation of the project with political representatives at the city and district levels by engaging with the members of the consortium, which was echoed in local media through press conferences, and which also resulted in a visit in the intervention area. This was also the occasion to organize a workshop gathering partners of the URBiNAT with citizens, private green and social organisations, and public institutions (municipality and university). Beyond this important engagement moment, the following fieldwork of the local task force consisted of formal and informal meetings, semi-directional interviews, a public kick-off event with citizens in April 2019, as well as engaging with schools, non-profit organizations and local associations in the planning of participatory activities and the NBS interaction with citizens and stakeholders, namely through the organization of an exhibition. It is noteworthy that, in this context, the first NGO initiated by residents in the area was inaugurated in 2019.

In the case of Nantes, the co-creation environment is based on the global project for the intervention area (projet Global Nantes Nord), in which URBiNAT project is integrated, and defined as territory of experimentation of new consultation tools. As illustrated in the figure below, It consists of a roadmap of five stages, framing the interaction between citizens, technicians and politicians: communication, information, mobilization, consultation and co-building. In this context, a range of tools is applied: website, facebook page and email, road markings, a magazine dedicated to the Nantes Nord project, mobile equipment to go around and meet people in the area of intervention, public meetings, workshops in large and smaller formats, seminars with stakeholders, exhibitions, celebration events, urban walkthroughs, interviews and face-to-face meetings, door-to-door approach, sittings and mini-workshops, participatory building site.



Figure 8: *Projet Global Nantes Nord, territoire d'expérimentation de nouveaux outils de concertation*

Moreover, it is noteworthy that the technical visit and the partners meeting organized by the local task force, in December 2018 and July 2019 respectively, enabled the members of the consortium to meet and engage with political representatives, other departments of the municipality at the city and district levels, as well as with local public and non-profit organizations and associations. The project was introduced to citizens and stakeholders on the occasion of the annual local spring event, in May 2019.

The activities organized by URBiNAT's Iranian partners, with the support of the working group on participation, offer another example of an even more diverse context, in the scope of the replication of the project with Observers, in this case in Khorramabad. The approach adopted was to trigger the interest in the project's proposal for an urban inclusive and innovative nature with political representatives, academics, non-profit organizations, local associations, schools, businesses, and citizens that URBiNAT's partners were able to meet. A series of workshops was aimed at opening perspectives and transfer knowledge about practices and methodologies being co-created in the frame of the project. URBiNAT's partners who took part in these activities were also impacted by the eagerness of local stakeholders and citizens to learn and to share knowledge and experience. An enthusiasm and a commitment which were followed by a high Iranian participation in webinars organized by URBiNAT on citizens' engagement. This justifies to include this format of training and sharing in the scope of participatory training workshops of task 3.5, as well as in the resulting knowledge-based platform.

Challenges and key ingredients to intensify the quality of participation

In the contexts of the cities described above and of engagement processes in general, some challenges arise, such as: what happens after and between participatory activities, how to make these processes sustainable, how to manage expectations after strong ignition moments and channel this energy into solid projects.

In order to face these challenges, the next steps of the methodology of co-creating within the local participatory culture would be to identify some key elements to introduce structural changes that will allow to improve the quality of participation, to reinvigorate weak cultures of interaction, to build up more inclusive and horizontal patterns of interactions and an attractive environment for participation and, ultimately, to forge ideal conditions for co-creating NBS and healthy corridors. These key ingredients include:

1. Creating a municipal roadmap for proposals created by and with citizens:

- track the decision-making process, step by step, from receiving the proposal to delivery of the solution: pathway for the 4 main typologies of proposals (participatory, social and solidarity economy; territorial and technological) and identification of interaction nodes in case of combined solutions;
- identifying institutional, technical, operational and political challenges;
- identifying nodes with policy strategies, political decision-making and technical articulation;
- identifying requirements and the solutions for overcoming challenges;
- political and technical commitment for a municipal roadmap for proposals co-created with citizens;
- identification of monitoring procedures;
- municipal task force to monitor the flow of each proposal and activate unlocking procedures.

2. Improving the level of understanding and commitment among municipality/citizens/stakeholders:

- gathering citizens, local organizations and institutions, staff and councillors for a common understanding of the commitments (from each) and to which extent the various actors will commit to proposal co-creation from design, selection and implementation, to management, monitoring and evaluation of NBS and healthy corridor developments:
 - staff and councillors present the municipal roadmap and task force to citizens;
 - signature of a letter of commitment.

- ❑ more balanced distribution of leadership roles, public communication and dissemination of results recognising the co-creation process, giving more room for citizens to lead and actively take part in the co-creation process (for instance, giving them the stage for publically presenting, demonstrating and disseminating the co-created results).

3. Creating new governance structures for co-creation:

- ❑ a steering committee constituted by citizens (in significant numbers), task force for municipal roadmap (2 councilors and 2 staff members), 2/3 researchers;
- ❑ the “representative” election of citizens by citizens, additionally of the chair for the committee and taking into account not just the “usual suspects”;
- ❑ special attention paid to aligning results coming from: 1) the co-creation by citizens, 2) the technical work of planning and designing NBS and the healthy corridor with and by citizens and 3) the municipal processes of analyzing and "validating" the proposed NBS with and by citizens;
- ❑ focus on process, milestones, invigorating communication and results.

These and other elements introduced to improve the quality of participation as a means and as an end should be adjusted to local needs, cultures and the ambitions of each city.

1.3.2. Building on visions and perceptions

Participatory activities used to perform the co-diagnostic and feed the following phases of co-design and co-selection of NBS

Building on existing identities and practices of participation, social capital may be leveraged by: 1) helping to underpin basic elements for designing, selecting and implementing NBS, reflecting the needs and ambitions expressed by the communities; and 2) framing the collaboration environment in which specific NBS will be co-selected and co-designed in subsequent phases. The following figure illustrates how this was applied through the methodology piloted in Porto.

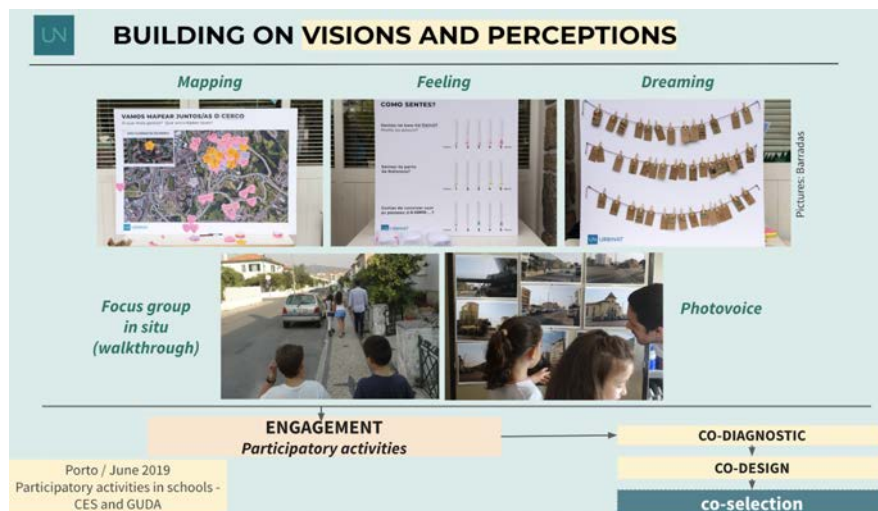


Figure 9: Building on visions and perceptions through methodology piloted in Porto

The methodology piloted in Porto suggested that the flow of information may be conceived of as shown in the figure below, reflecting expectations of what can be achieved in a step-by-step process involving citizens and stakeholders, through the stages of co-diagnostic and co-design.

This is underpinned by the notion of the following stages: gathering sense of belonging, identifying sense of community, generating insights, understanding categories, highlighting needs and wants, prompting questions, focusing on success factors, diverging stimulus, converging arguments, and attaining consensus.

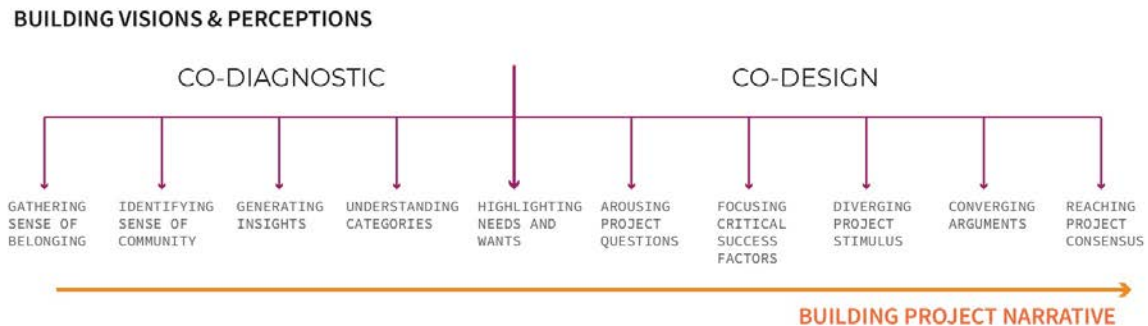


Figure 10: Building visions and perceptions - Building project narrative

The preliminary results emanating from the implementation of these activities are included in the local diagnostics of frontrunner cities. These will be furthered taking into account the visions and perceptions of citizens as agents (in contrast to research objects). URBiNAT thus aims to pick up on the genuine lens of people in “real life”. Continued analysis and validation aim to facilitate cross-reading between results and issues, including human rights and gender, with specificities of participating and non-participating residents at the core of the process.

The results of co-diagnostics should be framed so as to help guide the co-selection and co-design phases. Some of the participatory activities will be used again at this stage, while taking into account local culture as well as the particularities of the topic/NBS addressed. The following figure depicts how the information flow and sequence of participatory design metric system (PDMS) may connect through the relevant stages.

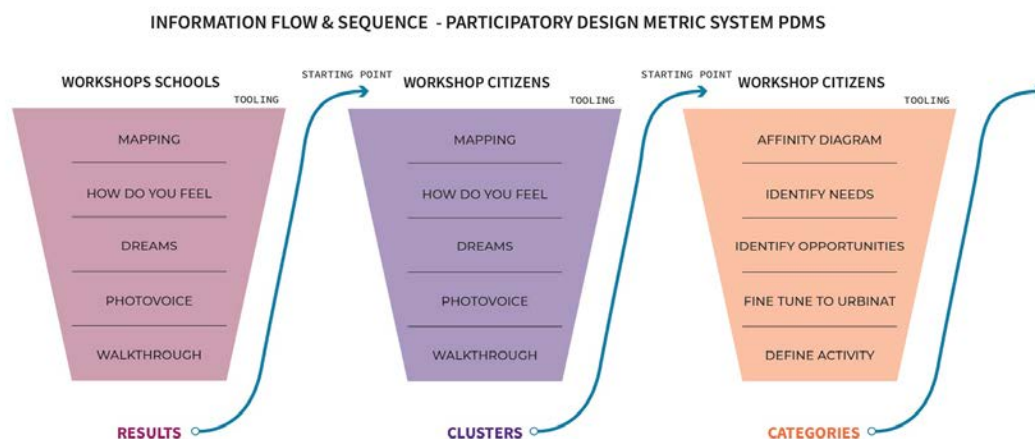


Figure 11: Information flow and sequence - Participatory design metric system (PDMS)

Combining cultural mapping, motivational interviewing and participatory design

Beyond ethical requirements framing the collection of data, their processing, and the interaction with people, the combination of cultural mapping, motivational interviewing and participatory

design needs to be taken into account in the process of approaching and engaging citizens and stakeholders for taking part in participatory activities.

Cultural mapping⁷ serves as methodology and process for collecting, recording, analyzing and synthesizing information in order to describe the cultural resources, networks, links and patterns of usage of a given community or group in a specific locale.

Cultural mapping may be applied during the diagnostic phase to map intangible cultural assets which are more qualitative in nature and not easily counted or quantified. Examples include: *values and norms, beliefs and philosophies, language, community stories, histories and memories, relationships, rituals, traditions, identities, and shared sense of place.*

The objective is to support:

- ❑ the direct involvement of residents and other site users in informational gathering, discussions, and decisions regarding the development of their locale;
- ❑ opportunities for dialogue between a community and local authorities, offering “diverse sources of information that can overcome the limitations of expert opinions”;
- ❑ the engagement of a diverse range of stakeholders in conversation about the cultural dimensions and potential of a particular location/place;
- ❑ the ability of communities to recognize, celebrate, and benefit from cultural diversity for economic, social, and regional development purposes, while providing “an integrated picture of the cultural character, significance, and workings of a place”;
- ❑ the provision of information that does not represent a ‘final answer’ or ‘end result’ but, instead, may serve as ‘discussion openers’ enabling the articulation of novel perspectives on mapping results and local development.

Cultural mapping may be adapted to specific objectives and study objects, such as: *facilities, organizations, stories of places, historical sites, connection with the past (memories and landmarks) or for consideration of the future (aspirational mapping), serving to achieve linkages with a community and/or with outsiders.*

It can be applied in different ways and be combined with or informed by different approaches, such as gender (e.g. footprints of women), forbidden cities (focus on safety), asset-based community development (community assets), arts, etc. Tools may further consist of:

- ❑ workshops;
- ❑ walks;
- ❑ interviews / focus groups;
- ❑ list of questions
- ❑ around pictures, objects, stories;
- ❑ online platform to record stories and register analysis of results;
- ❑ thematics variable according to interests/needs/important aspects of each community;
- ❑ evidence various dimensions of health: safety, psychological barriers, empowerment, ergonomics, specificities;
- ❑ different groups, opportunity to share across groups (older adults-children);
- ❑ intercultural, etc. Sharing/Learning about one another, social cohesion;
- ❑ focus on (open-ended) processes of discovery, within clearly defined parameters/objectives.

⁷ A protocol for the development of cultural mapping is included in the annexes of deliverable D3.1, which can also be applied in many aspects as general guidelines to implement participatory activities.

We increasingly find artistic-led cultural mapping initiatives, as municipalities turn to artists to design and steer ‘arts-led dialogues’ as vehicles for citizen participation in community decision-making, embedded in forms of participatory mapping.

Extending from the experience of psychology focusing on addressing behavioural risk factors, such as drinking, smoking or other forms of substance abuse, **motivational interviewing** has evolved to form a methodology and technique for wider efforts to promote behavior-change in extended communities. The core originally took the form of dialogue for the purpose of building understanding about outstanding needs.

Motivational interviewing thus starts out with collaborative, person-centred communication methods and guidance to generate an understanding of needs, and to elicit and strengthen motivation for changed behaviours. Motivational interviewing is particularly devised to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person’s own reasons for change within an atmosphere of acceptance and compassion. It integrates features of human, face-to-face interaction and mechanisms for establishment of trust, to build incentives for positive changes.

The **participatory design** is vital for the purpose of our research. Since the beginning, the model that we aim to design, experiment and validate has its ‘heart and soul’ in the participation of all stakeholders in the innovation and conceptualization process and it is framed by the vision of having the user in the center of the system. Participatory design started from the simple standpoint that those affected by a design should have a say in the design process. This perspective reflects the then-controversial political conviction that controversy rather than consensus should be expected around an emerging object of design. In this situation, participatory design sided with resource-weak stakeholders (typically local trade unions) and developed project strategies for their effective and legitimate participation in design. A less controversial complementary motive for participatory design was the potential to ensure that existing skills could be made a resource in the design process.

Hence, one might say that two types of values strategically guided participatory design. One is the social and rational idea of democracy as a value that leads to considerations of conditions that enable proper and legitimate user participation—what we refer to here as ‘staging’ and ‘infrastructure’ design Things. The other value might be described as the idea affirming the importance of making participants’ tacit knowledge come into play in the design process—not just their formal and explicit competencies, but those practical and diverse skills that are fundamental to the making of things as objects or artifacts.

Inspiring best practices

As mentioned, on the occasion of URBiNAT’s partners’ meeting organized in Nantes by the local task force (Nantes Métropole, Ville de Nantes and IRSTV/CNRS), in July 2019, a series of field visits and workshops enabled the members of the consortium to know the tools and initiatives put in place by Nantes to support citizens’ participation. One specific tool inspired the working group on participation for the development of its mapping activities: a map made with children to understand how they see and envision the city, based on *subjective geography*.⁸ The so-called ‘subjective’ map is made by a group of inhabitants with the help of facilitators (Catherine Jourdan, artist and Pierre Cahurel, graphic designer). It is then printed and made public in the cities’

⁸ www.geographiesubjective.org

billboards. Since 2008, thirteen European cities, including Nantes, Rennes, Luxembourg, Brive, Charleroi, have lent themselves to the game of this collective creation: to create their map of the city seen by its inhabitants.

In a previous technical visit in Nantes, organized in December 2018, the working group on participation also collected the following initiatives as examples of engaging methodologies and outputs, building on the visions and perceptions of citizens and stakeholders:

- ❑ *Eclectic gardens / Jardins éclectiques*:⁹ it is a multimedia project, resulting from engaging young residents, aged between 16 and 25 years, in Nantes Nord, a mosaic and multifaceted neighborhood, known by many for its public housing projects that punctuate the tram route, but much less for its precious green spaces. The young people took part in an interactive and sensory experience, capturing photographic snapshots and sound recordings as they strolled along 5 walks. This project was born from the desire to re-enchant inhabitants on Nantes Nord, that is, discovering green spaces in the north of Nantes, in the company of young people from Nantes. It delivered a photographic exhibition, a walking guide and a disc composed of 6 audio reports tracing the course of the young people during the walks.
- ❑ *Wall murals route 'Attrape-moi si tu veux'*:¹⁰ the project invited the inhabitants of Nantes Nord to (re)discover their neighborhood through the realization of a graffiti fresco course. From January to June 2014, six frescoes were designed and realized. They constitute a thematic route, a red thread that connects the various sectors of the district. The walls tell the adventures of a mysterious character, whose story itself was imagined by the inhabitants. More than 70 inhabitants, aged from 5 to 85 years old, participated in their own way, gathering painters, editors, photographers, field journalists, local personalities, schoolchildren, among others. The objective of the project was to promote exchanges and collaborations between the inhabitants, to show the richness and diversity of the populations, to contribute to the artistic expression and to enhance the practice of graffiti.
- ❑ *Web documentaries*:¹¹ these are collective creations produced with inhabitants of Nantes, through a local community video media, Vlipp. It produces local information from the point of view of young people who experience video, want to practice and/or professionalize themselves. These web documentaries enable to know people and places of Nantes Nord, such as in the case of '*Des Hommes et des lieux*' where three emblematic places are portrayed, as builders of social links: The 'Club Unique de Bricolage' (unique centre of do-it-yourself), the football club l'Étoile du Cens and the bar Le Pressoir.

Visions and perceptions from Observers

As referred above, several partners were engaged in an URBiNAT workshop with the Iranian partner Lorestan Chamber of Commerce, involving local stakeholders and experts. The main goal of this action was to:

- ❑ contribute to the general design of the healthy corridor in Old Khorramabad Neighborhood as an urban project;
- ❑ tailor best NBS solutions in the target neighborhood (Old Khorramabad Neighborhood including Posht Bazar) along the healthy corridor; and

⁹ <https://pt.calameo.com/books/004474505f2fa3e8f3928>

¹⁰ <https://www.pickup-prod.com/attrape-moi-si-tu-veux/>

¹¹ <http://www.vlipp.fr/tags/nantes-nord/webdoc>

- ❑ find out possible methodologies on how to engage citizens and stakeholders in the selection of solutions, design of the urban plan and its implementation.

The four-day program was designed to fulfil the objectives and reflecting the local diagnostic participatory design proceedings:

- ❑ visit the Old Neighbourhood;
- ❑ URBiNAT workshop official opening ceremony;
- ❑ URBiNAT training workshops:
 - co-creation - attitude and mindset training focus;
 - diagnostic and NBS - mapping;
 - identify - keep/preserve vs change.
- ❑ activities in primary schools in Old Neighborhood: interviews, mapping, walkthrough, photovoice;
- ❑ activities in Posht Bazar: interviews, mapping, walkthrough,
- ❑ NBS co-selection and co-creation of healthy corridors: vision and strategy for URBiNAT Iran Old Neighbourhood intervention;
- ❑ conclusion seminar: presenting and integrating results.

Main results obtained:

- ❑ *intangible results*: excellent teamwork, collaborative spirit and innovative mindset towards intensifying the local participatory culture; awareness and goodwill for URBiNAT in Iran; sense of belonging to a Community of Practice, sharing knowledge and practices between URBiNAT partners and local stakeholders;
- ❑ *tangible results*: an inspiring strategic vision of the healthy corridor development created by each working group. Group one developed the concept of ‘Life Museum’, and group two developed the concept of ‘Cultural/natural resources corridor’, as presented in the figure below.

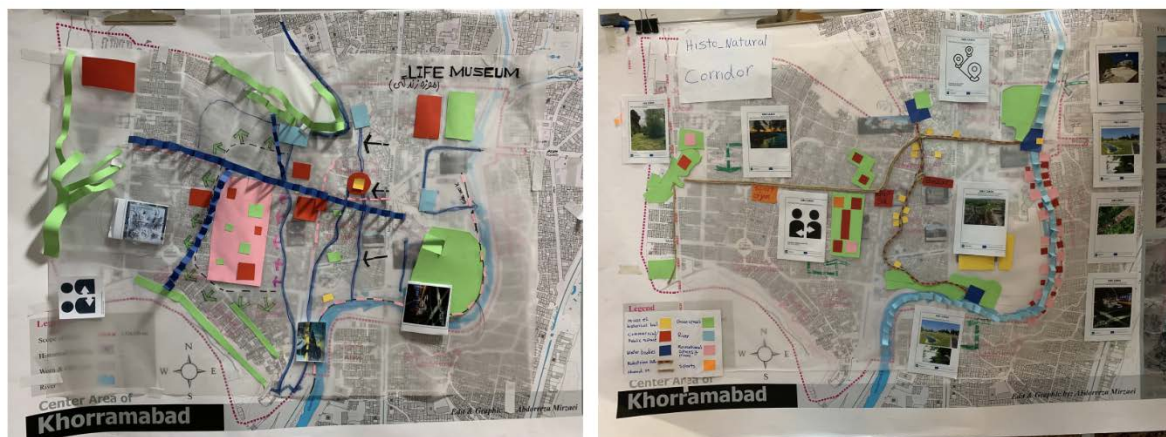


Figure 12: Building a strategic vision of the healthy corridor development in Khorramabad - ‘Live Museum’ and ‘Cultural/natural resources corridor’

The final exercise aimed at combining both visions in one integrated and complementary vision according to two focus:

- ❑ *physical aspects such as*:
 - mapping where to develop the project;
 - types of NBS solutions with more potential to be used;
 - re-designing around local natural resources mainly the water resources.
- ❑ *immaterial aspects such as*:
 - heritage and culture values to keep, conserve and preserve;

- participatory NBS;
- social economy drivers aiming to help on the sustainability of the project after URBiNAT intervention;
- defining the anchors to support the community development.

1.3.3. NBS interaction with citizens and stakeholders

A. Tools creating value for stakeholders

In terms of tools creating value for citizens and other stakeholders when supporting interaction with and within NBS, these tools can address individual and different combinations of value requirements of citizens and stakeholders, including:

- giving direction to relevant NBS or relevant activities;
- accessing the NBS, information about or activities around the NBS, also accessing knowledge that will allow the optimal use of the NBS or activity;
- monitoring how well the NBS is functioning or how well an individual citizen is functioning within the NBS or activity;
- measuring the progress achieved from using the NBS or the activities within the NBS whether individual or group progress;
- supporting the exchange/sharing of experiences between individuals and to the community, allowing for social exchange via social enterprises to support employment;
- supporting transactions between stakeholders with goods and citizens or stakeholders interested in these goods;
- facilitating safety and security for citizens in using NBS and moving to and from the NBS;
- facilitating learning for individuals and groups to allow for competence development;
- deliver entertainment for citizens while using the NBS or carrying out activities at the NBS;
- publishing/displaying activities and productions in relation to the NBS or healthy corridor;
- organising the work and activities and continuous planning of NBS initiatives within the healthy corridor.

Specifically regarding digital enablers, a main goal for applying digital tools in URBiNAT is to help realize engagement by citizens in the NBS and healthy corridors introduced in the context of particular cities and situations on the ground. Although digital tools offer significant benefits in this context, as such, their application does not in itself ensure success. Their tailoring and application needs to be accompanied by a proper process. Required methods need to be applied and appropriate content be devised, guided and delivered by appropriate competencies, as framed in tasks 3.3 and 3.4.

Task 3.3, in particular, will examine the building blocks of ‘digital enablers’, going beyond the ‘digital tool-box’ in a narrow sense, for the purpose of arriving at a structured approach to digitally supporting citizen engagement and participation under varying circumstances. It will also set out to examine how digital enablers can help overcome hurdles to the engagement of citizens and stakeholders. The issues may emanate from logistical constraints, bureaucracy, traditions, social relations, lack of trust, mindset, and so forth. Digital tools potentially enable fast and broad-based diffusion, inclusion, anonymization, and high efficiency in communication at a low cost. Flexibility, adaptability and tailoring equally feature strongly among the key advantages, since digital solutions can be adjusted and gradually adapted and fine-tuned in line with specific circumstances and the local context. On the other hand, the application of digital tools opens for risks as well, such as information overload, overreliance on digital communication and other mismatches

between technology and people, as well as unwanted side-effects related to, e.g., data management, security and privacy. This underlines the importance of appropriate needs analysis, process and governance.

On this basis, the objective is to arrive at a portfolio of digital tools, methods and content, as building blocks for digital enablers, and how to manage a process for their tailoring, application and implementation under varying circumstances. The immediate task is to prepare for their use in the context of URBiNAT cities, respective living labs (WP2) in support of the up-take and benefits of NBS (WP4). This requires understanding local context, the nature of the NBS to be implemented and how digital tools/applications can support the process (will be conducted in coordination with WP5 on data analysis). From there, lessons will be drawn and structured for wider diffusion (WP6 and WP7).

Mainly focused on human interaction, and in the perspective of a multichannel participation, the digital enablers may be combined with in person methodologies, as well as with participatory and social and solidarity economy NBS. This could involve champions, including individuals, organisations and companies, identified and engaged in the intervention areas.

Two specific tools are being discussed by the working group on participation with the frontrunner cities of Sofia and Nantes, namely one engaging with farmers and solidarity/circular markets and another based on a treasure hunt engaging citizens. These are examples of what kind of concrete tools can emerge in a co-creation process. Further development on contents, activities and results will be reported in deliverable D3.3 on the portfolio of methods for operationalizing interactive communication in support of NBS uptake.

B. Tools for the co-selection of NBS

This subsection addresses how the presentation of NBS, starting by its detailed definition trying to translate the technical information into more readily intelligible information, has also been translated into practice by means of cards developed by GUDA, as well as in the SuperBarrio App developed by IAAC. These tools will be further enriched by taking advantage of the review of URBiNAT's NBS catalogue performed under task 4.1, namely with the local scientific partners of the front-runner cities, as well as with further inputs from the exchange with URBiNAT's cities regarding the challenges related to the introduction of NBS to citizens and stakeholders.

The importance of simplifying scientific speech

URBiNAT benefited from the expertise of a social engineer (Maximilen Michaux), who joined CES' team in the context of an Erasmus post-diploma internship, and who worked with partners involved in the development of tools for NBS uptake, IAAC and GUDA, taking advantage of his experience with analysis tools. His contribution to URBiNAT was to assist the developers of NBS in understanding the mechanism of the vulgarization/popularization, meaning to adapt highly technical information to more readily intelligible and known, since a clear communication is essential for citizens and people not connected to the project.

The approach adopted to explain NBS is based on an analysis method, in order to promote these solutions and propose a clear and comprehensible definition to everyone who is interested. More than an explanation, it is a way to involve people in the project. Well explained information is a real advantage to involve citizens and other stakeholders in the next steps of URBiNAT.

The methodology applied is a combination of ‘The Golden Circle Methodology’, starting with why, instead of what and how, as already introduced in the co-working partners' space by GUDA, and ‘The 7 points methodology’, as a process used by the ancient Greeks and also in the Roman Empire, which includes the 7 questions ‘what, why, when, who, where, how, how much’. The result was to combine these questions in the order of starting with why. This vulgarization methodology framework, as a basis for the development of tools for NBS uptake, is detailed in annex 1.

Before any wide-scale promotion of an NBS content, it was imperative to be able to create the NBS identity cards through the following 7 dimensions:

- ❑ The “WHY?” dimension is important here to explain the causes from the roots of the project to the main goal targeted, explaining the reasons and the utility of an NBS. Using this to go where? (Link with the «Where?» dimension).
- ❑ The “WHAT?” dimension asks the way of the challenge, clearly and precisely. The focalization is on the project to implement. The idea here is to determine the nature of the NBS, the consequences, all the projects aspects. What is it precisely? What is the actual situation? What are the consequences? What are the risks? What is the feedback? What worked or not? All questions do not have to be answered for the vulgarization.
- ❑ The “WHO?” dimension is very important to explain the co-creation process, the possible evolutions and the flexibility of the NBS towards the target audience.
- ❑ The “WHERE?” dimension is useful to describe the potential areas where the project can be implemented.
- ❑ The “WHEN?” dimension impulses the idea of considering the temporality of the NBS. All the temporal circumstances, frequency, duration, predictability.
- ❑ The “HOW?” dimension is especially important to explain how the NBS acts and works. With which people, in which way.
- ❑ The “HOW MUCH?” dimension is related to the social fact that people are in general very interested in the cost of public actions/projects. It’s a good way to catch their attention and interest them in the NBS catalog.

After some meetings and co-creative process, the decision was made to establish 2 phases: 1) first with “Why?”, “What?”, “Who?”, “Where?” and “How?”; and 2) to conclude with these five dimensions again complemented with “When?” and “How much?”.

In this framework, sustainability and efficiency are key considerations for the development of social innovation. This is also the case regarding inclusion, paying special attention to the diversity of cultures, as different possible interpretation grids. This detailed analysis of each NBS can make a significant difference, as much as the impacts generated by the NBS, like the footprints from other innovations.

NBS cards

The NBS cards were first designed by GUDA in order to be applied in internal workshops at the partners' meeting of URBiNAT, held in January 2019 in Sofia. This prototype allowed many partners to come into contact for the first time with many of the NBS that are included in URBiNAT's catalogue. It was further used in participatory activities in the context of the piloted methodology applied in Porto, in workshops and as a way to put the NBS in the hands of the potential users in different activities, trying to be closer, as much as possible, to their concrete exemplification. They were also adapted in poster format, according to the design and needs of participatory activities.

However, the illustration of many NBS lacked good quality pictures, intelligible images or representative icons, and some of them were still in the process of being reviewed in the scope of

task 4.1. Both illustration and definition have been appointed as main challenges to be solved in the second version of the NBS cards developed for the internal workshops at the partners' meeting of URBiNAT, held in July 2019 in Nantes, which maintained the initial template. The assessment of partners who had the opportunity to use the cards in the internal workshops of Nantes, identified again several critical issues in the presentation of the NBS, both in terms of illustration and definition.

The NBS cards are key elements to identify different solutions that can be used to respond to the challenges identified locally, so they are instruments of interaction to identify possible solutions with citizens and stakeholders, that they can recognize or may not have known. The first format used, allowed us to learn that some concepts are not easily understood, nor allow a quick reflection on their application. Thus, it was considered relevant to improve and change the format of the content. Namely, by improving the images, identifying the scores of different Impact Indicators (Nature, Wellbeing, Health, Mobility, Participatory and Economy) by using a Likert Scale, and introducing an illustration that conveys / characterizes the core concept of the solution with simplified visual language, making it distinctive / legible by children and older adults. In the co-design process, it will allow a greater interaction with the information, not depending on the facilitation to develop the debate about the issues presented in the citizens working groups.

This step-by-step design and testing process, combined with a more indepth review of the catalogue, aiming at a user-friendly tool for co-selection, was integrated into the process of vulgarizing the technical and conceptual approach to NBS. It also benefited from the dialogue with the development of the digital tool, SuperBarrio.

As a result, the latest version of the NBS cards has integrated significant improvements in terms of:

- ❑ design, by including the narrative and characters developed by GUDA in communication materials for the engagement of citizens and stakeholders;
- ❑ criteria for the development of adequate and relevant information/texts on the NBS, i.e short and clear presentations and impact score;
- ❑ the need to diversify the illustrations.

URBiNAT's developers of NBS are now challenged to feed the contents of the cards according to this new template and corresponding parameters, as illustrated in the figure below.

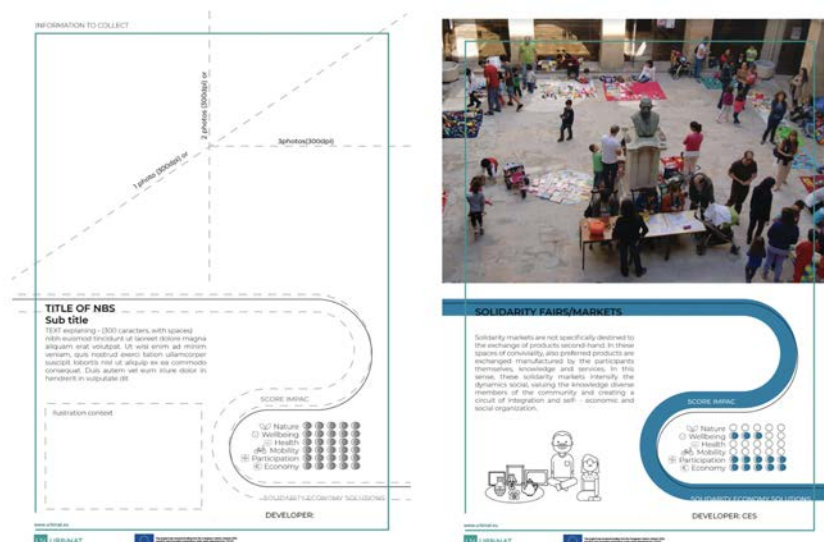


Figure 13: URBiNAT NBS cards - Template

SuperBarrio

SuperBarrio is a digital tool that aims to boost participatory co-design processes. Its intuitive navigation allows any citizen and multiple stakeholders to engage in the design of the public space. Players can visualize icons representing the different NBS and explore their possible use in their neighborhoods. By dragging each solution icon into the urban space 3D representation, players are making suggestions about their desired community space and can visualize its impact, as the App will show a score in the categories of nature, economy, participation, mobility, health, and wellbeing. This will help them understand the level of complexity that each decision has and the effect on their daily life.

The SuperBarrio App has been tailored for URBiNAT following several simultaneous steps. To summarize the process, IAAC first contacted the focal points in each municipality to request them the intervention area and the map files in order to transfer such information into the App. This phase took several months as there were a few back and forth steps until compiling the specific file formats and the necessary data. At the same time, there were conversations with several CES and WP3-5 colleagues that assisted with the development of both the sign-in and evaluation questionnaires. In the meantime, IAAC team made a first pre-selection of those solutions (from the URBiNAT NBS Catalogue) that could be represented in the SuperBarrio App (taking into consideration that Superbarrio is a tool for public space co-design and not all the solutions, such as some of the social and solidarity economy and participatory list, are able to be characterized in the game).

IAAC subsequently designed the 3D images (icons) for such solutions (see the draft document in annex 2). These images (and their solution scores) were shared with URBiNAT partners, and many of them provided feedback, giving suggestions about the icons design. At the same time, IAAC received several requests from partners to add new solutions to the App (and therefore to develop new 3D images). IAAC made all the necessary adjustments and created the new images accordingly. This process is illustrated in the figure below.

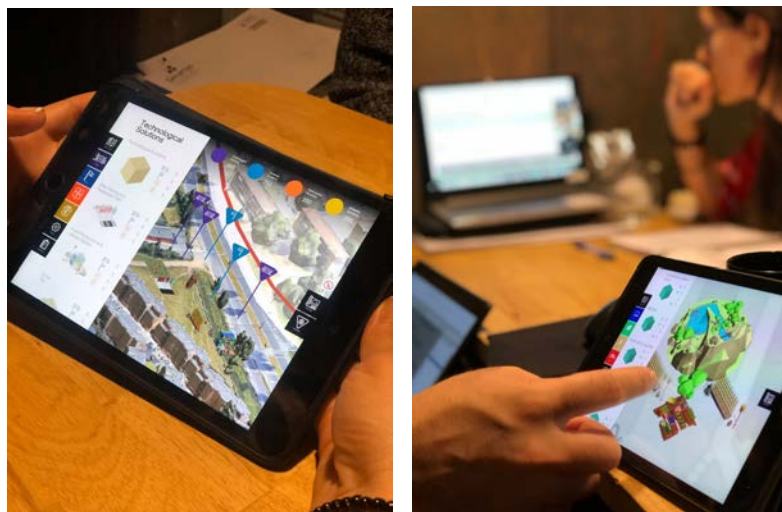


Figure 14: *SuperBarrio - IAAC development*

During the LivingLab workshops in the three frontrunner cities (to be held on late 2019, early 2020), the SuperBarrio App will be available for downloading only in the tablet devices that both IAAC and each municipality will provide, in order to comply with the Privacy and Data Protection European

policy (GDPR, EU General Data Protection Regulation), and as advised by the URBiNAT ethics focal point. By being available only in these devices, we will make sure no personal data is gathered. All the data collected (via the guest-user sign-in; the played information; the evaluation questionnaire) will be therefore completely anonymous. At a later stage during the implementation of URBiNAT, IAAC will work closely with each municipality to develop a tailored Data Protection Policy that will need to be approved by each country. At that point, SuperBarrio will be made available free for download on the website.

Once the NBS Catalogue has been updated by WP4, municipalities will decide which NBS solutions better fit their specific local context and will elaborate a mini-NBS catalogue. SuperBarrio will be updated accordingly and will show, for each city, only the solutions they have selected.

In order to facilitate the NBS co-selection process with citizens, a series of LivingLabs workshops will be undertaken in each of the three frontrunner cities. IAAC personnel will arrive one day before each workshop in order to interact with municipality stakeholders' and their facilitators. That day will be used to tailor the workshop programme that IAAC has prepared (setting out the structure and its development) and to train the facilitator in the use of the SuperBarrio App. In summary, the workshop will start with a brief summary of the previous steps where citizens were involved in order to contextualize the session. Then, SuperBarrio will be presented and a short demo-video will be introduced to show citizens how it looks like and how it can be played. The citizens will then be divided into several groups and will start playing with the guidance of the facilitators and IAAC personnel. Once all participants have finished, the facilitator will wrap up the session by summarizing the main solutions selected and guiding the overall discussion. To finalize, the facilitator and municipality colleagues will present the next steps forward in the URBiNAT project.

Tailoring of a mini catalogue per city

In the frame of task 4.1, URBiNAT's NBS catalogue will be reviewed in three phases during the project's implementation. This review is an ongoing process and it envisions the 'living catalogue' as a 'corridor of co-creation', that constitutes an arena of exchange and discussion.

The first review is to take place according to the results of the task 2.1 of local diagnostics, in order to determine the articulation of the NBS solutions in the specific context of each city, as well as the relevance, complementarity, and potential for optimization. The second review and assessment will take place after the testing of the prototypes. The third review will take place after the implementation of the NBS solutions in the frontrunner cities, where the consortium will also identify the challenges of innovation and marketability in each solution to address in the following tasks.

For the purpose of the first review, the local scientific partners of the front-runner cities (CIBIO, IRSTV/CNRS and UACEG) have defined an initial set of criteria to establish a mini-catalogue with the most suitable solutions according to the local territorial contexts:

- ❑ for the territorial and some of the technological NBS:
 - NBS that matches the local territorial context;
 - NBS that matches the local strategic agenda and is recognized and supported by the local authorities;
 - NBS (territorial or technological) with a potential to build upon or add value to already implemented project;

- realistic time-frame for the project-cycle (until implementation - less than 2 years and 6 months according to URBiNAT timeline);
- budget restrictions.
- ☐ for the participatory solutions:
 - participatory culture in cities;
 - what research/practical questions we want to solve in the course of the “co-” process (design of the corridor);
 - potentials for clustering;
 - do we have in the city the representative able to implement the NBS?

With the completion of the local diagnostics in the front-runner cities at month 18 of the project and based on their results, the tailoring of a mini catalogue per city will nurture the co-creation process with citizens and stakeholders, as a link from the co-diagnostic to the co-selection phases, before entering the co-design of solutions.

The different tools detailed above will be tested and improved in interaction with the Living Labs of URBiNAT’s cities, as a result of the lessons learned with citizens and stakeholders on how NBS can make sense and become concrete for who will co-select and co-design them. For example, in Brussels, residents of the intervention area already asked for examples of NBS, and, as a consequence, the municipality proposed to the consortium to create an image bank with photo examples of NBS already in place in each city to make the examples more concrete for citizens. This could be combined with other developments of tools, such as digital enablers or App to identify and share existing examples of NBS, as an additional tool for communication and interaction with citizens and stakeholders locally and more widely within URBiNAT’s Community of Practice.

2. Citizens' engagement: from guidelines to ready-to-use tools

As referred in deliverable D3.1, URBiNAT's partners gathered different perspectives, expertise and experiences to establish the theoretical and methodological foundations of the project in a handbook that constitutes the deliverable D1.2, submitted to the European Commission in November 2018. As a 'living' document, on which URBiNAT's partners continue building their work together, the working group on participation worked on extracting and organizing in categories the guidelines included in chapter 1 of the handbook dedicated to citizens' engagement.

This was the starting point to further explore this combination of expertise, through review and discussion inside and outside URBiNAT, to open it, enrich it and make it evolve to further translation into practice, based on getting feedback and best practices from a broader audience of who has accurate knowledge and sound expertise about participation.

The present section systematizes the efforts and results of this exercise, which has also been contributing to establishing URBiNAT's Community of Practice (CoP), in order to share and build on differences, highlight core levers for successful participation and share visions about the results of the community-driven processes.

2.1. Review of guidelines systematization

2.1.1. Purpose and process

A set of guidelines have been produced on citizens' engagement under the handbook on the theoretical and methodological foundations of the project (chapter 1 of deliverable D1.2), gathering contributions that reveal high expertise in academic, technical and political fields, grounded on the diverse partner's experiences. These contributions will continue to be object of debate, and will also advance with the perspectives of citizens and stakeholders.

As reported in deliverable D3.1, the working group on participation operated a framework of subgroups from which emerged a two-step process regarding the exploration of citizens' engagement:

- ❑ Step 1 - Extract and organize the guidelines in categories, consisting of:
 - identifying key categories in the texts of chapter 1 of the deliverable D1.2, including the final guidelines that have been incorporated in each of them;
 - referencing contents and authors in each category.
- ❑ Step 2 - Review and aggregate by:
 - reviewing the results of step 1;
 - identifying and elaborating on overlaps and contradictions;
 - checking inclusion of ethics, human rights and gender.

2.1.2. Focus of analysis and main contributions of the review

In methodological terms, step 2's review of the results of step 1 also proceeded to identify missing elements that were part of chapter 1 and to raising additional aspects to be further explored in some categories, both at strategic and operational levels.

This exercise resulted in advising:

- ❑ the inclusion of possible reformulations;
- ❑ possible additions from the texts of chapter 1 of deliverable D1.2;
- ❑ ties into, with other categories;
- ❑ attention to strategic and operational guidelines unsynced, addressing different levels;
- ❑ possibly move text under operational guidelines to strategic guidelines;
- ❑ addition of strategic guidelines, e.g. best time according to events, culture and traditions? (when); respect the differences between the knowledge of the citizens, who lives in the place, and the researchers and technicians, who hold the scientific and technical knowledge (supportive methodologies and techniques);
- ❑ under operational guidelines, to be more concrete or add more information, exemplifying with URBiNAT's cities and using more sources/references to make additions;
- ❑ addition of operational guidelines, now or later, such as participatory NBS which can be useful in this aspect, possibly add what can be done in addition to what not should be done, get to know the community and their needs, enquire about the best time for the participatory events (when); identify in advance events that might compete with the participatory event (when);
- ❑ addition of the category 'risks assessment and mitigation measures';
- ❑ link and reference must be made to the code of ethics and conduct and the code of conduct for communication and dissemination activities;
- ❑ reference to existing strategies designed to promote the participation according to specificities: childhood, gender (including gender minorities/diversity), older adults, race and ethnicity, functional diversity, citizenship status (migrant/refugee/asylum seeker condition), religious diversity, etc.
- ❑ additional comments arising during the process of review of step 1 in specific categories, such as systematic awareness of the conditions under which citizens are prepared to engage in social innovation actions, or if the information is really a level of participation.

2.1.3. Categories for successful citizen engagement

Step 1 of this process resulted in the following categories, which will be enriched with the results of step 2, as well as the broadening of the review reported in the following sections:

 CATEGORIES FOR FOR SUCCESSFUL CITIZENS' ENGAGEMENT				
Communication and interaction <small>communicating specificities for interacting with citizens</small>	Behavioural changes <small>instigating behavioural adjustment, or change in behaviour, in some particular respect</small>	Trust <small>improving or creating trust relations among citizens and among citizens and city staff, politicians and other agents</small>	Co-production <small>stimulating and improving the co-production of public services, participatory processes and products' development</small>	Inclusion <small>specific guidelines to guarantee diversity inclusion</small>
Regulation <small>clarifying rules and regulations for equal rights of expressing visions and priorities</small>	Governance <small>balancing interactions among citizens, city staff and politicians and other agents</small>	Innovation cycle <small>adopting processes of rupture and searching for alternatives based on a concrete social problem</small>	Transparency <small>arguments for encouraging efforts to act in a transparent manner</small>	Intensity and levels of participation <small>setting different approaches and levels of participation depending on the goals and real conditions to participate</small>
Citizenship rights <small>broadening the meaning of the appropriation of social, urban, political and cultural rights, both internally in the collective imaginaries and externally in renovated relations with local powers</small>	Cultural mapping <small>articulating and making visible the multi-layered cultural assets, aspects, and meanings of a place</small>	Facilitation <small>Specific guidelines to address a facilitation that integrates other URBINAT participatory' guidelines</small>	Quality of deliberation <small>setting a meaningful deliberation process</small>	Where <small>guidelines for the spaces to hold the participatory events</small>
When <small>identifying the best moment for the participatory events</small>	Supportive methodologies and techniques <small>using specific methodologies and guidelines to support the mobilization and inclusivity</small>	Integration of participatory process' results <small>enlarging the scope of co-creation to validate the developed ideas</small>	Private sector <small>mapping the relevant private sector actors with interests in and input to the NBS targeted area</small>	Monitoring and evaluation <small>addressing monitoring and evaluation of the participatory processes</small>

Figure 15: Systematization of guidelines on citizens' engagement and corresponding categories

2.2. Translation into practice: sharing and learning with the participation from the field

2.2.1. Purpose and process

The working group on participation organized a series of interactive sessions through discussion, sharing of experiences and feedback with invited participants, who have accurate knowledge and sound expertise about participation and the intervention areas of the project.

This invitation resulted in three meetings on 13th, 15th and 22nd of November 2019, according to the availability of invited participants, with: Henning Winther (Domea.dk / Denmark), Cláudia Costa (Municipality of Porto / Portugal), Julie Boulestreau (Municipality of Nantes / France) and Rosalia Radeva (Bread House Network / Bulgaria).

It was the opportunity to broaden the discussion beyond the working group on participation around URBiNAT's guidelines on citizens' engagement, aiming at advancing the methodological and practical developments of URBiNAT, to share best practices and the knowledge of all, building on and with the diversity of local contexts, experiences and expertises. The following questions framed the discussions:

- What is missing?
- What is most relevant to your practice?: Why? For what kind of situation? For what kind of people? How is it useful?
- How does it relate to your city?
- What are the main challenges you experienced in relation to these categories?
- Which best practices could you share?

Beyond sharing the categories identified in the first phase of the internal work on the systematization of guidelines related to citizens' engagement, the working group on participation also used the results of URBiNAT's workshop conducted during the Open Living Lab Days 2019, organized by the European Network of Open Living Labs (ENoLL), in Thessaloniki (Greece), in September 2019. The participants of this workshop were asked to rank URBiNAT's categories, which resulted in the following ranking:

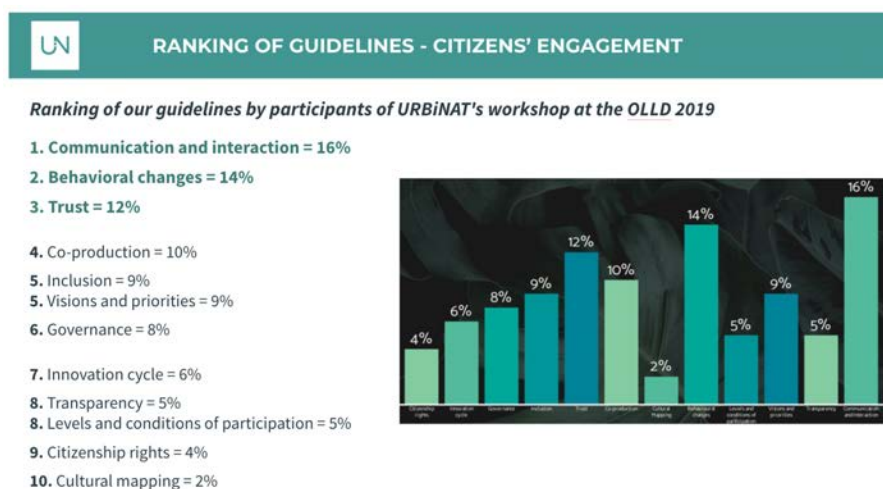


Figure 16: Ranking of guidelines on citizens' engagement - OLLD 2019

On the basis of this preliminary exchange, the colleagues, who took part in the series of exchange of November 2019, were invited to comment on the ranking in order to contribute to the prioritization and focus on specific categories. The participants were also invited to join URBiNAT's Community of Practice and to share the issues they would like to address within this CoP, to continue building on a collaborative sharing and learning.

The following systematization of the results of these exchanges will enrich URBiNAT's guidelines on citizens' engagement, by expanding our dialogue and capacity of co-creation from guidelines to ready-to-use tools, towards a knowledge based collaborative platform (task 3.5), aiming at improving citizens' engagement together.

2.2.2. What is missing?

❑ **Capacity building vs disempowering**

- need to be subtle in action / people learning by themselves instead of doing for them;
- knowledge of practitioners vs experience of people. E.g. parents: do practitioners know better than them, should they teach them?!
- clients vs citizens;
- learning of the community, and not learning about us.

❑ **Ownership (among residents):**

- prior to everything;
- ownership is a very important category;
- citizens have to take ownership of the problem and the solution;
- make connections with the municipality work;
- support to local associations and initiatives;
- work with the local history and the existing relations;
- focus on the need to work together.

❑ **Intensity and levels of participation:**

- necessity to increase the culture of participation;
- how to develop the culture of participation;
- bridges to be made between public sector, private sector and citizens segments;
- create better conditions and new models to involve citizens;
- initiatives of the citizens and inhabitants out of the radar;
- how to impulse and how to receive and adapt to the spontaneous initiatives of citizens, how to listen to and receive these initiatives.

❑ **Where:**

- lack of spaces to speak and do together. E.g. older adults and victims of violence need to be heard in a space where they can voice what they want to do and what they need;
- diagnostics and identification of problems cannot be only performed by the public sector and focusing on punctual things;
- how to devise a model to put people working together;
- spaces to share visions, values, roles;
- spaces to dialogue with people, but also having people in dialogue between them.

❑ **When:**

- to be relevant, participation cannot happen at the end of the process of planning a project;

- ideally, we should start all together, with a white page or question, but it depends on the project, if it has already started and its levels of technicity;
- what should be assessed is: the right time/phase to engage.

❑ **Why:**

- be clear on why we need to engage, what we want to discuss and do with people, why participation is important in the project in question, why we use specific methodologies, what really motivates people to participate;
- to be clear with people but also with and among ourselves;
- not everything needs to be put in dialogue/discussion;
- participation is not always the solution, sometimes we can receive inputs by other ways.

Beyond confirming that **all categories are very connected**, it was also addressed that some categories are at the core of citizens' engagement, while others can be related as methods / tools / ways of improving citizens' engagement, and others as preconditions / elementary conditions to enable citizens' engagement.

This means that general guidelines cannot be applied to different citizens with different needs, if some elementary conditions are not met, because some categories do not apply always to specific segments. Therefore, engagement is different according to citizens' segments, and approaches need to be different accordingly, since it is about how to put people together.

The following scheme emerged as a **possible illustration of this correlation between categories**:

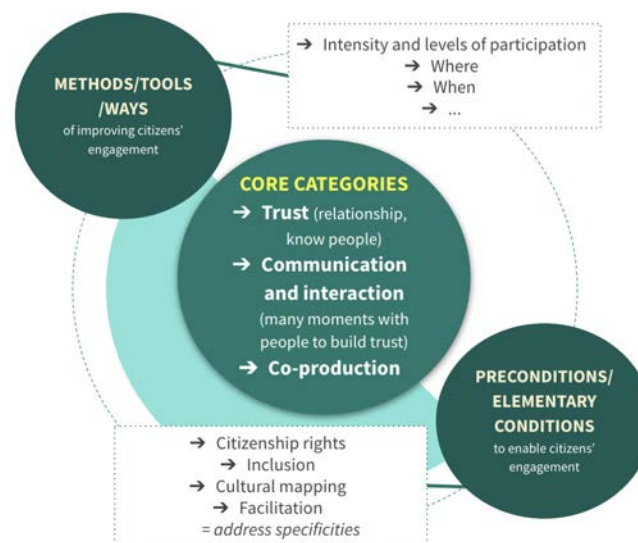


Figure 17: Possible correlation between categories of guidelines for citizens' engagement

2.2.3. Focus on some categories

The discussions also resulted in focusing the analysis on specific categories, including four new ones that will be reviewed in URBiNAT's guidelines for citizens' engagement:

- ownership;
- culture of participation;
- why;
- mediation.

❑ **Ownership:**

- providing the framework and not taking the lead, ownership is prior to everything;
- i can only bring knowledge if people own the process; they understand that they have something to do;
- a project or similar is successful when people tell us ‘we don’t need you anymore’.

❑ **Communication and interaction:**

- meetings / face-to-face to gather the trust;
- even if everything is digital now, what works is very local. E.g. circulating sheets of papers and putting up posters are better than digital tools;
- the use of digital tools is limited to Facebook and WhatsApp, which are used to incentivise being together;
- provide a space where people can communicate;
- in the local context, people are in closed circles of relatives, not open to widen this social circle;
- make people realize that there is nothing frightening and how to work together;
- Bread House uses different ways to communicate: spreading the word, media/Tv presence on the work and activities of the organisation. But the organization is already well- known, with loyal clients, and people tend to contact the organization;
- partnerships with other organisations working with specificities (e.g. refugees, specificities).

❑ **Trust:**

- talk to everybody;
- being transparent / well documented activities to boost ownership;
- qualify the local ideas instead of bringing many ideas from practitioners; it is the only way to create ownership; it’s based on trust;
- communicate / translate properly what the residents feel;
- repetition.

❑ **Transparency / Why:**

- be clear about the purposes and rules;
- information and discussion of the results of each stage, with systematic follow-up;
- impact on expectations and trust;
- capacity to speak about positive and negative expected results;
- feedback also about what is going well and what is not.

❑ **Transparency / Trust:** needed from Municipality, as a **Governance** issue, which will enable to build trust between citizens and politicians, since there is a lack of trust in the local context.

❑ **Behavioural changes:**

- only if I own the problems and own the solutions;
- even if people don’t have training, they are good experts of their own lives;
- sharing problems and solutions, put it in their own words;
- show that the residents inputs are valuable and can be applied to create change;
- find the right people to talk about the right stuff, the agents for change, but not teaching what are the needed changes;
- with children, focusing on aggression, intolerance, lack of openness;
- regarding the different cultures, with existing boundaries built on the differences;
- focus on creating something together;

- during the activity of doing together, children usually calm down at the same time that we insist on certain values;
- creative activity calms you down.
- ❑ **Inclusion:** it must be shown, through bonds and by sticking together. E.g. the scene is the house for volunteer associations where they can bring more people.
- ❑ **Citizenship rights / Inclusion:**
 - interrelated;
 - the rights mentioned in the description of the category are at the basis: social, urban, political and cultural rights.
- ❑ **Governance / culture of participation:**
 - essential to enable regular interaction with citizens;
 - increase the culture of participation, transversally in all departments;
 - new models to involve all people and services.
- ❑ **Cultural mapping:**
 - not so relevant if only considered as a tool among others;
 - more relevant if considered as an approach to know people, address their specificities, what they like, what they want to do and need.
- ❑ **Private sector:**
 - not so relevant if only considered as actors among others;
 - more relevant if?
- ❑ **Regulation:** a critical issue in the local context, since there are rules but nobody cares about, such as in the case of transportation.
- ❑ **Supportive methodologies and techniques:** not clear what it addresses as a category, but makes sense after some examples similar to familiar ones (e.g. theater for employment).
- ❑ **Mediation:** the founder of Bread House had this experience of organizing workshop in Israel, between Palestinians and Israelis based on conflict resolving. It happened in Bethlehem, which actually means “The House of Bread”

2.2.4. Challenges and lessons learned

- ❑ **Usual suspects:**
 - have a lot of preconceptions about other people;
 - great for a lot of things but not all, since they can be regarded as an “exclusive” group;
 - disregard people who do not do things for the neighbourhood.
- ❑ **Implement a diversity of activities showing / appearing / appealing:**
 - get inputs and appreciate these inputs from people we do not usually talk to;
 - showing that contribution is possible;
 - provide safe spaces;
 - e.g.: why wouldn't you convene a meeting? / I can't / So we provide the framework to show it is possible, but it is your agenda.
- ❑ **Reaching and engaging youth:**
 - namely young women and girls, aged between 16 and 25;
 - many new tools (e.g. apps, computer, tablets) trying to know what they need and like;

- essential for us to understand before what they can effectively benefit from participating;
 - need of a preliminary work to exchange with them about what they want, instead of starting from what we think;
 - find ways to approach specific segments in order to understand;
 - in the case of youth, approaches more related to culture (as a platform), such as dance and rap through workshops;
 - how to improve initiatives related to these approaches?
- ❑ **Just keep it simple and be close to the daily life of people:**
- demonstrate humility;
 - do not absolutely seek to innovate;
 - meet people and go closer to them;
 - no big machines / sophisticated equipments;
 - reach and talk to a maximum of people over a regular time;
 - multiply meetings.

2.2.5. Sharing best practices

- ❑ **Domea.dk's capacity building methodology:**
- with standard methods;
 - focusing on ownership, bringing only an initial framework;
 - transparent;
 - turning knowledge into action.
- ❑ **House for volunteer associations:**
- run by the volunteers;
 - not a municipality building, but project based on ownership;
 - provision of the framework and initial resources, but then pulled out from it;
 - activities: after school work, dance, meetings, physical activities, etc.;
 - where people have to work together, from different backgrounds;
 - board very representative, manages the conflicts and rules the house, decides and find funding;
 - members provide activities themselves;
 - a practitioner execute what the board decides.
- ❑ **Gadehave festival:**
- <http://gadehavefestival.dk/>;
 - local festival, last in August 2019 and next in May 2021;
 - invitation of different members (associations, schools, ...) of the area into the board;
 - have a larger perspective, not only an afternoon, not only to change the image of the area, but see it as a platform to talk, in between festivals, an excuse for making it happen (besides and in between);
 - scenes where children showing what they do, traditional music, showrooms, etc;
 - raise audience outside the area;
 - challenge/expected shift: doing the festival themselves, providing the activities to the festival;
 - connect it to other festivals of URBiNAT's cities?
- ❑ **Permanent intention to go to, meet citizens in their living spaces through:**
- information, animation, sharing and building social links;

- e.g. Bus citoyen (Citizens' bus) in Nantes, going in all the districts of the city during the different steps of participation. Its new version is a truck, which was co-designed with residents and local partners.
- ❑ **Participatory processes conducted in the scope of previous initiatives and projects**
 - URBAN 1, Portugal Participa (Portugal Participates), Iniciativa Bairros Críticos (Critical Neighborhoods Initiative);
 - meetings involving all persons, organizations, and public services/municipality departments;
 - focusing on problems/opportunities;
 - engagement through artistic approaches, performative arts, such as in the case of older adults for the renewal of buildings.
- ❑ **Bread in the Dark**
 - <http://www.breadinthedark.com/>;
 - events to connect sight-impaired facilitators with sighted people in 100% darkened environment where the mixed group engages in bread-making as a catalyst for dialogue on various existential questions, experienced tangibly through the processes of kneading bread as metaphors for life;
 - complete darkness helps position on an equal basis both sighted and visually impaired people, and it enables people to be set free from all of those prejudices, inhibitions, and judgments that vision, unfortunately, constantly stimulates;
 - the income from the events supports the salaries of the sight impaired facilitators and provide them with meaningful job opportunities, and as a result help them to be engaged and confident;
 - also implemented in schools.
- ❑ **Educational program on healthy nutrition habits, including:** organic food, rethinking diet and health, educational bread with children, taking the production of bread as a basis to address how it is made, recycling, etc.
- ❑ **Breads (and Cultures) of the World:**
 - <https://www.breadhousesnetwork.org/our-programs/breads-of-the-world/>;
 - an informal educational program offering children and youth an engaged experience with real cultural anthropology;
 - it engages also parents, namely in the case of projects with refugees from Syria (e.g. Syrian mothers share the decorations and species they use).

2.2.6. Interests and topics for the Community of Practice

The participants were asked if it would benefit them to exchange within URBiNAT, and in a broader CoP, taking into consideration that URBiNAT has been broadening its CoP in order to encompass a wider set of actors. They all are interested in continuing this exchange, namely addressing the following specific issues:

- ❑ **Concept of ownership:** how you provide ownership with the local community?
- ❑ **Concept of the exclusivity of the usual suspects:**
 - usual suspects (who always participate) can be part of the problem;
 - they can be holding back of what must be done, having a different agenda;
 - they may have hostility to other people of the area;
 - some people may not want to be part of the group of usual suspects.

- ❑ **Experience capitalization:** how we can do it together in a CoP?
- ❑ **Engaging according to the differences of citizens:**
 - different citizens with different limitations and needs for participation;
 - inclusion of specificities / tailoring approaches according to specificities;
 - how to gather all people together in participatory processes?

2.3. Ongoing co-design of better strategies: from Living Labs to Communities of Practice

2.3.1. Coaching and sharing in URBiNAT

A. Key steps

As coordinated by IKED, the URBiNAT team is preparing the establishment of a pioneering “Community of Practice” (CoP), that is able to support collaboration through exchange of experience and a joint learning process that is structured, efficient and inclusive. Organisationally, work to develop the CoP is represented by task 2.3 of the project, set out in the Grant Agreement:

- ❑ *Description of task 2.3 - Coaching and Sharing to create the CoP (M18-M54):*

The task will consist of integrating URBiNAT cities and observers (EU and non-EU) in order to establish a Community of Practices, CoP. This CoP will represent the “window” for cooperation between cities implementing NBS and cities in need of experience and expertise to replicate in their own context. The overall objective is to feed international networks for cross-pollination. The CoP will be based on a coaching, mentoring and sharing approach. The main activities in this task will be: (1) Definition of the coaching/mentoring methodology, with specific attention to the challenges given by socio-cultural and territorial differences and peculiarities; (2) Experiencing the methodology through specific one-to-one activities among frontrunners and followers; (3) Experiencing a common, open platform of practice sharing, taking advantage of the Living Labs experiences; (4) Experiencing the methodology with Non-EU partners and observers.

- ❑ *Participants of task 2.3:*

IKED, Frontrunner cities – Porto (CMP), Nantes (NMCU) [and TLP Ville de Nantes], Sofia (Sofia Municip), Domus; ICETA-CIBIO; CNRS, UASG, IAAC, FGF, Follower Cities - Nova Gorica, Høje-Taastrup, Siena, Bruxelles, UNG, DTI, IULM, UA, ITEMS, IKED, Non-European partners - ICC, NSCJL, Observers.

While the CoP first and foremost aims to facilitate exchange of knowledge and experience between the lead and follower cities, the objective is broader, namely to enable constructive collaboration and joint learning among counterparts or peers within the wider full circle of partners and observers involved in the project. Additionally, it aims to do so in an inclusive way, meaning that it allows for the active participation of all relevant stakeholders.

In terms of activities planned to contribute to the CoP, three sets are currently in focus:

- ❑ identification of suitable methodologies for promoting sharing of experience and collaboration in learning;
- ❑ identification of organizations, networks, individuals, or other actors, well placed to play a role in developing or leveraging the CoP as an integrated part of the URBiNAT project;

- ❑ matching between tools and actors, with effective structuring and undertaking of activities operationalised in URBiNAT, hence effectuating the CoP.

While work on the CoP is to be initiated in month 18 (November 2019), there is no precise end-point. The CoP will operate as a process, which is able to evolve and keep upgrading its functionality, as long as the URBiNAT project remains in operation.

The key steps to be taken next in regard to CoP, naturally relate to the main ongoing substantive activities in URBiNAT, where the lead cities engage intensively in preparing and implementing activities, while the follower cities and observers similarly advance their engagement although presently with more emphasis on learning and evaluating ideas than on jumping to action, as far as the project is concerned.

Worth stressing is the local diagnostics, i.e. work to collect basic data and also characterize and to some degree analyse and draw conclusions on issues to be addressed in the project. This work has social, economic and territorial dimensions.

Meanwhile, citizen engagement needs to stand at the centre of the process to devise and implement solutions. The creation of living labs is on the way to establish platforms for engaging citizens as well as various stakeholders.

Networking in part involves collecting information and underpins the engagement of various key institutions, “door-openers” and “gatekeepers” at the local level. The living labs are currently developing or preparing for, e.g., kick-off activities, surveys, territorial maps, participatory activities.

Meanwhile, specific nature-based-solutions have been introduced and are in the process of packaging for communication to and evaluation by cities. There is also the question of how to advance the healthy corridor concept, that is to draw upon the NBS and help deliver overall processes of relevance to addressing the critical issues confronting cities and as identified by citizens. This includes the creation or leverage of public space in ways that helps linking, engaging and benefitting citizens. Finally, there is a need to improve understanding of and analyse social as well as financial benefits and how to spur value-enhancing processes, including through innovation and the establishment of sustainable commercial and also solidarity activities.

Against this backdrop, and partly related to these activities, some key steps have already been undertaken with regard to a broadened CoP beyond URBiNAT’s circle, including with a specific focus on citizens participation in sustainable development. Before analysing the first steps and results of this broadening around citizens’ engagement, it is important to better understand the issues that arise in the broadening of the CoP, beyond the internal communication.

B. Broadening of the CoP

The partners from cities, research institutes and observers that form part of the project, represent a range of different countries, actors and competencies. Yet, they are uniform in the sense that they have volunteered to take part in the project, have been part of framing the project and followed its evolution from the start. They thus have an inherent understanding of what the project aims to achieve and they have a natural interest and objective to realize its success, including when it comes to fulfilment of overt or covert requirements for its success, such as effective resource use and reporting to the Commission.

When going beyond this circle, communicating to a broader set of stakeholders, and also citizens themselves, the situation is different. Most will not view participation in the project as “an end in itself” or view the structure and purposes of the project as optimal or desirable from their perspective. They will not necessarily appreciate or respect procedures or consultancies on project matters that are not of immediate concern to them.

In the case of officials, planners and external experts, the situation may be different. Compared to those directly involved in the project, however, they can be expected to have less time to allocate to the activities, and also be faced with other expectations and constraints which make it more difficult to reach across to them with many of the conclusions and messages generated by URBiNAT.

In this sense, a broadening of the CoP to encompass a wider set of actors inevitably means that the attributes and interests of those to take part become more diverse. This has implications for the application of technical tools for communication as well as other practical ways of sharing information, as well as for content, i.e. what information to share, how it should be structured and packaged, as well as when and how to convey it.

As a paradoxical element, in order to enable the broadening of the CoP, there is both a need of ensuring that the sharing of information becomes more inclusive, in the sense that it reaches a wider circle, but also that the sharing of information becomes more structured, possibly targeted, even selective.

We may speak of partly contradictory processes of “broadening” and “deepening”. The way the CoP is presently envisaged to work, there is a continuous frequent exchange of information using Basecamp. This exchange takes place at one overriding, “general” level, encompassing all that are part of the project. As a tool for “deepening”, sub-groups’ collaboration on specific themes have been formed.

For the outside, however, it is critical to bridge the presence of gaps in terms of varying experiences and interests. This implies that the CoP needs to evolve, and shift emphasis over time. While the internal reporting needs to continue, there now also needs to be an extensive flow of information that is explicitly not tinkered towards meeting with the objectives and interests of the partners, but to allow the external users, and communities to “pull” information, in support of high relevance and effective translation of results to a special context.

This implies that wider concentric circles of information sharing need to evolve in ways that are not only supportive of the fulfilment of the upcoming tasks and needs of the project, but also based on an understanding and receptiveness of the needs of external audiences. Bridge-builders of various kinds have a role to play in facilitating and making this possible.

On this basis, partners and other actors and experts involved in URBiNAT are invited to provide inputs to the furthering of the CoP, namely regarding the following aspects:

- ❑ lead cities vs. follower cities, in their expectations, and how they view the mechanisms for building and furthering the CoP;
- ❑ actors, networks, individuals or other “agents” that are viewed as relevant, in a general sense as well as in the specific context of individual cities and possibly specific NBS solutions;
- ❑ how to match mechanisms and tools, on the one hand, with particular actors and situations, on the other hand;

- ❑ what kind of information/experience is most important to share, and how is this done effectively?
- ❑ what methods are most important for “broadening” vs. “deepening” of CoP?
- ❑ examples of structured information of relevance to CoP, that may be collected, such as actors, networks, ambassadors, bridge-builders, places (public space), communication tools, motivation to participate.

C. Conceptual model proposal

As proposed by GUDA in the deliverable D1.2 on the theoretical and methodological foundations of the project, the following Vortex model can contribute to state a vision for building an URBiNAT conceptual model regarding the harmonization between the Living Lab and CoP processes and approaches.

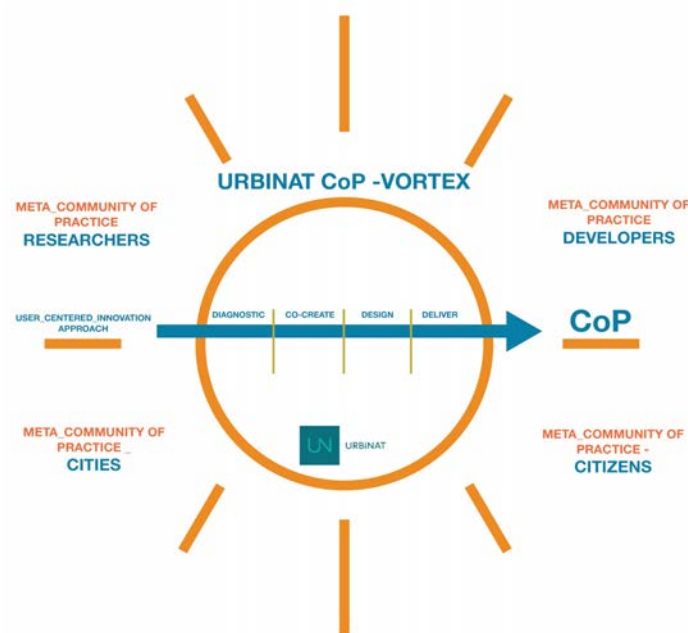


Figure 18: URBiNAT Vortex conceptual model proposal

The Vortex model (see figure above) consists of a meta-modeling system because it combines several different perspectives:

- ❑ a URBiNAT perspective – unifying the Living Labs and the Communities of Practice models to measure, compare and monitor results in each city and between cities;
- ❑ the local cities perspectives – to provide the best solutions to their contexts, urban needs and citizens;
- ❑ the project different stakeholders and “actors” perspectives – the researchers, the developers, the citizens.

This meta-modelling concept implies that even within each of these “different perspectives”, there are always local dimensions of understanding, as well as the need to cross information, examples, cases, mistakes, good practices, for example with the others cities’ CoP. That is the main reason why it is proposed to call this model Vortex, considering that all these perspectives imply continuous movement and fluxus, some controlled or induced but focusing on achieving more “natural”, bottom-up and self-produced ones, as illustrated in the developments and potentialities further described below, and which is able to focus specifically citizens’ engagement as addressed in the section after regarding URBiNAT’s open webinars.

D. Developments and potentialities

We present in the following list some steps that have already been taken in developing activities with cities and universities to build a CoP, sharing URBiNAT's methodology and learning from other experiences, constituting also opportunities to deepen sharing around citizens' engagement:

- ❑ In June 2018, meetings were held in **China** to enrol cities as observers, which included: a meeting with Hefei and **Shenyang** representatives in Shanghai to define the intervention area and to prepare an agreement of collaboration; a meeting with the big data department of **Hefei** government to integrate the urban area of Luyang district in URBiNAT, in order to develop an inclusive urban regeneration process. The city wants to become an observer through a formal agreement that also involves the University of Hefei.
- ❑ A workshop on participation and co-creation in a community project was conducted in May 2019 by CES in the "**Caximba**" **urban occupation, in Curitiba, Brazil**. The dialogue established within the workshop created a sharing environment with potential for further articulation.
- ❑ CES took part in a meeting with the **Brazilian state deputy Goura (Paraná state)**, who visited Portugal in June 2019. This former councilman of Curitiba municipality defends the causes of mobility, environment, urban agriculture, conscious food, humanized childbirth, peace culture, waste reduction, human rights, accessibility and valorization of public services and civil servants. He is interested in following the development of URBiNAT's CoP and observers.
- ❑ In June 2019, URBiNAT was invited to visit the **City and University of Macau**, with the Chinese partner Smart City Joint Lab, for a lecture and for a meeting. The lecture for data science master students was focused on the production and analyses of quantitative data produced in the frame of the participatory process in URBiNAT cities. The meetings with the president of the university and the director of the data science department were focused on the design of an agreement with URBiNAT and CES to create an urban studies laboratory in order to develop common projects, starting with an urban plan for healthy corridor in Macau. A proposal will be presented to the Macau City in 2020 to become an observer of URBiNAT.
- ❑ In September 2019, IKED visited **China** for discussions with the **National Smart City Joint Lab** on strategy for funding, observer cities and the most effective way of intensifying the Chinese involvement in URBiNAT, including within the framework of the CoP.
- ❑ In September 2019, URBiNAT was invited to participate in the event "Natal Cidade Sustentável" (Natal, Sustainable City), in **Natal, Brazil**, to do a presentation with the title "Regeneração Urbana Inclusiva para uma Cidade Sustentável" (inclusive urban regeneration for a sustainable city) and a workshop with stakeholders and citizens in the seafront urban area. The aim of the workshop was to develop a diagnostic and a vision for the urban regeneration of the area, in contrast with the city urban plans of verticalization. The event ended with an interview to Radio Agora.¹² Natal is developing the program and the resources to become an observer city.

¹² Interview of Gonçalo Canto Moniz at Radio Agora, in the programme Sem Amarras, starting at minute 18", <https://www.facebook.com/AgoraRN/videos/665378033947864/?t=6>

- ❑ In November 2019, an interactive workshop with a central focus on water management as a key NBS embedding both a technological and social innovation was organised by IKED in **Muscat**, the capital of **Oman** (Oman being one of the non-EU observers in the URBiNAT project). The target audience for this workshop was school children and key elements of the URBiNAT methodologies such as motivational interviewing and design thinking were put into use. The workshop was held in the Learning Centre at the National Museum of Oman, providing an engaging environment for inspiration and exploration of linkages between ancient practices and future challenges in sustainable water management.
- ❑ In October 2018, IKED and CES had meetings in **Khorramabad, Iran**, with the municipality and the local partner Lorestan Chamber of Commerce. At this meeting it was decided to prepare a design workshop in April 2019, where local stakeholders would participate. A four days URBiNAT workshop was postponed to **October 2019**, due to the March floods that had strong impact in Khorramabad. The workshop explored the methodologies of co-diagnostic, co-selection and co-design with activities in the Old Bazar neighbourhood. More than 60 citizens from municipality, universities, local experts and ONG participated.

2.3.2. Community of Practice around citizens' engagement

A. From URBiNAT's workshop at the OLLD 2019 to webinars

The URBiNAT team for participation in living labs (WP3 participants, IKED, GUDA, DTI and CES) were invited to conduct a workshop during the Open Living Lab days organised by ENOLL, the European Network of Open Living Labs, on September 3, 2019. URBiNAT's workshop "From Living Labs to Communities of Practice" gathered approximately 35 colleagues from around the world, and the URBiNAT team took this opportunity to establish the foundations for a sustainable community of practice on citizens participation in sustainable development.

Prior to the workshop a word analysis was carried out on all European living labs to identify and cluster common keywords of interest for living labs. It resulted in four clusters of key words that we took as "work in progress" to the workshop. We also brought the list of factors that URBiNAT has identified as important for successful citizens participation.

Participants at the ENOLL workshop plus other relevant URBiNAT external and internal stakeholders took part in three subsequent webinars via Zoom meetings on the 29th October 2019. The webinars covered the three topics that were derived during the September workshop in Thessaloniki.



Figure 19: URBiNAT's workshop at OLLD 2019: ideation of 3 topics for ignite new CoP

The aim of these three webinars was to continue the journey with our colleagues from Living Labs to Communities of Practice. We wish to establish a forum for ongoing discussion around the challenges and opportunities with living labs and engagement of citizens.

The three defined topics were:

Webinar 1 - PLUNGE	Webinar 2 - LIFE	Webinar 3 - LOCAL/SCALE-UP
<p>Plunge (have guts) – risk as a means to the cutting edge</p> <p>What risks we need to take and why it is necessary to achieve cutting edge? This can include topics like the power and risks of stimulating vast number of people; the power of open and transparent experimentation, how do we protect the integrity and security of people? How do we know we are on the right track? What can we as a community do together? And what could be the next steps and how will we continue the discussion?</p>	<p>How can we inspire a new meaning of life? – How do we create togetherness being authentic, transparent, inclusive, working on a shared agenda and common vision?</p> <p>Where can we experience new meanings of life and how do we strengthen a togetherness around these new meanings of life? New meaning of life linked to the SDGs; New meaning of life with pressures and enablers from urbanization and digitalisation; What roles do living labs play in creating new meanings of life? Who are the frontiers for the development of a common vision? What can we as a community do together to deliver a shared agenda?</p>	<p>We need to go local to be able to scale up. But how can we do it sustainably? (Key word seeding/obvious change)</p> <p>What kinds of local initiatives will go global and how do we stimulate this scale-up sustainably? Which local community examples do we know of as best practice examples? How come they were sustainable and went global? What and who initiated these initiatives in the first place? Which good local examples have not been scaled and why? What can we as a community do together to develop successful local initiatives and help them scale sustainably?</p>

Table 5: CoP’s webinars

Both workshop and webinars were organized and conducted as interactive sessions through presentation, discussion, sharing of experiences, feedback, voting and statements. The interaction was facilitated with the easy-to-use software Mentimeter, accessible by participants in their smartphone, tablet or computer, with no installations or downloads required, only accessing at the beginning of the session the link www.menti.com and entering a session code.

The webinars also benefited from the disclosure of the event by ENOLL in its network, and from the engagement of Iranian participants on the occasion a technical visit by URBiNAT team in Iran, and who also took part in a series of workshops on URBiNAT’s approach to co-creation organized in Khorramabad.

The organization of three webinars the same day was an intense and rich experience, enabling many inputs from participants, although getting fewer participants from one webinar to the other (17 in webinar 1, 13 in webinar 2, and 7 in webinar 3).

In the next subsection we present an overview of the webinars results, and a detailed report on these results is included in the annexes of the present deliverable (annex 3).

B. Overview of webinars results

→ **Webinar 1 - Plunge (have guts) – risk as a means to the cutting edge**

Questions asked to participants:

- What do you believe we could be achieved if we would risk giving citizens significant creative control over public and community resources?
- How would you change and improve the engagement of citizens for more sustainable communities?
- What kind of initiatives would be needed to accelerate citizens driven experimentation in living labs?
- What kind of stakeholders are needed to manage risks effectively in accelerated citizens driven experimentation?
- Results to be prioritized from citizens driven sustainable living initiatives

Wrap up of discussions

As mentioned by participants, having creativity at the centre also means to find ways to know better spaces and people. There are many ways of doing it:

- trying to find tools with citizens for risk assessment;
- improving communication in the ways to communicate better, to raise awareness, to create links and relations, trying to build trust, but most of all avoiding to ruin trust, being respectful and always aware of not losing the trust, in a permanent platform of communication, enabler of continuity;
- levers of creativity and of a sustainable process include passion, which also means passion in being accountable, respectful, and assessing the risks when taking the risks.

→ **Webinar 2 - How can we inspire a new meaning of life?**

Questions asked to participants:

- What do you consider the key ingredient of sustainable living?
- How can we support specifically young people's enthusiasm for more sustainable living?
- What are the main obstacles to widening a more sustainable lifestyle?
- What is hindering you from adopting a more sustainable lifestyle?
- What proportion of city populations would we need to reach in order for sustainable living becoming a predominant lifestyle in the city?

Wrap up of discussions

We started this session with a link to the theme of webinar 3 on going from local to global, by referring to the international framework, and examining how it is connected to the local challenges and actions with some examples taken from the United Nations Conference on Housing and Sustainable Urban Development (Habitat III), held in Quito, Ecuador, in October 2016. These examples enabled to focus on:

- how we communicate about urban problems;

- the right to the city under construction, as a combination of meanings about challenges we are facing locally;
- the connections that we should enable;
- accessibility.

Another important aspect addressed by participants is related to the local identity, that is, how we need to focus on the meaning of the places, trying to give a new identity to be proud of, with an overarching idea that we have different perceptions of life at stake, but the place can be a connecting point.

All the levers and solutions we are trying to devise by answering questions sometimes provocative during this webinar, enable us to see that we can rely on champions and influencers, who are from different generations, as agents of change.

→ Webinar 3 - We need to go local to be able to scale up

Questions asked to participants:

- Which sustainable local initiatives would you like to scale to a global level?
- What characterize local initiatives that deserve to be scaled to a global level?
- Who are the key stakeholders to stimulate the scale-up of local sustainable citizens driven initiatives?
- How many local initiatives do you know of in their city or other cities that could benefit citizens in other global cities?

Wrap up of discussions

The discussions emphasised the importance of sharing our stories from around the world, highlighting what already exists, and trying to reach other levels of dissemination through all our existing channels and human resources. We hope that being part of and expanding this CoP, we can raise new questions and create opportunities for all of us to share our own stories.

→ Next steps

URBiNAT will reconvene the community of practice on these topics in January 2020 in order to continue the discussion and hopefully expand the discussions and possibly even start elaborating a portfolio of initiatives and stakeholders to influence the dissemination of good local initiatives for sustainable living.

Beyond sharing the results of the webinars with participants who registered and also those who couldn't attend, URBiNAT will invite interested participants to bring more people with them, trying to identify another person within their network, who they believe would benefit from being part of and would also contribute to this CoP.

2.3.3. Broadening / Dissemination

A. Participation in conferences

With a view to promoting the dissemination of key concepts and methodologies in connection with the URBiNAT project, URBiNAT consortium members are committed to taking part in a range of

activities including webinars, conferences and media events. These are viewed as opportunities to engage with the representatives of similar projects, academics, city administrators engineers and other technical experts, and to ensure that the conceptual and methodological framework on which the project is premised are regularly and rigorously tested by peers in the field.

We have defined three types of event in which consortium members will participate in regularly during the course of the project:

1. *City events in the 3 Frontrunner and 4 Follower Cities.* These events, which are planned by each city with significant input from the URBiNAT steering committee (WP1), and scheduled to take place at regular intervals during the course of the project, involve a large delegation of consortium members. Events are primarily focused on engaging with local partners in each city, and advancing the various organisational, research-based and editorial aspects of the project.
2. *URBiNAT-approved events.* These are events which are planned for and funded independently by members of the consortium (or other third parties). Events that are considered by the URBiNAT project to represent significant opportunities to promote the concepts and methodologies of the project among relevant professional and academic circles (leading to the expansion of the URBiNAT Community of Practice) may be given an “approved” status. Such events, involving various partners of the project, will be able to use the URBiNAT logo and other visual materials in connection with the project for communication and dissemination purposes.
3. *Third party events on themes that are relevant to the aims of URBiNAT project.* Throughout the project consortium members will take part in numerous third party events that are seen as opportunities to test, hone and promote the dissemination of concepts and methodological principles developed as part of the project.

The aim of the communication and dissemination team is to collect, archive and exploit for dissemination purposes all relevant information from the three types of events (e.g. conference presentations, proceedings, photos, videos etc.). Where appropriate these will be used to create news items for publication on the project website. Subsequently, such news items may be relayed via social media and be used as an additional means to engage with stakeholders and the public at large.

B. Promotion of webinars to reinforce the CoP

The organisation of multiple, internal webinars in the first 18 months of the URBiNAT project has underscored the value of this type of online event to engage with fellow researchers and consortium members. In some cases it has also been an opportunity to invite selected participants from other projects.

Going forward, it has become apparent that there is undoubtedly a great deal to be gained from promoting webinars more widely, and encouraging participation from a wider set of stakeholders.

Consortium members are in discussion to create a dedicated section on the URBiNAT website for the announcement of webinars, and the archival of recorded webinars.

The project's social media platforms will increasingly be used to announce future webinars with a view to maximising participation, and, ultimately, reinforcing the CoP which we are committed to building.

In addition to webinars and online platforms, physical meetings will continue to be of central importance in URBiNAT and in the reinforcement of the CoP.

C. Parallel conferences supported by URBiNAT

As an example of this kind of event, an international conference hosted by GUDA will be held on June 10-12, 2020, in Portimão in the Algarve region of Portugal. The format will leave ample space for open debate. Workshops will address best practice and tools of participatory design. The target group goes beyond URBiNAT consortium members to include nature-based solutions EU sister projects along with researchers on participatory design, e.g. from the ENOLL network.

2.4. What's next

Adapt to and build on differences

The engagement with local partners, citizens and stakeholders in the frame of the activities described in the previous sections, enabled the working group on participation to systematize a number of key differences in regard to participatory culture and processes among URBiNAT's cities, including experiences and starting points. In this context, and based on co-creation, URBiNAT's guidelines for citizens' engagement should be improved and further emerge from collaboration through exchange of experience and joint learning process.

In the interaction with cities in particular and the consortium's partners in general, as well as within work package 3, the members of the working group on participation were also able to share what they identify as core levers for successful participation for URBiNAT healthy corridors, as well as visions about the results of the community-driven processes, both covering key inspirational aspects to feed the collaboration with URBiNAT's cities around citizens' engagement.

Identifying core levers

The core levers to achieve successful participative processes in URBiNAT healthy corridor projects allowing these projects to achieve positive social, economic and health impacts, will include the following activities:

- ❑ We need to seek the local Vortex effect of the projects by developing and securing many small but distinct and well communicated sub-project successes (delivering marked improvements of citizens living conditions and satisfaction levels). This will help stimulate a spiral of project activities to enhance the Vortex effect and create more benefits for all citizens. This is what happened when the Island of Samsøe in Denmark with citizens empowerment and involvement created a vortex effect of its No CO2 emission achievement which led to Chinese, American, Japanese and other decision makers to gather on the island to witness at first-hand what could be achieved.¹³

¹³ <http://arkiv.energiinstituttet.dk/101/1/samsø-renewable-energy-island.pdf>. Read for instance the evaluation of the citizen involvement at the back of the report as well as the international interest which still exists by the way, and here <https://www.nytimes.com/2015/01/18/business/energy-environment/green-energy-inspiration-from-samsø-denmark.html>

- ❑ Local actors and task forces will need to be courageous, think big in terms of visions and goals in healthy corridor projects – with big we mean big in terms of impact and beneficiary reach (not necessarily in terms of direct public budget). A big impact and reach achieved on a smallish public budget (because of co-production and implementations by stakeholders and citizens) will be so much more satisfying, will create strong empowerment of citizens/stakeholders and will generate interest from a far. The big impact should be achieved through many small initiatives which as a whole make up a giant leap towards the big impact and take-up goals. By spreading the courageous effort on many small initiatives we are spreading the risks and should individual small projects not be completed for whatever reason, they can be replaced with other small initiatives created by resourceful citizens enthusiastic about these initiatives.

- ❑ Individual city task forces and subgroups should engage and involve a multitude of citizens groups to invigorate the powers of each of these groups – embracing diversity and creativity - for the benefits of relevant project development but even more importantly for the active, constructive and ongoing use of installations/facilities and community initiatives following implementation of the healthy corridor and associated NBS. As an example, the playgrounds NBS (probably requested in all three frontrunner and four follower cities) – these can be shaped differently and combined in different ways depending on the age groups, gender, specificities, culture that is targeted in relation to playgrounds and how well these are co-designed and plans for usages are integrated, the playground will help meet ambitious goals too a small, medium or large extent.

- ❑ Champions will play a significant role in mobilising existing communities driven by the involvement of key actors from citizen associations and informal local organisations. When mapping stakeholders with potential interest and relevance for the healthy corridor it is important to stretch our imagination and try to see involvement from different angles and interests. So if we take the creation of recreational activities, facilities and paths in the valley outside the walls of Siena, it is quite possible to imagine the following stakeholder categories and organisations with different roles at different stages in the process from co-diagnostic via co-design and co-implementation to co-monitoring:
 - *Knowledge* - Biodiversity, plantation research organisations; nature reserve associations; municipality departments, landscape architecture research institutions, tourism organisations, historians and local heritage organisations & museum, bicycle and electric kickbike rental companies, tour guide companies, engineering research institutions, athletics and cycling as well as running and trekking clubs.
 - *Usage & activities* - Elderly homes, schools, kindergartens, scouts, sports clubs, hiking clubs, local hotels and guest houses, ice cream and other snack shops, bicycle and electric kickbike rental companies, tour guide companies local housing associations, allotments, immigrant organisations.
 - *Resource contributors* - Artist groups incl. animators, building materials suppliers, digital media, signage and lighting producers, media organisations, engineering companies, hotels, restaurants, travel agencies, tour guide companies, landscape and gardening businesses, Process facilitators, sponsors incl. private funds, local theatre groups.

- ❑ It is important to recognize that there are participative processes around NBS that will need to be designed, engineered, approved and constructed representing complex and

stringent processes. URBiNAT participative processes need to take that into account with involvement of relevant stakeholders from an early point. In addition and importantly, even for NBS and healthy corridors with significant plans for new constructions, there are opportunities and in all cases also requirements for ongoing non-physical NBS co-design and co-implementation. These designs include for instance installation of prototypes, staging of events, support services and activities. The purpose of all these initiatives is to ensure the mobilization of healthy and affordable lifestyles and behaviour in and around physical installations/facilities. Furthermore, although some of these initiatives would depend on new constructions at some stage, initiating the design and development of them early will contribute to new insights for the physical design and will help bringing NBS installations in to use faster and more sustainably (maximize and optimize use by residents and visitors – volume and quality).

- ❑ This mobilisation of many different co-designs (including test and validation) and co-production should help ensure many different affordable healthy and yet attractive, enlightening, empowering, entertaining and economically sustainable lifestyles and activities that people can participate in and benefit from, in the healthy corridors while making use of NBS. In essence, there needs to be a brace of design experiments taking place each focusing on different target groups and for some across target groups. Ideally where possible, these activities may start long ahead of co-developing and finalizing even larger urban renewal projects to start mobilizing hard to reach groups and create a sense of belonging and ownership.
- ❑ To avoid healthy corridor initiatives to be short-lived, it is vital to seek sustainable socio-economic models not just for the maintenance of the physical spaces, but also for the activities to be supported in the physical spaces. This is needed to ensure that the immediate attraction of a new facility leads to permanent positive behavioural changes and benefits in the long run for users of the space and facilities.

Active communication and interaction off-line as well as online is what will keep all this together as well as stimulate further initiatives. The SoMe and digital media at large will play a vital role in giving URBiNAT projects the best possible platform to build on early successes and stimulate further action and engagement.

If URBiNAT together with Siena stakeholders are successful in mobilising and supporting citizens to develop a vibrant healthy corridor in the valley, then the valley could become a new activity hotspot for tourists as well as citizens of Siena, which in turn may relieve the city center from its pressures in terms of number of visitors.

Sharing visions

The members of the working group on participation gather different areas of expertise and scientific backgrounds, which enriched the following mapping of visions about the results of the community-driven processes:

- ❑ **Mapping and engaging stakeholders working outside the areas of intervention:**
 - to bring them to these areas;
 - to contribute in looking for ways of making them more attractive, such as tourist development not only for foreigners.
- ❑ **Creative attractiveness:**
 - valuing and retrieving the local history of places and people;

- bring companies to sponsor creative initiatives;
 - walk of street art on the walls;
 - from local hip hop festivals to international visibility within the CoP.
- ❑ **Through community-driven process:**
- many sub-projects staged by citizens, groups and markets;
 - only 3-4 funded by the municipality;
 - attractiveness, which can be translated in slogans such as “Visit and stay in” / “A healthier area of the city”.
- ❑ **Direct impacts in residents:**
- the intervention area is also attractive for its residents who are still living there (and not feeling pressured to go out - avoiding gentrification);
 - overall expanded access to public space, used by more people and by more diversified people;
 - high identification, appropriation and proud in the neighbourhood’ urban structure.
- ❑ **Liveability of public space:**
- citizens with specificities have overcome all the physical obstacles to access public space;
 - citizens with specificities have overcome many social obstacles to access public space;
 - public space is used to bridge individual, familiar and community challenges.
- ❑ **Active citizenship:**
- expanded capability to interact and network among residents;
 - many citizens have tools, codes, norms and values for an active participation in public policies related to their neighbourhood, the district and the city;
 - 1/2 champions by each of the specificities’ groups mobilized and empowered;
 - public recognition of champions by most citizens.
- ❑ **Direct impacts in local governance:**
- expanded codes of interaction among citizens, city council, city staff, stakeholders;
 - expanded practices of co-creation by city council and city staff;
 - expanded proceedings to participation and follow up of participation (after participation events) at the municipal governance structure;
 - expanded proceedings of monitoring and evaluating citizens engagement in public policies (strategic level) and projects and plans (implementation level) at the municipal governance structure.
- ❑ **Participatory NBS uptake:**
- expanded sense and capability of appropriation of the participatory solutions ;
 - expanded awareness of climate emergency and the need for individual and public action.
- ❑ **Networks of social and solidarity economy:**
- projects staged by citizens, groups and markets;
 - wider international social and solidarity network within URBiNAT’s CoP.
- ❑ **Citizens’ empowerment:** encourage citizen empowerment to organize participatory activities with or without focus on the participatory process of the project.
- ❑ **URBiNAT Biennial:** as a result of community by arts processes.
- ❑ **Role of the Observatory after the end of the project:**
- preparing and building the foundations of monitoring the use of the healthy corridor;

- track what we expect and what happens in fact. E.g. appropriation of the healthy corridor by users;
- use the participatory design process of the Observatory as a tool of engagement.
- ❑ **Healthy Corridor** as a creator of community building and future common perspectives.
- ❑ Understanding and disseminating **new processes methods and tools** for co-designing technical solutions with citizens.
- ❑ How **co-participatory design** can be an approach for solving complex social problems focusing in developing evolving life quality.

3. Planning and implementing URBiNAT's co-creation process

3.1. Update on the design of the co-creation process

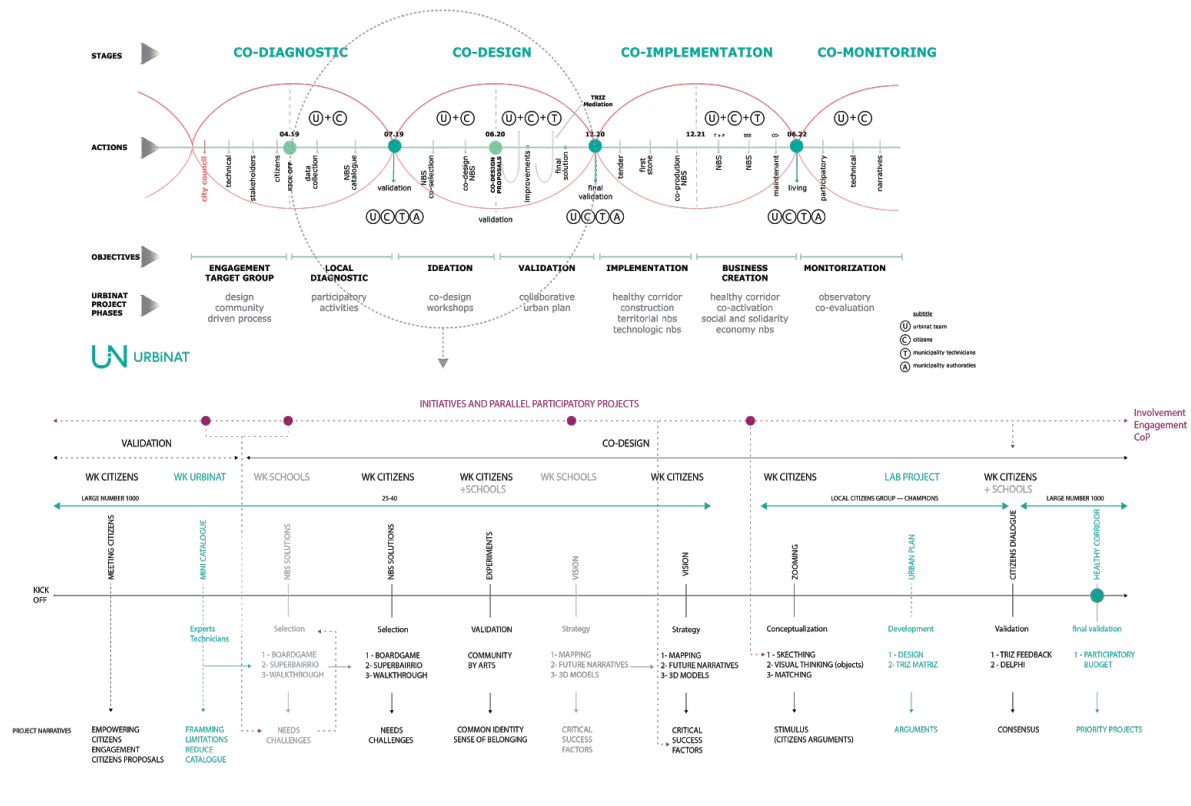


Figure 20: Update on the design of the co-creation process

The participatory design process has been updated and evolved according to the field implementation and feedback, mainly considering the piloted methodology applied in Porto. As a result, some improvements were introduced, as highlighted in the figure above:

- Adjustments in the second stage of co-design with the inclusion of 5 parallel layers of development:
 - Engagement CoP layer - considering the open participatory flow with citizens focusing on opening and improving the project living lab into a citizens driven CoP;
 - Context layer - a specific co-design and participatory context focusing on the urban plan process (healthy corridor project), including citizens, technicians, authorities and experts;
 - Outcomes layer - focusing on harmonising the co-design of physical deliverable (territorial and technological solutions) and the participatory design imaterial deliverables (social, cultural and community driven initiatives). This layer matches the flows, timings and have an integrative perspective, by creating one URBiNAT outcome.

- Tools layer - identification of tools, as an example, to apply in the workshops, relating the objectives (strategy, validation, etc) with the project narratives. The tools need to be adapted taking into account the results of previous interaction and the progression to the next workshop. And it is fundamental to be heed to the local participatory culture.
 - Project narratives layer - main topics to support the implementation of tools during the workshops in order to develop the story of the project throughout the co-creation process
- Adjustments in the overall process:
- each of the vertical actions starts with the implementation in the schools, and after the analysis and inclusion of the corresponding results, the implementation with the citizens starts;
 - the schools results are included as ignitors of discussion and activation of the tools used in the citizens group dynamics and workshops;
 - the URBiNAT activities in the schools are integrated within the schools program and contents curricula. Each class that participates in URBiNAT will make a proposal of linking with other extra curricular activity.

The participation flow in the co-creation process is represented in figure below moving from a big number of citizens involved in local diagnostic in the schools (around 1000) and in the kick-off events (around 200) to a more limited number in the workshop activities (between 25 and 40). A big number of citizens will be again engaged in the validation of “priority projects”, with digital tools, such as participatory budgeting or questionnaire. While developing the “construction project”, a small group of citizens will constitute a “stakeholders advisory board” to follow closely the project. For the implementation phase, workshops with 25 to 40 people will start to build up NBS, namely the social and solidarity economy ones. At the end of the process, a big number will be asked to participate in the monitoring and evaluation activities.

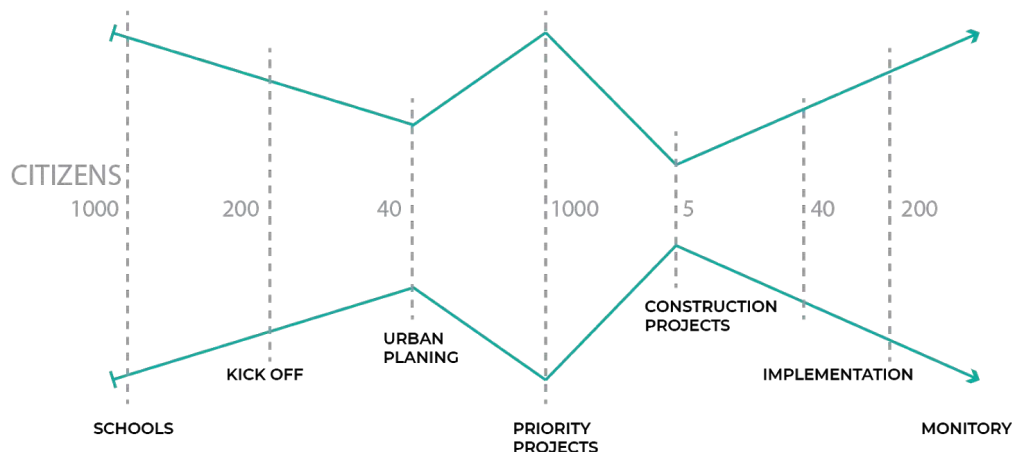


Figure 21: Participation flow in the co-creation process

The participatory design process will be further developed and fully reported in the deliverable D3.5 of the corresponding task.

3.2. Local strategy and action plan for URBiNAT's co-creation process

3.2.1. Sharing and learning: building on differences, common challenges and envisioning together the co-creation process

On the occasion of the partners' meeting held in Nantes, in July 2019, the cities and partners in general identified the need to meet in teleconferences in order to share their ongoing processes, planned activities and challenges of implementation, at a moment of the project of giving more concrete shape to the Living Labs and Community of Practice.

As a result, the steering committee proposed to activate a process of sharing between front-runner and follower cities, including their local and horizontal partners, around the planning and implementation of URBiNAT's co-creation process, which is transversal to all work packages.

URBiNAT's cities were invited to share lessons learned, best practices, challenges and perspectives regarding the following aspects:

1. *Review and appropriation of URBiNAT's co-creation process: stages, actions, tentative planning.*
2. *Establishment of local task forces in charge of the co-creation process: roles, duties and functioning.*
3. *Local strategy and action plan for URBiNAT according to each city:*
 - what has already happened or is planned that fits in the co-creation process? (e.g. engagement of decision makers with URBiNAT; kick-off public event with citizens);
 - co-creation timeline to be adapted to each city;
 - overlaps and synergies with other local activities? (e.g. Spring week in Nantes);
 - which periods and steps must be adapted? (e.g. elections period, no public activities allowed).

Three online meetings took place on the 12th September, 16th of September and 30th of October, 2019.

An overview of the resulting sharing is presented below, as a basis to continue and enhance how follower and front-runner cities can learn from each other, building on the differences of their local contexts, but also on their common challenges and envision together solutions to improve their co-creation processes.

3.2.2. Timeline of the co-creation process: tentative planning according to each city

City	Co - Diagnostic - LD1 M3-M18	Co - Diagnostic - LD2 M12-M18	Co - Design Urban Plan Strategy M18-M24	Co - Design Urban Plan Project M24-M30	Co - implementation Construction M30-48
Porto	M6 - M18	M12 - M18 Walkthrough Photovoice Cultural Map Survey B. Mapping Territorial maps	M18 - M22 NBS selection HC Strategy M22 Urban Plan Licising Project	M26 - M30 Construction Project	M30 - M32 Public tender M33 - M48 Construction

		M18 - M20 Focus Group LD validation	M22 - M26 Priority Proj.		
Nantes	M6 - M18	M18 - M20 Survey/BM Territorial maps [2016-17 Participatory activities] M13 Validation Canada Park project	M0 - M12 Co - Experimentation phase] M22 Local Elections M18 - M20 Green Loops project strategy	M24 - M30 Green Loops C. Project M18-M30 Canada Park C. Project	M30 - M48 Green Loops construction M18-M30 Canada Park construction project
Sofia	M3 - M18 M6 - Approval of intervention area	M12 - M15 BM Walkthrough Photovoice Cultural mapping M18 - M20 Local Elections Survey Focus groups Interviews	M18 - M19 M18 - M22 NBS selection HC Strategy M22-M26 Urban Plan Co-design of projects Licising/Discussions of the Projects	M26 - M30 Construction Projects - detail design	M30 - M32 Public tender M33 - M48 Construction
Brussels	M19-M36 Two distinct projects Healthy corridor development (slow) Playground project (fast track) Final LD report (Drafting M32, final M35)	M18-M22 Playground project M18-M24 Survey Territorial mapping M22-M24 Behavioural mapping Photovoice Walkthrough	M23-M24 Playground project Co selection Superbarrio (M23) Concept (M24) Healthy corridor strategy (M25-M28) Workshops from idea to validation (M26-30)	Healthy corridor: M31-M35 workshops for NBS-co selection + co-design healthy corridor + specific aspects Workshops for validation of the design for the healthy corridor (M36–39)	M27-M34 Only for playground M40-48 For activities in the designated area
Hoje - Taastrup	M19-M36 Kick-off Jan 2020 intervention area already approved Two distinct projects Knowledge district (slow) Community house activities (fast track)	M20-M30 Walkthrough Photovoice Behavioural mapping M28-M30 Focus groups Interviews	M31-M38 Co-selection Concept Healthy corridor strategy Workshops from idea to validation	M39-M45 Construction and installation Workshop for area activities and installations (41) Final works 43) Opening (45)	M46-M48 For activities around community house mainly, but also for knowledge district development
Siena	M19-M36 Initial Kick-off during URBiNAT March 2020 meeting	M20-M30 Walkthrough Photovoice Behavioural mapping M28	M31-M38 Co-selection Concept Healthy corridor strategy Workshops from idea to validation	M39-M46 Permit tender Construction and installation Workshop for area activities and installations (41) Final works 43) Opening (46)	M47-M48 For activities in the designated valley
Nova Gorica	M19-M36 Kick-off Sept 2020 Hilly Green area development up to the border	M22-M32 Walkthrough Photovoice Cultural mapping Survey Behavioural mapping Territorial Maps M30-M32 Focus groups Interviews	M33-M40 Co-selection Concept Healthy corridor strategy Workshops from idea to validation	M41-M48 Permit Tender Construction and installation Workshop for area activities and installations (41) Final works (43) Opening (45)	After the end of the project.

Table 6: Tentative planning according to each city

3.2.3. Framing the local task force in each city

According to section 5.2 of deliverable 3.1, the cities and local partners are establishing their respective task forces in order to define the roles and duties of each institution, identifying the corresponding levels of responsibilities in terms of coordination, operation and observation, and to engage in the different phases and activities of the project. The cities and local partners are expected to develop a local task force with equal roles and duties, on the basis of the following frameworks, also taking into account each of the phases and main activities of the co-creation process (diagnostic, participatory activities, design, implementation, monitoring).

Role and Duty	Local and horizontal partners	Task Force for Main Activity		Municipality
Coordination	Scientific Leader Knowledge developer			Management Leader Coordinator
Operational team	Scientific support Knowledge in action			Technical support Implementation and management
Observer	Facilitator Moderation			Technician Other departments

Table 7: Local task force - Main roles and duties

		Task				
Local vs Horizontal	Partners	Diagnostic	Participation	Urban Plan	Implementation	Monitoring
Local	Municipality	Ex. Co-coord.	Ex. Technical support			
	Scientific partner	Ex. Co-coord.	Ex. Scientific Support			
	Local stakeholder	Ex. Observer	Ex. Facilitator			
Horizontal	Scientific partner	Ex. Scientific Support	Ex. Co-coord.			
	Scientific partner	Ex. Scientific Support	Ex. Scientific Support			
	Company	Ex. Observer	Ex. Observer			

Table 8: Local task force - Responsibilities in each phase of the co-creation process

The initial definition of these different categories is to be reviewed according to the local context of each city, based on the specificities and expertise of the local partners, as well as the lessons learned in defining the local strategy and action plan for URBINAT’s co-creation process. In fact, in a project gathering 28 partners, the organisation of the activities is balanced between the description of the action (DoA) contained in Grant Agreement and the specific context of each city, including the specificities of each public administration, academic and research institution. To face the complexity of the project, the local partners need to complement themselves, according to their expertise and available human resources.

3.2.4. Role of horizontal partners

The horizontal partners are expected to develop concepts, methodologies and protocols, to be shared, discussed and fine tuned in the field with the local partners. Some horizontal partners may be also local partners of one city, such as in the case of DTI, who is the leader of work package 3 and local partner of Høje-Taastrup. This is also the case of CIBIO, leader of work package 2 and local partner of Porto.

Nevertheless, the horizontal partners should directly support some cities to facilitate the transfer of knowledge to the local partner. As a result, horizontal partners of work package 3 are members of local task forces, and they also ensure regular updates, feedback and sharing experiences, as follows: CES and GUDA for Porto; IKED and CES for Nantes; DTI and IKED for Sofia; DTI and GUDA in the case of follower cities plans and challenges; IKED, CES and GUDA for Observers.

3.3. Local communication and interaction

3.3.1. Devising local strategies

As reported under section 2 of the present deliverable, ‘communication and interaction’ emerged as a key category for citizens engagement. It is taken as a given that an effective local communication strategy is essential for engaging citizens in the type of co-design and co-creation processes that are called for as part of the URBiNAT project. How well citizens understand and share the aims of the project, how well they are informed of the opportunities to take part in the planning, design and implementation phases of the project, and the extent to which citizens have confidence in the beneficial outcomes of the project for their families, neighbourhoods or districts are, to a large extent, determined by the local communication strategy that has been put in place. Moreover, the best process generates more autonomous actions, as a bottom-up activity, having stakeholders with hands on the communication, and communicating about actions that were triggered within our process.

As detailed in our communication and dissemination plan (deliverable D6.1), a distinction is made between the objectives of the URBiNAT project in terms of communication, i.e. tasks that concern the way in which the project is presented via the project website, social media, printed materials, workshops, public events etc, and dissemination, i.e. tasks that concern the way in which the results of the project (project deliverables) are disseminated among strategic partners and other interested parties (academia, urban planners, policy makers, NBS professionals etc.).

At the level of the districts and neighbourhoods where the URBiNAT project is being implemented, the communication strategy can be said to be comprised of the tools and messaging formats that are used to communicate about the project as a whole (project website, social media accounts, conference presentations etc.). However, it also includes recognised third party communication channels and messaging formats in the cities covered by the project (bloggers, social media, champions, newsletters etc.), and the strategy is inevitably reinforced by the methods and tools that are developed as part of the project to engage citizens (notably as part of WP3 and WP2).

The URBiNAT communication strategy has been conceived in such a way that it should serve both to raise awareness about the project in a top-down direction, and as a conduit to draw up information from the citizens covered by the project in a bottom-up direction. The two-way flow of

information can be operated effectively only if the individuals and tools that are used for top-down and bottom-up communication are recognized as part of a coordinated communications strategy.

Twitter is an example of how messaging about the project can be relayed to target audiences (using # and @) while the platform can be used simultaneously to diffuse information and collect responses from the broad community of Twitter users. This dynamic two-way flow of information via Twitter has been used with some success in Sofia, Nantes and Porto in the run up to and during the meetings that have been organised in these cities. Facebook has been used in a similar way, notably in Porto, during the kick-off public event that was organised in October 2019.

However, when it comes to communication and interactions with local citizens it is evident that no single social media platform can or should be relied on too heavily to achieve the aims of the project. Each social media platform tends to be favoured by a narrowly-defined, tech savvy user group profile. For this reason the communication and dissemination team created multiple social media and online content curation / archival sites during the start up phase of the project (Twitter, Facebook, LinkedIn, SlideShare, Flickr, YouTube).

The activation of local communication correspondents and their teams may draw on the appropriate usage of existing tools and materials, adapted to a specific situation and context. This means that communication needs to be adapted to the target public to get involved in the different phases of the co-creation process, such as in the case of the co-construction phase, linked to the co-diagnostic.

On the other hand, novel solutions in regard to methodology and content may break new ground with regard to both reach and the quality of communication and engagement of citizens. As suggested in the URBiNAT communication and dissemination plan, trusted local communication correspondents can serve as a primary point of contact with the main communication and dissemination team for the URBiNAT project (consortium partners involved in WP6) while retaining significant latitude regarding the choice of local communication channels (print media, social media, radio, TV, posters etc.), and editorial flexibility regarding the preparation of messages.

One of the tasks of the partners involved in WP6 is to collect and archive communication materials (flyers, photos, posters, logos, other visual and written materials) in the WP6 section of the Basecamp platform. Trusted local communication correspondents may subsequently be given access to this section of the Basecamp tool in order to retrieve information and adapt it for their own purposes. This method of working has been conducted smoothly, notably regarding the production of posters, bags, URBiNAT themed pedagogical materials, and other materials in connection with the project.

In the frame of WP6, further steps are also being devised for local communication and dissemination, aiming at setting a local strategy, based on the local contexts and participatory cultures, through activation of the local communication correspondents and their team, involving the local partners, in order to:

- appoint responsible people in the local partners teams to compose the local correspondent team;
- define local strategies;
- share lessons learned/best practices and guidance;
- support the design of a local communication operational plan.

3.3.2. Messaging formats

A. Videos and photos

During the course of the project so far, several video interviews and video animations have been created to explain different aspects of the project:

- interviews of city elected representatives;
- interviews of the cities' teams;
- interviews of local stakeholders and initiatives;
- interviews of members of the consortium, such as horizontal partners;
- video animation to introduce the structure of the project as it is designed in the description of the action;
- video animation to present URBiNAT's aims and methodologies, as a basis to build the project's identity;
- videos on the local participatory processes, namely after movie of public event and observation video with the voices of citizens.

These are archived on the URBiNAT [YouTube channel](#). They have been subsequently embedded in the URBiNAT website and relayed via social media accounts. They have also been used during face-to-face meetings in the cities covered by the project and during workshops organised as part of the project.

In the case of videos on the local participatory processes, the participatory activities conducted by URBiNAT in Porto resulted in producing an 'aftermovie' of the kick-off public event (produced by Maximilien Michaux, member of CES team), as well as an observation video with interviews of citizens and organizations who took part in the event (produced by Fernanda Curi, Anne Vital and Maximilien Michaux, members of CES team).

These videos are examples of tools that can be replicated in other cities, aiming at:

- 'video-entertaining' the different phases of a collective European project;
- building a strong and dynamic video identity;
- vulgarizing/popularizing the scientific and technical approaches of the project;
- raising awareness and reaching a broader audience;
- creating a platform of communication and interaction, based on the plurality of social and cultural connections of URBiNAT's collective identity and ecosystem;
- witnessing URBiNAT's innovative action;
- telling the story in dialogue with and by citizens.

It is expected that those are the first productions of a future series of videos that will represent a dynamic and living social storage, for and with the people who compose URBiNAT's Living Labs and Community of Practice.

Moreover, hundreds of photos have been taken of the events (including the local events) that have taken place over the course of the project so far. These have been archived on a [Flickr](#) account and are regularly in the communication materials produced in the aftermath of events.

B. Blog posts and social media

The communication and dissemination team has sought to establish a procedure whereby each public event organised as part of the project is followed up with a blog post article which is published in the news section of the website. These blog posts are an effective way of recording events and cementing engagement with local participants. As soon as they are published on the

website they are relayed via the various social media accounts of the project in a way which is intended to reinforce the process of building a CoP.

Facebook and Twitter have been used in a similar way, notably in Porto, during the kick-off public event that was organised in October 2019. The platforms were used to raise awareness about the day of the event, including numerous citizen engagement activities and, subsequently, to relay personal and media reports about the day. In this context, a set of guidelines regarding the use of Facebook and Twitter in the run up to events in URBiNAT cities was prepared by URBiNAT partners.

Beside the regular communication tools and channels of each local partner, the following strategy could be applied for URBiNAT's social media, in collaboration and support of local dissemination by local partners:

❑ **Facebook**

1. Schedule messages 3 times a day until the day of the event

- morning, afternoon, evening
- use image + 2-3 lines of engaging message
- post links with relevant engaging content, which use good and impacting images
- total list of images, corresponding messages and relevant links in your local language

2. Boost the event

- setting the target audience
- investment for the service

3. Post content tagging people and organizations you want to reach and engage in the dissemination of the event. Follow these organizations and people before being tagged, so it will directly be posted on their timeline

4. Like and repost!

5. Take pictures and share them on Facebook during the event, so it can be shared in URBiNAT's page

6. Boost the management with a social media service provider

❑ **Twitter:**

1. Schedule tweets 1 or 2 times a day until the day of the event

- identify influencers
- identify relevant hashtags
- list of total tweets in your local language

2. Tweet during the event with the relevant hashtags so it can be retweeted

3. Boost the management with a social media service provider

❑ **URBiNAT's page and twitter account manager:** send list of target audience and contents in your local language to the URBiNAT's page and twitter account manager.

❑ **Basecamp:** announce the event on Basecamp, mobilizing the partners of the consortium to spread the word in their own networks

C. Communication materials for participatory activities

As referred in deliverables D6.1 - Communication and dissemination plan and D1.7 - Dissemination package, URBiNAT developed a visual identity which is applied in all communication materials related to the project's events and activities. Templates are available to partners in order to facilitate the local production of communication materials, such as for internal activities related to the partners' meetings, as well for participatory activities. In general, these materials include the project's logo and the EU emblem with the information on the EU funding, as well any additional logo of the partners promoting the event or activity.

Regarding participatory activities, the front-runner cities, Porto, Nantes and Sofia, have been following these requirements, as illustrated in annex 4 with communication tools and materials.

In the case of Nantes, URBiNAT's communication was integrated into the already existing communication materials and tools dedicated to the engagement of citizens and stakeholders in the Nantes Nord.

Regarding Sofia, the local partners developed a poster and leaflet to advertise the kick-off public event of April 2019, including information about the intervention area and the time-frame of the project. In the frame of the exhibition organized in September 2019, the communication strategy focused on presenting the preliminary results from the local diagnostic stage. The exhibition was exposed in the 4 schools located in the URBiNAT intervention area. The materials developed include a detailed information about the project, as well as about the process and results of the local diagnostic illustrated with maps, pictures and icons.

Moreover, the piloted methodology in Porto enabled to develop a variety of materials focusing on engaging citizens and stakeholders. It resulted in further developing the narrative and language of the project, based on the principle that communication is successful only if it allows an immediate reading of the message to be transmitted, enabling its appropriation and dissemination, an easy-to-read, inclusive communication that can be taken by citizens and stakeholders.

Aiming at embracing all population specificities (e.g. age, gender, literacy, etc) the communication materials developed by GUDA embraced the illustration technique. As a universal and simplified language, the illustration developed by GUDA is an interpretation and visual explanation of the contents, concept and process of URBiNAT. The first implementation of this design language, based on the illustration, was at school events, which triggered the graphic line to be applied in all the communication material that would establish the bridge between URBiNAT and the population/stakeholders. The continuous application of a design language allows the immediate recognition of the project, which evokes the sense of belonging and initiates the appropriation practice along with the stakeholders.

The main materials developed were:

- ❑ *Invitation for information meetings*: to connect and inform officially the stakeholders, direct invitation was developed aiming to transfer a sense of belonging and meaning in the project process. This means of communication outlined the objective of the activity, what was intended of them and where, when and how long would it take. Being an official invitation, the design followed a formal structure with text and official logos.
- ❑ *Poster of kick-off activities with schools*: the direct communication with the school population sought to engage by visually enlighten the URBiNAT process and purposes, alongside with specific information about the activity to be developed (e.g. date, hour and local). This was also the moment to test the design language adopted that would establish the design principle for all communication materials.
- ❑ *Flyer for kick-off public event*: after the activities developed with the school population, the kick-off public event opened the project to a broader population. The design language established in the school activities was implemented in all communication of the kick-off public event, creating the visual connection and recognition between all the activities. As a means of communication and dissemination, a flyer was developed and distributed in the project intervention area in Porto. This flyer informed about the kick-off activity, but was

mainly intended to bring awareness about the purpose, the process and the goals of URBiNAT project, through visual and non-visual elements.

- ❑ *Social media for kick-off public event:* for the social media communication of the kick-off event, it was developed a cover for the public event and image for a feed post aiming to disseminate the activity and establish the connection between the physical communication distributed along the territory and the social media context.
- ❑ *Poster for for kick-off public event:* for the dissemination of the kick-off public event, a poster that accomplished the design language of illustration created for the URBiNAT communication in Porto. Intending to establish the bond from the previous events communication in the school's population and this public event, which was intended to broaden the population engaged in the process.
- ❑ *Communication in the square/garden of the kick-off public event:* for the communication on the day of the kick-off public activity, signage, flyers and maps were developed. The use of cognitive elements such as colors, typography and illustration aimed at the immediate recognition of the project, guiding and engaging them throughout the activity. One can state that an effective signaling supported by physical communication elements (e.g. maps) delivered to whom is participating in an activity conveys security and a sense of control of the situation, allowing each one to be truly connected and present.

3.3.3. Inspiring best practices for communication and interaction

As referred as the beginning of subsection 3.3, the best process generates more autonomous actions, as a bottom-up activity, having stakeholders with hands on the communication, and communicating about actions that were triggered within our process.

For this purpose, the members of the working group on participation, started to map best practices for communication and interaction. These are some examples that will be complemented along the process of sharing and learning:

- ❑ *Quarterback Innovation:* a new model that can be used by nations, states, municipalities, networks, clusters etc. in order to raise their innovation level and the driving force in innovation processes. <https://www.youtube.com/watch?v=kfshJoL04eE>
- ❑ *The Human Library:* started in Copenhagen in 2000 and today active in 82 countries. This initiative is giving silent people a safe opportunity for dialogue and a safe platform for publishing and communicating their life experience. <https://humanlibrary.org/>
- ❑ *Neighbourhood mothers:* 600 mothers in 40 different centres speaking 54 different languages and delivering 137000 voluntary hours helping other mothers with practical advice. <https://bydelsmor.dk/english>
- ❑ *FRAK:* social enterprise which helps youngsters get to grips with having a job and adding value in a workplace. It starts with a spare time job, becoming part of a community, learning new skills, getting recognition and getting more support to train and educate the youngsters. <https://frak.dk/>
- ❑ *Interactive Map of Social Innovation:* Portugal Social Innovation is a government initiative aimed at promoting social innovation and stimulating the social investment market in Portugal. <https://inovacaosocial.portugal2020.pt/en/projects/>

Annexes

1. Vulgarization/popularization of NBS

2. SuperBarrio

3. Detailed report of webinars

4. Communication tools and materials



Annex 1

Vulgarization/popularization of NBS

Basis for the development of tools for NBS uptake



**Nature Based Solutions
Identities Cards**



**Centro de Estudos Sociais
Universidade de Coimbra**

**Vulgarization Methodology framework developed by Maximilien Michaux
(Erasmus Post-Diploma Internship in CES Coimbra - URBiNAT)**

Why does the Nature Based Solution should be uptaked?

I am a social engineer and I worked a lot with analysis tools. My contribution here is to help the developers of NBS to understand the mechanism of the vulgarization.

Citizens and people outside of the scientific vocabulary need to understand all the project. The better way to explain a NBS is to apply on it an analysis method.

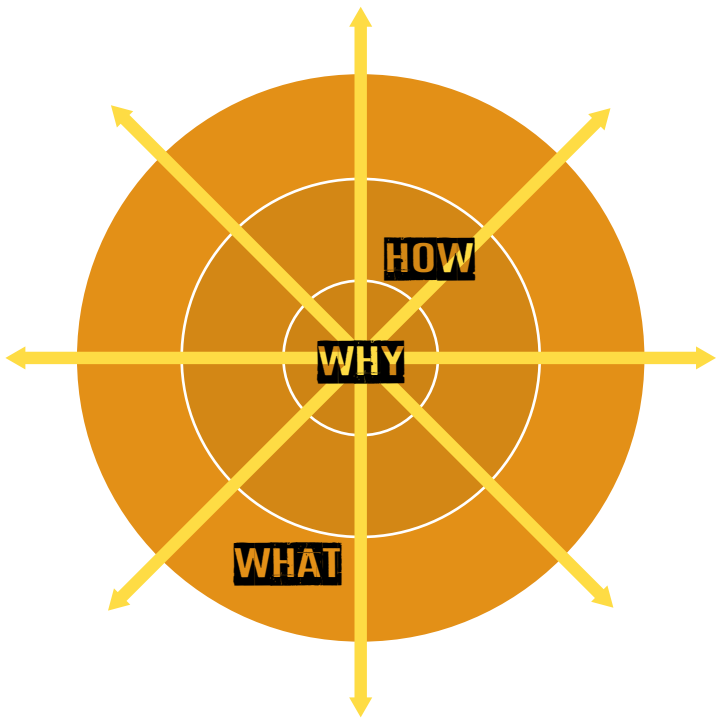
Why?

Because if we can explain a NBS through this methodology, it will be easier to vulgarize it and propose a very clear and understanding definition to everyone who is interested. More than an explication, it's a way to involve people in the project.

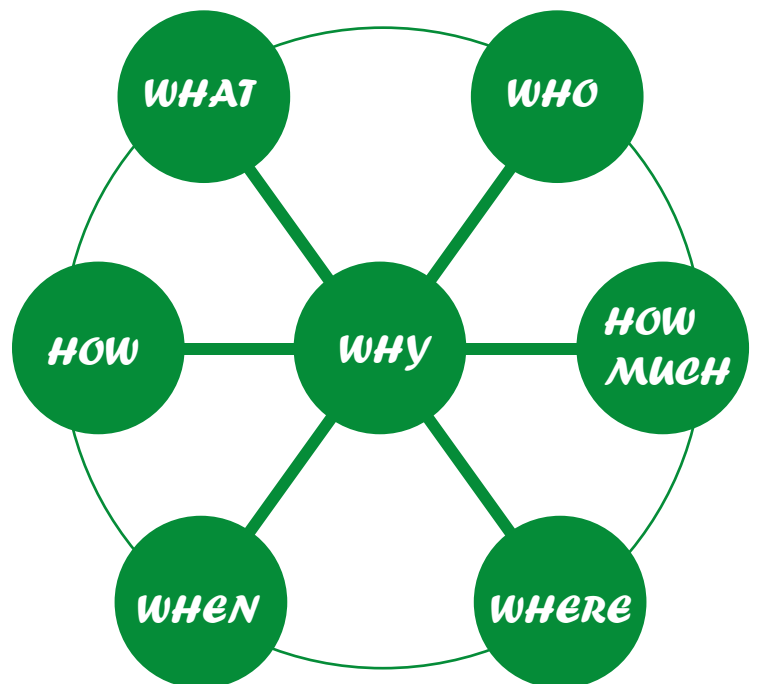
A very well explicated information is a real advantage to involve citizens and others parts in the next steps of Urbinat.

Links with the work packages.

Golden Circle Method



7 points Method



Methodologies and meaning

The Golden Circle Methodology (First schematic) it's a good start for the creation of a framework for NBS. In my cursus I worked a lot with the 7 points methodology (Second schematic). This method was already used by the ancient greeks and in the roman empire. It's like the Golden circle but with 7 questions : What, Why, When, Who, Where, How, How much. This technique is really efficient but, in the essence, doesn't especially have a word to start. So, to agree with the idea of the Golden Circle methodology already used by Americo (GUDA) for example, the beginning of the proposed methodology is gonna be the "Why?".

Before any vulgarization of the NBS content, the most important thing to do is to be able to create their identities cards.

WHY?

It's important here to explain the causes from the roots of the project to the main goal targeted. You must explain the reasons and the utility of a NBS. Use this to go where? (Link with the «Where?» section)

WHAT?

This question asks the way of the challenge, clearly and precisely. The focalization is on the project to implement. The idea here is to determinate the nature of the NBS, the consequences, all the projects aspects.

What is it precisely?

What is the actual situation?

What are the consequences?

What are the risks?

What are the feedbacks?

What worked or not?

You do not have to answer to all the questions for the vulgarization.

WHO?

It's important here to explain the co-creation process, the possible evolutions and the flexibility of the NBS in front of the target audience.

WHERE?

Here you can describe the potential areas where the project can be implemented.

WHEN?

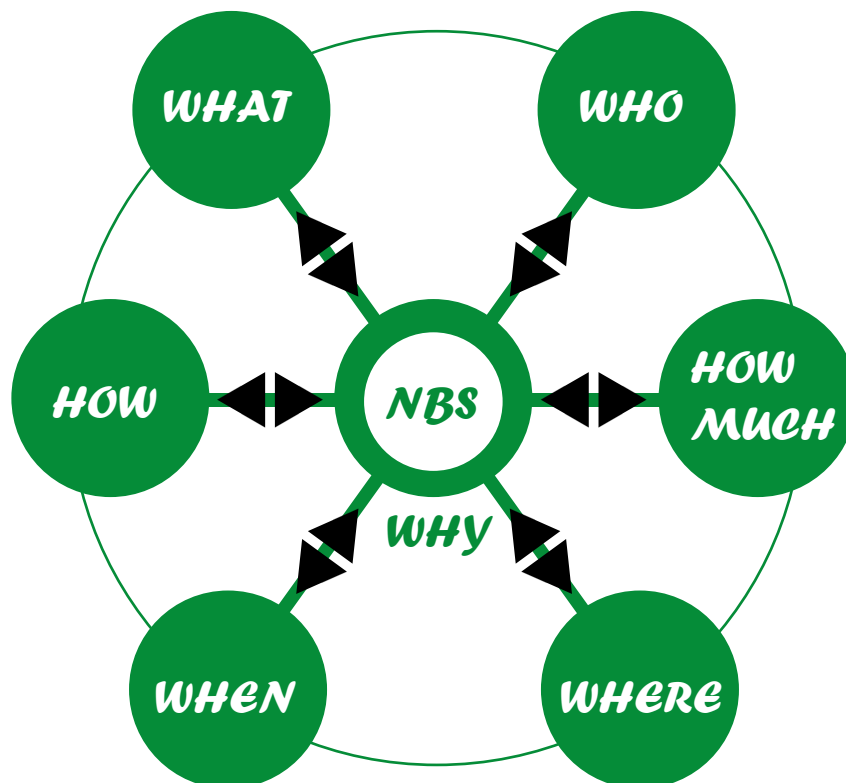
The idea is to consider the temporality of the NBS. All the temporal circumstances. Frequency, duration, predictability.

HOW?

It's important here to explain how the NBS acts and work. With which people, in which way.

HOW MUCH?

People are very interested by the cost of public actions/projects. It's a good way to catch their attention and interest them to the NBS catalogue.



NBS IDENTITY CARD

WHY



WHAT



WHO



WHERE



WHEN



HOW



HOW MUCH



**Different
Audiences**



CHILDHOOD

GENDER

FUNCTIONAL DIVERSITY

OLDER ADULTS

RACE AND ETHNICITY

CITIZENSHIP STATUS

RELIGIOUS DIVERSITY

It can be a good idea to check if the NBS fits to all audiences. The inclusion is a very important side of innovative and co-creative projects. If it doesn't fit to all categories, it's not a problem because the project will be able to adapt itself with the co-creation process. But it's very interesting to present the NBS to the citizens to know from the beginning the strengths and the weaknesses of the project. The SWOT Analysis tool can be a very productive tool to help to adaptation and full inclusive process.

SWOT ANALYSIS

Helpful

Harmful

Internal	Strengths	Weaknesses
External	Opportunities	Threats

Sustainability

It can be interesting to introduce the notion of **sustainability** of the project. We are on an era of global warming, climatic issues and extreme pollution in different ways.

When we talk about social innovation, healthy corridors, co-diagnostic/creation/implementation/monitoring/design, it's important to explain the sustainability rooted in the different projects of the catalogue. Maybe just a short text about how and why this project is and can be sustainable.

SUSTAINABILITY

This project is sustainable because ...

Different Cultures

The idea of being respectful for all the cultures seems to be important. It's interesting to be careful at the subtleties between different interpretation grids. It's interesting to explore the NBS in this way, with these details. It can be the significative difference.

Impacts of NBS & footprints

It's interesting to explain the potential impacts of the NBS. People are seem to be actually aware to the ecological projects. So, it's a perfect opportunity to show the different footprints of the NBS catalogue. Just one or two sentences, but these words can be the green concrete of all the concept of NBS in citizen minds.

How can vulgarize the scientific speech of the NBS Catalogue?

There are many ways to vulgarize a scientific speech. All the methodology developed before can show how to articulate it.

But we are in the century of technologies, internet everywhere and a lot of information everywhere too. It can be opportune to use the same information paths. It's easier to touch an audience through something familiar and very popular used.

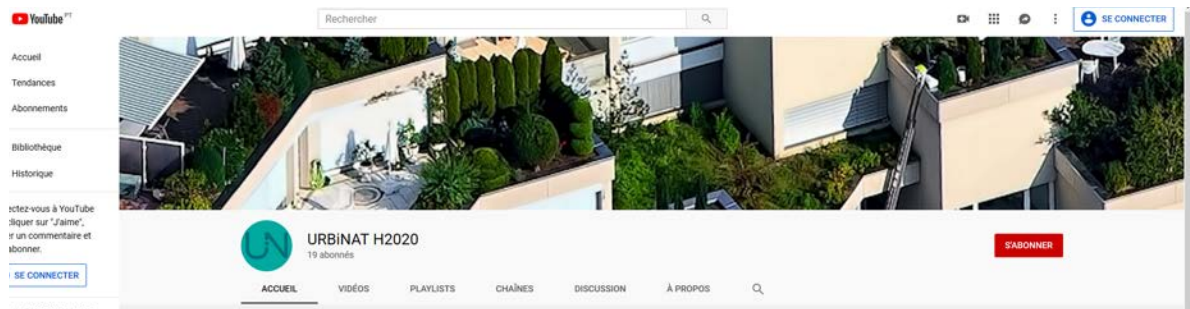
The proposition here is to explain each NBS through a short video clip on youtube :

1 video per NBS (By the makers)

90 seconds

3-4 keywords to resume the project must appear on this video

An explication of the NBS vulgarized and applied before, presented as famous youtube influencer do it



Let's make an example together

Cycling and pedestrian path / Luminescent pathways for people and bicycles

This is a resumed example of the idea of vulgarization.

Why?

To improve the quality of slow mobility.

What

A solution to economize electricity and something more sustainable.

Who?

All the users of these paths.

Where?

To define.

When?

To define.

How?

Through the urbanat project.

How much?

To define.

SWOT Analysis

Strengths, Weaknesses, opportunities, Threats.

Sustainability?

Is it sustainable?

Different cultures?

Is it hurting a culture, a religion or something?

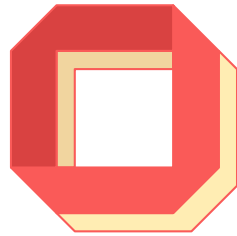
Impacts of NBS & Footprints?

Which are the impacts and the footprint of this solution?



Annex 2

SuperBarrio



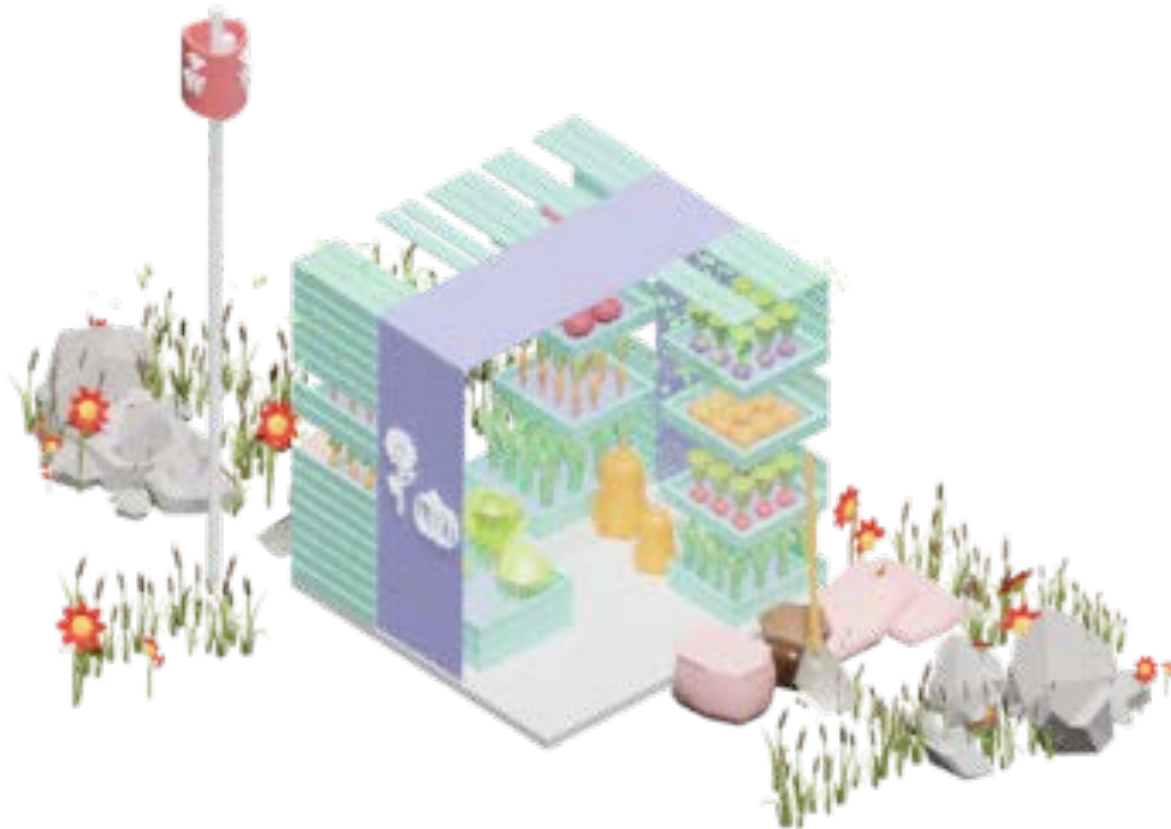
super**BARRIO**

Nature Base Solutions Catalog



Technological Solutions

Food Production and Leisure Pavilion



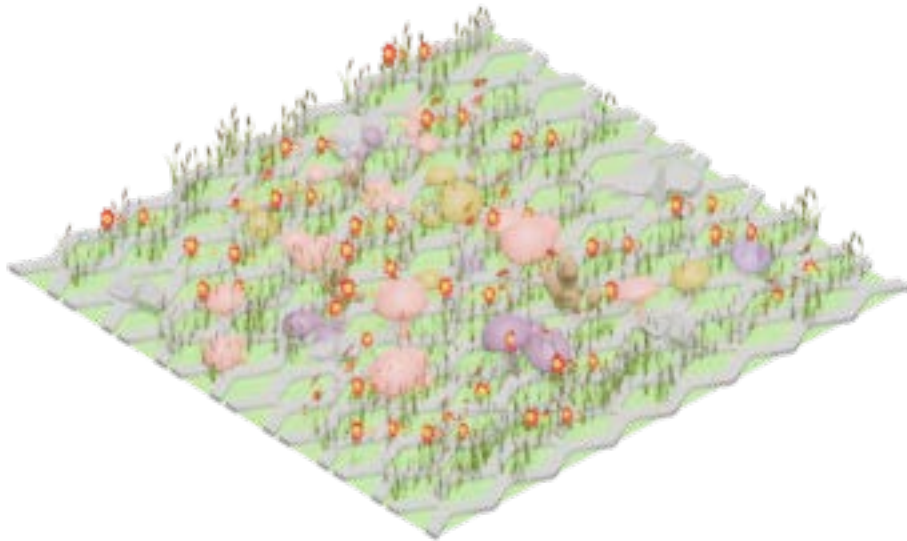
scores

Nature	●	●	●	●	○
Wellbeing	●	●	●	●	○
Health	●	●	●	●	○
Mobility	○	○	○	○	○
Participation	●	●	●	●	●
Economy	●	●	●	●	○



Technological Solutions

Grow Tile



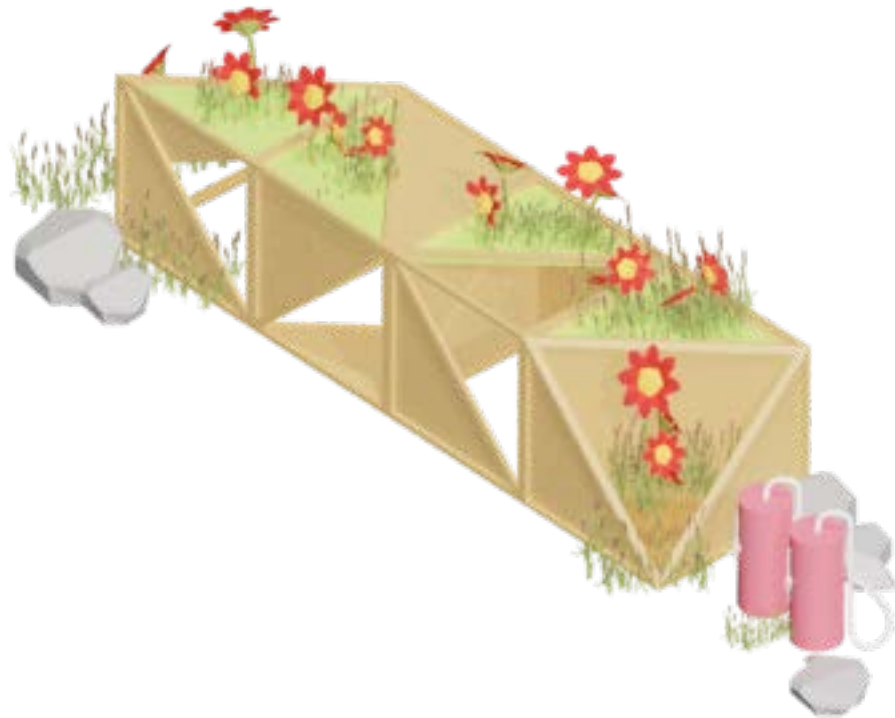
scores

Nature	●	●	●	●	○
Wellbeing	●	●	●	○	○
Health	●	●	●	○	○
Mobility	○	○	○	○	○
Participation	●	○	○	○	○
Economy	●	●	●	○	○



Technological Solutions

Mobile Vegetable Garden and Urban Furnitures



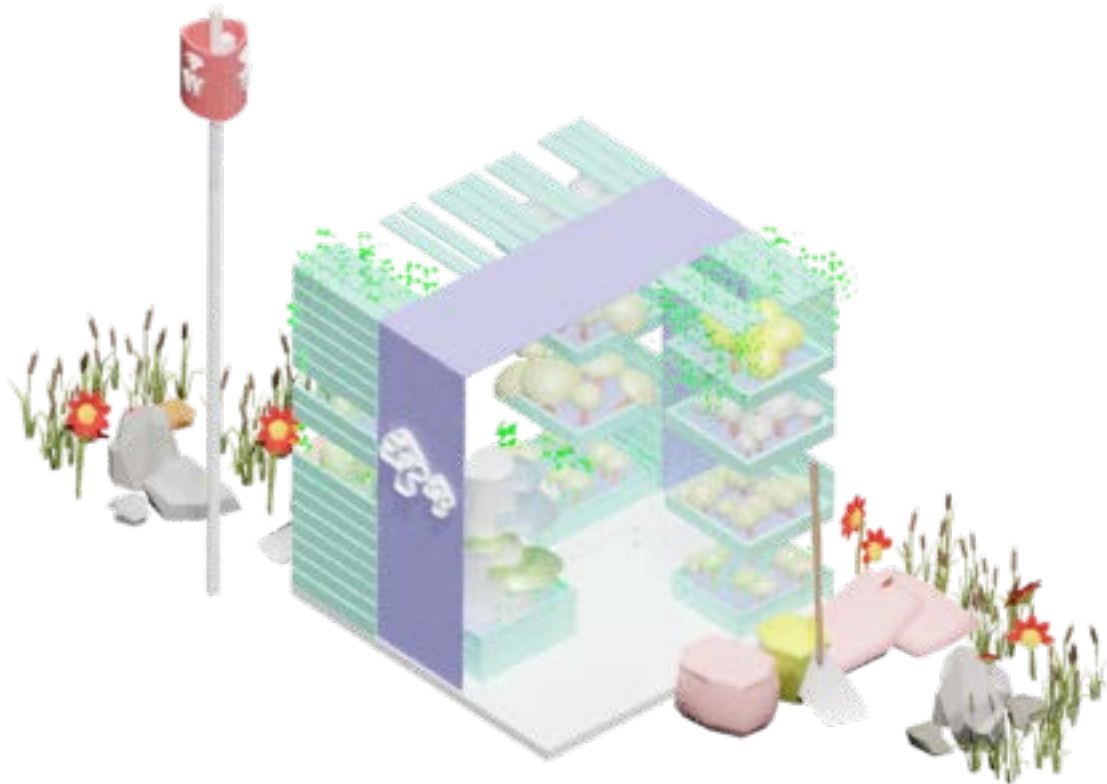
scores

Nature	●	●	●	○	○
Wellbeing	●	●	●	●	○
Health	●	●	●	○	○
Mobility	●	●	○	○	○
Participation	●	●	●	●	●
Economy	●	●	○	○	○



Technological Solutions

Urban Mushroom Farm



scores

Nature	●	●	●	●	○
Wellbeing	●	●	●	●	○
Health	●	●	●	●	●
Mobility	○	○	○	○	○
Participation	●	●	●	●	●
Economy	●	●	●	●	○



Technological Solutions

Light Systems



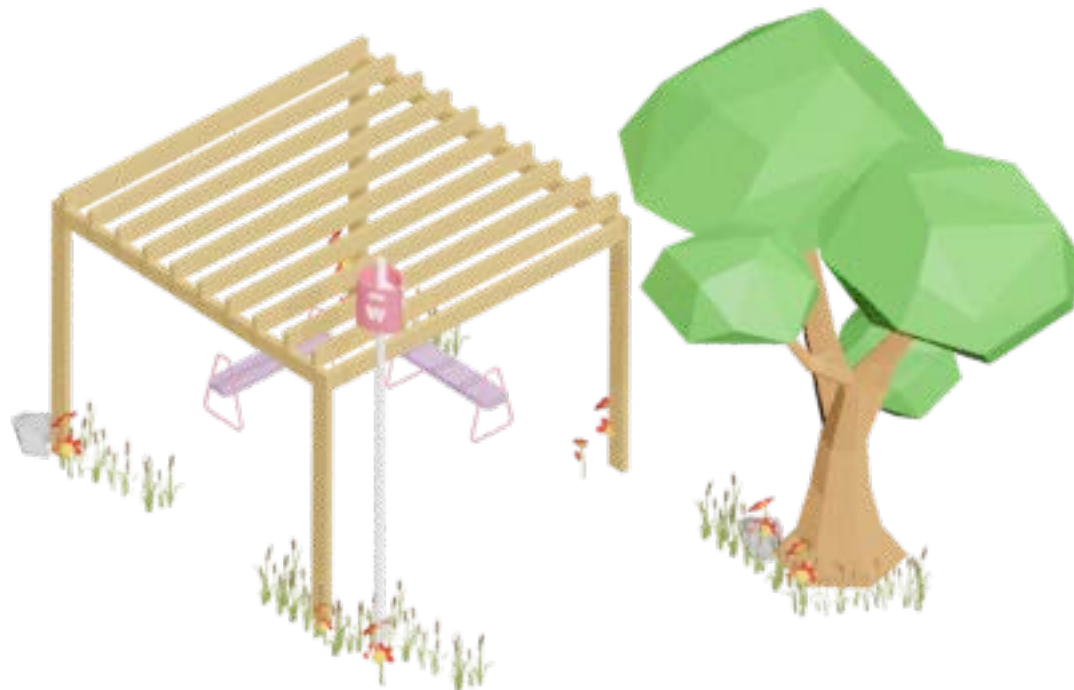
scores

Nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellbeing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobility	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economy	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Technological Solutions

Multiuses Wood Structure



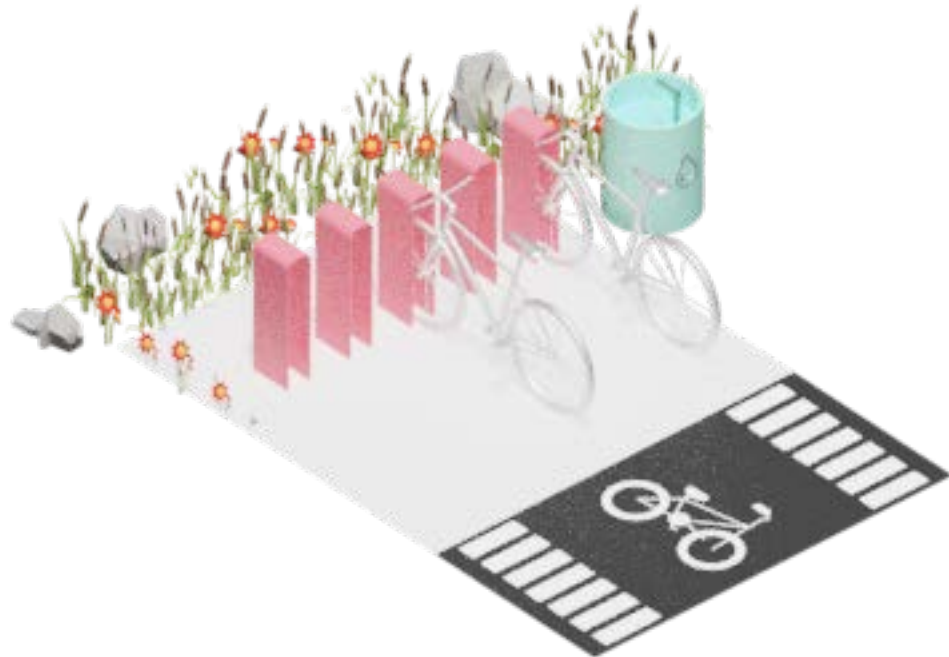
scores

Nature	●	○	○	○	○
Wellbeing	●	●	●	○	○
Health	●	●	○	○	○
Mobility	●	○	○	○	○
Participation	●	●	●	●	○
Economy	●	○	○	○	○



Technological Solutions

Cycling and pedestrian path- Luminescent pathways for people and bicycles



scores

Nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellbeing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Health	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobility	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Participation	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Economy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Territorial Solutions

Wildlife Park

(Includes Urban Park, Urban Wetlands)



scores

Nature	●	●	●	●	●
Wellbeing	●	●	●	●	○
Health	●	●	●	●	●
Mobility	●	●	○	○	○
Participation	●	●	●	○	○
Economy	●	○	○	○	○



Territorial Solutions

Autochthonous Urban Forest
(Includes Tree Lined Streets)



scores

Nature	●	●	●	●	●
Wellbeing	●	●	●	●	○
Health	●	●	●	●	●
Mobility	●	●	●	○	○
Participation	●	○	○	○	○
Economy	●	○	○	○	○



Territorial Solutions

Green Roof



scores

Nature	●	●	●	●	●
Wellbeing	●	●	●	●	○
Health	●	●	●	●	○
Mobility	○	○	○	○	○
Participation	●	●	○	○	○
Economy	●	●	○	○	○



Territorial Solutions

Urban Vegetable Gardens

(Includes Intercultural Garden, Tasty Gardens, Rooftop Farming)



scores

Nature	●	●	●	●	●
Wellbeing	●	●	●	●	○
Health	●	●	●	●	●
Mobility	○	○	○	○	○
Participation	●	●	●	●	●
Economy	●	●	●	●	●



Territorial Solutions

Bee Hive Provision and Adoption



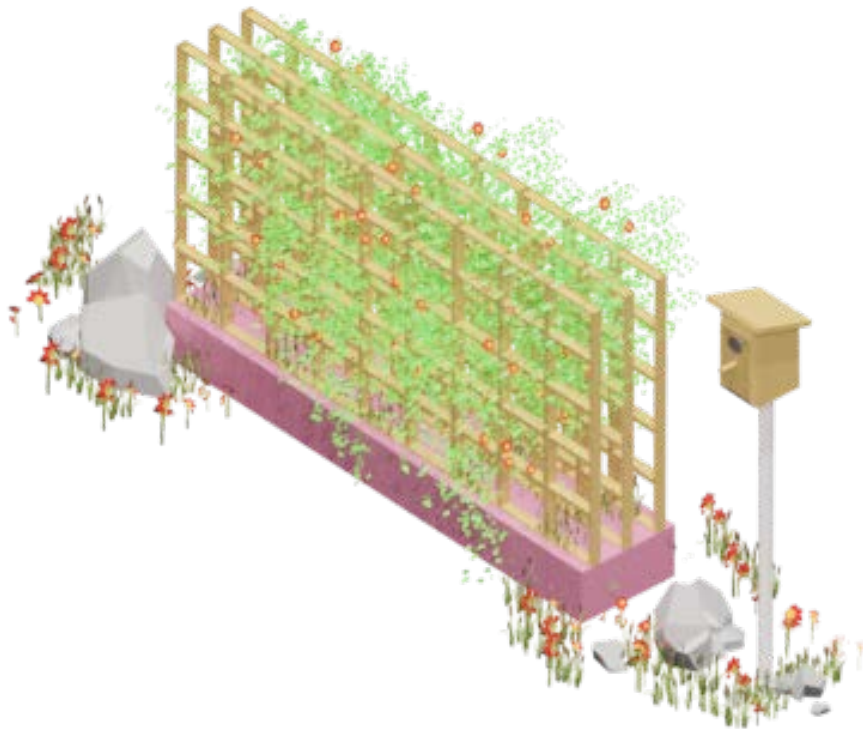
scores

Nature	●	●	●	●	●
Wellbeing	●	●	○	○	○
Health	●	●	●	●	○
Mobility	○	○	○	○	○
Participation	●	○	○	○	○
Economy	●	●	●	●	○



Territorial Solutions

Green Wall + Living Wall



scores

Nature	●	●	●	●	●
Wellbeing	●	●	●	●	○
Health	●	●	●	●	○
Mobility	○	○	○	○	○
Participation	●	●	●	○	○
Economy	●	○	○	○	○



Participatory Solutions

Community-Based Arts Projects (CAP)
or Community Cultural Development (CCD)



scores

Nature	●	●	○	○	○
Wellbeing	●	●	●	○	○
Health	●	●	○	○	○
Mobility	○	○	○	○	○
Participation	●	●	●	●	●
Economy	●	●	○	○	○



Social And Solidarity Economy

Farmers Markets Network



scores

Nature	●	●	○	○	○
Wellbeing	●	●	●	●	○
Health	●	●	●	●	○
Mobility	○	○	○	○	○
Participation	●	●	●	●	○
Economy	●	●	●	●	●



Social And Solidarity Economy

Exchange Circuits/Solidarity Fairs/Markets



scores

Nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellbeing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Health	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Economy	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>



Social And Solidarity Economy

Exchange Circuits/Solidarity Fairs/Markets for children



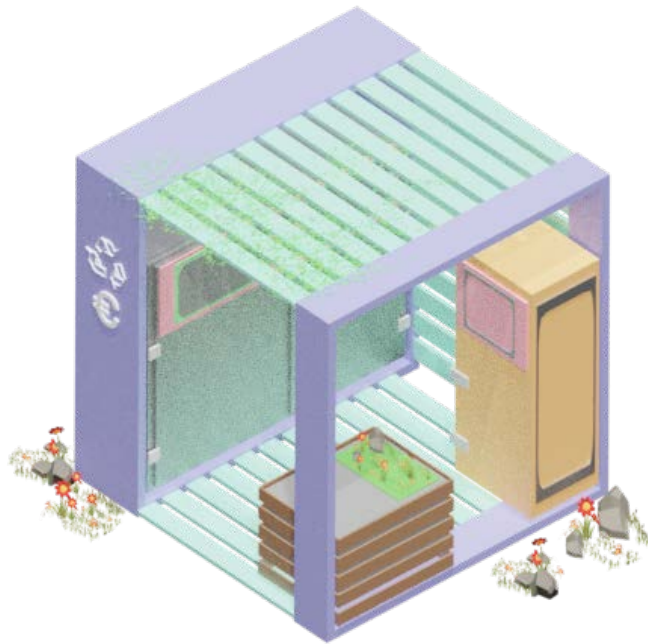
scores

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Wellbeing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Health	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participation	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Economy	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>



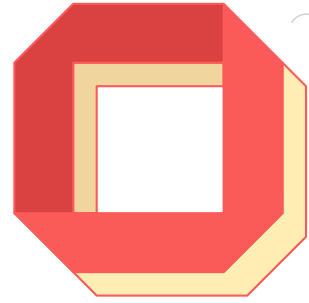
Social And Solidarity Economy

Community Composting and Social Currencies



scores

Nature	●	●	●	●	●
Wellbeing	●	●	●	○	○
Health	●	●	●	●	○
Mobility	○	○	○	○	○
Participation	●	●	●	●	○
Economy	●	●	●	●	○



superBARRIO

Nature Base Solutions Catalog

Iaac Institute for advanced architecture of Catalonia

UN URBiNAT





Annex 3

Detailed report of webinars



Document type: Internal document - Working Group on participation
Created by: DTI
Date: November 2019

Webinars on Citizens' engagement 29th October 2019

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1. Context: following URBiNAT's workshop at the OLLD 2019

The URBiNAT team for participation in living labs (WP3 participants, IKED, GUDA, DTI and CES) were invited to conduct a workshop during the Open Living Lab days organised by ENOLL, the European Network of Open Living Labs, on September 3, 2019. URBiNAT's workshop "From Living Labs to Communities of Practice" gathered approximately 35 colleagues from around the world, and the URBiNAT team took this opportunity to establish the foundations for a sustainable community of practice on citizens participation in sustainable development.

Prior to the workshop a word analysis was carried out on all European living labs to identify and cluster common keywords of interest for living labs. It resulted in four clusters of key words that we took as "work in progress" to the workshop. We also brought the list of factors that URBiNAT has identified as important for successful citizens participation.

Participants at the ENOLL workshop plus other relevant URBiNAT external and internal stakeholders took part in three subsequent webinars via Zoom meetings on the 29th October 2019. The webinars covered the three topics that were derived during the September workshop in Thessaloniki.



Fig. 1 - URBiNAT’s workshop at OLLD 2019: ideation of 3 topics for ignite new CoP

The aim of these three webinars was to continue the journey with our colleagues from Living Labs to Communities of practice. We wish to establish a forum for ongoing discussion around the challenges and opportunities with living labs and engagement of citizens.

The three defined topics were:

Webinar 1 - PLUNGE	Webinar 2 - LIFE	Webinar 3 - LOCAL/SCALE-UP
<p>Plunge (have guts) – risk as a means to the cutting edge</p> <p>What risks we need to take and why it is necessary to achieve cutting edge? This can include topics like the power and risks of stimulating vast number of people; the power of open and transparent experimentation, how do we protect the integrity and security of people? How do we know we are on the right track? What can we as a community do together? And what could be the next steps and how will we continue the discussion?</p>	<p>How can we inspire a new meaning of life? – How do we create togetherness being authentic, transparent, inclusive, working on a shared agenda and common vision?</p> <p>Where can we experience new meanings of life and how do we strengthen a togetherness around these new meanings of life? New meaning of life linked to the SDGs; New meaning of life with pressures and enablers from urbanization and digitalisation; What roles do living labs play in creating new meanings of life? Who are the frontiers for the development of a common vision? What can we as a community do together to deliver a shared agenda?</p>	<p>We need to go local to be able to scale up. But how can we do it sustainably? (Key word seeding/obvious change)</p> <p>What kinds of local initiatives will go global and how do we stimulate this scale-up sustainably? Which local community examples do we know of as best practice examples? How come they were sustainable and went global? What and who initiated these initiatives in the first place? Which good local examples have not been scaled and why? What can we as a community do together to develop successful local initiatives and help them scale sustainably?</p>

Both workshop and webinars were organized and conducted as interactive sessions through presentation, discussion, sharing of experiences, feedback, voting and statements. The interaction was facilitated with the easy-to-use software Mentimeter, accessible by participants in their smartphone, tablet or computer, with no installations or downloads required, only accessing at the beginning of the session the link www.menti.com and entering a session code.

The webinars also benefited from the disclosure of the event by ENOLL in its network, and from the engagement of Iranian participants on the occasion a technical visit by URBiNAT team in Iran, and who also take part in a series of workshops on URBiNAT’s approach to co-creation organized in Khorramabad.

The organization of three webinars the same day was an intense and rich experience, enabling many inputs from participants, although getting fewer participants from one webinar to the other (17 in webinar 1, 13 in webinar 2 and 7 in webinar 3).

2. Results of the webinars

→ Webinar 1 - Plunge (have guts) – risk as a means to the cutting edge

❑ What do you believe we could be achieved if we would risk giving citizens significant creative control over public and community resources?

For the first webinar on taking the plunge – risk as a means to the cutting edge - we asked participants to describe what they believed could be achieved if we would risk giving citizens significant creative control over public and community resources.

The response of the 19 participants can be grouped into a range of benefits:

Grouping of benefits	Examples of contributions from participants
Behavioural benefits	innovation togetherness, sharing of ideas, new behaviours, co-creation
Mindset benefits	sense of responsibility, we need to feel something, empathy, individual needs focus, sense of belonging, raising the expectations, unrealistic expectations, open for creative ways, confidence, empowerment
Organisational benefits	innovation organization, public private partnership, meaningful projects, democracy, open power relations, changed culture
End results	innovative solutions, social empowerment, stronger community, chaos

❑ How would you change and improve the engagement of citizens for more sustainable communities?

Next, we asked participants to suggest how they would change and improve the engagement of citizens for more sustainable communities. This brought out a range of good input for future participatory initiatives:

- There was a suggestion that we/organisers need to FEEL something when engaging citizens. Strong connection to real needs and desires leading to empathy based initiatives could be a recipe for success. By giving citizens the power over decisions that directly affect their lives, strong engagement can be connected to real feelings.
- Recognise the knowledge of citizens, their expertise on their lives and living spaces. Encourage researchers and practitioners willing to be learners and develop a mix of knowledge and experiences to benefit urban development.

- When asking people to participate, it is important to follow through and at least implement some of the suggestions (consensus or in parts) that came from the participatory processes. Otherwise the engagement, trust and willingness will forever be lost. Furthermore, citizens should experience what the advantages and benefits of the project will be for them.
- Allow citizens a permanent platform to propose win-win initiatives for the benefit of citizens groups, organisations as well as governments/public institutions through co-development/production - provision of platform/spaces for citizen ideation/experimentation. Look for opportunities to merge and connect initiatives in cooperation to exploit synergies and scaling of activities.
- Focus on helping small communities inside neighborhoods and engaging the leadership talents of certain persons, for instance experienced older people. In other words, create opportunities for individuals to become leaders/spokespersons for subsections of their community and initiatives. Mediators from local administrations can help improve communications on potential and likely actions and the expected benefits.
- Engagement activities should be associated with specific budget allocations and timelines for implementation. It is also worth experimenting with so-called participatory budgets.
- We need to provide a clear framework for the process of coming to consensus designs and agreements and tools/methods should be offered to help citizens and stakeholders achieve such consensus.
- It was suggested that local politicians should make a habit of meeting citizens in their circumstances on a regular basis to understand opportunities for WIN-WIN initiatives through stronger citizen engagement processes.

❑ What kind of initiatives would be needed to accelerate citizens driven experimentation in living labs?

Contributions from webinar participants focused very much on communication and interaction as was also established in the Thessaloniki workshop. The contributions can be grouped into four different themes (channels, messages, who and actions/demonstrations):

Themes	Contributions from participants
<i>Which channels?</i>	multichannel, mix meeting analogue and digitally, innovation space, constructive digital, using social media, visualize for all
<i>What messages?</i>	be very ambitious, accept and celebrate failure, sometimes very diverse messages, accessibility, recognition, make visible and recognize value, transparency, inspiration, inclusive, projects for the many, fun
<i>Whom to involve?</i>	Low income citizens, engage popular people, challenge the active, groups of creative people, sometimes a more narrow group, engage many champions, invincible people (people with knowledge and skills not obvious to other leaders), communicators
<i>Which actions/demonstrations?</i>	make it obvious, share visible results, local ceremonies, co-recognition, spooning, keep it simple, start small but win-win, promote best practices, announce a competition, baby steps of deliverable, remove obstacles, share visible results

❑ What kind of stakeholders are needed to manage risks effectively in accelerated citizens driven experimentation?

The next topic discussed was about the kinds of stakeholders that are needed to manage risks effectively in accelerated citizens driven experimentation? For the purpose of structuring the inputs, they have been mapped according to two axes (proactive/reactive and institution/individual):

	Institution	Individual
Pro-active	cultural NGO, Narrow groups, non-conditional givers	Practitioners, Pro-users, creative people, citizens “quarterbacks”, city facilitators,
Re-active	NGO with experience, municipalities, small businesses, decision makers, social institutions, city council, politicians, strategists	Users, professionals, coordinators, communicators, Gatekeepers, invisible voices, all aged specificities, successful other citizens, diverse groups

The distribution of input lands most stakeholders in the re-active group and it is assumed that a good balance is needed in terms of pro-active and re-active stakeholders in order to mobilise for risky initiatives and engagements.

❑ Results to be prioritized from citizens driven sustainable living initiatives

Participants were asked to prioritise possible results and not surprisingly “an increase in the number of people being offered better living conditions” was ranked highest followed by “number of experiments conducted” and then “number of people involved”. The last result was “reduction in proportion of population with social and/or health issues”. Furthermore, participants contributed with other beneficial results that they would like to see from citizens driven sustainable living initiatives:

- Actual initiatives becoming an inspiration for initiatives in other districts/cities – in other words achieving scale-up.
- Initiatives also leading to solutions for environmental problems (noise reduction, reduction of air pollution, mitigating problems from climate change, etc.)
- Initiatives leading to the creation of spaces that are welcoming, inclusive and “safe” for citizens to inhabit.
- Activities leading to a number of citizens self-organised initiatives arising as a result of the initial mobilization.
- Initiatives leading to the provision of better jobs for people and offering them opportunities to become entrepreneurs.
- Initiatives that allow new groups and individuals (not previously engaged) to participate in the activities and putting their perceptions, agenda and interests on the table (for example women, children, immigrants, etc.)
- This may require initiatives to be able to feel and understand from different and varied points of view.
- Making initiatives data-driven and considering the long term duration and sustainability of the project.
- Initiatives that succeed in institutionalizing the process - even across cities (maybe by creating an NGO or a social enterprise or by securing long term funding partners).
- Initiatives that allow for spontaneous creation of groups of interest and action.
- Initiatives that also saves money for the municipality as many municipalities are struggling to finance all social, educational and health services.

- Initiatives could benefit from using risk management tools and techniques to measure.

❑ Wrap up of discussions

As mentioned by participants, having creativity at the centre also means to find ways to know better spaces and people. There are many ways of doing it:

- trying to find tools with citizens for risk assessment;
- improving communication in the ways to communicate better, to raise awareness, to create links and relations, trying to build trust, but most of all avoiding to ruin trust, being respectful and always aware of not losing the trust, in a permanent platform of communication, enabler of continuity;
- levers of creativity and of a sustainable process include passion, which also means passion in being accountable, respectful, and assessing the risks when taking the risks.

→ **Webinar 2 - How can we inspire a new meaning of life?**

❑ What do you consider the key ingredient of sustainable living?

For the second webinar on how we might inspire a new meaning of life and how we can create a stronger togetherness in communities, we first asked participants for their input to the key ingredients of sustainable living. Some of the inputs can be categorized under institutional, environmental and social framework conditions:

Categories	Contributions from participants
<i>Institutional framework conditions</i>	local food, rights, marriage, inclusivity, public participation, equality, education
<i>Environmental framework conditions</i>	breathing space, recycling, organic food harmony, environmentally friendly, clean environment, healthy environment
<i>Social framework conditions</i>	feel, recognition, well-being, meet and play, communication resources, togetherness

As can be seen, participants pointed out important elements in all three categories as vital elements of sustainable living.

❑ How can we support specifically young people’s enthusiasm for more sustainable living?

Next the participants were asked to help us describe ways to support specifically young people’s enthusiasm for more sustainable living:

- Involve young people in urban planning and implementation.
- Learning and doing together with youth for sustainable living environment.
- Encouraging implementations of sustainable practices with the young kids.
- Sharing their strong messages through impactful presentations.
- Take their actions seriously and provide them with foras where they can innovate and make ideas real.
- Reminding the young people that they will lead the cities tomorrow and therefore will become urban planners and doers.

- Consider them as citizens of today, and not only of tomorrow, for the future.
- Through emotions stronger than the ones related to addictions to drugs, alcohol, smoking and car driving.
- Support young people in getting married and creating a family with kids of their own.
- Education and knowledge enhancement about sustainable cities and sustainable living e.g. through sharing the knowhow and experiences of URBiNAT.
- Introducing learning activities (incl. games and apps) that focus on sustainable living.

❑ What are the main obstacles to widening a more sustainable lifestyle?

As a continuation, the participants identified obstacles to widening a more sustainable lifestyle and the identified obstacles have been grouped into personal, cultural and institutional obstacles.

Obstacle types	Contributions from participants
<i>Personal</i>	shortage of time, temptation of sins and bad habits, lack of alternatives, conspicuous consumption, conscience, cost and buying power
<i>Cultural</i>	consumer culture, knowledge marginalization, not locally meaningful, fake news, unstoppable digitalization, dependency, poor people stay ahead
<i>Institutional</i>	not being concrete, economic issues, lack of expertise, top down approaches, economic gaps, education

❑ What is hindering you from adopting a more sustainable lifestyle?

Referring to individuals specifically, participants were asked to explain what was hindering them from adopting a more sustainable lifestyle. The list below is a witness of the kinds obstacles together with those we need to address in the table above if we are to achieve healthier lifestyles of the many:

- Lack of accessible and widespread alternative ways of consuming – not easy for instance to buy local and organic foods.
- Wrong or unhealthy, old habits. Difficulty of changing habits, values and lifestyles.
- Exploitation that leads to a lack of time to slow down and a lack of security to downshift.
- Lack of collective support.
- Limited transparency with regards to the sustainability of products and services.
- Lack of knowledge about sustainable lifestyle and its advantages to individuals and society.
- Limited vision
- Not having the same meaning of life for all the people of a society.

❑ What proportion of city populations would we need to reach in order for sustainable living becoming a predominant lifestyle in the city?

And especially in relation to the last bullet point concerning differences in interpretation of the term “sustainable lifestyle”, the participants were then asked to estimate what proportion of city populations would need to be reached in order for sustainable living becoming a predominant lifestyle in the city. Here it was quite interesting to see that the majority of the respondents felt it had to be 50%+, whereas a little more than 25% of participants felt that somewhere between 10 and 20% would be enough for the lifestyle to gain a strong foothold in the population.

❑ **Wrap up of discussions**

We started this session with a link to the theme of webinar 3 on going from local to global, by referring to the international framework, and examining how it is connected to the local challenges and actions with some examples taken from the United Nations Conference on Housing and Sustainable Urban Development (Habitat III), held in Quito, Ecuador, in October 2016. These examples enabled to focus on:

- how we communicate about urban problems;
- the right to the city under construction, as a combination of meanings about challenges we are facing locally;
- the connections that we should enable;
- accessibility.

Another important aspect addressed by participants is related to the local identity, that is, how we need to focus on the meaning of the places, trying to give a new identity to be proud of, with an overarching idea that we have different perceptions of life at stake, but the place can be a connecting point.

All the levers and solutions we are trying to devise by answering questions sometimes provocative during this webinar, enable us to see that we can rely on champions and influencers, who are from different generations, as agents of change.

→ **Webinar 3 - We need to go local to be able to scale up**

❑ **Which sustainable local initiatives would you like to scale to a global level?**

The last of the three webinars was about identifying sustainable local initiatives and which ones to be scaled to global level. The participants although fewer than in the first few webinars contributed examples of sustainable local initiatives that they would like to scale:

Type of initiative	Contributions from participants
Environmental	stop wasting food program, cooperative collecting waste, smart citizen kit sensors
Economic	sustainable local tourism services, use of handicraft in new ways, local currency, urban farms
Cultural	cultural dress code, invisible experience, traditional group dancing, urban artistic expression, urban farms Nantes, traditional music

❑ **What characterize local initiatives that deserve to be scaled to a global level?**

Having given examples of sustainable local initiatives to scale, participants were then asked to characterize the local initiatives that deserve to be scaled:

- Easy to replicate, based on scarce material resources, taking advantage of existing and more accessible resources.
- Local initiatives that add value for the common good.
- Making the global problem (for example air pollution) from a general problem to a personal problem – personalized data on the quality of air that you breathe – a personal touch creates more awareness and sense of responsibility.

- The initiatives should be nature friendly, non-racist, based on human equality to be attractive for all groups of people from other countries and cultures.
- Respect local culture, generate incomes, benefits and local production.
- In the case of URBiNAT: local initiatives that are clearly associated with a nature based solution, no matter how big or small.

❑ **Who are the key stakeholders to stimulate the scale-up of local sustainable citizens driven initiatives?**

The participants were also asked to identify stakeholders that could stimulate the scale-up of local sustainable citizens driven initiatives. They came up with the following stakeholders:

- Living labs.
- Activists and social movements as well as community leaders.
- All human beings next generations local governments.
- Researchers and practitioners building mixed knowledge with citizens.
- Platforms for dissemination of sustainable initiatives – like for instance TED talks.
- Children.
- Famous people with a global voice – including (online) influencers.

❑ **How many local initiatives do you know of in their city or other cities that could benefit citizens in other global cities?**

When asked about the number of local initiatives that participants knew of in their city or other cities that could benefit citizens in other cities, the majority (76%) said three or more initiatives. In other words, it is likely that we already have the necessary volume of beneficial local initiatives throughout the world, but the scaling to global level is hindered by lack of stakeholders to stimulate the scaling up as well as obstacles standing in the way of making these initiatives visible and transparent to all.

❑ **Wrap up of discussions**

The discussions emphasised the importance of sharing our stories from around the world, highlighting what already exists, and trying to reach other levels of dissemination through all our existing channels and human resources. We hope that being part of and expanding this CoP, we can raise new questions and create opportunities for all of us to share our own stories.

➔ **Next step**

URBiNAT will reconvene the community of practice on these topics in January 2020 in order to continue the discussion and hopefully expand the discussions and possibly even start elaborating a portfolio of initiatives and stakeholders to influence the dissemination of good local initiatives for sustainable living.

Beyond sharing the results of the webinars with participants who registered and also those who couldn't attend, URBiNAT will invite interested participants to bring more people with them, trying to identify another person within their network, who they believe would benefit from being part of and would also contribute to this CoP.

3. Mentimeter presentation



URBiNAT – WEBINARS 1

From Living Labs to Communities of Practice



WEBINARS

- Plunge (have guts) – risk as a means to the cutting edge.
- How can we inspire a new meaning of life? How do we create togetherness being authentic, transparent, inclusive, working on a shared agenda and common
- We need to go local to be able to scale up. But how can we do it sustainably?



Plunge (have guts) – risk as a means to the cutting edge.

We will be looking for contributions from participants towards what risks we need to take and why it is necessary to achieve cutting edge? This can include topics like the power and risks of stimulating vast number of people; the power of open and transparent experimentation, how do we protect the integrity and security of people? How do we know we are on the right track? What can we as a community do together? And what could be the next steps and how will we continue the discussion?



How can we inspire a new meaning of life? How can we create togetherness

Contributions we seek: Where can we experience new meanings of life and how do we strengthen a togetherness around these new meanings of life? New meaning of life linked to the SDGs; New meaning of life with pressures and enablers from urbanization and digitalisation; What roles do living labs play in creating new meanings of life? Who are the frontiers for the development of a common vision? What can we as a community do together to deliver a shared agenda?





We need to go local to be able to scale up. But how can we do it sustainably?

What kinds of local initiatives will go global and how do we stimulate this scale-up sustainably? Which local community examples do we know of as best practice examples? How come they were sustainable and went global? What and who initiated these initiatives in the first place? Which good local examples have not been scaled and why? What can we as a community do together to develop successful local initiatives and help them scale sustainably?



WEBINAR 1 - PLUNGE (HAVE GUTS)



What do you believe we could achieve if we would risk giving citizens significant creative control over public and community resources?



19

How would you change and improve the engagement of citizens for more sustainable communities?



With helping of smaller communities inside the neighborhoods and taking leadership advantage of elder people in Khorramabad	Link engagement activities with specific budgets and timelines for implementation	Recognize the knowledge of citizens, their expertise on their lives and spaces. Researchers and practitioners willing to be learners and build on knowledge
Participatory budgets and provision of platforms/spaces for citizen ideation	Provide clear framework/tools of the process of coming to a consensus	I would allow citizens a permanent platform to propose ser-vice initiatives which will benefit both citizens groups and organizations as well as governments and public institutions through co-development, production
Create opportunities for individuals to become leaders/spokespersons for subsections of their community	when you ask people for participation, you have to follow the implementation of their request as well, at least to fulfil some parts of their suggestions, to make them rely more on this co-work	We need to FEEL something Also connected to needs

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How would you change and improve the engagement of citizens for more sustainable communities?



- I would encourage politicians to make a habit of meeting citizens in their circumstances on a regular basis to understand opportunities for stronger engagement
- Maybe try to link different initiatives to cooperate
- The people should know what is the final advantages and benefits of the project for them. We should clearly let them know what are they going to receive.
- Giving to the citizens the power over decisions that directly affect their live
- provide mediators from the local administration - improve communication process on possible and implementable actions
- Also state clear exemplar of environmental development

15

What kind of initiatives would be needed to accelerate citizens driven experimentation in living labs?



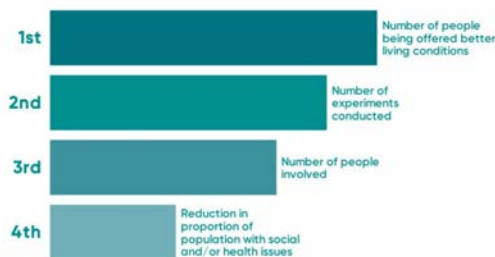
22

What kind of stakeholders are needed to manage risks effectively in accelerated citizens driven experimentation?



17

What would you prioritise as the results of citizens driven sustainable living initiatives?



9

What could be another good result?



an initiative that became an inspiration for initiatives in other districts/cities	number of self organized initiatives arising as a result	Have new groups and individuals participating in the activities and putting their perceptions, agenda and interests on the table
that it also helped solve environmental issues	using risk management tools and techniques to measure, control and reduce the level of risks, and take some control actions to mitigate the risks before happening	a data-driven initiatives considering the long term duration of the project
Creating spaces which are welcoming, inclusive and "safe".	Providing people better jobs and making them entrepreneur	Institutionalization of the process (ever in other city)

12

What could be another good result?



Spontaneous creation of groups of interest	the municipality saves money	Feel and understand differently, with new points of view
--	------------------------------	--

12



WEBINAR 2

How can we inspire a new meaning of life? How do we create togetherness?



What do you consider the key ingredient of sustainable living?



12

How can we support young people's enthusiasm for more sustainable living?



10

How can we support young people's enthusiasm for more sustainable living?



10

What are the most important obstacles to widening more sustainable lifestyle?



12

What is hindering you in adopting a more sustainable lifestyle?



11

What is hindering you in adopting a more sustainable lifestyle?

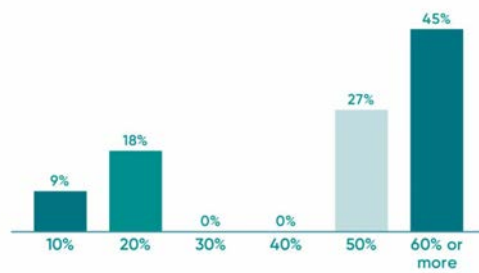


- Lack of knowledge, lack of alternatives, time shortage
- not having the same meaning of life for the people of a society

What proportion of city populations would we need to reach in order for sustainable living becoming the predominant lifestyle in the city?



11



11

When will we have the first global city predominantly inhabited by people living sustainably?



0



WEBINAR 3

We need to go local to be able to scale up. But how can we do it sustainably?



Which sustainable local initiatives would you like to scale to a global level?



9

What characterizes local initiatives that deserve to be scaled to global level?



6

What is standing in the way of good local initiatives being scaled to global level?



7

Who are the key stakeholders to stimulate the scale-up of local sustainable citizens driven initiatives?



10

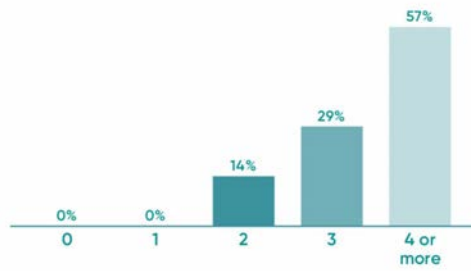
Who are the key stakeholders to stimulate the scale-up of local sustainable citizens driven initiatives?



Influencers

How many local initiatives do you know of in your city or other cities that could also benefit citizens in other global cities?

10



Please describe the best examples from previous answer

7



THANKS

0





Annex 4

Communication tools and materials



Document type: Internal document - Working Group on participation
Created by: GUDA, ITEMS and CES
Date: November 2019

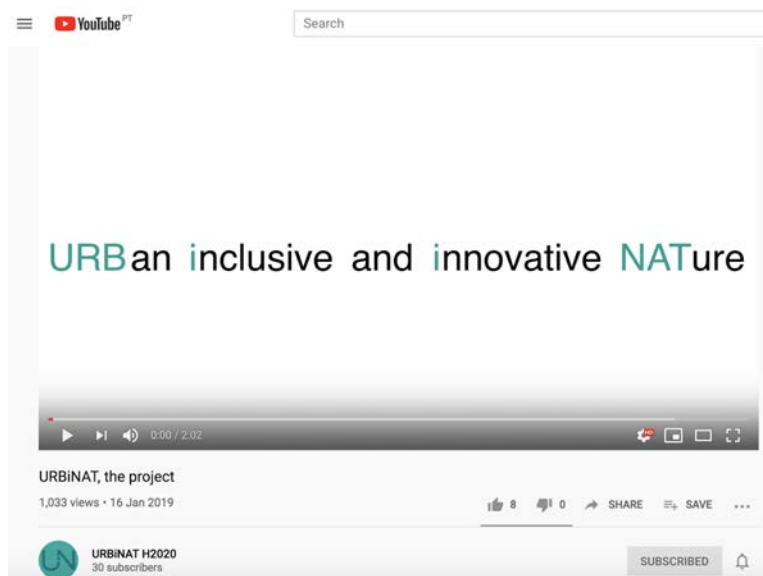
Communication materials and tools

1. Videos and photos	1
2. Blog posts and social media	4
3. Communication materials for participatory activities	6

1. Videos and photos

 *Short presentation of the URBiNAT project: the aims, the cities, the partners*

<https://youtu.be/FWnH5T9GX9I>



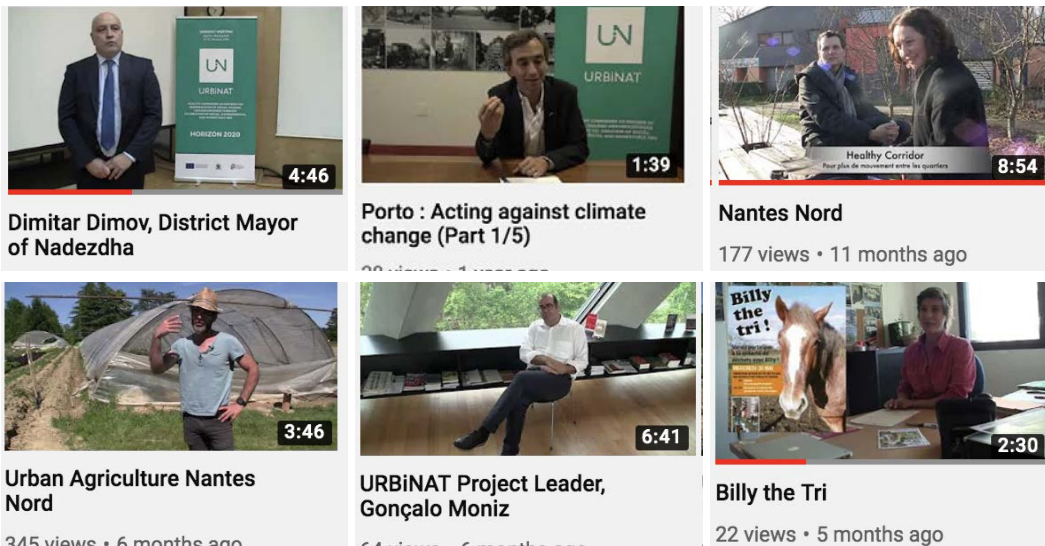
- ❑ Short animated video about the aims and methodological approaches of the URBINAT project

<https://youtu.be/FzF1BcMVfes>



- ❑ Video interviews

<https://www.youtube.com/channel/UCB6pCRpzLEFVhEPOL0gITKg/videos>



☐ After movie

<https://youtu.be/BRsU0-coGME>



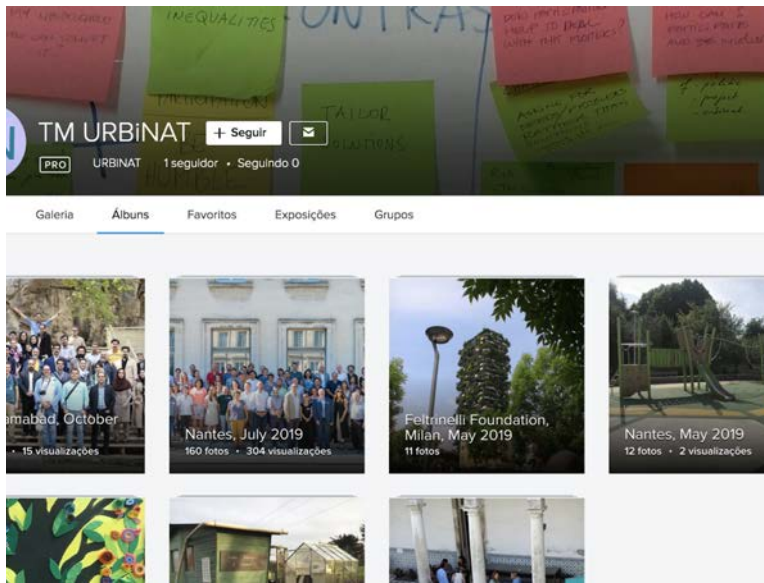
☐ Citizens' voices

<https://youtu.be/ru7NafWyKmk>



📁 Photo albums

<https://www.flickr.com/photos/160895486@N03/albums>



2. Blog posts and social media

📁 Blog posts

<https://urbinat.eu/news/>

Short video of the day of events that took place in



EU-H2020 EVENT, MEDIA COVERAGE, KHORRAMABAD — October 28, 2019

URBINAT Delegation takes part in series of workshops organised by Observer City Khorramabad (IRAN)

[Khorramabad, Iran] Lorestan Chamber of



MEDIA COVERAGE, PORTO — October 16, 2019

[Press Coverage] Local coverage of events in Porto to kickstart process creating an NBS-based Healthy Corridor

Porto, 12 October. A day of events involving many youth organisations from the city of Porto was organised to raise awareness about the objectives of the URBINAT and the potential of Nature-Based Solutions to address social, economic and environmental problems in urban areas.



EU-H2020 EVENT, MEDIA COVERAGE — October 17, 2019

[Video] New video animation introducing the URBINAT project

The aims and methodological principles of the URBINAT project.



EU-H2020 EVENT, LOCAL NBS ACTIVITY, MEDIA COVERAGE, PORTO — October 8, 2019

[Press Release] CRIAR JUNTOS CAMPANHÁ: Lançamento da co-criação de corredores saudáveis com a população de Campanhã

1 2 3 4



SOFIA — October 16, 2019

[Conference] Sofia, 18 October: Local partners to present URBINAT project

Local implementations of URBINAT project in Frontrunner city Sofia will be presented by partners from University of Architecture (FUACEG)



LOCAL NBS ACTIVITY, NBS CONFERENCE, NOVA GORICA — October 1, 2019

Presentation: Landscapes in Motion: Rethinking place-making through corridors of social and environmental connectivity. The case of URBINAT

Older news

Twitter

https://twitter.com/URBi_NAT

URBINAT
@URBi_NAT

#H2020-funded project promoting adoption of #NBS & creation of Healthy Corridors to drive regeneration of social housing neighbourhoods across

Traduire la biographie

urbinat.eu A rejoint Twitter en mai 2018

520 abonnements 442 abonnés

Suivi par ENABLE Urban Liveability, IUCN Urban Alliance et 22 autres personnes que vous suivez

Facebook

<https://www.facebook.com/urbinatH2020/>

URBINAT added an event.
4 October · G

Vamos criar Juntos!
Praça da Corujeira · Porto
40 went · 229 interested

URBINAT
Published by Tom Mackenzie [?] · 25 October · G

From Living Labs to Communities of Practice

PLUNGE (HAVE GUTS)
risk as a means to the cutting edge

We will be looking for contributions from participants towards what risks we need to take and why it is necessary to achieve cutting edge.

This can include topics like:

- the power and risks of stimulating vast number of people;
- the power of open and transparent experimentation;
- how do we protect the integrity and security of people?
- How do we know we are on the right track?

URBINAT EU
[WEBINAR SERIES] From Living Labs to Communities of Practice

URBINAT
Published by Mack Urbinat [?] · 28 October · G

FINANCIALTRIBUNE.COM
EU-Funded Urban Project Underway in Khorramabad
Lorestan Chamber of Commerce, Industries, Mines and Agriculture...

URBINAT
Published by Mack Urbinat [?] · 14 October · G

Muito obrigado Campanhã por este lindo dia juntos, 12 de Outubro no Jardim da Corujeira!
Muito obrigado André (7 anos) pela tua maravilhosa contribuição à nossa cocriação!
Vamos continuar a desenhar juntos!

3,240 People reached 329 Engagements Boost Post

URBINAT
Published by Mack Urbinat [?] · 10 October · G

Vamos sentir e perceber! O que queremos e pode ser melhorado?

12 de Outubro - das 10h00 às 18h00
Jardim da Corujeira - Campanhã - Porto

932 People reached 109 Engagements Boost Post

URBINAT
Published by Mack Urbinat [?] · 10 October · G

Vamos conhecer e mapear! Como conhecer e valorizar todas as oportunidades e as pessoas que fazem Campanhã?

12 de Outubro - das 10h00 às 18h00
Jardim da Corujeira - Campanhã - Porto

Traga família e amigos, transmite a vizinhos e conhecidos da sua área e venha partilhar connosco a sua experiência.
Foto: Carlos Barradas

876 People reached 129 Engagements Boost Post

3. Communication materials for participatory activities

☐ Sofia - Poster for kick-off public event - April 2019

Коридори на здравето в подкрепа на жилищните квартали

ДА ПРОМЕНИМ КВАРТАЛА ЗАЕДНО

ЗАПОЧВАМЕ на 20 април 2019 г. от 10:30 ч. в ОКИ НАДЕЖДА бул. Ломско шосе №2

За повече информация за следващите събития по проект URBINAT следете FB страницата на р-н Надежда: @RajonNadezdaStolicnaObsina и www.urbinat.eu

Ако имате идеи, предложения или препоръки, можете да ни пишете на: urbinat.nadezhda@gmail.com

ПРОГРАМА

10:30 - 10:50 Регистрация	11:45 - 12:15 Работилница за идеи
10:50 - 11:00 Откриване	12:15 - 12:30 Кафе пауза
11:00 - 11:15 Какво е URBINAT?	12:30 - 12:45 Представяне на идеите от Работилницата
11:15 - 11:30 Разказ за темите и процесите в проект URBINAT	12:45 - 13:00 Следващи стъпки: възможности за участие
11:30 - 11:45 Активните сред нас	

ДИАГНОЗА ЗАЕДНО | ИЗБОР ЗАЕДНО | ПРОЕКТИРАНЕ ЗАЕДНО | ИЗПЪЛНЕНИЕ ЗАЕДНО | НАБЛЮДЕНИЕ ЗАЕДНО

☐ Sofia - Leaflet for kick-off public event - April 2019

Коридори на здравето в подкрепа на обновяването на жилищните квартали

ДА ПРОМЕНИМ КВАРТАЛА ЗАЕДНО

20 април 2019 г. Първа среща ОКИ НАДЕЖДА

Терени проучвания
Фокус групи
Интервюта и анкети
Картиране на дейности

ОКТОМВРИ
НОЕМВРИ 2019

ЯНУАРИ
ДЕКЕМВРИ 2020

ЮЛИ 2021
НОЕМВРИ 2022

НОЕМВРИ 2022
МАЙ 2023

www.urbinat.eu

urbinat.nadezhda@gmail.com

- Sofia - exhibition presenting the preliminary results from the Local Diagnostic stage, organized in September 2019 - it was exposed in the 4 schools located in the URBiNAT study area

УРБИНАТ
Коридори на здравето и поддреша на обичаеното на жилищните квартали в град София

ЗА ПРОЕКТА

ЦЕЛИ НА ПРОЕКТА

1. **ИЗВЕЩАНИЕ**

2. **КАРТА**

3. **ПРОЦЕС**

УРБИНАТ
Коридори на здравето и поддреша на обичаеното на жилищните квартали в град София

ЗА ПРОЕКТА

Зелен коридор на здравето

Природно базирани решения и поддреша на реализирането им заедно с гражданите

ЕНЕРГИЯ ДИЛЕМАТА ЕЛЕКТРИКА ВОДА

УРБИНАТ
Коридори на здравето и поддреша на обичаеното на жилищните квартали в град София

ЗА ПРОЕКТА

София - вода и град

3

УРБИНАТ
Коридори на здравето и поддреша на обичаеното на жилищните квартали в град София

МЕСТНА ДИАГНОЗА

Тематични пространствени проучвания

4

УРБИНАТ
Коридори на здравето и поддреша на обичаеното на жилищните квартали в град София

МЕСТНА ДИАГНОЗА

Тематични пространствени проучвания

Природна среда, зеленика и климатна устойчивост

5

УРБИНАТ
Коридори на здравето и поддреша на обичаеното на жилищните квартали в град София

МЕСТНА ДИАГНОЗА

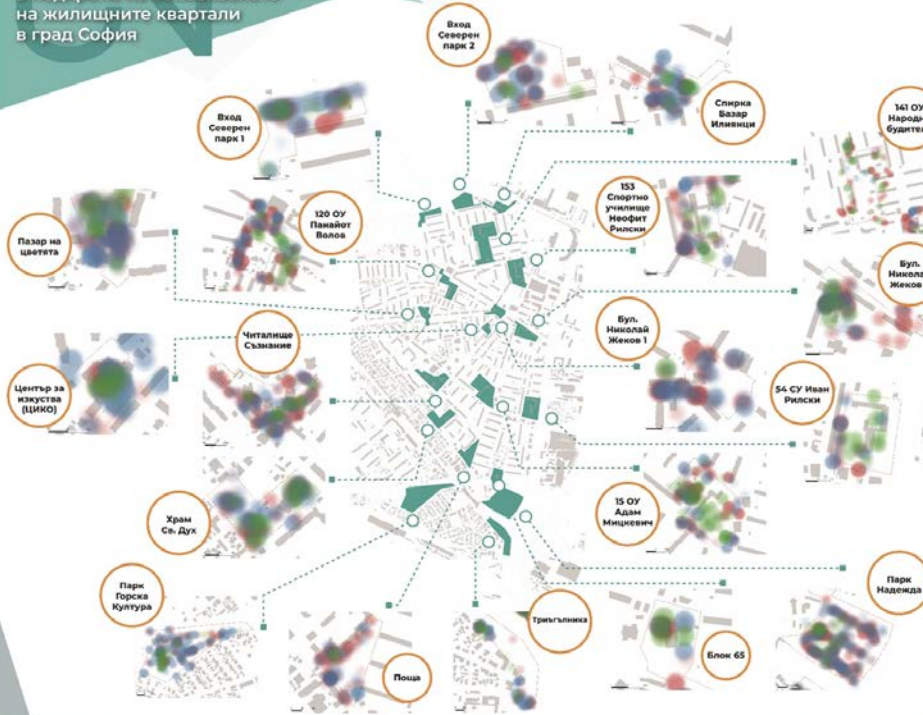
Тематични пространствени проучвания

Мобилност и релефният, транспортна мрежа и роли

6

УРБИНАТ

Коридори на здравето
в подкрепа на обновяването
на жилищните квартали
в град София



Етап: МЕСТНА ДИАГНОЗА

Човешкото присъствие
и поведение на карта
19 наблюдавани места

Човешкото присъствие и поведение в картографично представянето на структурирано наблюдавани и наблюдавани за документация. Включително картографиране и бране на хора (убавяване ефективност, преминаване и заемане определено пространство) в избрани моменти от време. Това позволява да бъдат открити и събрани количеството и качеството на различните дейности, извършвани на 19 места, свързани с наблюдаваното движение, процесът, личността или хора. Част от тези места са основни обществени пространства за спорт и игра, някои места са разположени между спирки на обществен транспорт или в близост до жилищни зони, други места предоставят нелегално използвани и употребявани терени със значителен потенциал. Наблюденията бяха проведени в рамките на 12 часа в осем работни и осем не-работни дни през март и юни 2019 година.

В представените резултати за наблюдавани места, но наблюдавани места отнасно присъствието на хората, жителите и гостите по места на концентрацията на хора в основни географични от зградите пространства за игра, както и на личностите, намиращи се в близост до периода: допълнително са предоставени визуални данни част от данните маси от избрани данни за две важни за градоустройствена областта места - Парк Надежда и пространство около БС СУ "Адам Мицкевич".

Мнози от наблюдаваните места са умерено оживени през този пролетно-летен сезон и втрещи, че не представят много удобство, обикновено са наблюдавани са се наблюдавали към тях и ги обхващат по много разнообразни начини. Част от местата предоставят определени условия за посещение, както за други места, откритите обекти, около възможност на старите дейности (посещаване на хора). На места има значителни размивания между зоните, в които се наблюдават редица (в зелен), жителите (в червен) и гостите (в сини), но на други те се наблюдават. По-малко част от местата са с много ограничено посещение, което вероятно означава се дължи на тяхното местоположение или на местните условия.



Деца: 1 точка (размер: 20 м x 1 километър)
Жители: 1 точка (размер: 20 м x 1 километър)
Гости: 1 точка (размер: 20 м x 1 километър)



7

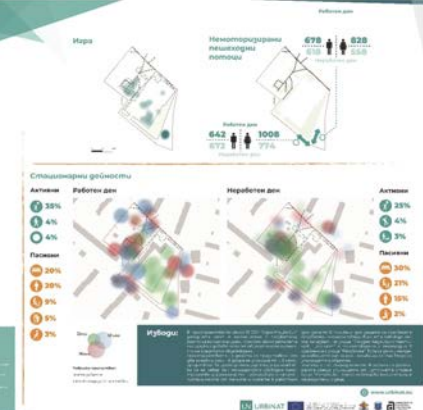
УРБИНАТ

Коридори на здравето
в подкрепа на обновяването
на жилищните квартали
в град София

Етап: МЕСТНА ДИАГНОЗА

Човешкото присъствие
и поведение на карта
15 ОУ Адам Мицкевич

Информатизация
на пространството



8

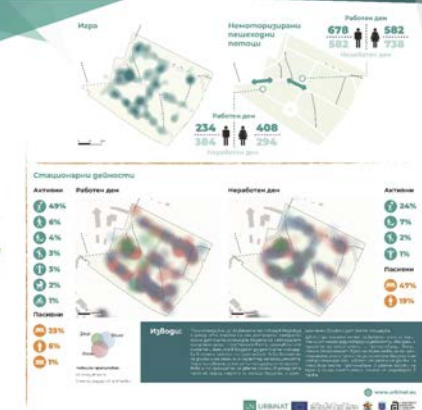
УРБИНАТ

Коридори на здравето
в подкрепа на обновяването
на жилищните квартали
в град София

Етап: МЕСТНА ДИАГНОЗА

Човешкото присъствие
и поведение на карта
Парк Надежда

Информатизация
на пространството



9

УРБИНАТ

Коридори на здравето
в подкрепа на обновяването
на жилищните квартали
в град София

Етап: МЕСТНА ДИАГНОЗА

Изследователска разходка

Включването на младите хора като специфична група заинтересована страна е в съответствие с приоритетите за широко обществено участие и активно бъдещане на обществеността в процеса на проект УРБИНАТ.

В началото на лятото на 2019 г. се осъществява изследователска разходка по три маршрута с участието на ученици от 8 до 11 клас и учителки на ТСО Спортно Училище "Неофит Рилски" и успешовата тандемна екипа на УАСГ. Целта на загатката бе да се изследва мнение за училищата и техните субективни усещания относно качеството на градската среда на "лю път" или какви улици. Освен отговори на въпросите "колко би харесали?" и "колко не би харесали?" младите хора споредка за опасностите, любимите места и възможностите за промяна. Учениците генерираха идеи промяна и забавиха интерес да участват в подобряване на средата.

С благодарности на педагогическият съветник Таня Триванова, екипа на учителки на ТСО Спортно Училище "Неофит Рилски" и всички ученици, които взеха участие.

Харесват двора и това, че има възможност за подобряване

Обществеността
- Коли и строителни болонци
- Ели кручи в двора с гаража / сервиз настилата

Хора от квартала ползват футболното игрище
- Футболното игрище е изрисвано и настилата разкъсана
- Отрещаната верта пада

Нова маркировка на игрищата
- Нови спортни съоръжения (верти, кошове и др.)
- Класна стая на открито
- Место на открито, където да има места за хранене
- Места за сядане

Игрището
- Трифони до игрището (отрич за стени за ритане)
- Графита

Место под дървото (место за срещи с приятелите)
- Малкият двор, който си играят на бяло
- Лейки и масици, направени от живущите

Улична и тротоарна настилка
- Едни, които се превръщат в огромни лужици през дъжд
- Ниска осветителна, работи само една лампа и това е проблем за безопасното придвижване до училището димата (особено за коментари)

да се поправи настилата
- да се осигури осветление по улицата до споразумения на стадион "Лозница", където училището тренира всяка ден

Нова площадка
- Рехабилитирано е и е красиво

Реката

Мърсотницата
- Мърсотницата
- Има плокове

Малки парк
- Поддръжването

Застава растителност
- дървета и цветя

Опасно място
- множество инциденти

Местото е било
- унищожено запалено в миналото. Съвременните конструкции са все още видими от двора на училището

Цвятта и графитите
- между блоковете

Старите сгради с
- рухваща настилка
- Графитите
- контейнери на улицата

Обновяване на
- сградите
- Ключовите около контейнерите и редовно съществуване

Изследователска разходка:

Маршрут 1
Маршрут 2
Маршрут 3

Впечатления на наблюдаващите:

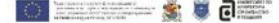
- ✓ Хареса
- ✗ Не хареса
- ⚡ Възможност
- ⚙ Друго



10



UN URBINAT



УРБИНАТ
Коридори на здравето
в подкрепа на обновяването
на жилищните квартали
в град София

Етап:
МЕСТНА ДИАГНОЗА

Участие на обществеността

Април 2019
Септември 2019

Диагноза заедно
- Лично сътрудничество
- Обществено участие
- Подкрепа на инициативи
- Подкрепа на дейности

11

УРБИНАТ
Коридори на здравето
в подкрепа на обновяването
на жилищните квартали
в град София

Етап:
МЕСТНА ДИАГНОЗА

Участие на обществеността

Април 2019
Септември 2019

Диагноза заедно
- Лично сътрудничество
- Обществено участие
- Подкрепа на инициативи
- Подкрепа на дейности

12

☐ Nantes - Flyer for Spring week - Projet Global Nantes Nord

VENREDI 17 MAI

- 9h - 11h BOUSSIERE Petit déjeuner convivial des voisins et des professionnels
- 9h - 11h BOUSSIERE Animations autour de la prévention des risques d'incendies avec les pompiers du SDIS
- 14h - 16h PETITE SENSIVE - PATATEGEOIRE Animations, temps convivial, spectacle
- 15h - 20h30 PETITE SENSIVE - PATATEGEOIRE Apéritif convivial organisé par l'Accoed, NMH, l'équipe de quartier, Les Rapports et l'ADPS
- 16h - 19h30 "Scènes Bassales", festival culturel, concerts organisés par l'association Peag'hop

Vous souhaitez vous informer ou participer au projet global ?

Pour savoir l'actualité du projet, accéder aux comptes rendus et contribuer en dehors des rencontres publiques, poser vos questions ou être tenu informé des prochains rendez-vous, retrouvez-nous sur diastorecityoyen.metropole.nantes.fr

Printemps du projet global #3
Une semaine d'événements pour échanger sur l'avenir du quartier

DU 13 AU 17 MAI
À la Mano de dans le quartier !
GRATUIT

Une semaine d'événements, d'ateliers et d'animations pour tous

Pour la troisième édition, cette semaine festive autour du projet global, va être l'occasion de faire avancer les projets, qu'ils soient du quotidien ou plus lointains. Vous pourrez voir une exposition sur la place des filles et des garçons sur l'espace public, participer à la rencontre de quartier sur le thème « vivre mieux, vivre mieux » dans le cadre du grand débat métropolitain sur la longévité, vous balader en allant visiter une exploitation maraîchère comme celle que l'on pourrait trouver demain dans le quartier, échanger autour des bénéfices des fruits et légumes, et surfer Billy, le cheval qui entraîne petits et grands pour nettoyer le quartier, ou participer à des concerts, spectacles ou apéritifs... l'occasion de comprendre le projet en passant ensemble des bons moments. Venez nombreux !

Et pendant toute la semaine...

- Exposition de l'EPANAC « Femmes & Hommes »
- « Quelle place ? Vers l'espace ? »
- À tous séjours, la Mano et Réseau du projet

LUNDI 13 MAI

- 16h - 17h45 PEZELUNE, 3 RUE DE QUEBEC Moment convivial autour du « pain d'objets »

MARDI 14 MAI

- 9h - 11h30 Petit déjeuner des professionnels du quartier
- 13h - 17h Exposition et temps convivial sur les réhabilitations du 2 et 4 Champlain et sur le projet « Tout émergence/innovation » Organisé par Virgo
- À partir de 14h BOUT DES LANCES Installation de mobilier urbain naturel, animations et temps conviviaux
- 16h - 18h Un art de campagne en proximité de Nantes Nord ? (du projet de la ligne 96 et retour prévu vers les 4 heures) avec Bernard Hubert, maître d'œuvre du transport TAD
- 18h30 - 21h SALLE AB DE LA MANO Réunion d'information sur le Projet Global

MERCREDI 15 MAI

- 10h - 11h30 LE FAUCON Les Arts et l'Innovation nous font-ils voir formes pour être en forme ? Déplacement de 2 personnes de 0 à 2 mois pour toutes les formes pour échanger sur leurs effets sur votre forme, votre bien-être et sur le projet de développement
- 10h - 12h PETITE SENSIVE, AU CLOWN Billy The Ir 2, accompagné par le cheval Billy et sa cavalière, journée de nettoyage et de sensibilisation à la propreté.
- 12h - 18h RUE DE LA COULÉE Portes ouvertes du centre socioculturel Accoed Bout des Plantes
- 14h - 17h MEGARDEZ L'ICE COURVILLE Mémoire Vivre, restauration de la création collective en cours sur le théâtre et l'oubli - Organisé par l'association DAP
- 14h - 17h PLEZ, 12 RUE DE TORONTO À la rencontre des PEP à ToronTO - moment convivial et échanges libres sur les besoins et l'utilisation d'une salle partagée par les habitants.
- 16h - 18h BOUÏ DES PNEUS Billy The Ir 2, accompagné par le cheval Billy et sa cavalière, journée de nettoyage et de sensibilisation à la propreté.

JEUDI 16 MAI

- 9h - 11h30 Petit déjeuner des acteurs du développement économique et de la temps
- 14h30 ZU BOUÏENIN Inauguration de l'espace Co-Work in Nantes Nord
- 15h30 - 17h RUE EUGÈNE THOMAS Lancement de « La rue pour tous » et ville apalade à Nantes nord », ou comment mieux partager la rue entre automobilistes, piétons, cyclistes...
- 16h - 17h45 PEZELUNE, 3 RUE DE QUEBEC Moment convivial autour du « pain d'objets »
- 18 - 19h Soirée bassales dans le quartier demand ?
- 18h30 - 21h SALLE AB LA MANO Réunion de quartier : vivre mieux, vivre mieux ! Grand débat sur la longévité.

☐ Porto - Communication materials for participatory activities

Invitation for information meetings

This means of communication outlined the objective of the activity, what was intended of invited stakeholders and where, when and how long would it take. Being an official invitation, the design followed a formal structure with text and official logos.

UN

VENHA CONHECER E JUNTAR-SE AO URBINAT!

Os parceiros do URBINAT têm o prazer de convidá-lo/a para um encontro entre organizações e iniciativas de atuação no espaço público local.

Gostaríamos de conhecer e envolver o maior número de organizações e iniciativas locais ao longo do processo de co-criação e participação do projeto que estamos a iniciar em Campanhã e que trará mudanças para o espaço público.

O URBINAT é um projeto para uma regeneração urbana inovadora e inclusiva com base na concepção conjunta e na implementação de soluções baseadas na natureza. Juntos vamos desenvolver corredores saudáveis!

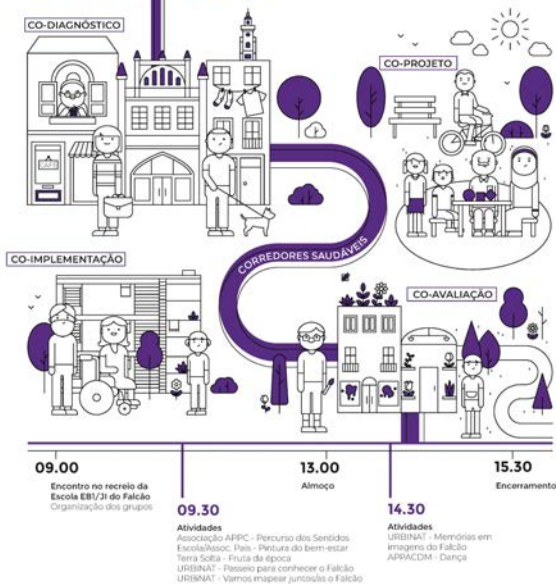
DIA 27 DE MARÇO, DAS 14H00 ÀS 17H00
Agrupamento de Escolas do Cerco do Porto
Escola Básica e Secundária do Cerco
Rua Nossa Senhora do Calvário

- ▶ Para este encontro, convidamo-lo/a a trazer uma imagem ou um objeto que represente onde e como trabalha localmente, o que sente e o que pretende transmitir.
- ▶ Também gostaríamos que partilhasse conosco uma experiência de participação ou envolvimento de cidadãos em Campanhã, ou noutra área da cidade, ou uma iniciativa com a participação de cidadãos que o inspire.

RSVP até 22 de março - urbinat@ces.uc.pt
tel. 917 680 293 - www.urbinat.eu

VAMOS CRIAR JUNTOS!

05 de Junho
09.00 às 15.30
Escola Básica do Falcão



UN URBiNAT



Poster of kick-off activities with schools

The direct communication with the school population sought to engage by visually enlighten the URBiNAT process and purposes, alongside with specific information about the activity to be developed (eg: date, hour and local).

Flyer for kick-off public event

This flyer informed about the Kick-off activity but mainly intended by visual and non-visual elements, to bring awareness about the purpose, the process and the goals of URBiNAT project.

O projeto URBiNAT faz parte do programa Horizonte 2020 que visa uma regeneração urbana inclusiva e inovadora, assente na conceção conjunta e na implementação de Soluções Baseadas na Natureza.

Até 2023, tem como finalidade o desenvolvimento de Corredores Saudáveis em 7 cidades europeias, a construir em Nantes (França), Porto (Portugal) e Sôfia (Bulgária), e a planejar em Bruxelas (Bélgica), Høje-Taastrup (Dinamarca), Nova Gorica (Eslovénia) e Siena (Itália).

Cidades observadoras em outros continentes integram o projeto para o replicar, como no caso de Khorramabad (Irão) e de Shenyang (China). Os parceiros

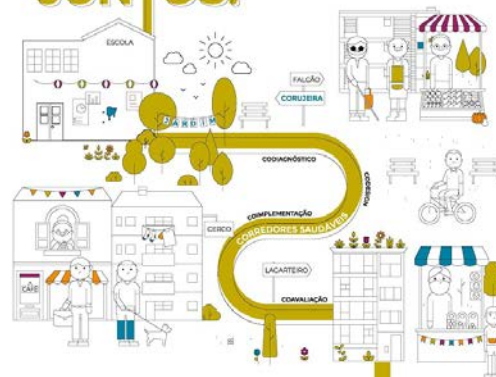
que compõem o consórcio do projeto URBiNAT são das mais diversas instituições públicas e privadas, sendo estas académicas, empresas e organizações governamentais.

Em Portugal, os parceiros do URBiNAT são: a Câmara Municipal do Porto, Domus Social, o Centro de Investigação em Biodiversidade em Recursos Genéticos (CIGIO), o Centro de Estudos Sociais (CES), a Universidade de Coimbra e o atelier de Design GUDA.

A cidade do Porto terá o seu Laboratório Vivo URBiNAT em Campanhã, fazendo ainda parte de uma Comunidade de Práticas internacional e inclusiva.

VAMOS CRIAR JUNTOS!

12 de Outubro
Das 10h00 às 18h00
Jardim da Corujeira



Venha conhecer e juntar-se ao URBiNAT, um projeto para construirmos juntos uma cidade ainda mais saudável e inclusiva, inspirando-nos nas soluções que a Natureza oferece.

No dia 12 de Outubro de 2019, o projeto URBiNAT estará no Jardim da Corujeira para se apresentar aos moradores de Campanhã e experimentarmos juntos como desenhar melhorias para a nossa cidade.

www.urbinat.eu | contact@urbinat.eu | @URBI_NAT

UN URBiNAT



As entidades parceiras do URBINAT convidam todos para um dia divertido com atividades de muita interação e criação, em colaboração com organizações e iniciativas locais, compondo um percurso em que:



PROJETO URBINAT NATUREZA URBANA INCLUSIVA E INOVADORA

Implementação de Corredores Saudáveis a partir de Soluções Baseadas na Natureza, cocriadas com os cidadãos em processos participativos

O Corredor Saudável é uma 'Articulação Verde' projetada como um percurso pedonal e ciclável, articulando espaços verdes já existentes com terrenos abandonados onde vão ser construídos novos espaços verdes e públicos.

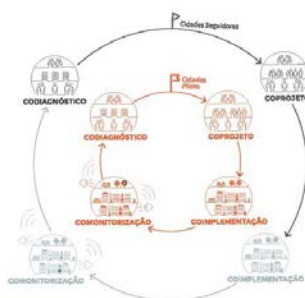
O seu objetivo é ainda cocriar ligações mais fortes entre zonas periféricas e centrais, promovendo o bem-estar, a qualidade de vida e a sustentabilidade social, económica, ambiental e cultural para cidades inovadoras e inclusivas.

Cada cidade vai transformar-se num laboratório vivo para a cocriação do seu próprio Corredor Saudável, a partir de processos participativos de coesleção das soluções (2019), coprojeto (2020), complementação (2021/2022) e comonitorização (2023).

Vão ser desenvolvidas ações inovadoras, que serão aplicadas a cada contexto local, através da partilha de conhecimento, colaboração e experimentação de diversas Soluções Baseadas na Natureza desenvolvidas pelos parceiros do URBINAT, propostas num Catálogo. São soluções tecnológicas, territoriais, participativas e de economia social e solidária, a serem coeslecionadas com os cidadãos.

As ações de participação fundamentam-se na interação com os cidadãos, através de um diálogo inclusivo e ético durante e após o ciclo de vida do projeto. O foco na identidade e culturas locais visa o envolvimento e empoderamento dos residentes e partes interessadas enquanto cidadãos ativos na transformação das suas cidades

FASES E SEQUÊNCIA DA PARTICIPAÇÃO DOS CIDADÃOS NO PROJETO URBINAT



Esta é a primeira fase de uma interação no espaço público com os cidadãos de Campanhã, que irá decorrer até 2023, associando ainda organizações e iniciativas locais para envolver forças, recursos e talentos locais, no processo de cocriação que estamos a iniciar.

Juntos vamos criar corredores saudáveis!

Traga família e amigos, transmita a vizinhos e conhecidos da sua área e venha partilhar conosco a sua experiência.

O espaço é seu e o seu contributo é fundamental!



Social media for kick-off public event

For the social media communication of the Kick-off event it was developed a cover for the public event and image for a feed post aiming to disseminate the activity.

VAMOS CRIAR JUNTOS!



12 de Outubro
Das 10h00 às 18h00

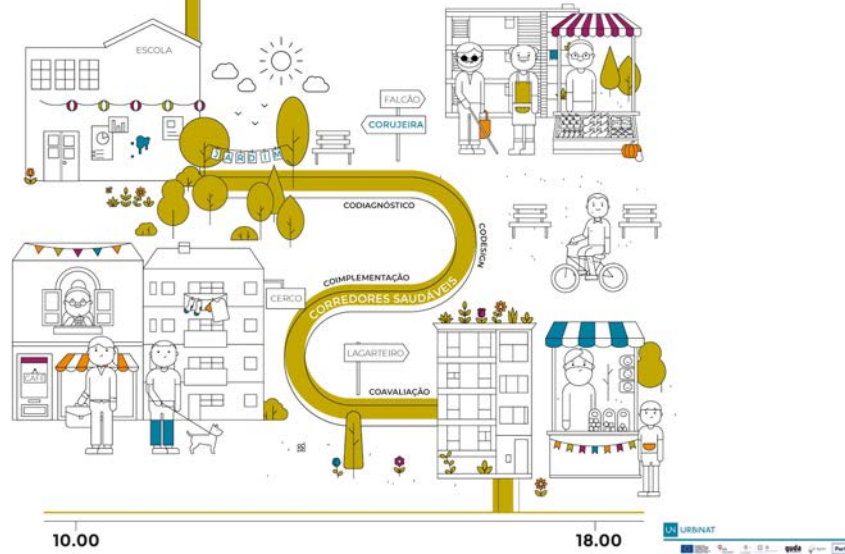
Jardim da Corujeira
Campanhã – Porto

LN URBINAT



VAMOS CRIAR JUNTOS!

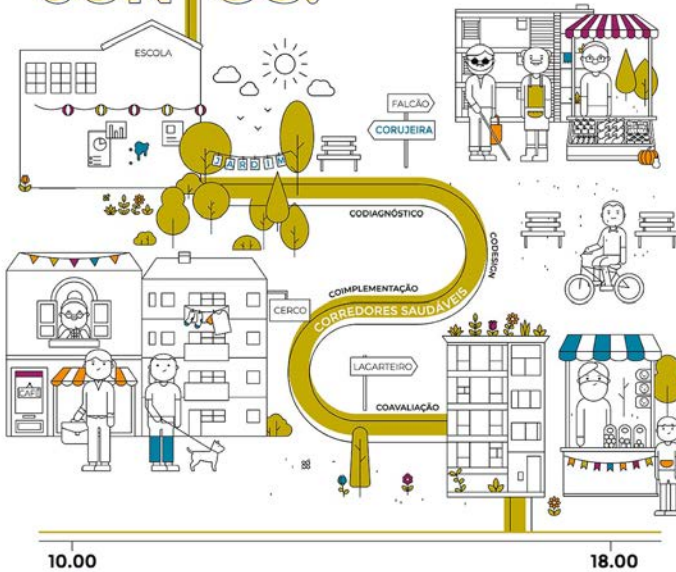
12 de Outubro
Das 10h00 às 18h00
Jardim da Corujeira
Campanhã – Porto



Poster for for kick-off public event

VAMOS CRIAR JUNTOS!

12 de Outubro
Das 10h00 às 18h00
Jardim da Corujeira
Campanhã – Porto



This poster sought to engage the population by visually enlighten the URBiNAT process and purposes, alongside with specific information about the activity to be developed (eg: date, hour and local). This poster was distributed in the project implementation area in Porto, specifically in ONG's, cafes, supermarkets, parish council, etc.

- 🌱 Os parceiros do projeto URBiNAT convidam todos para um dia divertido com atividades de muita interação e criação, em colaboração com organizações e iniciativas locais, compondo um percurso em que vamos experimentar juntos como desenhar melhorias para a nossa cidade
- 🌱 Conhecer e mapear / sentir e perceber / sonhar e inventar / descobrir e partilhar
- 🌱 O espaço é seu e o seu contributo é fundamental

URBiNAT



Communication in the square/garden of the kick-off public event

For the communication on the day of the kick-off public activity, signage, flyers and maps were developed. The use of cognitive elements such as colors, typography and illustration aimed at the immediate recognition of the project, guiding and engaging them throughout the activity. One can state that an effective signaling supported by physical communication elements (e.g. maps) delivered to whom is participating in an activity conveys security and a sense of control of the situation, allowing each one to be truly connected and present.

Postal, map and signage

VAMOS CRIAR JUNTOS!

12 de Outubro
Das 10h00 às 18h00
Jardim da Corujeira

Venha conhecer e juntar-se ao URBINAT, um projeto para construímos juntos uma cidade ainda mais saudável e inclusiva, inspirando-nos nas soluções que a Natureza oferece.

a) Faz o percurso pela ordem indicada,
b) Participa ativamente,
c) Solicita o teu carimbo em cada estação,
d) Diverte-te!

1 Praça da Corujeira URBINAT
2 Praça da Corujeira Info
3
4 vídeo URBINAT
5 soluções baseadas na natureza
6 vamos mapear juntos!
7 como te sentes?
8 quais são os teus sonhos?
9 check-out

URBINAT
www.urbinat.es | contact@urbinat.es | @URBINAT
EUROPEAN UNION | URBAN INNOVATION ALIANCE | URBAN INNOVATION ALIANCE | URBAN INNOVATION ALIANCE | URBAN INNOVATION ALIANCE | Porto

1 PRAÇA DA CORUJEIRA - URBINAT	1 PRAÇA DA CORUJEIRA URBINAT	4 VÍDEO URBINAT	4 VÍDEO URBINAT	7 "COMO TE SENTES?"	7 "COMO TE SENTES?"
2 PRAÇA DA CORUJEIRA - INFO	2 PRAÇA DA CORUJEIRA INFO	5 SOLUÇÕES BASEADAS NA NATUREZA	5 SOLUÇÕES BASEADAS NA NATUREZA	8 "QUAIS SÃO OS TEUS SONHOS?"	8 "QUAIS SÃO OS TEUS SONHOS?"
3 URBINAT - CHECK-IN - BEM VINDOS	3 URBINAT CHECK-IN BEM VINDOS	6 "VAMOS MAPEAR JUNTOS!"	6 "VAMOS MAPEAR JUNTOS!"	9 URBINAT CHECK-OUT OBRIGADO	9 URBINAT CHECK-OUT OBRIGADO

Wall and projection screen

