Ministry of the Interior and
Kingdom Relations

Netherlands Action Plan Open Government

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Contents

1 Introduction: We're not starting from square one

In response to the Open Government initiative launched by the United States and the United Kingdom, the Dutch government has begun discussing ways of using open government to improve public administration and public services. This plan sets out the actions the Netherlands plans to take over the next two years, based on the Open Government Vision.

Numerous organisations and individuals in many fields and jobs are working to make open government a reality. They include not only public bodies like local councils and government ministries, but also the House of Representatives and civil-society organisations like Netwerk Democratie and the Open State Foundation. This plan therefore also includes actions undertaken by the latter organisations. They deserve a place here because they illustrate the broader trend towards open government. The organisations are themselves responsible for implementing and funding the actions.

Working towards open government is not a new trend. Several current examples show how information is being handled differently, collaboration is occurring and links are being forged with society at various places both inside and outside the public sector in the Netherlands. Openness is also an important way of allowing the public to participate effectively in government processes and projects.

The examples given below are just a few from recent months which highlight the fact that open information plays a crucial role in new policy and in improving services to citizens and companies.

1.1 Current examples
Rest areas, an initiative of Rijkswaterstaat (part of the Ministry of Infrastructure and the Environment)

Rijkswaterstaat, or RWS, is responsible for managing rest areas alongside major roads. To perform this task, RWS needs information on individual rest areas and users' opinion of them. In the past, it obtained this information by hiring in a private company to inspect all rest areas.

In the summers of 2012 and 2013 RWS used the 'Power of drivers' project run by Roamler. The project enlisted the help of a large group of smartphone users to inspect 331 rest areas. During the busiest weekend of the summer holiday, they were asked to say what they thought of the rest areas. Thanks to the Roamler app, RWS was able to use citizen power to get a sense of what drivers think is important at rest areas, at greatly reduced cost (estimated savings:
€200,000). It also saved a great deal of time. The data will be used for policymaking, and for the immediate introduction of improvements to enhance customer value.

Environmental Permitting Act

Environmental permitting concerns all the legislation pertaining to the environment in which we live, and the rules applying to the development and management of our physical surroundings. The interdepartmental 'Simply Better' programme aims to bring about changes in the system of environmental permits, by consolidating all the different processes into a single integrated Environmental Permitting Act. By providing the public with information and involving them closely in the drafting of the proposal, the programme managers hope to engender support and enhance the quality of the policy and the legislation.

The programme managers are employing a range of instruments. First of all, five advisory committees have been established, each covering a specific topic. The members are experts and representatives of stakeholder organisations. The change to the system has also been discussed several times by the Infrastructure and Environment Consultative Committee.[1] All information has been shared openly with the committee, and the input of participants has been carefully considered.

The programme managers also organise regular regional information meetings for wide-ranging groups of stakeholders and other interested parties. Finally, information on the progress and substance of the programme is also actively shared via the programme's own website (https://omgevingswet.pleio.nl) and the www.rijksoverheid.nl website, as well as a range of information material and social media.

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1 Established by act of parliament (Transport and Public Works Consultation Act)

Waste in the Healthcare Sector hotline, Ministry of Health, Welfare and Sport

The core of the 'Waste in the Healthcare Sector' programme is a national hotline (www.verspillingindezorg.nl). Anyone (client, patient, informal carer or care provider) may use the online hotline to report any waste they have noticed in the healthcare system. Taken collectively, these reports determine the focus of the programme. In individual theme-based projects, the sector and the Ministry of Health, Welfare and Sport decide which instances of waste should be tackled. The programme can be seen as part of the broader debate on the future affordability of healthcare.

Reported instances of waste are recorded and categorised semi-automatically, to facilitate processing in the event that large numbers of reports are received. Personal details are not recorded because of privacy laws, but anyone who gives their email address will receive a regular newsletter explaining the results and the progress achieved in tackling waste. Users are also referred to www.rijksoverheid.nl, where there is a regularly updated file on efforts to reduce waste. The hotline was launched in May 2013, and by 6 June 2013 had already received 31,818 reports.

Groningen city council reveals new vision for ICT

Groningen city council's new vision for ICT focuses on collaborating with the public. A quote:

'*The relationship between the council and local residents must change in response to new ICT applications (mobile apps, social media, open data). Whereas in the past we focused mainly on involving residents in policymaking, the essence of current ICT developments involves making people better informed and more empowered. Our old method of informing residents is no longer adequate. The council must not only involve residents more in its policymaking, it must also engage them in the performance of its public duties.*

'*This includes making them more self-reliant, and also allowing residents to contribute to service provision or encouraging them to propose solutions to public issues. Participation using new media is therefore a two-way street, involving much more than simply communication.*

'*This new relationship applies not only to residents, but also to business and institutions. Business can for example help make public services more innovative. If the council shares its data, companies will be able to combine it with other information, and use it to provide helpful new services. However, the fact that something is possible does not necessarily make it desirable. We must therefore be aware of the implications for operations, particularly in terms of cost. Our current policy on participation focuses on transparency. But if we provide transparency as an extra service, in addition to our normal operations, we will raise costs and create a situation that is difficult to sustain. It is therefore important that we integrate the new way of working into our operations and, in this new type of teamwork, concentrate on problems and issues on which we urgently need the public's help.*'

Tilburg's 'breakthrough in property valuation for tax'

Tilburg city council set up a special project on property valuation for tax purposes in order to give people more insight into and understanding of the valuation of their property, which is used to calculate their local tax bill. A special website not only tells residents how their property has been valued, it also lets them compare and check information. Missing or inaccurate information can be added or amended, and the user immediately sees the impact on the new 'provisional' value. Tilburg city council has conducted two pilot projects using this method.

Two issues in the property valuation system are currently problematic:
  – Resident dissatisfaction
  – The shortage of capacity, time and money to process the many appeals councils receive.

Improvements can be made by involving residents in the process, in a manner appropriate to the 21st century, based on mutual trust between citizens and the public sector. Both sides benefit:
  – Residents are more inclined to accept the valuation of their property since they understand the process better and can influence the information on which it is based
  – Input from residents enhances the quality of the council's information, and reduces the effort required to process appeals.

Local council in the town of Best

Best local council has adapted its website to the 'Top Tasks' method. 'Top Tasks' are the most common tasks for which visitors access local authority websites.

An organisation can decide for itself what its homepage should feature, but this is always coloured by its own perspective. By analysing visitors' behaviour, and by looking at the statistics for the site, it can discover what information is requested most frequently. This data makes it easier for the organisation to set priorities, structure its site more efficiently and use accessible language. The information and applications that visitors most often search for can then be given a prominent position on the site.

Future of Common Agricultural Policy (CAP), Ministry of Economic Affairs

Europe's agricultural policy is being reformed. Talks on the reforms are taking place in the Netherlands, against the backdrop of a lively public debate. At the heart of the online policy debate lies the public website www.toekomstGLB.nl ('www.futureCAP.nl'), which attracts an average of around 3,500 visitors a month. The Ministry of Economic Affairs is facilitating the dialogue in order to provide insight into the policymaking process, inform the various parties and make the best possible use of the knowledge and expertise of different parties.

Over the coming years, reform of European agricultural policy will have a particular impact on the Dutch farming industry. It is important that farmers are informed in good time about the impact of the reforms. In 2012, a software tool was developed in collaboration with the National Service for the Implementation of Regulations and various commercial parties to help farmers see what impact planned changes to European agricultural policy will have on them (for more information, go to www.GLBcheck.nl). The web app allows farmers to calculate the impact of the new CAP on their operations, and see how they may have to change the way they work.

Open Data on development cooperation, Ministry of Foreign Affairs

The importance of openness on spending has been recognised for some time in the development cooperation sector. Existing ways of reporting spending were no longer compatible with internal transparency, the need for control and accountability, and the requirements of other players in the sector. This applies particularly to developing countries that have dealings with multiple players, whose activities are not coordinated. The Netherlands therefore embraced the International Aid Transparency Initiative (IATI), which seeks to provide clear information on who is doing what, where and with whom, both now and in the future, and with what actual or intended result. IATI is open both to official bilateral donors and other parties, encouraging the latter to follow suit in providing information on their activities and plans. The Ministry of Foreign Affairs has been publishing open data on development cooperation on the government's website Rijksoverheid.nl. It is currently identifying data that it can make accessible concerning matters such as activity levels and location details. The Ministry also plans to explore the possibility of allowing grant recipients to supply data, which will then be linked to its own data.

Utrecht city council opens data

The city administration in Utrecht has decided to make raw datasets available to external re-users. This open data will allow organisations and businesses in the city to create apps and other new applications. A proposal submitted to the council would make all datasets accessible, unless this would entail possible legal risks or infringe privacy. The new portal www.jijmaaktutrecht.nl ('www.youmakeutrecht.nl') provides access to the first municipal datasets: street names, street furniture and the boundaries of the city, districts and neighbourhoods. The concept of open data is being further developed in collaboration with other parties in the city/region and with other cities in Europe.

The local council plans to gradually develop the www.jijmaaktutrecht.nl portal. Anyone will be able to use the site to publicise initiatives and get in contact with people who can help them. The fact that Utrecht residents are engaged with their city is evidenced by the 979 initiatives concerning the local environment submitted in 2012, the 422 projects to manage green spaces run by residents themselves and the 72 local authority participation processes on www.jijmaaktutrecht.nl.

1.2   **Actions, best practices and new developments: consolidating the OGP process**

While our work towards open government is not starting from square one, many opportunities for making open government a reality still remain untapped. These opportunities are outlined in this action plan, which will also be published on the OGP organisation's website (www.opengovpartnership.org). After a time, the countries in the partnership will perform a self-evaluation to ascertain their progress in achieving their objectives. They will also be assessed by a team of experts representing civil-society organisations from the country of origin, put together by the OGP.

During the preparatory phase, we have become increasingly convinced that open government is not merely a matter of central government action; the most important thing is to provide a platform for all initiatives designed to achieve greater openness. The OGP programme is not only about propagating a vision and an action plan; it also aims to disseminate and learn from best practices. In order to do so, an 'inspiration team' has been set up, consisting of various interested parties who have indicated their support for open government and their willingness to take action in order to achieve it.

To guarantee progress on the actions, an Open Government Steering Group is being set up. This independent group will monitor progress on the actions and make organisations aware of any opportunities they may be missing. It will also highlight new opportunities to promote openness, monitoring progress in the Open Government project as a whole. The steering group will oversee a number of working groups set up to carry out specific activities in the action plan.

The Ministry of the Interior and Kingdom Affairs is also establishing a 'learning and expertise network' that will act as a knowledge centre on open government. It will publicise solutions to any issues and dilemmas organisations face in their quest to achieve greater openness.

2 Actions for the Open Government Partnership

Participants in the Open Government Partnership undertake to define a set of specific actions designed to lead to more openness. The aims outlined in this action plan constitute an initial move towards more openness. In two years their implementation will be evaluated and follow-up actions decided on, partly on the basis of a social cost-benefit analysis. The actions currently set out in the action plan will be funded as far as possible from resources already available, by performing planned activities in a different way. Some of the actions concern existing projects or programmes, or limited additional activities achievable within current staffing levels and budgets. For a number of specific actions, resources have been found in the Ministry of the Interior and Kingdom Affairs' budget or in other budgets. The Ministry has opted mainly to focus on stimulating the activities of others. It expects that more and more organisations will want to join the movement towards more open government, and that they will launch and fund their own initiatives.

The actions in this plan will also contribute to innovation and new, more efficient ways of working, both within and outside the public sector. In the long run, more open government will save money. Part of the strategy will involve drawing up business cases to identify where this is possible, but this can only be done once a start has been made. At this stage, it has been decided not to present theoretical figures, but to undertake specific actions instead. The costs and benefits to society will then gradually be identified as they become clear.

The actions for the Open Government Partnership have been grouped under the following headings, based on the pillars in the vision.

2.1 **Transparent government – making government information actively accessible**

The public sector will make clear what it does, what it does not do and how it works. This will involve both general information and specific information relating to citizens' own situation, enabling people to negotiate their way around the machinery of government agencies quickly and easily. The structure and roles of the public sector therefore need to be clear, which is why we are actively making information on activities, decision-making and finances accessible.

Government data will be published as far as possible in formats that are compliant with open standards in order to remove any obstacles (technical or otherwise) to their re-use and maximise their social value. This is in line with the Dutch government's current open standards policy, and with the forthcoming amendment to the EU Directive on the re-use of public sector information.2 The public sector will make data available for re-use in new services. All stages of the policymaking and legislative process – policy preparation, implementation and evaluation – should also be made as transparent as possible. The public increasingly want to contribute ideas and participate in decisions on policy, and it is important that they are equal in terms of the information at their disposal. Finally, good, responsible governance also requires financial transparency. Ways of making public-sector budgets and spending more, and more actively, available will be considered.

Associated actions:

- Action 1a: Designate categories of government information for active access
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 1b: Information management and active access: four 'open by design' pilot projects
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 2: Further develop and promote disclosure and use of Open Data
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 3: Financial transparency through Open Budget and experiments with Open Spending and Budget Monitoring
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 4: Open House of Representatives
  Ownership: President of House of Representatives
- Action 5: Instruments for integrity
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 6: Revamp the legislative calendar
  Ownership: Ministry of the Interior and Kingdom Relations & Ministry of Security and Justice
- Action 7: More online consultation
  Ownership: Ministry of Security and Justice

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2 See http://www.europarl.europa.eu/sides/getDoc.do?type=TA&reference=P7-TA-2013-0275&language=EN.

- Action 8: More transparency in decision-making through Volgdewet.nl legislation tracking website
  Ownership: Netwerk Democratie
- Action 9: Informal approach to freedom of information requests
  Ownership: Ministry of the Interior and Kingdom Relations

2.2 Collaborative, facilitating government – seeking partners in society to address social issues

Citizens and businesses are actively invited to work on solutions for social issues and develop innovative applications, either with the government directly, or independently, with the facilitation of government. As such, citizens are no longer merely participants in government-driven processes; the government will also be receptive to their plans, and facilitate them wherever possible. An Open Government acts as a facilitator, listens to the solutions of others and sometimes even relinquishes control. This creates a shift in ownership towards citizens (do-ocracy). Online solutions and the exchange of online content allow citizens and companies to develop ideas together, learn from each other and collaborate on various tasks.

Associated actions:
- Action 10: From Rules to Freedom
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 11: Change attitudes and procedures through Smarter Working and 'Public Servant 2.0'
  Ownership: Netwerk ambtenaar 2.0 ('Public Servant 2.0 Network')
- Action 12: Water Coalition
  Ownership: Water Coalition
- Action 13: Develop and implement participation policy at the Ministry of Infrastructure and the Environment
  Ownership: Ministry of Infrastructure and the Environment

2.3 Accessible government – open to all and operating independently of location and time

Open communication, even when things are not going well, or not as expected, is the essence of accessible government. An accessible government makes every effort to ensure it communicates openly and honestly, that people can easily find and understand the information it provides, and that it is clear about what citizens can and cannot expect, so they know where they stand in their dealings with government.

An accessible government is approachable and takes a proactive approach to providing information on services and on changes to the physical environment that will directly impact on citizens. The government also shows citizens what data it uses in what processes, and gives them the opportunity to correct the data when necessary. The government invites contact with citizens, and seeks them out via new channels and social media, thus working towards modernising of its services which, supported by online technology, become increasingly independent of time and place.

Associated actions:
- Action 14: Make government information accessible and easy to find
  Ownership: Ministry of General Affairs (Information Council), Ministry of the Interior and Kingdom Relations and Association of Netherlands Municipalities
- Action 15: Make citizens better informed and more empowered: public inspection and correction of information
  Ownership: Ministry of the Interior and Kingdom Relations
- Action 16: Open announcements and notifications
  Ownership: Ministry of the Interior and Kingdom Relations and other public authorities
- Action 17: Public services and the user perspective
  Ownership: Ministry of the Interior and Kingdom Relations and Association of Netherlands Municipalities

3 Transparent government
making government information actively accessible

3.1 ACTION 1a Designate categories of government information for active access

Information from the government should be actively made accessible. Though this principle is enshrined in the Government Information (Public Access) Act, it does not happen as a matter of course. The House of Representatives has adopted a motion – the Voortman motion of 20 December 20123 – calling for a presumption in favour of openness to be applied to government information. Actions 1a and 1b are designed to put this motion into practice.

Some catching up will be required, and it will not be technically – or financially – possible to provide immediate access to all government information. Categories of information that should be made accessible as a matter of priority will therefore need to be designated. The following distinctions can be drawn:

- low-hanging fruit;
- active access in the short term;
- active access in the longer term, requiring more radical measures;
- information for which a statutory obligation of disclosure is required.

This concerns both structured and unstructured information. In her private member's bill, Mariko Peters has put forward proposals concerning unstructured information (section 3.3). The list is based among other things on the preliminary Government Information Bill submitted by Bernd van der Meulen. Information that citizens require at various stages of the policy cycle may be added, as the Council for Public Administration outlines in its report on freedom of information. This might include inspection reports, feasibility tests, research reports, policy studies, designs and statistical information. This should keep citizens better informed of the government's intentions. It implies that the government must proactively provide information on any plans that affect citizens directly. It could also actively make information accessible in response to topical matters or issues.

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3 House of Representatives, 2012-2013 session, 33 400 VII, no. 27

When it comes to structured information (open data), priorities can be assigned on the basis of economic and social value (financial data, location-specific data, data on mobility). Public-sector organisations will make information proactively available in response to current social issues so that citizens and companies can actively participate in the effort to find solutions.

It is important not only for the information to be 'open', but also for the public to understand how it relates to other information. Since a lot of information is generated within processes, it becomes considerably more valuable when placed in context. It is only then that the information truly becomes accessible and usable. Some trials and projects are being conducted to assess how this can best be done. The Linked Data project, for example, is designed to present official information on Dutch law in context. Links to sections of legislation can be found in almost all official government information, including parliamentary papers, voting lists, implementing legislation (orders in council, ministerial orders), statutory policy rules applying to implementing authorities, court judgments and specific information material. Much of this information is available as open data.

In its initial stages, the project aims to improve the provision of information for the government itself, allowing it to make better use of its own open data. The linked data compiled in the project will also be made actively accessible so that it can be used/re-used. Third parties will be able to add value to the government's open data more easily if it is linked. The project, which is currently in the development phase, has been commissioned by the Ministry of Finance and ten other authorities. Working with linked data will make the legislative process and the implementation of legislation more transparent.

The principle behind this project has been endorsed by the Standardisation Board and Forum, Amersfoort and Nijmegen city councils, 'Hack the Government', the Land Registry, the Dutch Municipalities Quality Institute, the Ministry of Infrastructure and the Environment, the Association of the Provinces of the Netherlands, Geobusiness Nederland and Geonovum. All of these organisations have conducted linked data pilot projects involving other types of information.

In autumn 2013 the Ministry of the Interior and Kingdom Relations will launch a study to determine which categories of information would bring the most added value if actively made accessible. Demand from citizens and companies will be identified, and the study will also consider public-sector organisations' technical, practical and financial capacity for actively making information accessible. This will highlight not only low-hanging fruit, but also future potential. There will be a clear link between this and the following action in this plan: 'open by design'.

Pending the outcomes of the study, the following types of information will be considered for active release in the future, since consultation has revealed a demand for such a release policy.

Central government research reports
Consideration will be given as to whether and, if so, how the General Government Terms and Conditions for Public Service Contracts (ARVODI) can be adapted so as to actively release results of tendering procedures and contractors' details, once they are made public.

Feasibility tests
In accordance with the recommendations in the National Ombudsman's annual report, the Government has decided to actively release the results of official tests performed by implementing bodies to assess the feasibility of new legislation, in so far as they are disclosed under the Government Information (Public Access) Act.

Central government procurement information
The public is very interested in procurement information. The implications of making this information actively accessible will therefore be explored.

Central government grant information
Information on government grants also attracts a lot of interest. Some of the information on grants awarded by individual ministries is already available in their budgets. The potential for increasing transparency on grants will be explored.

Steps to be taken:
- Finish comprehensive study of categories of government information that can be made actively accessible
- Make first category of government information (research reports, feasibility tests, procurement information, grant information) actively accessible as far as possible

Ownership: Ministries
- Identify potential for adapting ARVODI and prepare strategy

Ownership: Ministry of the Interior and Kingdom Relations

3.2 ACTION 1b: Rethink information management and active access: four 'open by design' pilot projects

To provide good, rapid access to government information, freedom of information and open standards must be incorporated into the design of information systems. For example, the system must allow non-public information to be labelled as such when information is first created or a form completed. Exactly what this implies for information systems will first have to be determined in a number of pilot projects.

'Open by design' only works if a presumption of open access is taken into account from the moment information is created. New systems will not immediately prompt a change in procedures and culture, but they will facilitate change. To put this action into effect, it is important to take advantage of any 'natural transition points', such as when information systems are replaced, so that the changes can be effected in a cost-neutral way.

To prevent this action item from disrupting existing systems and thus incurring extra costs for the public sector, the plan is to conduct a number of pilot projects to determine functional requirements for new information systems and architectures and the way documents are generated in them.4 In central government (core ministries only), the first generic applications for storing documents will be available in two to three years.

The pilot projects will compile a set of functional requirements so they are available when the applications in question need to be put in place.

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4 Compliant with the existing NORA, MARIJ and GEMMA reference standards.

At least four pilot projects will be launched at four different public-sector organisations before any choices are made or directions defined. Opportunities for conducting such projects will be sought in central, local and provincial government, and at water authorities and implementing bodies. The goals of the pilot projects will be to identify:

- the implications of opening the policy process (for documents, document flows and archiving);
- how the process of providing access to information can be facilitated;
- the organisational implications of changes to information systems (how to deal with issues of privacy and security);
- the financial implications.

The outcomes of the pilot projects will be used to determine when and to what extent open-by- design practices can be introduced into the public sector's information management regime and implementation processes. The costs of implementation will also be considered.

Links will also be sought with the Archive 2020 Programme being run by the National Archives of the Netherlands under a partnership agreement with the Association of the Provinces of the Netherlands, the Association of Netherlands Municipalities and the Association of Regional Water Authorities, and with representatives of the sector. Innovation is needed in the archives sector, because ICT is radically altering information management in the public sector. Sustainable management and freedom of information present particular challenges when it comes to use of online information. This makes archiving an issue much earlier in the process: digital archiving must be considered as soon as information is created.

The goal of this action item is to explore how the process of providing access to information can be automated. Active access is firstly a matter of determining whether information is public or not. To some extent this is a matter of weighing up interests. Automating this aspect of the process is not likely to be easy. This action item will involve pilot projects that will determine the extent to which the process of providing access can be automated, and where it can be facilitated by adapting information systems.

This action concerns both structured information (data) and unstructured information (documents). Although different approaches may be taken to these two types of information, in terms of the design of both databases and information systems, the degree of access and the sustainability of online access (archiving) will have to be considered. Open standards, open formats for re-usability, metadata and linked data to make information easier to find and put into context, and also privacy, security and accessibility – all of these are factors that should be taken into account when generating documents or databases, so they can more easily be made actively – and sustainably – accessible.

Ultimately, new information systems will make it easier to compile a register of documents or index of activities, for example. Active access also involves making citizens and companies aware of what documents a public-sector organisation has.

CIOs, the National Archives and the Standardisation Board and Forum will be important partners in efforts to achieve the necessary preconditions for active access and open-by-design practices in central government.

The proposed measures must of course comply with the measures agreed by the Government (cost savings, Reform Agenda). The financial implications of this action item (open by design) will be further investigated during and after the pilot projects.

Steps to be taken:
- Complete and publish open-by-design pilot projects
- Have functional requirements ready for new government information systems

Ownership: Ministry of the Interior and Kingdom Relations

3.3 ACTION 2: Further develop and promote disclosure and use of Open Data

The basic principle of public access to government information is that data must be provided in a re-usable format. The Ministry of the Interior and Kingdom Relations, the Ministry of Economic Affairs and the Ministry of Infrastructure and the Environment are currently in the process of making their data accessible. These ministries have issued a political statement concerning open data, declaring that they will pursue a policy based on a 'presumption of active access'.

This is likely to become the guiding principle for all public-sector organisations. The Netherlands Court of Audit also increasingly recommends in its reports that information be made available in the form of open data.

Open Data NEXT

Open Data NEXT was launched in 2012. To demonstrate the opportunities open data can bring to government, the programme identifies social and economic issues that can be addressed using open data. Solutions to these issues will be sought in collaboration with commercial parties. These solutions can later be used by both the public sector and re-users.

Open Geodata breakthrough project

The coalition agreement announced ten public-private 'breakthrough projects'. One is entitled 'Open geodata as a resource for growth and innovation'. The focus is on the demand side: what kind of open geodata do businesses need? Public-private partnerships involving public authorities, businesses and research institutions (the 'golden triangle') are bringing together the supply and demand sides of open data. The network organises 'relay meetings' on certain themes, chosen on the basis of market demand.

Open data knowledge network

The open data knowledge network focuses mainly on disseminating knowledge to public authorities that wish to start providing open data. A guide is currently being prepared. It will be continuously revised in collaboration with those involved, as new knowledge and insights become available. Best practices and strategies will also be exchanged. The knowledge network holds an annual open data conference.

Digital Cities Agenda

The Digital Cities Agenda is taking up the subject of open data as part of the 'our city' theme. It will focus specifically on a top-20 list of easily implementable projects on open data for local authorities. Work is also underway to make open data on energy and education available. Workshops will be organised to promote commercial use of open data.

Data.overheid.nl

Data.overheid.nl ('data.government.nl') is the central portal for all information on Dutch government open data. The index will be further developed to ensure it meets requirements concerning metadata, standardisation and the findability of open datasets. Besides the index, data.overheid.nl provides more general information on open data. An open data guide has been produced for public authorities, exploring practical issues associated with providing public access to government data. Examples of best practice and results from the knowledge network, and the open data project mentioned above, will also be published on the site.

Quality of data

Every dataset published online comes with an 'explanatory insert'. The quality of data (i.e. whether it is complete and up-to-date) often depends on the requirements it must meet relative to the public task for which it is used. There tends to be a change of perspective when the data is re-used in another context, and this often brings errors or inconsistencies to light. The insert does not specify what the data may or may not be used for, but it does indicate how the information was gathered.

Steps to be taken:

– Open Data NEXT
Ownership: Open Data Programme, Ministry of the Interior and Kingdom Relations
– Open data insert
Ownership: Open Data Programme, Ministry of the Interior and Kingdom Relations
– Open Geodata
Ownership: Open Data Innovation Network
– Digital Cities Agenda
Ownership, Open Data Programme, Ministry of the Interior and Kingdom Relations
– Data.overheid.nl
Ownership: Open Data Programme, Ministry of the Interior and Kingdom Relations

3.4   **ACTION 3: Increase financial transparency through Open Budget and experiments with Open Spending and Budget Monitoring**

Budgets will increasingly be drafted in digital form over the coming years. In collaboration with all parties involved and as part of existing practice, the Ministry of Finance will therefore provide access to the annual central government budget, amended budgets and accountability information in the form of open data.

However, financial information consists of more than just budget information; income and expenditure are also important. 'Open Spending' is an international project and an open source platform administered by the Open Knowledge Foundation (OKFN), an international non-profit organisation that promotes open knowledge through open content and open data.

Non-profit organisation Open State is currently implementing Open Spending in the Netherlands. Over the coming period, talks will be held with Open State concerning the possibility of setting up open spending pilot projects (e.g. insight into the financial data of the four levels of administration – central, provincial, local and water authorities).

Budget monitoring is a means of allowing citizens, communities and organisations access to financial information, giving them an insight into budgetary processes and public spending. This method monitors public-sector spending, and facilitates dialogue between citizens, and between organisations and the public sector, on setting priorities, identifying needs and tackling problems.

Budget monitoring was first introduced to the Netherlands in 2011 (in Amsterdam's Indische Buurt neighbourhood), and in 2012 an experiment was conducted in Amsterdam designed to promote social participation through budget monitoring. Other local authorities are being encouraged to adopt these practices too. The people behind budget monitoring disseminate knowledge through 'webinars', magazines and other such media.

The Ministry of the Interior and Kingdom Relations plans to explore the opportunities and prerequisites for publicising its spending data with the idea of providing active access to public spending data. This exercise will lead to a strategy. It will also identify the costs and benefits of releasing this data.

Steps to be taken:

– The Ministry of Finance will, in line with current practice, present the annual budget and the amended budget in a simple, machine-readable and visually comprehensible manner.

Ownership: Ministry of Finance

– The Ministry of the Interior and Kingdom Relations will foster the availability of financial information from the different levels of administration, and will communicate the results of the Open Spending and Budget Monitoring programmes.

Ownership: Open Government Programme, Ministry of the Interior and Kingdom Relations

– Ministry of the Interior and Kingdom Relations to explore open spending

Ownership: Open Government Programme, Ministry of the Interior and Kingdom Relations

3.5   **ACTION 4: Open House of Representatives**

For some years now, parliamentary documents have been available online at officielebekendmakingen.nl ('officialannouncements.nl'). However, the House of Representatives' information systems contain other information, too. The document system, for example, includes not only official parliamentary papers but also appendices and documentation submitted. The different versions of amended documents are also available. Furthermore, Parlis (the House of Representatives' database) contains structured information that aids working processes in the House.

In 2012 the House of Representatives began releasing parliamentary data. The process started with a 'hackathon' entitled Apps for Democracy. This will continue along the following lines in the future:

1. Parlis online

Information on the parliamentary process will be made accessible via Parlis. Papers, agendas, schedules and reports will all be disclosed to the public.

2. Further development of API (interface that allows for easy retrieval of customised data)

Initially, an API was made available to a limited group of users. On the basis of experience to date, it is now being made openly available. This will make it possible to retrieve real-time information, among other things.

3. House of Representatives SessionApp.

4. All sessions can be followed via a livestream, and opportunities to watch again and search footage will be expanded in the longer term.

Steps to be taken:
- Parlis to go online
- API to be made available
- Development of SessionApp

Ownership: President of House of Representatives

3.6   **ACTION 5: Instruments for integrity**
Move towards regular monitoring of integrity and disclosure of data
The Ministry of the Interior and Kingdom Relations developed a new integrity monitor in 2011/2012, in collaboration with Dutch National Office for Promoting Ethics and Integrity in the Public Sector (BIOS), the Association of Netherlands Municipalities (VNG), the Association of the Provinces of the Netherlands (IPO), the Association of Regional Water Authorities (UvW) and the central government sector. The goal was to devise a benchmark evaluation mechanism which would reveal, at four-year intervals, how things stand with the integrity of public administration. The monitor looks at both the implementation of integrity policy, and the experiences of staff. A general request for information on the number of recorded incidents of unethical behaviour and cases settled has also been made. The new integrity monitor is in line with initiatives by the OECD and the Council of Europe to measure public-sector performance, and it also puts into effect an administrative agreement signed in 2010 with the VNG, IPO and UvW. The Ministry of the Interior and Kingdom Relations intends to repeat the exercise once every four years and to make the results available in searchable form. Two measures over and above current practice are proposed here.

Disclosure of outside jobs and activities of senior officials and administrators
By law, information on outside jobs and activities of senior officials and administrators must be disclosed and updated. Different organisations do this in different ways. The Ministry of the Interior and Kingdom Relations, along with the VNG, IPO and UvW, will disseminate best practices and study the possibility of achieving a more uniform method of disclosure.

Records of unethical behaviour

In 2008 the Ministry of the Interior and Kingdom Relations developed a uniform national registration system for unethical behaviour. Various evaluations have revealed that many organisations still do not use this system. Arrangements have now been made with the VNG to assess the extent to which existing registration tools can be adapted in order to record unethical behaviour. This will ultimately provide more insight into ethics and integrity within organisations and the public administration. The possibility of tying the registration systems in with the 'windows on operations' application – designed to provide clear and well-ordered information on all elements of operational management, including ethics and integrity – will also be examined.

Steps to be taken:

– Make disclosure of additional jobs more uniform

Ownership: Ministry of the Interior and Kingdom Relations

– Record unethical behaviour

Ownership: Ministry of the Interior and Kingdom Relations

3.7 ACTION 6: Revamp the legislative calendar

The legislative calendar is being revamped. Data on legislative bills and orders in council under preparation will be published on a publicly accessible website; the information provided will include the title, ministry, first signatory, type of legislation, latest stage completed, reference number, current internet consultation etc. The idea is that it should be possible to track the process from beginning to end: in other words, from the announcement of the fact that an act of parliament/order in council is being prepared up to its entry into force. The process will be made transparent (current stage, stages already completed, stages still to come). The text will be made available as soon as it is public, either on internetconsultatie.nl or as a parliamentary paper. The information published on the website will be in the form of open data which can be re-used on the websites of third parties, such as www.volgdewet.nl. With a view to re-use of existing data, the legislative calendar will be updated on the basis of Kiwi, the interdepartmental system supporting the legislative process. Formal arrangements will be made as to the quality of the data supplied (in terms of how up-to-date, complete and reliable they are). The lead organisations on this project are the Ministry of the Interior and Kingdom Relations and the Ministry of Security and Justice.

Steps to be taken:

- Expand legislative calendar to include information from more ministries

Ownership: Ministry of the Interior and Kingdom Relations and Ministry of Security and Justice

3.8 ACTION 7: More online consultation

Online consultation is being used successfully to inform and consult with citizens, businesses and institutions on planned legislation and policy documents. Participants can submit suggestions for improving the quality and practicability of proposals. Since the launch of the website www.internetconsultatie.nl in 2009, citizens, businesses and institutions have responded 22,383 times to a total of 250 online consultations on new legislation put out by the government.

Consultation is a matter of customisation. Depending on factors like the goal of the consultation and the specifics of the target group, some techniques will be more appropriate than others. Online consultation has proved particularly effective in the case of legislation that has a substantial impact on the rights and obligations of citizens, businesses or institutions, or on implementation practice.

During the experiment (2009-2011) the consultations mainly involved acts of parliament and orders in council. Since then, online consultation has increasingly been used while ministries prepare new legislation. Policy documents are also being offered for public and business consultation more and more frequently. The Government wants to sustain this trend and will encourage ministries to systematically consider whether online consultation is useful and effective in individual cases.

As proposals for new legislation, orders in council or ministerial orders are being prepared, consideration must be given as to whether online consultation has added value and is an effective method of reaching the intended target group. These issues are incorporated into the 'integrated decision-making framework for policy and legislation' (IAK), which is based on the principle that proposals that will entail significant changes to the rights and obligations of citizens, businesses and institutions, or have a major impact on implementation practice, should be put out for consultation online, unless there are compelling grounds for not doing so.

For example in the case of emergency legislation, or in order to prevent avoidance behaviour in response to proposed tax law changes, or in situations where consultation would not lead to any significant amendment to the proposal, as in the direct implementation of EU legislation. The use of online consultation on policy documents that are likely to have a great impact on society will be encouraged as much as possible.

Steps to be taken:
– Systematic consideration of the use of online consultation in legislative processes and accountability for such a decision
– Measures to encourage use of online consultation in policy processes

Ownership: Ministry of Security and Justice

3.9   **ACTION 8: More transparency in decision-making through Volgdewet.nl legislation-tracking website**

The legislation-tracking website volgdewet.nl (literally: 'followthelaw.nl') is an initiative of Netwerk Democratie and an example of grass-roots action aimed at making government processes more transparent. The website shows how current legislation comes into being, in an effort to demonstrate to people how they can influence the legislative process. Among other things, it uses open data from wetten.nl ('laws.nl').

A report by the research and documentation centre of the Ministry of Security and Justice concluded that the Dutch government is very transparent. However, it is difficult for citizens and interest groups that do not encounter legislation every day to fathom what exactly happens in the process, and thus to have any influence over it.

Netwerk Democratie believes that the Netherlands must also create scope for this kind of interaction and hopes that volgdewet.nl will prompt a trend towards more interactive legislative procedures starting at the grassroots. This initiative therefore differs from the legislative calendar since Volg de Wet will include background information and explanations of various pieces of legislation under development. The relevant parties can communicate their involvement in specific legislative processes, thus creating more support. It has also been suggested that the website invite citizens to come up with ideas and make their influence felt.

The website allows citizens and interest groups to track specific legislative proposals, thus promoting transparency in the legislative process. At every stage in the process, they explain what is happening, and show how they are attempting to exert their influence.

Steps to be taken:
– Further develop legislation tracking tool (volgdewet).
Ownership: Netwerk Democratie

3.10 ACTION 9: Informal approach to freedom of information requests

The 'Pleasant Contact with Government' project found that informal interventions during government decision-making procedures and in the handling of complaints and objections led not only to better-quality decisions, significantly fewer complaint and appeal procedures, lower costs and shorter lead times, but also to greater public trust and satisfaction and greater job satisfaction for public servants. Although the informal approach is currently being used in 300 pilot projects in 16 areas of the public sector, it is seldom applied to freedom of information requests or to complaint and appeal procedures in response to rejected freedom of information requests.

Following a survey of the potential for applying the informal approach to freedom of information requests and a description of several practical examples, a new pioneering process will be launched in autumn 2013. For a year, participants' experiences will be monitored and the potential for and effects of informal interventions in response to freedom of information requests will be identified. The outcomes and experiences of the pioneers will be recorded and made available at the end of the process, to serve as a source of inspiration and a basis for implementing this approach nationally, where appropriate.

Steps to be taken:
– Initial exploration of potential for informal approach to freedom of information requests
– Launch of pioneering process involving a number of frontrunners
Ownership: Ministry of the Interior and Kingdom Relations

4 Collaborative, facilitating government seeking partners in society to address social issues

4.1 ACTION 10: From Rules to Freedom

The 'From Rules to Freedom' project offers citizens, businesses, institutions and public authorities the opportunity to submit ideas that lead to better public services, more scope for professionals and businesses, and greater self-reliance on the part of citizens. Under certain conditions, legislation can be temporarily suspended in order to experiment with these ideas/alternatives, making it possible to study the implications of abolishing or altering a rule. Successful experiments may lead to structural changes to the legislation in question. The project is also exploring whether there is a need for more scope to experiment with legislation.

Steps to be taken:

- Complete first five experiments and survey, and launch further experiments

Ownership: Ministry of the Interior and Kingdom Relations

4.2 ACTION 11: Change attitudes and procedures through Smarter Working and 'Public Servant 2.0'

A transparent government is achieved not only through rules and agreements, it also requires awareness among public servants of the added value of transparency in the workings of government and society, and a knowledge of how they can best approach this in their work. The 'Smarter Working' and 'Public Servant 2.0' projects bring public servants together to discuss the subject and stimulate awareness, knowledge-sharing and knowledge development.

Smarter working

The Ministry of the Interior and Kingdom Relations has set up a programme entitled 'Smarter Working in the Public Sector' for the present Government's term in office (2011-2015). Smarter working means doing more with fewer people, while maintaining the quality of services and job satisfaction.

The programme has three goals designed to promote smarter working: removing obstacles relating to terms and conditions of employment, sharing best practice so staff can learn from each other and making the productivity and effectiveness of public services more measurable.

Smarter network
The goal of this network for innovative professionals is to link up innovators – both managers and professionals – to gather and disseminate knowledge of how the public sector can work in a smarter way. Part of the Smarter Network's role is to hold network meetings.

Do-Tanks
A Do-Tank is a multidisciplinary group of innovators from the public sector who deal with topical, relevant 'smarter working' issues. Do-Tanks are about new ways of collaborating and organising, with the focus on 'learning by doing'. Participants learn social entrepreneurship, seeking new solutions and putting them into practice.

Scope for professionals
Professionals are often restricted by work processes that are mired in protocols and accountability procedures. We need a culture in which professionals have the freedom, trust and responsibility to do their work as they see fit. This project aims to create a culture of trust, freedom and connection. One of the methods it employs is a business-case tool that can be used to calculate the benefits of giving professionals more latitude for action.

Public Servant 2.0
Public Servant 2.0 consists of a number of activities designed to achieve more open government:

Public Servant 2.0 Network
Online platforms allow the sharing of knowledge and examples related to open government and transparent working, thereby raising awareness among the network's members, who currently number almost 10,000. On the sites, members can ask and answer questions and post information. They receive a weekly newsletter. Tweets keep around 8,000 followers informed of the latest developments associated with public sector 2.0 and open government.

Work 2.0 training

In 2013 training courses will be launched for public servants at all levels of administration and all job levels to help them put Work 2.0 and Transparent Working into practice. The training on offer will be expanded over the coming years to give public servants a firmer grasp of open working.

Network meetings

A Public Servant 2.0 Day will be held once a year (the February 2013 event drew 700 participants), and meetings focusing on a particular theme will be held throughout the year. The organisation behind Public Servant 2.0 plans events in close collaboration with other organisations that have parallel goals.

Pleio, platform for transparent working

ICT services in the public sector inhibit public servants from working in a transparent way. Pleio enables public servants to work with others outside their own organisation, via an interface that allows open working. In a separate project, the Pleio user environment is being improved, to give staff more support in selecting the appropriate level of transparency.

Steps to be taken:
- Public Servant 2.0 Network
- Pleio, platform for transparent working
- Work 2.0 training

Ownership: Public Servant 2.0 Network
- Do-Tanks
- Smarter Network

Ownership: Smarter Network

4.3   ACTION 12: Water Coalition

The Netherlands is experiencing major developments when it comes to water, too, and we must act now in anticipation of changing circumstances. The economic downturn has forced us to be more creative with the opportunities we have. The climate is changing, and we have to plan for hotter summers, wetter winters and heavier rainfall when developing our physical environment. This means that measures must be taken in both the water system and the water processing cycle (the chain of processes from drinking water supply to sewerage and wastewater treatment).

The National Administrative Agreement on Water sets out arrangements that should help us cope with these changes. One such arrangement involves cost savings by optimising the water processing cycle through an integrated approach. The agreement forms the basis for collaboration between drinking water suppliers, local authorities and water authorities, which will be vital for the goals to be achieved. The Water Coalition, which brings together public and private parties (the latter sometimes quite unexpected) and civil-society organisations, is currently focusing on households in the water processing cycle. What can households do to make the water processing cycle more sustainable, while also saving money, both for themselves and for society as a whole? Clever combinations can help us meet the social challenges we face in relation to water management.

The Water Coalition hopes to reinforce a trend in society, and to harness it to achieve water-related goals by entering into consultation with potentially interested parties, bringing them together in coalitions, sharing and disseminating their knowledge, and providing procedural support for initiatives if necessary.

Steps to be taken:
- Scale up current initiatives
- Help develop new initiatives

Ownership: Water Coalition

4.4 ACTION 13: Develop and implement participation policy at the Ministry of Infrastructure and the Environment

The Ministry of Infrastructure and the Environment has set up a Directorate for Public Participation, which provides services to help engage citizens, civil-society organisations and businesses, and advises on and develops policy for public participation. The directorate actively monitors and responds to new developments such as the 'energetic society', transparent government and social media. The authorities are considering how to use the energetic society in decision- and policymaking and in the implementation of government projects. The Ministry of Infrastructure and the Environment is working on a vision, a strategy and specific products and services to underpin its dealings with the energetic society.

In this way, it intends to put into practice the Government's policy document on stimulating social engagement – 'do-ocracy' – and particularly the objective of enhancing the government's capacity to connect with society. Openness and transparency are important if this is to be achieved in an effective and efficient manner.

Steps to be taken:
- Further develop, test and evaluate the processes outlined above
- This will give rise to action plans on:
- internal use of a 'do-tank';
- interfacing with the 'energetic society';
- setting up a 'community of knowledge' focused on the energetic society;
- use of the 'innovation relay';
- e-participation.

Ownership: Ministry of Infrastructure and the Environment

5 Accessible government
open to all and independently of location and time

The plans for Online 2017 are important for our goal of achieving open government. These plans will be further specified in a roadmap. Under this action plan contact will also be established with the focus group set up for Online 2017.

5.1 ACTION 14: Make government information accessible and easy to find
Exploratory study to enhance findability

Actively disclosing information involves more than simply publishing documents. Information has to be released in a communicative and accessible manner, so that it actually helps citizens and stakeholders independently form their own opinion or take decisions. Information must be presented in a form appropriate to the context in which citizens and stakeholders operate, particularly when it is made available in greater quantities than is currently the case. There are various approaches to releasing government information. The Council for Public Administration recommends an activities index. Other approaches may be based on life events or top tasks (see below). Active access to government information requires ease of access via rijksoverheid.nl. The ministries' communication directorates and the Public Information and Communications Department are willing to advise on the best way to release information in a communicative and accessible manner.

Top tasks

People generally access a website with a particular goal in mind. The websites of public-sector organisations contain huge amounts of information. Confronted by this, people often find it difficult to achieve their goal (make an appointment, submit an application), or perhaps they are not able to find an answer because the website does not 'speak their language'. Some do not even manage to reach the site they want because they use a search term that the organisation concerned does not use (e.g. a brand name that has become the generic term for something, such as the 'kliko' bins used in the Netherlands; most local authorities do not use the term 'kliko').

Liverpool City Council (UK) has already introduced the 'top tasks approach', and thus constitutes a good example for the Netherlands. Top tasks are identified by researching which products and services people most frequently search for, and what search terms they use. Those products and services are then given a prominent place on the website. For local authorities, for example, these tasks are likely to be associated with waste disposal and passports. These tasks can also be made more findable by adding synonyms and ensuring that the most important information shows up as the first search result. This sounds logical, but most public-sector websites are not set up like this. Thinking in terms of top tasks requires a different attitude, oriented more towards demand than supply.

Steps to be taken:

– Explore how information that is actively made accessible ties in with the context in which citizens or stakeholders operate

Ownership: Information Council

– Explore how government information can be released in a communicative manner

Ownership: Information Council

– Support top tasks approach for high-demand services

Ownership: 'Better and More Specific' Programme (Ministry of the Interior and Kingdom Relations/Association of Netherlands Municipalities)

| 5.2 | **ACTION 15: Make citizens better informed and more empowered: public inspection and correction of information** |

In today's information society, people's data are stored once and used multiple times. This leads to benefits in terms of efficiency, but it also means that no one can imagine the full implications of one instance of data registration by an individual whose data are subsequently used in multiple processes. The National Ombudsman, the Rathenau Institute and the Scientific Council for Government Policy have called for people to be better informed, in order to put them on a more equal footing in their dealings with government. Citizens should be able to act as a countervailing force. They can currently access a large number of data registers via mijn.overheid.nl ('my.government.nl') and other internet portals.

A strategy is currently being devised for expanding individual access to data in the municipal register wherever reasonably possible. This will enable the person concerned to point out errors in the data recorded. The authorities are also exploring ways of clarifying how the data held by local government is used. This should make it clear who is re-using the information and provide insight into what data exist and how they are used by the 'i-government'.

Steps to be taken:
- In mid-2013 a strategy will be published on giving citizens the right to access and correct data in municipal records.

Ownership: Ministry of the Interior and Kingdom Relations

5.3   **ACTION 16: Open announcements and notifications**

The announcements that the government publishes have been partly digitised. Since 2009 the Government Gazette, Bulletin of Acts and Decrees and the Treaties Series have appeared in electronic form, and from 2014 other levels of government (local, provincial, water authorities) will announce their regulations in online publications.

The move to solely online publication is not yet legally permitted for other types of official announcements, for which the common method of notification remains advertisements in magazines and newspapers, combined with published announcement at government buildings. This is true, for example, of the publication of draft decrees to which stakeholders may submit objections. By requiring online announcement of these regulations, information could be provided in a customised way, allowing people to receive digital notifications for those issues in which they take a personal interest, such as matters affecting their local environment, for example. If the entire draft decree were published, rather than just an executive summary, there would no longer be a need to keep a printed version at government buildings. The Government will amend the General Administrative Law Act to make this possible.

Steps to be taken:

– Amendment to General Administrative Law Act to allow announcements to be published online only

Ownership: Ministry of the Interior and Kingdom Relations

– Implementation of online release of announcements not pertaining to legislation

Ownership: Central government, local and provincial authorities, water authorities

5.4   **ACTION 17: Public services and the user perspective**

The quality of their contact with public-sector organisations matters to citizens. If they believe they are being listened to and given the appropriate attention, an effective connection will be formed between the individual and the system (government bureaucracy). Organisations that perform public tasks also benefit from this contact. As users of their services, citizens have a lot of experience and can provide good suggestions for improvement. Openness and transparency are prerequisites for collaboration between public-sector organisations, and citizens and businesses.

A special centre, Kenniscentrum Dienstverlening (known by the acronym 'KING'), helps local authorities focus more on the user perspective in providing services, including online and integrated services. The centre organises learning events, runs a website and provides practical help at the request of local authorities.

As part of its Online 2017 process, the Government is also working on accessible online services, with a particular focus on the user perspective: if people are not sufficiently computer-literate, they should be given help; processes should be user-friendly and a safety net should always be in place for those who need it.

Since many public-sector service providers are engaged in activities designed to make people more computer-literate, it is important that their experiences be catalogued and shared with others, so their efforts have the maximum possible effect. A study is therefore being conducted to establish what initiatives are most effective and efficient, and how they can be introduced more widely.

Steps to be taken:

− Further develop KING and encourage local authorities to apply the user perspective

Ownership: Ministry of the Interior and Kingdom Relations and Association of Netherlands Municipalities