



## COMUNITAT VALENCIANA ACTION PLAN OPEN GOVERNMENT PARTNERSHIP (OGP)

Administration

Generalitat Valenciana - GVA

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**GENERALITAT  
VALENCIANA**

Conselleria de Participación,  
Transparencia, Cooperación  
y Calidad Democrática

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# 1. INTRODUCTION

This Action Plan aims to continue the **change in culture** in how the administration's institutions relate to the public, based on **greater proximity and a reinforcement of public values**. In order to make transparency a real tool for **democratic control and citizen empowerment**, and to take advantage of the potential offered by public information, a **culture of transparency** must also be **present in society**. As a result, the public institutions have to implement measures to promote it in the other social actors and to stimulate citizens' knowledge and encourage them to exercise their rights.

This Plan aims to **improve the tools for advancing towards an open government that engages in permanent dialogue with citizens and promotes and facilitates their collaboration**.

The **Comunitat Valenciana Action Plan** has been implemented jointly with civil society, in a **participatory process** initiated in July 2022, which involved **more than 60 people from around 50 organisations from across the region**. It should be noted that the participation processes that aim to cover the full length of the Comunitat Valenciana, with its highly irregular geographical distribution that is strongly conditioned by the main communication axes, mean that **virtual spaces**, both for meetings and for personal discussions, have been incorporated into this process to ensure **accessibility** for all the agents involved

The main lines of the action plan include promoting participation and training in participation, with a special focus on youth participation, implementing mechanisms for public integrity at different institutional levels, pushing for open data and promoting transparency and accountability.

**The Action Plan's lines of work are:**

- A. Transparency and the right to understand.**
- B. Open Community**
- C. Innovation and the culture of open government**

The **Consell Valencià de la Joventut** has played a prominent role in representing civil society to the Partnership. It is the highest representative body of Valencian youth organisations and their representative before the GVA and public and private institutions involved in youth policies. It comprises and represents 36 organisations, and currently has a technical team of 9 young people.

Finally, we highlight the need for an **Action Plan Monitoring Group**, made up of the people and organisations involved in the co-creation process, but which is also open to other types of actors in the region, so that it is constituted with a geographical and sectoral balance, complying with the principles of intersectionality and territoriality as well as generational and gender equality.

The proposal by the Conselleria for Participation, Transparency, Cooperation and Democratic Quality is to create this group after the presentation of the plan, and also to include representation from the **Comunitat Valenciana Participation Council**.

## 1.1. Open Government. Challenges, Opportunities and Strategic Vision.

### 1.1.1. Open Government Strategic Vision in the Comunitat Valenciana.

The long-term vision is **to consolidate the process of institutionalising open government in all the institutions across the Comunitat Valenciana, to build its own shared model of open government implementation, and to root this culture of openness in the institutions throughout the region and in society as a whole**. This requires leadership, partnerships and initiatives at all levels, between governments and public institutions but also with the general public and civil society.

This vision assumes a broad and constantly evolving concept of open government, which is based on the **principles of transparency, integrity, accountability and citizen participation**, and which aims to improve the quality of democracy and citizens' trust in institutions.

It is also a vision of open government that is oriented towards **democratisation, development and equality**. The development of open government must harness the full potential of the **digital transformation**, but at the same time ensure that it is **ethical, inclusive and accessible**, and commit to closing the digital divide, especially for those sectors of the population that may be most affected.

### 1.1.2. What are the achievements in open government to date (for example, recent open government reforms)?

The Comunitat Valenciana has made significant progress in open government, which has been reflected in various national and international indices.

The **GVAOberta transparency portal** channels the accountability of the Generalitat. It also includes the **TEP platform**, which allows private organisations to meet their transparency obligations. The GVA also has an **open data portal**, and an **Open Data Strategy** that sets out the roadmap for implementing the Open Data Charter.

The recently approved **Comunitat Valenciana Law 1/2022 of 13 April on transparency and good governance** is a second-generation law that adapts to current challenges and extends the obligations of transparency and accountability while establishing the basis for unlocking data and building integrity systems.

There is **pioneering regulation on transparency related to lobbying by interest groups, with a law and regulations**. The regulatory footprint has been published and there is a mandatory register (REGIA), which is accessible from GVAOberta, that tracks stakeholder contacts with public officials and civil servants. In terms of public integrity,

there is the Valencian Anti-Fraud Agency, the Conflicts of Interest Control Office and a system of alerts to prevent irregularities and malpractice in the administration.

The **GVAParticipa participation portal** channels citizen participation and debate. A pilot **participatory budgeting** project has been carried out on the portal, in which citizens were able to decide on how to allocate part of the Generalitat's budget. The **ParticipAcció awards** have been launched to highlight and reward good practices, along with the **Municipal Participatory Governance Network**. The **Comunitat Valenciana Citizen Participation and Promotion of Associations Act** is currently being drafted, which will promote and deepen the participatory governance model.

### 1.1.3. What are the current challenges/areas for improvement in open government that the jurisdiction wishes to tackle?

**Three lines for improving the implementation of open government in the Comunitat Valenciana** have been identified and presented in a working document during the Action Plan co-creation process, they will provide the citizens and administrations invited to participate with a starting point for discussion, reflection, needs detection and the subsequent design of proposals.

The **three interrelated and complementary lines of action** presented in this section have been prioritised by the working groups:

1. **“Comunitat Oberta”**. Networks and partnerships between organisations and institutions are essential to progressing in the cultural change we have been discussing. This line includes actions aimed at deepening open government in the local sphere and promoting good municipal practices.
2. **Innovation and a culture of open government**. This involves training within and outside the public administrations, raising awareness and strengthening links and networks with citizens and civil society and, in particular, promoting the change in culture that open government entails, starting with education. Not surprisingly, the Consell Valencià de la Joventut plays a prominent role in the Partnership.
3. **Transparency and the right to understand**. Transparency and accountability imply that information is available and easily accessible to the public. The right to know also includes the right to understand by using clear and visual language that is accessible and understandable to everyone and that extends into new areas.

### 1.1.4. What are the medium-term open government goals that the government wants to achieve?

The **open government objectives that the Comunitat Valenciana aims to achieve in the medium term** are:

- Achieve **transparency in public activity** that is **real and effective**, based on clear, simple and understandable communication that allows citizens to easily

understand the information, thus integrating the right to understand as part of the right to know.

- Consolidate a **public data governance and openness model** that integrates collaboration between the administrations, to ensure data ethics and transparency, and develop an ecosystem of re-using actors.
- Develop **integrity frameworks within the public administrations** across the Comunitat Valenciana and establish a **common model for the local sphere**.
- Foster **planning, evaluation and accountability systems** that include citizen participation and allow transparency to be oriented towards accountability through a culture of planning and evaluation.
- Promote a **culture of open government in society** through stable and consolidated open government education programmes for children and youth, as well as open government training resources for citizens and associations.
- Consolidate and promote the recognition of **good practices in participation and open government** in order to increase their social impact.

### 1.1.5. How does this action plan contribute to achieve the Open Government Strategic Vision?

The strategic vision of open government assumes a broad approach. A vision that seeks to **root this change in culture in all the public administrations and in society as a whole**. A vision committed to **innovation, inclusion and the fight to close the digital divide**, which seeks **real and effective transparency** and includes the **right to know and understand** information.

The action plan contains **three commitments** that embody the lines of work on open government policies, which are based on partnerships and are aligned with the medium-term objectives and long-term vision.

The **“Comunitat Oberta” commitment**, which focuses on the municipalities, seeks to encourage and promote open government at the local level and to develop a coherent model throughout the region.

The **commitment to innovation and an open government culture** seeks to promote this cultural change in society, with training and education projects and partnerships with civil society and young people. It is also geared towards innovation and a culture of planning and evaluation for accountability.

Finally, the **“Transparency and the right to understand” commitment** seeks to change the way the administration communicates and informs citizens in order to achieve real and effective accountability through clear communication, with instruments that allow citizens to know and understand the information.

These short-term commitments initiate a process that will continue in order to achieve the medium- and long-term goals and vision.

### 1.1.6. How does the open government strategic vision contribute to the accomplishment of the current administration's overall policy goals?

The Valencian administration's vision of open government plays an important role in its agenda. Since 2015, one of the cornerstones of the government convention has been **democratic quality and good governance**, and there is a specific department to promote this. Regulations and different instruments have been created to this end, including independent bodies and authorities and an administrative organisation for its widespread implementation in the administration.

The ultimate goal is to **improve the reputation of the Comunitat Valenciana and the public's confidence in its institutions**, which will aid the government as a whole because it improves the perception of the public sector and of public services and policies as a whole.

Transparency played an important role during the COVID-19 crisis, as it was essential **the administration was accountable and published information on the impact and evolution of the pandemic**, as occurred on GVA Oberta and the open data portal. Now, **open government and institutional quality have a fundamental role to play in the economic and social recovery of the Comunitat Valenciana**, which is why it is part of the **Valencian Strategy for Recovery and the Recovery, Transformation and Resilience Plan**, as well as the 2030 Agenda for Sustainable Development.

In addition, the commitments and milestones also contribute to various government objectives and lines of work, such as **innovation, digitalisation, accessibility and the fight to close the digital divide, as well as education and youth policy**.

## 1.2. Engagement and Coordination in the Open Government Strategic Vision and OGP Action Plan

### 1.2.1. Lead institutions responsible for the implementation of this OGP action plan.

- Conselleria for Participation, Transparency, Cooperation and Democratic Quality
- Directorate General of Information and Communications Technologies. Conselleria for Finance and Economic Modelling.
- Institut Cartogràfic Valencià. Conselleria for Territorial Policy, Public Works and Mobility
- Provincial councils in Castellón, Valencia and Alicante.
- Consell Valencià de la Joventut.
- Municipal Participatory Governance Network.
- Valencian Federation of Municipalities and Provinces.
- Valencian Anti-fraud Agency.
- Ajuntament de València.



## 1.2.2. Networks and partnerships for open government.

One of the elements that characterise the Comunitat Valenciana's open government project are the **networks and partnerships between organisations and institutions** for exchanging experiences and making joint progress in the regional implementation of this change in culture throughout the Comunitat Valenciana.

The Generalitat has a **consolidated collaboration network with the five public universities in the Comunitat Valenciana**, which is embodied in several chairs and collaboration agreements, to work together on training, awareness raising and research in the field of transparency, integrity, participation and open data. A network that, for example, has been recognised as an example of **good practice in the latest Open Data Maturity Report produced by the European Data Portal**.

Another good example is what we have called the **Valencian Open Government Partnership**, a permanent collaborative framework that includes the provincial councils, the Valencian Federation of Municipalities and Provinces and the Generalitat, to share and coordinate open government public policies at the local level.

Alongside this, the **Municipal Participatory Governance Network** has also been launched to promote good practices in local government participation and to foster collaboration and learning through the exchange of experiences.

All of this is without undermining the **Comunitat Valenciana Citizen Participation Council**, the main consultative body for participation and co-creation with the public, where the main Comunitat Valenciana institutions and bodies are also represented. **Article 49 of Generalitat Law 2/2015, of 2 April, on transparency, good governance and citizen participation in the Comunitat Valenciana**, created the **Comunitat Valenciana Citizen Participation Council** as a consultative body within the Generalitat's administration, with the aim of promoting interaction between the Generalitat, civil society and the public. It is a genuine space for collaboration between institutions and citizens' organisations in the Comunitat Valenciana and for discussions regarding the design of the Generalitat's public policies.

The **partnerships** between the different agents and administrations have been fundamental throughout this project. Similarly, the Generalitat participates in different regional, national and international networks to implement and promote open government principles.

All of these cases involve **partnerships with other public institutions and civil society organisations** to exchange experiences and ensure the regional implementation of these principles in order to have a greater impact on the public.

A good example is what we have called the **Valencian Open Government Partnership**, a permanent collaborative framework that includes the provincial councils, the Valencian Federation of Municipalities and Provinces and the Generalitat, to share and coordinate open government public policies at the local level. Alongside this, there is also the **Municipal Participatory Governance Network**

that promotes good practices in local government participation, and the commitment to the Sustainable Development Goals through the **Cities Alliance for Sustainable Development**, with the special collaboration of the Valencian Federation of Municipalities and Provinces in our strategy to implement the 2030 Agenda.

Finally, the Comunitat Valenciana participates in national open government initiatives. It is a member of the **Spanish Open Government Forum** and its working groups, and participates in the **4th Spanish Open Government Plan**, both directly with three projects and in its co-design process. It also actively participates each year in initiatives such as the **Open Government Week** promoted by the OGP, and it is part of international partnerships such as the **Open Data Charter**.

The networks and partnerships are listed below:

### **Regional networks and partnerships:**

- Network of chairs and collaboration with Valencian public universities (Universitat de València, Universitat Politècnica de València, Universitat Jaume I, Universitat Miguel Hernández de Elche and Universitat d'Alacant)
- Valencian Open Government Partnership. Permanent collaboration framework with the three provincial councils and the Valencian Federation of Municipalities and Provinces to promote open government at the local level.
- Municipal Participatory Governance Network. Collaboration tool for local governments, promoted by the Generalitat, to promote local policies for citizen participation in the Comunitat Valenciana.
- Comunitat Valenciana Citizen Participation Council. Main space for citizen organisations to participate in and be consulted on the participative design of the Generalitat's public policies.
- Collaboration agreement with the Valencian Youth Council
- Collaboration agreement with the Spanish Foundations Association
- Collaboration agreement with the Las Naves Foundation, a centre for social and urban innovation in the city of València.

### **National networks and partnerships:**

- Spanish Open Government Forum, and its working groups
- Spanish Open Government Sectorial Commission
- Local Authority Network for Transparency and Citizen Participation (Spanish Federation of Municipalities and Provinces)
- Regional Conference on Citizen Participation

### **Global networks:**

- Open Data Charter

### 1.2.3. What kind of institutional arrangements are in place to coordinate between government agencies and departments to implement the OGP action plan?

At present, the following agreements, conventions and bodies will be involved in coordinating and monitoring this Action Plan, and an overseeing body is in the process of being set up:

- **Framework collaboration agreement between the Generalitat**, through the Conselleria for Participation, Transparency, Cooperation and Democratic Quality, **the provincial councils of Valencia, Alicante and Castellón and the Valencian Federation of Municipalities and Provinces**, to collaborate in matters related to participation, transparency and good governance.
- **Municipal Participatory Governance Network**, an instrument for collaboration, discussion and reflection between the Conselleria for Participation, Transparency, Cooperation and Democratic Quality, which is responsible for citizen participation, the municipalities and the regional associations, in relation to local policies for citizen participation promoted in the Valencian region.
- **Comunitat Valenciana Citizen Participation Council**.
- **Technical commission for coordination in the field of transparency**, coordination body in the field of transparency in the Generalitat.
- **Action Plan monitoring group**. This group is in the process of being set up, once the co-creation process of the present plan has been completed.

## 2. ACTION PLAN DEVELOPMENT PROCESS

The **co-creation process**, which has been carried out jointly with civil society, started in July 2022. The organisation charged with structuring and facilitating the process was Ítaca-ASC, an association specialising in facilitating participatory processes, which was engaged by means of a minor service contract.

The **Spanish Evaluation Society** was appointed to independently monitor and evaluate the co-creation process and the results achieved as part of the implementation of the commitments.

The **main lines of the action plan** to be designed included promoting participation and training in participation, with a special focus on youth participation, implementing mechanisms for public integrity at different institutional levels, promoting open data and promoting transparency and accountability.

Once the minor service contract for structuring and facilitating the process to co-design the Comunitat Valenciana OGP Action Plan had been formalised, a **coordination meeting** was held to establish all the aspects that were related to the work plan and to prepare the process, in which the following participants took part:

- Regional Secretariat for Participation and Transparency.
- Directorate General of Transparency, Citizen Services and Good Governance.
- Directorate General of Citizen Participation.
- Consell Valencià de la Joventut.
- Ítaca-ASC.

Communication and coordination channels were established at this meeting, and the subsequent **phases in the co-creation process** were defined:

1. **Process agents mapping:** identification, invitation and communication.
2. **Drafting the framework document** on the strategic lines and actions proposed by the Generalitat. This document was sent to everyone registered in the different working groups, as a starting point for their personal and collective reflection prior to their participation in the working groups.
3. **Publicising the co-creation process.**
  - Leaflet explaining the Open Government Partnership and the process.
  - GVA Participa Platform.
  - Contact email and telephone.
4. **Creation of participation spaces:** three simultaneous participation spaces were created, with the participation of the public administrations, the different existing networks, social organisations and the general public.
  - **Consultation with the different autonomous and provincial administrations:**
    - Conselleries

- Provincial councils
  - **Open discussion on GVA Participa:** a discussion was held via the GVA Participation Portal to gather contributions from the general public.
  - **Regional working groups.**
    - WG1: Valencia
    - WG2: Castellón
    - WG3: Alicante
- 5. Conselleria for Participation, Transparency, Cooperation and Democratic Quality Working Group.**
- 6. Reporting on the results** of the process.

This was the **timetable** established for the process to co-design the Comunitat Valenciana Open Government Partnership Action Plan:

Process phase	Timing	Responsible
Mapping the agents involved in the process	July and August 2022	Conselleria for Participation, Transparency, Cooperation and Democratic Quality Consell Valencià de la Joventut
Drafting the framework document	August 2022	Conselleria for Participation, Transparency, Cooperation and Democratic Quality
Publicising the co-creation process	August-September 2022	Conselleria for Participation, Transparency, Cooperation and Democratic Quality Consell Valencià de la Joventut Ítaca-ASC
Creation of participation spaces	September 2022	Conselleria for Participation, Transparency, Cooperation and Democratic Quality Ítaca-ASC
Reporting on the results	October-November 2022	Conselleria for Participation, Transparency, Cooperation and Democratic Quality Consell Valencià de la Joventut Ítaca-ASC

## 2.1. Mapping the agents

The **first phase of the co-creation process** consisted of drawing up a map of the agents that undertake and promote actions and programmes related to citizen participation, transparency and open government, with the aim of verifying that the

invited organisations contribute to a decentralised participation process that takes into account the organisational reality of the agents in the Comunitat Valenciana region.

The **criteria for an invitation** to participate in this process were:

- **Institutions and public administrations:**
  - Conselleria for Participation, Transparency, Cooperation and Democratic Quality.
  - Technical Committee on Transparency.
  - Transparency units within the conselleries.
  - Comunitat Valenciana Citizen Participation Council.
  - Conference of Rectors of the Valencian Public Universities.
  - Valencian Federation of Municipalities and Provinces.
  - Diputació Provincial d'Alacant.
  - Diputació Provincial de Castelló.
  - Diputació Provincial de València.
  - Valencian Culture Council.
  - Municipal Governance Network.
  - Technical staff at the Valencian Open Government Partnership.
- **Citizen organisations:**
  - Organisations participating in the ParticipAcció awards.
  - Consell Valencià de la Joventut.
  - Citizen organisations linked to participation and transparency through agreements and subsidies.
- **Civil society:**
  - Students studying for the Specialised Diploma in Promoting Citizen Participation.
  - Public universities.
  - Public figures linked to participation and transparency through agreements and grants.

The list resulting from these three criteria totalled **300 organisations** and key figures who were sent information on the co-creation process and an invitation to participate in the working groups, consultation and discussion on the platform.

The methods used for communication and to publicise the process, as well as the system for monitoring contacts and registrations to the working groups organised for the process, are detailed below, in the corresponding section.

## 2.2. Drafting the framework document

During July and August, a **framework document** was drawn up containing the **Lines of Work for the Comunitat Valenciana Open Government Partnership (OGP) Action Plan**. This document frames the proposal that the Conselleria for Participation, Transparency, Cooperation and Democratic Quality wished to submit for citizen

review and was taken as the starting point for the participatory process to co-create the Plan. This document can be accessed in the two official languages of the Comunitat Valenciana on <https://participem.gva.es/es/open-government-partnership>

The document was sent to all the individuals and organisations registered in the working groups; to the public administrations, which were asked for consultation and proposals for incorporating the actions; and it was posted on the GVA Participa platform to facilitate open discussion with the public. It was published in the two official languages of the Comunitat Valenciana.

### 2.3. Publicising the co-creation process

The **publicity for the participatory process**, which was carried out using various communication channels, was structured as follows:

#### 2.3.1. Leaflet explaining the co-creation process and the Comunitat Valenciana's membership of the Open Government Partnership.

In order to publicise the fact that the Comunitat Valenciana had joined the Open Government Partnership and the participatory process involved in co-creating an Action Plan, an explanatory leaflet was produced in the two official languages of the region, including links to the websites and contact details for information and/or registration in the working groups. This leaflet was sent with the invitation emails and posted on the GVA Participa website.

<https://participem.gva.es/va/open-government-partnership>



**2.3.2. Publication on the GVA Participa web portal.** This citizen participation portal is a digital tool for promoting and channelling citizen participation in public affairs. The information was published in two sections:

- **Participation spaces:** everything related to the Comunitat Valenciana joining the OGP and the process for co-creating the Action Plan was published (documentation, links to access Twitch and videos).
- **Open discussions:** in which a series of questions were launched with the aim of encouraging citizen reflection and gathering contributions, taking the framework document as a starting point. The contributions made were incorporated into the discussions held by the working groups.

### 2.3.3. Regional working groups.

- **Email.** Once the mapping of agents was completed, an initial email was sent, attaching the OGP explanatory leaflet and providing information about the different phases of the process. It included the dates and venues of the working groups and an online registration form.
- **Telephone calls.** After the emails were sent, telephone calls were made to the mapped partners, with the aim of verifying receipt of the information and motivating them to participate in the co-creation process, answering any questions and offering permanent contact during the process.

### 2.3.4. Consultation with the different autonomous and provincial administrations:

- **Email.** The Regional Secretariat for Participation and Transparency sent an email to the Valencian government's conselleries and directorates general with information on the process along with the leaflet and an invitation to submit the actions and/or commitments that each of them wished to incorporate into the Action Plan.
- **Telephone calls.** After the emails were sent, telephone calls were made to the responsible persons at the political and technical level, in order to check the receipt of the information and to motivate them to participate in the co-creation process and to submit commitments for the Action Plan.

**2.3.5. Open discussion on GVA Participa:** As explained above, a discussion was opened on the platform <https://gvaparticipa.gva.es/> to gather citizen contributions through the Generalitat Valenciana Participation Portal, by accessing the corresponding section, after registering on the platform. It was moderated by the teams in the Directorates General of Citizen Participation and Transparency, Citizen Services and Good Governance.

## 2.4. Creation of participation spaces

As described above, **three simultaneous spaces for participation** were created, with the collaboration of the public administrations, the various existing networks, social organisations and the general public.

### 2.4.1. Open discussion on GVA Participa

A discussion was initiated through the platform <https://gvaparticipa.gva.es/> to gather input from the public, after registration on the platform by the people who wished to participate. It was moderated by the teams in the Directorates General of Citizen Participation and Transparency, Citizen Services and Good Governance.

The following were the **questions launched to initiate the discussion, to encourage reflection and exchange, and to gather contributions:**



- The plan's lines of work will revolve around inclusive transparency, networking and fostering a culture of open government. What actions do you think the Generalitat should consider related to these lines of work?
- What actions or measures should the Generalitat take to foster a participatory culture among Valencian citizens?
- What methods or facilities should the Generalitat take into account so that citizens can access information on public affairs in a more transparent and egalitarian manner?
- What social agents or groups should the Generalitat involve in creating a network of partnerships that reaffirm the open government model?

Eleven duly registered participants made a total of 17 interventions in the discussion.

The results of the discussion were incorporated into the different regional working groups, which took these interventions into account when prioritising the lines of work and designing actions.

#### **2.4.2. Consultation with the different autonomous and provincial administrations**

The Regional Secretariat for Participation and Transparency sent an email to the Valencian government's conselleries and directorates general with information on the process along with the leaflet and an invitation to submit the actions and/or commitments that each of them wished to incorporate into the Action Plan.

A total of **18 contributions** were received from the following administrations, with their proposals, recommendations or good practices also listed.

- **Diputació de Castelló.**
  - Mysterious Client Project - online transparency and the right to understand.
  - The Open Community line provided two other projects:
    - Open Data Re-users Council.
    - Open data on depopulation.
- **Xebic Secondary Education Institute, Ondara.**
  - Extend the period for reflection, deliberation and for formulating proposals with the different governing and participatory bodies of the educational community: teaching staff, school council, AFA (Pupils' Families Association) and the council of delegates.
- **Conselleria for Justice, Interior and Public Administration - Regional Secretariat of Justice and Public Administration.**
  - Update the department's registers, in order to facilitate wider awareness and interaction with the public.
  - Collaborate with representatives of persons with disabilities to facilitate their access to the public service.
- **Regional Secretary of Public Works. These objectives are aimed at achieving a vision encompassing intergenerational, gender and diversity issues.**
  - Collaboration with other institutions:

- To strengthen the co-creation processes by developing common tools for all the administrations that increase the value of public action. Ensuring access to these tools for small municipalities experiencing depopulation.
    - Improve the coordination of the policies between local councils, provincial councils and the Generalitat.
    - Promote interoperability between public administrations.
  - Collaboration with civil society:
    - Strengthen citizen participation in public management and public decision-making in the search for greater democratic quality.
    - Promote the creation of the necessary tools and measures for this collaboration to generate greater value for the public. With special attention to the following citizen groups:
      - Ensure equal participation by women in their relations with the administration.
      - Facilitate access by the elderly in their relationship with the public administration based on an open model of online attention and physical offices that allows them to continue with their daily lives.
      - Involve young women in participating through Youth Councils to ensure that their interests are represented.
  - Transparency and accountability. In order to ensure that the public administrations comply with their duty of accountability based on criteria based on effectiveness, efficiency, legality and transparency.
    - Starting from the importance of transparency in understanding and evaluating the effects of public policies; develop review and design actions aimed at improving them. Taking into account the following parameters:
    - Facilitate internal and external audits to create greater value for the public.
    - Data management to enable sound decision-making in sectoral policies affecting vulnerable groups, as well as in the evaluation of these policies.
    - Inform citizens about access to public information.
    - Provide easily accessible and usable public data.
- **Generalitat Valenciana Data Protection Delegation.**
  - Include a line related to the application of the data protection regulations to Open Government so that misapplication of these regulations will make it impossible to implement open government tools and principles. This is why we believe it would be interesting to include the following line:
    - Open government and data protection: special attention to data minimisation and the application of anonymisation techniques.

Some of these proposals and contributions are set out below and were already incorporated in the framework document. Others are good practices or programmes that are already being implemented in the region, and are included for study and development, as they are outside the scope of this plan for reasons of time and feasibility.

Again, due to timing issues, it was not possible to include some of these proposals in the regional working groups, as they arrived after the working groups had already been set up. For this reason, it was decided that they should be included in the subsequent Open Government Action Plan co-creation processes. All the proposals were taken into account in prioritising the lines of work and designing the actions, and those that were left out of the current plan will be taken into account as a starting point for improvements to the future Comunitat Valenciana Action Plan for the 2023-2027 legislature.

### 2.4.3. Regional working groups.

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**Three working groups** were set up, **one in each of the three provincial capitals in the region**, with the aim of decentralising the process and facilitating the accessibility and mobility of the organisations and individuals who wished to take part in them. Each working group conducted two sessions, held at the following locations and times:

- **WG1: Valencia**
  - 1st session, 22 September from 17 to 19 hours, online. Meet platform.
  - 2nd session, 5 October from 17 to 20 hours, in person. Lower central buildings of 9 d'Octubre Administration Complex, Room 1. Carrer de la Democràcia, 77, in València.
- **WG2 - Castelló:**
  - 1st session, 26 September from 17 to 19 hours, online. Meet platform.
  - 2nd session, 3 October from 17 to 20 hours, in person. Menador Espai Cultural, Universitat Jaume I, Room 108. Plaça de l'Hort dels Corders, 4, in Castelló de la Plana.
- **WG3: Alacant:**
  - 1st session, 27 September from 17 to 19 hours, online. Meet platform.
  - 4 October from 17 to 20 h., in person.

The **objectives** of each of these sessions were:

- **Virtual session:** prior to the in-person session. On the one hand, the aim was to facilitate the participation of organisations and individuals, regardless of their municipality of origin, by holding this first session online in which the framework document was explained, existing doubts were resolved and the framework for

participation in the in-person session was generated. In the time between sessions, the organisations were invited to carry out an internal process in which they could discuss the working document and take consensual proposals to the in-person session. Both the Open Government Partnership and the dynamics of the working group were explained. It also served to introduce the participating organisations and individuals. The session was 2 hours in duration, through the Google Meet platform.

- **In-person session:** using group techniques that facilitated the sharing of proposals for action, discussion and consensus, in these sessions the proposals for action from each of the working groups were collected and those agreed by the group and the GVA were designed. The session was 3 hours in duration and took place in public spaces that met accessibility and connectivity requirements.

During the working groups, **photographs were taken and videos** made to generate an audiovisual report on the whole process. Express authorisation was, therefore, requested from the participants through the registration form and in the two sessions held in each of the groups.

In all the sessions, the **Twitch platform** was used, which allows **live streaming**, to facilitate access to the sessions and to record the sessions. The recordings made were posted on the GVA Participa platform.

#### a) Facilitating the working groups activities

As one of the criteria was to decentralise the participatory process in order to **facilitate accessibility and attendance by registered organisations and individuals**, the working sessions for the participatory process were held in València, Castelló and Alicante.

Taking into account the approach of **combining virtual and in-person working sessions**, digital tools were used, both for presentations and for collecting data and proposals, so that everyone could participate on an equal footing.

During the working sessions, the working lines in the framework document, which had been previously prepared by the facilitating team on the basis of the previous documents provided, were addressed in a structured manner through **participatory and innovative dynamics supported by digital tools and collaborative work**, paying special attention to ensuring that the interventions were balanced between the different organisations and/or agents.

During the sessions, the **facilitating team** was not only in charge of coordinating the process and encouraging participation by using these tools, it was also responsible for collecting and collating the data, as well as collecting other types of quantitative and qualitative data on the profile of the working group and the participating organisations or agents, placing special emphasis on ensuring that the results reflected the contributions made during the sessions as accurately as possible.

When it came to **facilitating the participatory process**, there were different aspects that were taken into account:

As in any participatory process, **the role of the facilitating team is that of accompaniment and facilitation**, always avoiding *stealing* the processes from the participants. With the main objective being to avoid *facipulation* ('facilitate + manipulate').

The idea that not all the organisations involved in the process have the same participatory culture, nor will they have had the same opportunities to participate, was also taken as a starting point. This is why the process was not only seen as an opportunity for real and effective participation, but also as a **process of education in participation** and, therefore, one of the overarching objectives of the whole process will be to provide the organisations with the necessary knowledge and competencies to enable them to effectively participate in this and other spaces. This also ensures that those organisations or agents with less experience can participate on an equal footing with those with more, generating a much more communitarian and enriching process.

On the other hand, and due to the diversity of the social and community fabric in the different areas, **flexibility and adaptation** was another of the main priorities of the facilitating team, so that the process was effective and efficient in all its activities.

All the sessions were attended by individuals appointed by the **Spanish Evaluation Society**, as part of the independent monitoring and evaluation of the participatory process.

The following describes the **contents of the two sessions** held for each of the working groups, which were replicated, with the necessary methodological adaptations in each area depending on the participants

### ***1st session - virtual:***

The virtual sessions began with a presentation by the organisations and agents present, using the "Mentimeter" digital tool.

## Què és per a mi el Govern Obert?

Modelo de gobernanza abierta, colaborativo	Es obrirse a la ciudadanía, darle acceso para la toma de decisiones, transparencia	Es el gobierno contando con la participación y colaboración de los actores del mercado, de la sociedad y con la ciudadanía en general (Joaquín Martín)
Es una nueva forma de gobernar donde el gobierno y la ciudadanía colaboran en la resolución de problemas.	La puertas abiertas al vecindario con transparencia y participación.	Las Navas. Sara Verdú Vila. Aprofundiment democràtic
Rafa del CJV. Para mí un gobierno abierto significa pluralidad, transparencia y cercanía.	Soy Violeta Pardo, técnica de transparencia y participación ciudadana en el Ayto de Valencia. Para mí el gob abierto es una forma de gobernanza basada en los pilares de transparencia, participación, colaboración, innovación y rendición de cuentas.	Un proceso participativo entre el Gobierno y la Ciudadanía



Next, the structure of the whole process was explained, answering possible questions and proceeding to the presentation of the framework document “Lines of Work for the Comunitat Valenciana Open Government Partnership (OGP) Action Plan”, which the participants already had in their possession. This explanation was provided by:

- Antoni Llorente Ferreres, Regional Secretary for Participation and Transparency.
- María Jesús Pérez Galant, Director General of Citizen Participation.
- Andrés Gomis Fons, Director General of Transparency, Citizen Services and Good Governance.

Once the process had been explained, there was an open session in which the participants could ask questions and express their thoughts on the established dynamics.

Finally, again using the “Mentimeter” digital tool, the 3 lines of work from the framework document were prioritised, which was taken as a starting point for the in-person session.



### 2nd session - in person:

The first activity consisted of a presentation technique called “the business card” which involved each person participating in the project.

Subsequently, and based on the prioritisation carried out in the online session, **three small groups** were created, one for each of the lines of work included in the framework document. The different groups in each block rotated through each and every one of the ideas that belonged to its axis, which were distributed around the space on large sheets of cardboard and always with the premise that it was possible to add any point of view, even if it contradicted what had previously been written down, as nothing could be deleted.

As part of the methodology, participants were provided with a model from “Annex 2 - Template for the electronic registration of commitments”, which was explained within the framework of the local OGP manual, so that, in groups, they could work directly on the form, with the aim of facilitating the co-creation of actions and developing strategic planning skills.

Once all the organisations and agents had completed their tour of the different cards, a sharing session was held to check the consensus and answer possible questions, which were collected by the facilitating team for incorporation into the final document after collation.

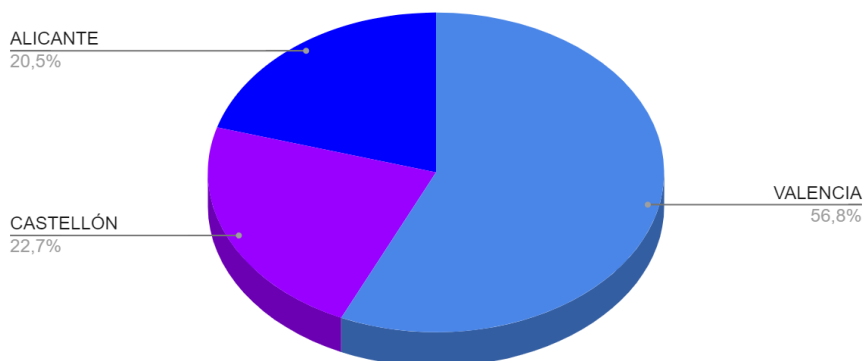
**b) Registration and participation results**

**Overall registration and participation results for the working groups:**

WORKING GROUP	REGISTERED ORGANISATIONS	REGISTERED INDIVIDUALS	PARTICIPATING ORGANISATIONS	PARTICIPATING INDIVIDUALS
VALENCIA	25	32	13	20
CASTELLÓN	10	12	7	9
ALICANTE	9	12	7	9
TOTAL	44	56	27	38

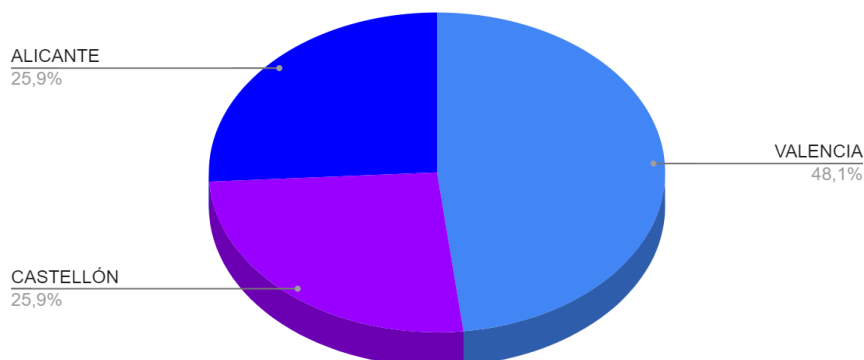
REGISTERED ORGANISATIONS AND INDIVIDUALS

ENTIDADES INSCRITAS y PERSONAS INSCRITAS



PARTICIPATING ORGANISATIONS AND INDIVIDUALS

ENTIDADES PARTICIPANTES y PERSONAS PARTICIPANTES



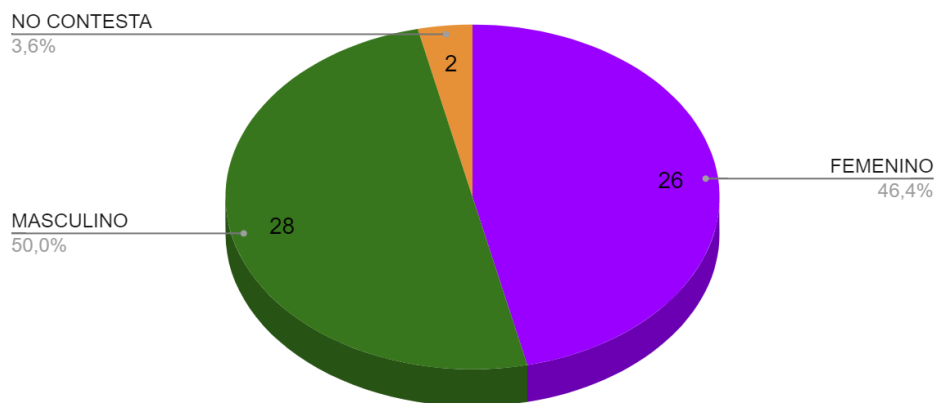
**Registration and participation results in the working groups by gender:**

TOTAL REGISTRATION BY GENDER

Did not respond Female Male



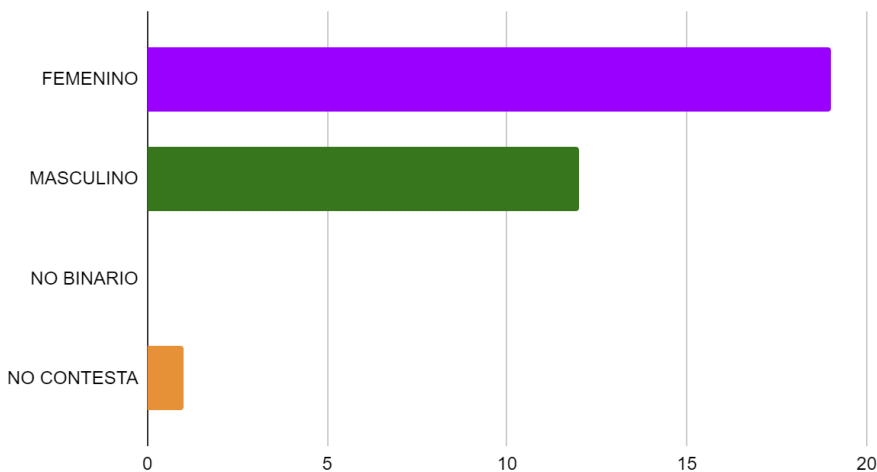
### TOTAL INSCRIPCIONES POR GÉNEROS



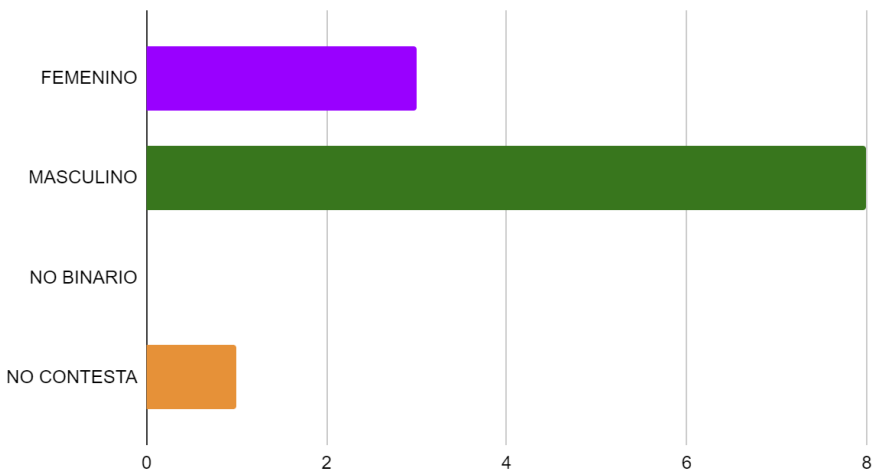
### REGISTRATION BY GENDER VALENCIA WG

FEMALE MALE NON-BINARY DID NOT RESPOND

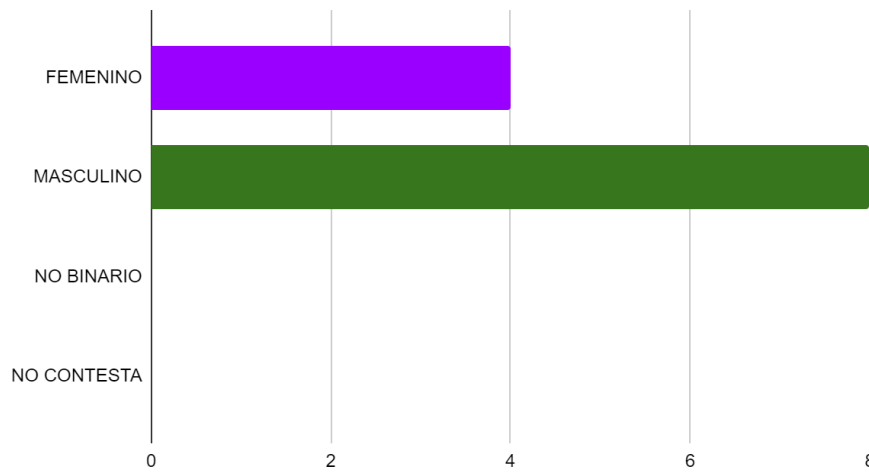
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### INSCRIPCIÓN POR GÉNEROS - GT CASTELLÓN

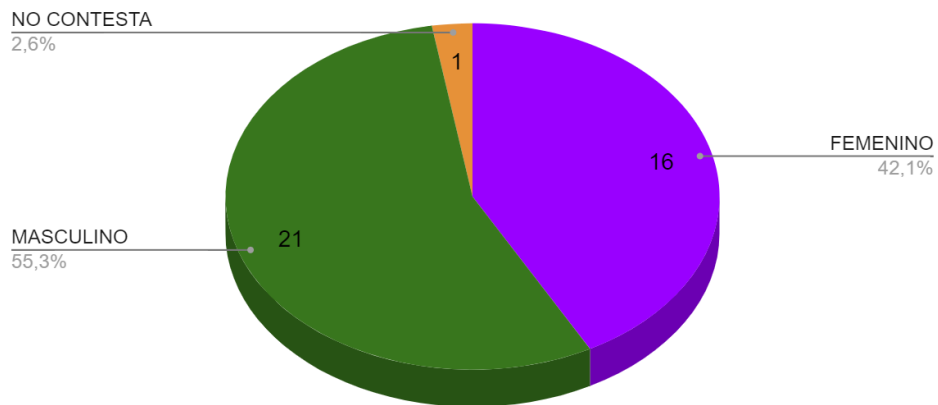


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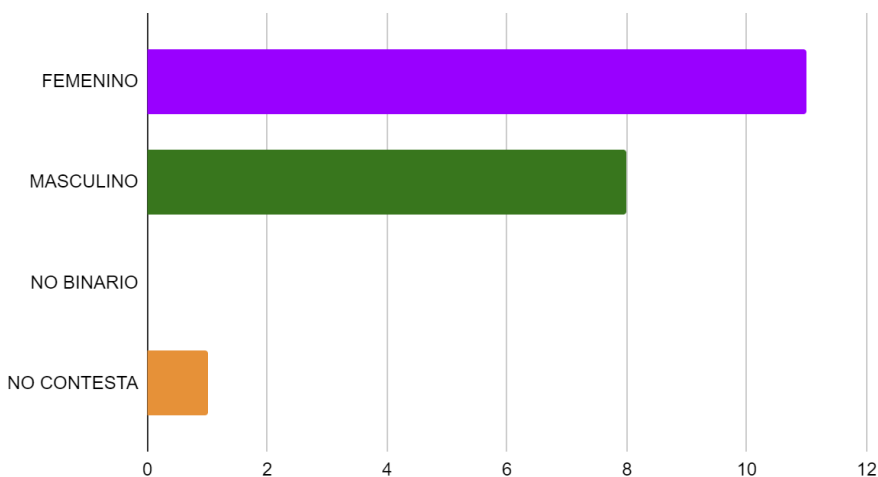
### TOTAL PARTICIPATION BY GENDER

### TOTAL PARTICIPACIÓN POR GÉNEROS

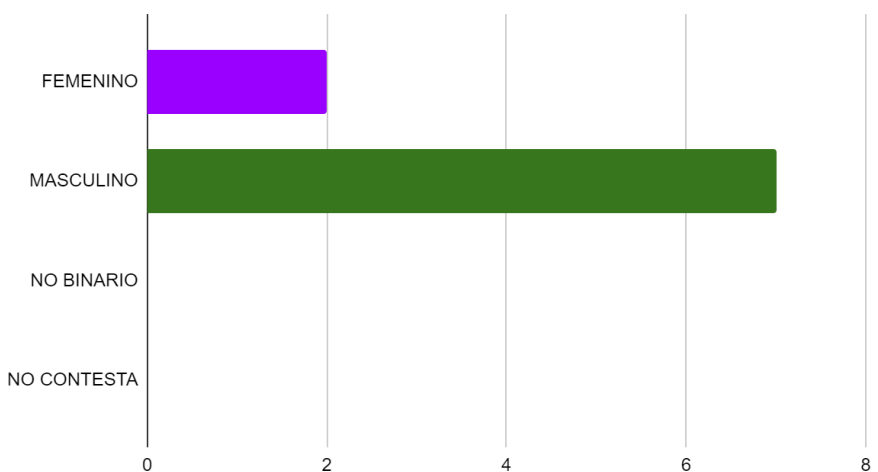


### PARTICIPATION BY GENDER – VALENCIA WG

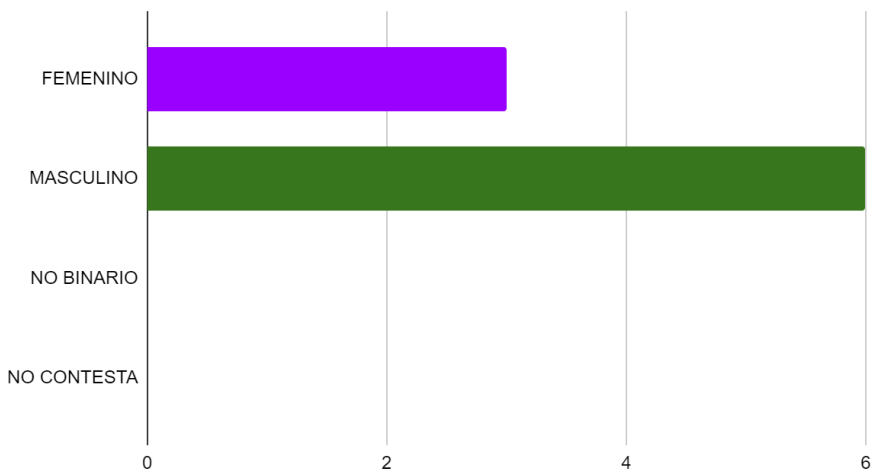
PARTICIPACIÓN POR GÉNEROS - GT VALENCIA



PARTICIPACIÓN POR GÉNEROS - GT CASTELLÓN



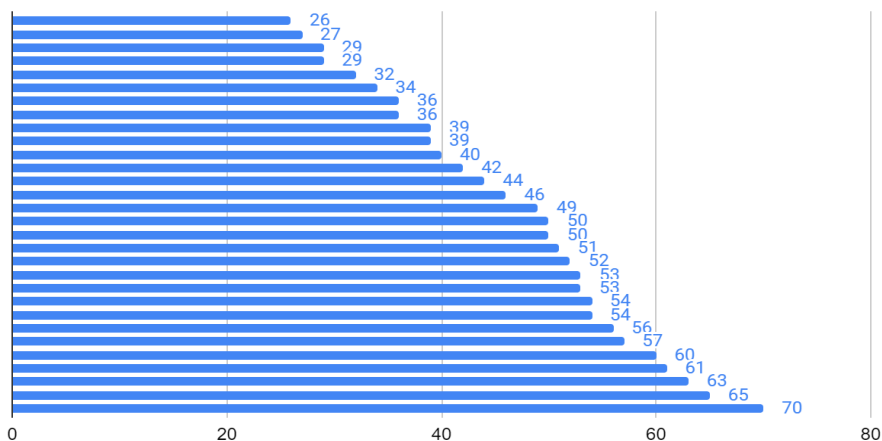
PARTICIPACIÓN POR GÉNEROS - GT ALICANTE



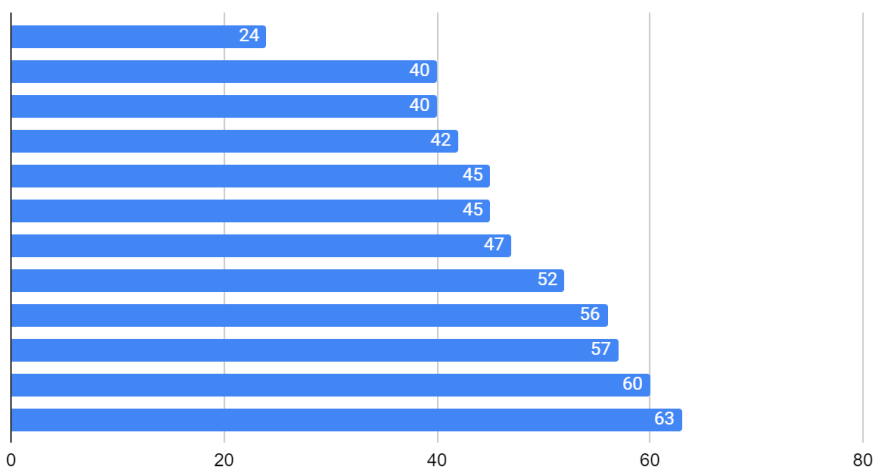
**Overall registration and participation results in the working groups by age:**

## REGISTRATION AGE PROFILE – VALENCIA WG

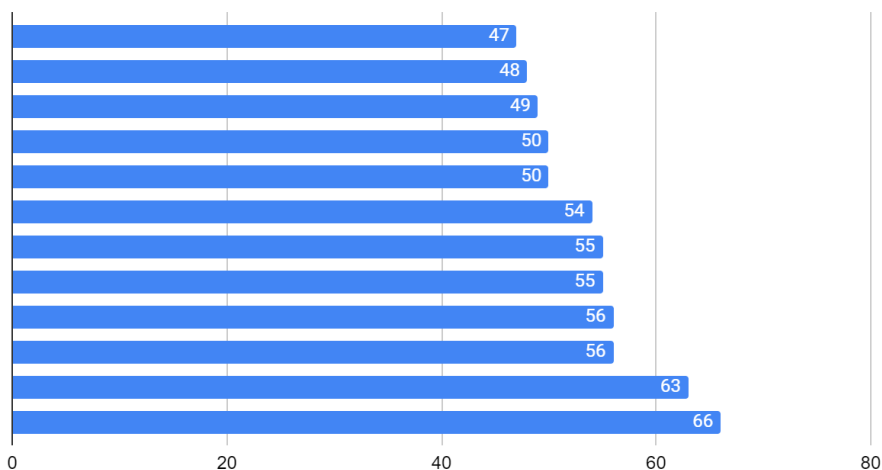
EDAD INSCRIPCIONES GT - VALENCIA



EDAD INSCRIPCIONES GT - CASTELLÓN

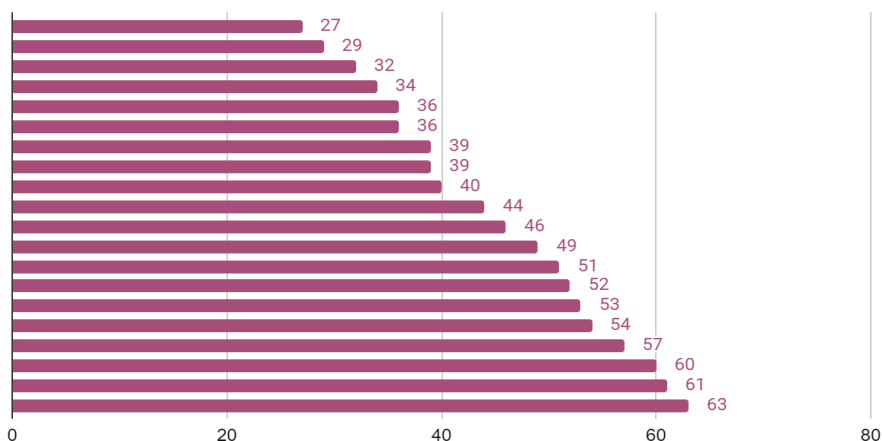


EDAD INSCRIPCIONES GT - ALICANTE

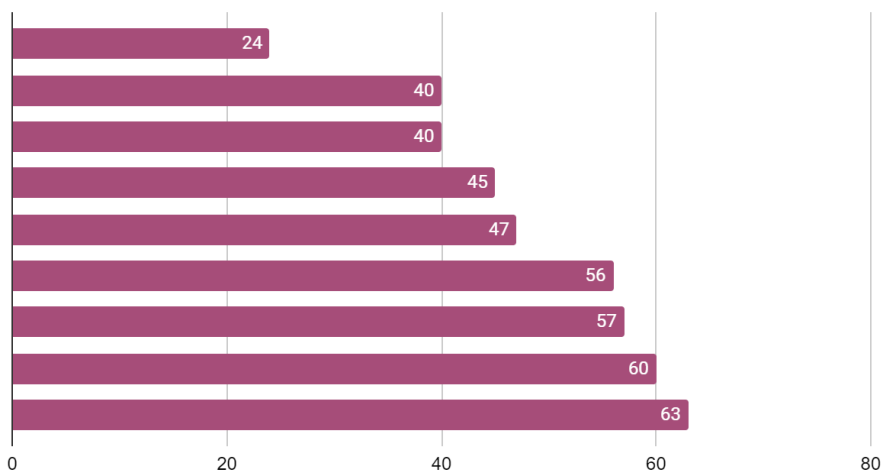


## PARTICIPATION AGE PROFILE – VALENCIA WG

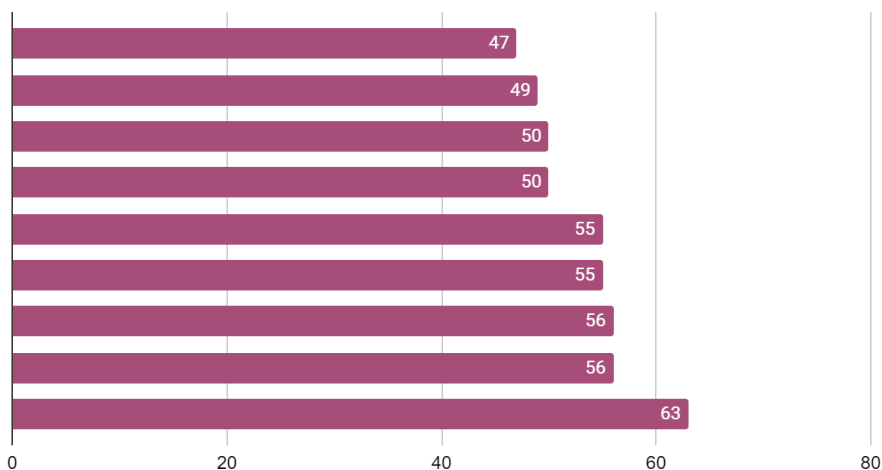
### EDAD PARTICIPACIÓN GT - VALENCIA



### EDAD PARTICIPACIÓN GT - CASTELLÓN



### EDAD PARTICIPACIÓN GT - ALICANTE



The data and graphs reveal a series of aspects that are relevant to the implementation of new participatory processes:

- There is little difference in participation between men and women, although male participation continues to predominate.
- However, if we compare the data on registration and participation, we see that female participation fell the most in relation to registration. This bias when it comes to being able to attend sessions, both online and in person, should be taken into account as it possibly reflects the difficulty women have in balancing their work, professional and personal lives.
- Participation spaces tend to be mostly occupied by the adult population. Young and elderly people participate as a minority, an aspect to be taken into account when it comes to publicising and organising events.

**c) Organisations participating in the working groups.**

● **WG1: València**

- Valencian Open Data and Transparency Observatory - UPV
- Associació QUERA
- Juan Ignacio Muñoz Bastide Foundation
- Official C.V. Association of Educators and Social Educators
- V. Permanent Holidays Coop.
- Anesandad / National Association for Health Research and Emergencies
- Càtedra Dades Obertes, Catedrades
- Cátedra PAGODA
- Valencia City Council
- Consell Valencia de la Joventut
- Las Naves
- Salma Cantos - Public Law
- Facultat Ciencias Sociales - Universitat de València

● **WG2 - Castelló:**

- Official C.V. Association of Educators and Social Educators
- Fòrum de la Nova Ruralitat
- Universitat Jaume I
- Grup de Recerca DESiRES (UJI)
- Consell Valencià de Joventut
- Diputació de Castelló

● **WG3: Alacant:**

- Official C.V. Association of Educators and Social Educators
- Universitat d'Alacant
- International Solidarity Valencian Country-SIPV
- Architecture Without Borders
- Alicante Singer-Songwriters Association
- Alicante Cemetery Relatives of the Victims of Franco's Regime Association

#### **d) Conclusions and agreements from the working groups**

The result from prioritising the lines of action and the co-creation of the different actions, establishes the commitments for the Comunitat Valenciana to the Action Plan to the end of the current legislature 2019-2023.

Due to the characteristics of this Action Plan, created in the last year of the current legislature, it was decided that all those actions developed by the different working groups would be collected and documented, thus taking advantage of the energy generated in the participating organisations and individuals, with the commitment to include them in the co-creation process for the next action plan in the next legislature, taking them as a framework and starting point.

**The actions prioritised and developed by the territorial working groups were as follows:**

- **Open community.**
  - Map of open governments in the Comunitat Valenciana.
  - Good integrity practices at the local level.
  - Municipal Participatory Governance Network.
  - Regional participatory spaces.
- **Innovation and a culture of open government**
  - Consell Valencià de la Joventut JOCC Programme.
  - School evaluation and open data programme.
  - School of citizen participation.
  - ParticipAcció Awards.
  - Transparent Xatbot.
  - Training and information on accessibility for participation with older people (new proposal developed in the working groups).
- **Inclusive transparency and the right to understand.**
  - Stakeholder activity search engine.
  - Improving the information on senior officials in the Generalitat.
  - Evaluation and improvement of usability and accessibility to transparency and open data portals.
  - Creation of multi-level programmes in the administration for sharing open data (new proposal developed in the working groups).

**The overall conclusions discussed in the regional working groups were as follows:**

**WG1: VALENCIA**

- To go a step further, establish, through regulations, the obligation on local authorities for certain instruments, such as participatory governance plans, to encourage or force the movement towards this.
- Participatory culture: education not only for children and young people, but also for adults and the elderly.
- The “[T’ho conte?](#)” programme was presented as an example and good practice.
- Publicise and provide information and advice to the municipalities (and also to citizens’ organisations) so they know what they can do in terms of open government, in all its breadth, specifically regarding open data and transparency.
- As a suggestion to ensure that the transparency and open data portals are up to date, it was suggested that a random check of the latest updates on these portals should be carried out and included in the mapping.
- In order to set up the school of participation, it is necessary to map existing resources, initiatives and spaces in order to coordinate and organise them across the region. The importance of accompaniment in the teaching-learning process was emphasised.
- A number of problems and needs were identified with regard to the transparency and right to understand line:
  - Too much centrality in the Conselleria for Participation, Transparency, Cooperation and Democratic Quality.
  - Lack of coordination between departments.
  - Return to the concept of “positive silence”
  - Universal response protocols: how information enters, how it is derived and how it is responded to.
  - Promote audiovisual information on the portals.
  - Connectivity across the different levels of government (state, autonomous and local)

**WG2: CASTELLÓN**

- The first priority is an Open Community because that is where we have to start, we have to start by making citizens and institutions fall in love again.
- The most important thing, beyond good intentions, is to make it happen.
- Starting with transparency and the right to understand, which is the easiest step to take because it is shorter and more specific, so it is possible to start there.
- “Specific and easy to implement” was proposed as a criterion for prioritisation.
- Social education has always attached great importance to making children and young people masters of their own future.
- Open Community encompasses many branches and issues that cut across society.
- The problems we currently have with participation stem from a lack of a participatory culture and this has to be reversed.



- The lack of participation is striking, given the importance of this process, one would expect much greater participation and interest.
- Standardise the digital tools. A single portal for transparency and open data.
- Provide participation and transparency options throughout the region. The digital divide is not only generational, but also geographical.
- Outdated transparency portals. Processes and databases should be automated so that updating the transparency portals does not depend only on the will and responsibility of technical staff.
- Information and transparency on all the services that are under the control of the Generalitat Valenciana and not only of the conselleries themselves (institutes, health centres, etc.).
- Normalise a data access culture.
- It should be possible to consult more than just the transparency portals. We should not only talk about transparency portals, but also about transparency channels.
- A comprehensive training plan on participation and transparency should be in place and this training should be provided on an ongoing basis.
- Public confidence in the administration should be worked on.

### WG 3 - ALICANTE:

- The heterogeneity of the organisations that took part in this meeting was striking.
- Some people pointed out the overwhelming nature of the document and the commitment process.
- A question was raised as to why the participatory budgets are not in line with the open community.
- It was noted that it is a pity that the 6-month duration of the present plan is so short.
- It was proposed to see if there is a way to work together so that the opposition can also be involved to strengthen the pact.
- Demand for the idea of equity, reflection on whether there is any action to include vulnerable sectors.
- Reflection: the most interesting aspect of an Open Community is what it produces in citizens, transparency and the right to understand is a requirement, but, by itself, it does not generate communication and interaction between citizens and the government. Transparency and the right to understand are taken for granted, bottom-up government has been lost, the tendency towards association and participation has been lost since the establishment of democracy, and thus democracy has lost its meaning.
- Reflection: sometimes society cannot be changed by decree, innovation and a culture of open government are essential.
- Needs analysis:
  - Process limited in impact, understanding, diversity and information.
  - Integration of a participation and transparency policy and culture in each department and administration. The action model versus the

actual mainstreaming process model of such a policy, such as open sectoral accountability forums.

- Proposals:
  - Regional participatory spaces.
    - Integrating not only the regional but also the sectoral aspect.
    - Focus on equality. Example: vulnerable groups, diversity, multi-experiential, multicultural.
  - Creating a Culture of Transparency - Participation:
    - Training and awareness-raising
    - To raise awareness based on accessibility (clearer and more direct content) For citizens to be aware and integrate (first and foremost Point 0)
  - Citizen Audit: This is essential, but not without the above.

## 2.5. Conselleria for Participation, Transparency, Cooperation and Democratic Quality Working Group.

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Once all the spaces for participation generated for the co-creation process had been completed, all the information gathered was collated, and this information was set down in a working document that served as a starting point for reflection, discussion and the final selection of the commitments included in this Comunitat Valenciana Action Plan. It was attended by the technical and political teams from the two directorates general, the Directorate General of Transparency, Citizen Services and Good Governance, and the Directorate General for Citizen Participation, together with a representative from the Consell Valencià de la Joventut and the coordinator from Ítaca-ASC.

These commitments, prioritised and selected from the conclusions of the different participatory spaces in the co-creation process, are included below in the section on Commitments. The contributions, the prioritisation of the working groups and the criteria relating to feasibility, sustainability and timeframe were taken into account.

## 2.6. Report on the participatory process

Once the working sessions were over, the documents generated were returned to the participating organisations and agents to ensure that they reflected, as faithfully as possible, the ideas presented in the session and that they contained the knowledge generated by the working group.

In addition, during the work process, a report of experiences and suggestions for improvement, if any, was generated jointly with the participating organisations or agents, for subsequent similar participatory processes.

At the end of the working sessions with the participating organisations, the data and contributions collected were collated in order to prepare this Action Plan.

The **final document resulting from the process and explaining the Comunitat Valenciana Action Plan** has been sent to all the individuals and organisations participating in the co-creation process, as well as to all the transparency units of the Generalitat Valenciana Consell.

Once the final document has been finalised, a **presentation event** is pending, to which all the participating organisations and agents will be invited, as a way of concluding the participatory process to co-create the Plan, report on the participation data and present the Comunitat Valenciana Open Government Partnership Action Plan for the current legislature.

This final event will not only present the results, but will also review the entire process, with special emphasis on the role played by both the public and the administration. It will also include a presentation of the **video summary** of the process that has been generated in the different meetings and moments of work.

We consider it important that, while the aim of this event is to present the results, the leading role should continue to be played by the organisations and agents, as they have been the protagonists and, in this sense, this event is intended as a celebration of all they have achieved through the work and effort they have invested.

### 3. COMMITMENTS

The commitments included in the present Comunitat Valenciana Action Plan are contained in the framework document presented for the co-creation process.

In the Action Plan co-creation process, the actions prioritised in the working groups, the consultation with the other conselleries and provincial councils and the open discussion on the platform were collected and discussed in a working group made up of the Conselleria for Participation, Transparency, Cooperation and Democratic Quality (technical and political team) and the Consell Valencià de la Joventut, with the technical assistance of Ítaca-ASC.

This is the outcome of the commitments made for the Action Plan:

- **Open community:** Networks and tools to promote public integrity at the local level of the Comunitat Valenciana and make the good municipal practices of open government visible.
  - Map of open governments in the Comunitat Valenciana.
  - Collaboration agreement to support the development of integrity frameworks in local entities.
  - Adhesion of local entities to the registry of lobbyist groups of the Valencian Regional Government, Regia.
- **Innovation and a culture of open government:** train, educate and build up a participative culture from the education community, strengthening the network and the links present between the Civil Society and the public administration.
  - School of citizen participation.
  - JOCC Programme (Youth for the Building Citizenship).
  - ParticipAcció Awards.
- **Inclusive transparency and the right to understand:** improving the usability and communication of the administration for real and effective accountability.
  - Improving the information on senior officials and lobbyist groups in GVA Oberta.
  - Evaluation and improvement plan of usability and accessibility to transparency and open data portals.
  - Clear communication guide.

The **Conselleria for Participation, Transparency, Cooperation and Democratic Quality** plays an active and driving role in all the commitments included in the Action Plan, and will therefore be responsible for **coordinating** a series of regular meetings, both by the Action Plan Monitoring Group and also interdepartmental meetings when the action involved in each commitment so requires.

All the topics discussed at these meetings and agreements reached will be published on the GVAParticipa platform, as well as the calendar of meetings, milestones achieved and evaluations of the progress made in achieving the commitments.

## 4. MONITORING THE ACTION PLAN

An agreement was reached with the **Spanish Evaluation Society** that it would be the body in charge of **independently monitoring and evaluating the co-creation process and the results** achieved as part of the implementation of the commitments.

The contact person has been kept informed at all times of the co-creation process, being provided from the beginning with the documents generated as well as the calendar of planned meetings and access to the discussion on the GVA Participa platform.

Two representatives from the Spanish Evaluation Society participated in each of the sessions held with the 3 working groups created, both the online and the in-person sessions.

As a result of this participatory process to co-create the plan, the need for an **Action Plan Monitoring Group** has been highlighted, which will include the people and organisations involved in this process, but which will also be open to other types of agents, with a geographical and sectoral balance, taking into account intersectionality, geographical, intergenerational and gender equality issues. The Comunitat Valenciana Citizen Participation Council will also be represented. The organisations and individuals that make up this group will decide on the tasks to be carried out, the frequency of its meetings, with a minimum frequency of quarterly meetings, and the starting point for its subsequent organisation.

The proposal from the Conselleria for Participation, Transparency, Cooperation and Democratic Quality is to create this group after the event to present the plan.

In order to discuss the progress made on the commitments and the actions to be taken, **monitoring meetings** will be held in person and online, thus encouraging maximum attendance and they will be held with the appropriate frequency. The Conselleria for Participation, Transparency, Cooperation and Democratic Quality will be responsible for convening, publicising and registering these meetings.

The results relating to the different milestones and actions carried out will be published on three virtual spaces:

- GVAParticipa Platform <https://participem.gva.es/es/open-government-partnership>
- GVAOberta Portal <https://gvaoberta.gva.es/es/alianca-govern-obert>
- On the space reserved for the Comunitat Valenciana OGP <https://www.opengovpartnership.org/es/members/valencian-community-spain/>

## 5. INITIAL EVALUATION - Action Plan co-creation process

The objective of the initial evaluation is to provide a diagnosis on the co-creation process, as well as on the quality of the design of the initial commitments.

The co-creation process has been designed by analysing the following elements, taken from the local OGP Handbook:

Requirements and recommendations for co-creation			
Spaces and platforms for interactive dialogue and co-creation			
Forum	Frequency	Multi-actor	Support
<p>Regional working groups.</p> <p>Consultation with the different autonomous and provincial administrations.</p> <p>Open discussion on GVA Participa</p>	<p>2 sessions for each working group, one virtual and one in person.</p> <p>Open discussion during September.</p>	<p>Mapping the agents involved in the process</p> <ul style="list-style-type: none"> <li>- Institutional and public administrations.</li> <li>- Citizen organisations.</li> <li>- Civil society.</li> </ul>	<p>Consultation with the different autonomous and provincial administrations.</p>
Dissemination of information			
Transparency of the process	Previous documentation	Awareness	Inclusive
<p>GVA Participa platform, publication of all the documents and materials related to the process. Open discussion with citizens.</p> <p>Dissemination through the GVA's communication channels.</p> <p>Live streaming of</p>	<p>Leaflet explaining the Open Government Partnership and the process.</p> <p>Framework document with the lines of work for the Comunitat Valenciana Open Government Partnership (OGP) Action Plan.</p>	<p>Leaflet explaining the Open Government Partnership and the process.</p>	<p>Mapping of agents involved in the process: intersectional perspective regarding both public administrations and citizens' organisations.</p>

<p>the working group sessions.</p> <p>Recording of the sessions and posting of the videos on the GVA Participa platform.</p>			
<b>Communication channels</b>	<b>Register</b>	<b>Feedback</b>	<b>Collaborate</b>
<p>GVA Participa Platform.</p> <p>Contact email and telephone.</p> <p>Dissemination through the GVA's communication channels.</p> <p>Streaming of the working group sessions on Twitch.</p>	<p>Register of the agent map.</p> <p>Register of enrolled organisations and persons.</p> <p>Register of attendance at the sessions.</p> <p>Outcome documents on the agreements reached by each working group.</p>	<p>Outcome documents on the agreements reached by each working group.</p> <p>Reporting event on the results from the process and presentation of the Action Plan.</p> <p>Posting of all documents, images and videos generated during the process on the GVA Participa platform.</p>	<p>Consell Valencià de la Joventut.</p> <p>Spanish Foundations Association.</p> <p>Spanish Evaluation Society.</p>

### 5.1. Evaluation of the Action Plan co-creation process

In order to evaluate the participatory process, continuous evaluation was carried out, involving an assessment process that accompanied the main activities carried out in the project, which in turn allowed the functioning of the entire participatory process to be assessed and lessons to be drawn in order to improve it. Quantitative and qualitative techniques have been combined to collect information from the different organisations and individuals involved.



More specifically:

Action to be evaluated	Methodological tools and timing	Evaluation actors
Project coordination	Meeting and minutes of the meeting at the end of each of them.	Ítaca-ASC team and Directorates General
Working groups	Online questionnaire at the end of the two sessions of each working group.  Report with experiences and suggestions for improvement, interviews and video summary of the process.	People participating in the sessions and Ítaca-ASC team
Action Plan	Activity sheets.  Final report on the participatory process and Action Plan.	People participating in the sessions, Ítaca-ASC team and Directorates General



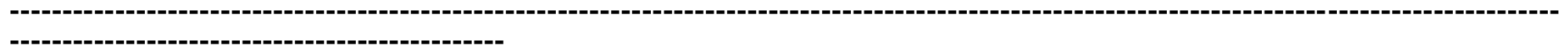
# OGP Local Action Plan Template

## Off-line fillable form for action plan commitments

This section is composed of a detailed description of the open government commitments. These commitments are the concrete short-term initiatives to achieve the medium-term outcomes identified in the Local Open Government Strategic Vision.

Below is a fillable template with the fields of information necessary to complete this section of the action plan. Please make sure you note the character limit for each textbox.

**Please note that the final action plan will be submitted online through a platform provided by OGP Local.**



### 1. Commitment Title

*Describe the specific action that the commitment will achieve, distinguishing commitment from other commitments in the plan. Example: "Create beneficial ownership register" or "Publish judicial data" or "Improve compliance with RTI law"*

Maximum 250 characters



“Comunitat Oberta” (Open Community). Networks and tools to promote public integrity at the local level of the Comunitat Valenciana and make the good municipal practices of open government visible

## 2. Timeframe

Commitment Start Date (month/year)

11/2022

Commitment End Date (month/year)

04/2023

## 3. Lead implementing government agency

<b>Office, Agency or Ministry</b>	<b>Branch of Government</b> <i>(Select from the following: Executive branch; Judicial branch; Legislative branch; Independent/ Autonomous)</i>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Conselleria for Participation, Transparency,	<i>Executive branch</i>		General Directorate of Transparency, Citizen Service and Good Governance		Lead



Cooperation and Democratic Quality					
Conselleria for Participation, Transparency, Cooperation and Democratic Quality	<i>Executive branch</i>		General Directorate of Citizen Participation		Lead
Conselleria for Participation, Transparency, Cooperation and Democratic Quality	<i>Independent/ Autonomous</i>		Conflict of Interest Control Office		Lead
Conselleria for Tax and Economy	<i>Executive branch</i>		DGTIC (General Directorate of Information and Communication Technologies)		Support
Institut Cartogràfic Valencià (Valencian Cartographic Institute)	<i>Executive branch</i>				Support
València City Council	<i>Executive branch</i>				Support
Valencian Antifraud Agency	<i>Independent/ Autonomous</i>				Support



Provincial Council of Valencia	<i>Executive branch</i>				Support
Provincial Council of Castellón	<i>Executive branch</i>				Support
Provincial Council of Alicante	<i>Executive branch</i>				Support
<b>Add lines as necessary</b>					

**4. Lead implementing non-governmental stakeholder, if applicable**

<b><i>Name of organization</i></b>	<b><i>Name of Contact</i></b>	<b><i>Title</i></b>	<b><i>Email</i></b>	<b><i>Role in Implementation</i></b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Valencian Federation of Municipalities and Provinces				Support
University of València				Support
<b>Add lines as necessary</b>				



**5. Other Stakeholders Involved in the implementation of this commitment**

*(e.g. Government Ministries, Departments, Agencies, Civil Society Organizations, Community Groups, Private Sector, or Working Groups)*

<b>Name of organization</b>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
<b>Add lines as necessary</b>				

**Commitment Description**

**6. Problem**

*Describe the economic, social, political, or environmental problem identified that this commitment seeks to resolve. (e.g. 'Misallocation of welfare funds' is more helpful than 'lacking a website'.)*



*Maximum 1000 characters*

In the Comunitat Valenciana, there are different administrations with which the citizens relate, and 542 municipalities with very heterogeneous characteristics and realities. In recent years, progress has been made in the regulatory framework of transparency and good governance, with obligations for all administrations, and open government practices have been developed in many entities. However, there are many small administrations with few resources for which it is more difficult to comply with obligations and incorporate open government structures and tools, and progress is uneven.

For this reason, support measures are needed to make it easier for local entities to fulfil their obligations and advance in open government, as well as collaboration and coordination between the different institutions to adopt coherent and effective policies in the Comunitat Valenciana. In addition, due to the existence of so many different administrations, with their corresponding portals and channels, it can be difficult for citizens to access all the open government resources or find out about the initiatives that are being carried out.

## **7. Status quo**

*Describe the current state of the policy issue at the beginning of an action plan. (e.g.: 26% of judicial corruption complaints are not processed currently.)*

*Maximum 1000 characters*

In recent years, cooperation instruments have been developed to advance open government at the local level. The creation of a permanent collaboration framework that includes provincial councils, the FVMP and the Generalitat stands out. This framework seeks to share and coordinate open government public policies at the local level.

Along with this, the Municipal Participatory Governance Network has also been promoted to foster good participation practices of local governments and encourage collaboration and the exchange of experiences.

Within the framework of these spaces and instruments, measures have been carried out for years to promote the advancement of open government throughout the territory. We must highlight the annual calls for grants for open government projects from local entities and the Participa-Acció awards, which seek to make good practices of citizen participation visible.

Law 1/2022, of April 13, of the Generalitat, of Transparency and Good Government of the Comunitat Valenciana, and the Draft legislation of participation and promotion of associationism, which is in process, also affect collaboration with the local Valencian sphere.



## 8. Action

*What is the commitment? Describe what the commitment entails, its expected results, and overall objective.*

*Maximum 1000 characters*

“Comunitat Oberta” consists of the implementation of networks and tools to promote public integrity at the local level of the Comunitat Valenciana and make visible the good municipal practices of open government, in order to make the culture of open government involve all administrations on common bases, make it easier for local entities to adopt instruments to advance in integrity and improve citizen access to all information.

To do this, there will be a search engine and a map on the GVA Oberta transparency portal that allows users to easily and visually consult the open government resources of local entities. In this way, they make open government practices visible and it is easier for citizens to access information from all entities from a single point.

A collaboration agreement will also be adopted between the Generalitat, the provincial councils, the FVMP, the Valencian Antifraud Agency and the University of València to collaborate and channel actions aimed at improving the integrity of local entities, within the framework of the Law on transparency and good governance and with the collaboration of the Valencian Antifraud Agency and the University of València. Within the promotion of good integrity practices, the digital tool for transparency of the Generalitat's interest groups will also begin to be used in the field of local entities with the adhesion of the València City Council.

## 9. How will the commitment contribute to solving the public problem?

*What are the expected outputs and outcomes once the commitment has been implemented?*

*Maximum 1000 characters*

The commitment is intended to provide a response to the problems identified in the implementation of open government at the local level. On the one hand, the open government map of GVA Oberta will allow easy and visual access to the open government resources and tools of local entities, which helps to make these practices visible and, also, make it easier for citizens to access these resources from a common point.

On the other hand, the collaboration agreement between the institutions to coordinate and channel the actions of the different institutions aimed at building integrity frameworks at the local level will be the basis for the definition of a common model of integrity policies at the local level, and will allow orienting support actions to the different realities of the local sphere.





In addition, by providing tools to local entities to improve accountability, such as the tool for transparency of interest groups, the efficiency of the administrations and the use of public resources are favoured, and so are accountability and citizen access to information in a common registry.

**10. What long-term goal as identified in your Open Government Strategic Vision does this commitment relate to?**

*Maximum 1000 characters*

This commitment is directly related to the long-term vision of open government in the Comunitat Valenciana. On the one hand, it is in line with building its own shared model of open government development that includes the local sphere through alliance and collaboration between the main institutions that have an impact in this area. In addition, it directly affects the long-term objective of rooting the culture of open government throughout the territory and in the administrations of the Comunitat Valenciana, on common bases. It also contributes to the vision's broad conception of open government, as it includes both transparency and participation as well as public integrity. Likewise, the possibilities of digital applications are taken advantage of to democratise the institutions, since these applications facilitate citizen access to all information and allow the adoption of new accountability tools at the local level.

**11. Primary Policy Area**

*Please indicate the most relevant policy or practice for this commitment. Select up to two policy areas from the following list: Asset Disclosure; Audits & Controls; Beneficial Ownership; Civic Space; Conflict of Interest; Crisis Response; Digital Governance; E-petitions; Elections & Political Finance; Fiscal Openness; Inclusion; Legislative Openness; Lobbying; Open Contracting; Open Data; Public Procurement; Regulatory Governance; Right to Information; Safety Nets & Economic Inclusion; Social Accountability; Stimulus and Economic Recovery; Tax; Whistleblower Protection; Other/NA*

<i>Right to Information</i>
<i>Lobbying</i>

**12. Primary Sector**



*Please indicate the most relevant primary sector for this commitment. Select up to two sectors from the following list: Aid; Citizenship & Immigration; Cross-sectoral; Education; Environment & Climate; Extractive Industries; Health & Nutrition; Infrastructure & Transport; Justice; Land & Spatial Planning; Legislature; Media and Telecommunications; Policing & Corrections; Private Sector; Public Services (general); Science & Technology; Security and Public Safety; Water, Sanitation, and Hygiene; Other/NA*

<i>Public Services (general)</i>



**13. What OGP value is this commitment relevant to?**

<p><b>Select Value</b>  <i>from the following list:</i></p> <ul style="list-style-type: none"> <li>- Access to information</li> <li>- Civic Participation</li> <li>- Public Accountability</li> <li>- Technology and Innovation for Transparency and Accountability</li> </ul>	<p><b>Why is this commitment relevant to this value?</b></p>
<p>Technology and Innovation for Transparency and Accountability</p>	<p>A large part of the commitment consists of using technological tools to improve citizens' access to information and contribute to improving accountability, and facilitate the incorporation of new transparency and integrity mechanisms in local entities. Specifically, search engines and data viewers will be used on web portals to facilitate access to open government resources of local entities, and the digital tool that makes it possible to give transparency to the lobbying activity of interest groups will begin to be used within a local entity. Therefore, technology and digital tools are used to improve democracy and build trust among citizens.</p>
<p><b>Add lines above as necessary</b></p>	

**14. What resources are needed to achieve this commitment?**

*Please include budget, staff, time, and contributions of civil society and other organizations and any other resources required.*

<p><b>Budget</b>  <i>(estimated budget allocation and specify currency)</i></p>	<p><b>Staff</b>  <i>(number of staff required to implement the commitment)</i></p>	<p><b>Time</b>  <i>(months needed to implement the commitment)</i></p>	<p><b>Other resources required</b>  <i>(please describe)</i></p>



MAPETS (Development of a application). 9.977,36 €	5 (2 DGTIC, 1 Transparency Department, 1 Participation Department)	7	Collaboration of the Valencian Federation of Municipalities and Provinces y Provincial councils to add the information and the monitoring system. ICV Cartographic viewer
Integrity Agreement. Chapter II Activities. 5.000,00 €	2 Transparency Department	4	Collaboration of the entities involved on the Agreement.
Addition of Valencia local government to the Interest Groups Registry. 10.720,00 €	6 (3 Conflict of interests control office (OCCI), 3 DGTIC,)	10	Collaboration of Valencia local government
<b><i>Add lines above as necessary</i></b>			

**15.Are the resources needed to achieve this commitment already secured?**

*Please select one option: Yes / No / Partially*

Yes

**16.Additional Information [Optional]**

*Use this optional space to provide other useful information, for example:*

- *Links to other government programs*



- *Links to the national development plan or other sectoral or local plans*
- *Link to the Sustainable Development Goals*
- *Gender perspective analysis*

*Maximum 1000 characters*

Law 1/2022, on Transparency and Good Governance of the Comunitat Valenciana, provides that access to information from other entities can be provided from the Generalitat's transparency portal, as will be done through the open government map. It also provides for the development of codes of ethics or conduct aimed at adopting integrity frameworks. It also establishes that the Generalitat must collaborate with the provincial councils and the FVMP to develop a support program for local entities to apply their transparency and good governance obligations.

One of the commitments of the Comunitat Valenciana in the IV Open Government Plan of Spain is the construction of a Valencian system of institutional integrity, which includes collaboration with local administration entities for the promotion of codes of conduct and frameworks of integrity in the local sphere.

Law 25/2018, regulating the activity of interest groups in the Comunitat Valenciana, also provides for collaboration with local entities to promote transparency of interest groups in their respective fields, and looks forward to their adherence to the registry of interest groups of the Generalitat.

The commitment contributes to SDG 16 of the 2030 Agenda because it contributes to strengthening institutions through transparency and integrity, and also to SDG 17 because it is based on alliances with the local sphere.



## 17. Milestones

Please add below the individual milestones of your commitment. Add one line per milestone. You can add as many lines as necessary.

<b>Describe the output</b>	<b>Start date (MM/YYYY)</b>	<b>End Date (MM/YYYY)</b>	<b>Responsible Agency</b>	<b>Contact person</b>	<b>Status</b> <i>Select from the following: Not started; in progress, stuck finished; incomplete.</i>
Map of open governments of the Comunitat Valenciana in GVA Oberta	July 2022	March 2023	General Directorate of Transparency, Citizen Service and Good Governance	Beatriz Serón (Head of Transparency on the public activity Service)	in progress
Institutional collaboration agreement for support actions in the construction of integrity frameworks, for the needs of local entities in this matter	November 2022	March 2023	General Directorate of Transparency, Citizen Service and Good Governance	Beatriz Serón (Head of Transparency on the public activity Service)	in progress
Addition of local entities to the Interest Groups Registry, REGIA	May 2022	March 2023	Conflict of interests control Office (OCCI)	Mario Carrión (Director's Office)	in progress



***Add lines above as necessary***

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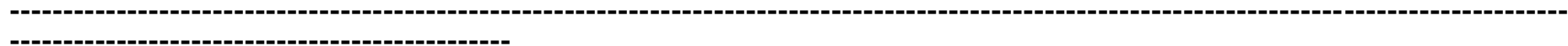
# OGP Local Action Plan Template

## Off-line fillable form for action plan commitments

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Below is a fillable template with the fields of information necessary to complete this section of the action plan. Please make sure you note the character limit for each textbox.

**Please note that the final action plan will be submitted online through a platform provided by OGP Local.**



### 1. Commitment Title

*Describe the specific action that the commitment will achieve, distinguishing commitment from other commitments in the plan. Example: "Create beneficial ownership register" or "Publish judicial data" or "Improve compliance with RTI law"*

Maximum 250 characters





“Transparency and the right to understand”: improving the usability and communication of the administration for real and effective accountability

## 2. Timeframe

Commitment Start Date (month/year)

11/2022

Commitment End Date (month/year)

04/2023

## 3. Lead implementing government agency

<b>Office, Agency or Ministry</b>	<b>Branch of Government</b> <i>(Select from the following: Executive branch; Judicial branch; Legislative branch; Independent/ Autonomous)</i>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Conselleria for Participation, Transparency,	<i>Executive branch</i>		General Directorate for Transparency, Citizen Information and Good Governance		Lead



Cooperation and Democratic Quality					
Conselleria for Participation, Transparency, Cooperation and Democratic Quality	<i>Independent/ Autonomous</i>		Conflict of Interest Control Office (OCCI)		Lead
Conselleria for Tax and Economy	<i>Executive branch</i>		Information and communication Technology Department (DGTIC)		Support
<b>Add lines as necessary</b>					

**4. Lead implementing non-governmental stakeholder, if applicable**

<b>Name of organization</b>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
<b>Add lines as necessary</b>				



## 5. Other Stakeholders Involved in the implementation of this commitment

(e.g. Government Ministries, Departments, Agencies, Civil Society Organizations, Community Groups, Private Sector, or Working Groups)

<b>Name of organization</b>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> (Select from the following: Lead; support; oversight; coordinate)
<b>Add lines as necessary</b>				

## Commitment Description

### 6. Problem

Describe the economic, social, political, or environmental problem identified that this commitment seeks to resolve. (e.g. 'Misallocation of welfare funds' is more helpful than 'lacking a website'.)

Maximum 1000 characters

The transparency law obliges administrations to publish information to render accounts through their web portals or transparency portals. However, although governments fulfil the obligation to publish the information on the portals, the information is often not easily accessible to users or difficult to understand. In this sense, many times, in digital communications and services, information is presented in an excessively



technical or complex way, thus making it difficult to understand the texts by using jargon that is far from common uses or writing the information in a complex way.

In order for transparency to fulfil the objective of facilitating real and effective accountability, it is necessary not only for the information to be published but also for citizens to be able to access it and to be able to understand it easily. In other words, the right to know must also include the right to understand. The use of unclear communication in digital communications and services is an obstacle for people to access public services, exercise their rights or oversee the action of governments, and affects the entire population and, above all, the groups of people affected by the digital divide or far from public administrations.

## 7. Status quo

*Describe the current state of the policy issue at the beginning of an action plan. (e.g.: 26% of judicial corruption complaints are not processed currently.)*

*Maximum 1000 characters*

The Generalitat Valenciana has a transparency portal, GVA Oberta, in which it publishes the information to render accounts of its activity, and which has become an increasingly well-known and consulted tool by the citizens. Among many other contents, GVA Oberta also includes the register of Regia interest groups and all the information related to senior administration officials. There is also an open data portal, where the Generalitat publishes the data it generates in open formats so that citizens can reuse it and generate value.

Law 1/2022, of Transparency and Good Governance of the Comunitat Valenciana provides, as a general criterion, the use of search engines and graphics to facilitate the consultation of information by citizens, and the idea is for this to be progressively incorporated into GVA Oberta to the extent permitted by the corresponding information systems. In addition, comprehensibility and clarity are some of the general principles of the law. On the other hand, since the existing need has already been detected, a line of work of the Atent-A 2023 Plan for citizen service is clear communication in administrative information, and it has been reflected in a training course for public employees.



## 8. Action

*What is the commitment? Describe what the commitment entails, its expected results, and overall objective.*

*Maximum 1000 characters*

The commitment consists in promoting the right to understand by improving the usability and communication of the administration for real and effective accountability. This translates, first of all, into the improvement and expansion of the information of the high officials of the Generalitat in GVA Oberta, including a search engine that allows easy consultation of the meetings that are held with the interest groups in which they intend to influence public decision making. These changes will make it easier to consult and facilitate the possibilities of analysis, including, among other things, information search engines, data in a reusable format, and greater links between the contents. Along with this, and to comprehensively improve the effectiveness of the transparency and open data portals, an evaluation of the usability and accessibility of these portals will be carried out. Thus, it is about establishing a roadmap for improvements in the portals so that they can be progressively implemented, so that citizens can easily access and better understand the contents of the portals and thus strengthen accountability. On the other hand, in order to prepare content and communicate it clearly to the public, it is also necessary to train and raise awareness among public employees. For this reason, a clear communication guide will be prepared for the preparation and communication of administrative information in the Generalitat, which will serve as a reference in the administration.

## 9. How will the commitment contribute to solving the public problem?

*What are the expected outputs and outcomes once the commitment has been implemented?*

*Maximum 1000 characters*

The commitment responds to the identified problem, which is general in public administrations. The commitment seeks not only to limit itself to compliance with transparency of a formal nature, focused only on making the information required by law available, but also to commit to real and effective transparency in which the information reaches the citizens and they understand it easily. To this end, the commitment includes, on the one hand, an evaluation of the usability and accessibility of the portals in order to be able to introduce improvements in their design and content. It also involves improving a section of the transparency portal, such as the one related to the activity of senior officials and their relationship with interest groups, with new functionalities and search engines that facilitate access to



information. Likewise, it is also necessary to train and sensitise public employees to share the diagnosis of the problem and work to solve it, and for this reason, a clear communication guide for the preparation and communication of administrative information will be produced.

**10. What long-term goal as identified in your Open Government Strategic Vision does this commitment relate to?**

*Maximum 1000 characters*

The commitment contributes to the long-term vision, because it is aimed at enhancing transparency and bringing it closer to all citizens through an improvement in the form of communication. The commitment looks forward to transparency, but one that is not only formal but also real and effective, reaching citizens to render accounts. This contributes to rooting the culture of open government among citizens and generating trust in the institutions.

Likewise, the improvement of usability and clear communication contributes to more inclusive and accessible digital services, since it reduces barriers to access the administration. It is, therefore, consistent with a vision of open government that, while taking advantage of the possibilities of digitisation, is committed to democratisation, equality, and the fight against the digital divide.

**11. Primary Policy Area**

*Please indicate the most relevant policy or practice for this commitment. Select up to two policy areas from the following list: Asset Disclosure; Audits & Controls; Beneficial Ownership; Civic Space; Conflict of Interest; Crisis Response; Digital Governance; E-petitions; Elections & Political Finance; Fiscal Openness; Inclusion; Legislative Openness; Lobbying; Open Contracting; Open Data; Public Procurement; Regulatory Governance; Right to Information; Safety Nets & Economic Inclusion; Social Accountability; Stimulus and Economic Recovery; Tax; Whistleblower Protection; Other/NA*

*Right to Information*

---

*Open Data*

**12. Primary Sector**



*Please indicate the most relevant primary sector for this commitment. Select up to two sectors from the following list: Aid; Citizenship & Immigration; Cross-sectoral; Education; Environment & Climate; Extractive Industries; Health & Nutrition; Infrastructure & Transport; Justice; Land & Spatial Planning; Legislature; Media and Telecommunications; Policing & Corrections; Private Sector; Public Services (general); Science & Technology; Security and Public Safety; Water, Sanitation, and Hygiene; Other/NA*

<i>; Public Services (general)</i>



### 13. What OGP value is this commitment relevant to?

<p><b>Select Value</b>  <i>from the following list:</i></p> <ul style="list-style-type: none"> <li>- Access to information</li> <li>- Civic Participation</li> <li>- Public Accountability</li> <li>- Technology and Innovation for Transparency and Accountability</li> </ul>	<p><b>Why is this commitment relevant to this value?</b></p>
<p><i>Access to information</i></p>	<p>The commitment is relevant to favouring access to information since it stresses that this right to know also includes the right to understand the information of the administration. Starting from there, the commitment will mean improving transparency and open data portals, providing tools that facilitate access to information by citizens and improving the way in which the administration prepares and communicates information to citizens.</p>
<p><i>Technology and Innovation for Transparency and Accountability</i></p>	<p>One part of the commitment consists in developing new technological tools and functionalities in the transparency portal to be able to publish more and better information and to make it easier for citizens to access and understand it. It is, therefore, a commitment that takes advantage of technology to improve digital services that make it possible to enhance accountability.</p>
<p><b>Add lines above as necessary</b></p>	

### 14. What resources are needed to achieve this commitment?

*Please include budget, staff, time, and contributions of civil society and other organizations and any other resources required.*

<p><b>Budget</b>  <i>(estimated budget allocation and specify currency)</i></p>	<p><b>Staff</b>  <i>(number of staff required to implement the commitment)</i></p>	<p><b>Time</b>  <i>(months needed to implement the commitment)</i></p>	<p><b>Other resources required</b>  <i>(please describe)</i></p>
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Usability (14.762 €)	5 (3 General Directorate for Transparency, Citizen Information and Good Governance + 2 DGTIC)	7	Contract signed with Torres Burriel Company
High-ranking government officials (REGIA, lobbying activity ADAC) (21.680 €)	(10CCI+2 General Directorate for Transparency, Citizen Information and Good Governance + 3DGTIC)	16	
Clear communication, Development of a guide. (18.137,90 €)	6 General Directorate for Transparency, Citizen Information and Good Governance	8	Contract award stage (not awarded yet)
<b>Add lines above as necessary</b>			

**15. Are the resources needed to achieve this commitment already secured?**

*Please select one option: Yes / No / Partially*

Yes

**16. Additional Information [Optional]**

*Use this optional space to provide other useful information, for example:*

- *Links to other government programs*
- *Links to the national development plan or other sectoral or local plans*
- *Link to the Sustainable Development Goals*



- *Gender perspective analysis*

*Maximum 1000 characters*

Law 1/2022, of April 13, on Transparency and Good Governance of the Comunitat Valenciana, includes comprehensibility and clarity of information as a general principle, and establishes as a general criterion, among others, the use of search engines and graphics. Likewise, the Generalitat Open Data Strategy includes, within the action of facilitating the consumption of data, improving the contents of the portal and making the data understandable and attractive. The Atent-A 2023 Citizen Service Plan includes a line of work related to clear communication, with a project consisting of training and the preparation of clear communication recommendations. Law 25/2018, regulating the activity of interest groups in the Comunitat Valenciana, provides that the information related to interest groups in the register of interest groups be disseminated in reusable formats and that the information be organised in such a way that allows to identify the activity that is carried out before the institutions. The commitment contributes to SDG 16 of the 2030 Agenda because, through clear communication and real and effective transparency, it contributes to solid institutions that generate trust.



## 17. Milestones

Please add below the individual milestones of your commitment. Add one line per milestone. You can add as many lines as necessary.

<b>Describe the output</b>	<b>Start date (MM/YYYY)</b>	<b>End Date (MM/YYYY)</b>	<b>Responsible Agency</b>	<b>Contact person</b>	<b>Status</b> <i>Select from the following: Not started; in progress, stuck finished; incomplete.</i>
Improvement of the information of senior officials and interest groups in GVA Oberta	REGIA (February 2022) Influence activities (September 2022) ADAC (December 2022)	REGIA (July 2022) Influence activities (November 2022) ADAC (March 2023)	General Directorate for Transparency, Citizen Information and Good Governance	Beatriz Serón (Head of Transparency on the public activity Service)	<i>in progress</i>
Evaluation and improvement plan for usability and accessibility of the transparency and open data portals	June 2022	December 2022	General Directorate for Transparency, Citizen Information and Good Governance	Beatriz Serón (Head of Transparency on the public activity Service)	<i>stuck finished</i>
Clear communication guide	December 2022	February 2023	General Directorate for Transparency, Citizen Information and Good Governance	Rosa Miralles (Head of information systems on citizen's advice Service)	<i>in progress</i>



***Add lines above as necessary***

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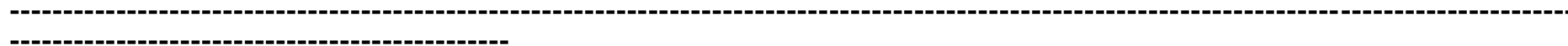
# OGP Local Action Plan Template

## Off-line fillable form for action plan commitments

This section is composed of a detailed description of the open government commitments. These commitments are the concrete short-term initiatives to achieve the medium-term outcomes identified in the Local Open Government Strategic Vision.

Below is a fillable template with the fields of information necessary to complete this section of the action plan. Please make sure you note the character limit for each textbox.

**Please note that the final action plan will be submitted online through a platform provided by OGP Local.**



### 1. Commitment Title

*Describe the specific action that the commitment will achieve, distinguishing commitment from other commitments in the plan. Example: "Create beneficial ownership register" or "Publish judicial data" or "Improve compliance with RTI law"*

Maximum 250 characters



“Open government innovation and culture”: train, educate and build up a participative culture from the education community, strengthening the network and the links present between the Civil Society and the public administration.

## 2. Timeframe

Commitment Start Date (month/year)

11/2022

Commitment End Date (month/year)

04/2023

## 3. Lead implementing government agency

<b>Office, Agency or Ministry</b>	<b>Branch of Government</b> <i>(Select from the following: Executive branch; Judicial branch; Legislative branch; Independent/ Autonomous)</i>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
General Management for Citizen Participation	Exucutive branch (Valencian Government)	Mariaje Pérez Galant	General Director for Citizen Participation (Conselleria for Participation,	<a href="mailto:Perez_marje@gva.es">Perez_marje@gva.es</a>	Lead



		Irene Mateu Andreu	Transparency, Cooperation and Democratic Quality. Generalitat Valenciana)  Head of the Citizen Participation Service (Conselleria)	<a href="mailto:Mateu_ire@gva.es">Mateu_ire@gva.es</a>	lead
<b><i>Add lines as necessary</i></b>					

#### 4. Lead implementing non-governmental stakeholder, if applicable

<b><i>Name of organization</i></b>	<b><i>Name of Contact</i></b>	<b><i>Title</i></b>	<b><i>Email</i></b>	<b><i>Role in Implementation</i></b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
Consell Valencià de la Joventut (Valencian Youth Council)	Andrea Gigante Melego	Spokesperson for the Permanent Commission of the CVJ	<a href="mailto:participacio@cjcv.org">participacio@cjcv.org</a>	Support
	Irene Peris López	Vicepresident of the CVJ	<a href="mailto:vicepresidencia2@cjcv.org">vicepresidencia2@cjcv.org</a>	support



<b>Add lines as necessary</b>				

**5. Other Stakeholders Involved in the implementation of this commitment**

*(e.g. Government Ministries, Departments, Agencies, Civil Society Organizations, Community Groups, Private Sector, or Working Groups)*

<b>Name of organization</b>	<b>Name of Contact</b>	<b>Title</b>	<b>Email</b>	<b>Role in Implementation</b> <i>(Select from the following: Lead; support; oversight; coordinate)</i>
<b>Add lines as necessary</b>				

**Commitment Description**

**6. Problem**





*Describe the economic, social, political, or environmental problem identified that this commitment seeks to resolve. (e.g. 'Misallocation of welfare funds' is more helpful than 'lacking a website'.)*

*Maximum 1000 characters*

The traditional model of representative democracy has led to the erosion of the democratic state, thus causing a growing distrust of public institutions, political parties and their representatives. This situation has led to a strong disaffection towards the field of politics and a substantial distance between citizens and public administrations.

As a consequence of all this, citizens have not been present in the design of public policies, especially in the field of regional jurisdiction policies. More specifically, Valencian youth and certain more vulnerable groups have had little impact on citizen participation in these policies. The lack of spaces for dialogue between the public administration and the citizenry, as well as the lack of representation of the latter in the different participatory bodies of the administration, affects the need to gradually implement a model of collaborative and participatory governance.

On the other hand, the existence of public policies with great incidence for life in common that are not preceded by participatory processes of co-creation between citizens and the Public Administration is a factor that reflects the lack of participatory culture in public management. In general, the civil society, the political representatives and the personnel at the service of the public administration lack knowledge about the tools and processes for participation, and there is also a lack of specialised public personnel to carry out participation policies. Finally, there are many initiatives in participation carried out by the civil society, both organised and individual, that are unknown and not valued by the Public Administration as references in the transformative capacity they have for society and therefore in public policies.

## **7. Status quo**

*Describe the current state of the policy issue at the beginning of an action plan. (e.g.: 26% of judicial corruption complaints are not processed currently.)*

*Maximum 1000 characters*

The approach of citizens in decision-making, accountability by the government and citizen co-participation in decisions, expanding the dialectical, co-decision and co-management component, is the fundamental pillar in the governance model that we intend to achieve and that we have been promoting in the last years of autonomous government.



To this end, we have proposed to promote transversal public policies that influence the creation of a participatory culture from the educational field, the training of public employees and citizens in general, and the visibility of good practices in citizen participation.

In this legislature we carry out a training plan on citizen participation for people employed in the autonomous Administration: citizen participation mechanisms for the co-design of public policies, participation tools and the regulation of citizen participation in the development of norms and plans in the field of the Generalitat, which is no longer limited to the people or groups directly affected, but is extended to the citizenry as a whole.

Training in participation, aimed at all citizens, is one of the great challenges that we face, specifically aimed at Valencian youth and the associative network.

The JOCC programme began in 2022 in ten municipalities of the Comunitat Valenciana, reaching 830 young people aged 12-13. The programme's objectives are: to develop spaces for dialogue and collective reflection among equals to enhance basic skills in citizen participation, learn about the reality and environment where they live and coexist, promote youth initiatives with tools typical of participatory methodologies, publicise the associative network of their environment, create safe spaces for youth participation, influence the municipal policies of their towns...

The ParticipAcció Awards, which had their first edition in 2022 and in which more than 100 groups participated, respond to the need to make visible the initiatives in participation carried out by different groups of the Valencian associative network, the citizenry at an individual level and the town halls.



## 8. Action

*What is the commitment? Describe what the commitment entails, its expected results, and overall objective.*

*Maximum 1000 characters*

The commitment to “Open government innovation and culture” responds to the need to build a collaborative and participatory governance model where citizens feel that they are part of the management of public policies, in all its forms: decision-making, participatory processes, co-responsibility, co-design, etc. Creating spaces for listening and dialogue between the Administration and the citizenry has been one of the fundamental objectives of the regional government. Citizen participation as the transversal axis of the policies of the Valencian government is the pillar on which the new governance model is based. For this, we have taken as a roadmap three lines of work that have set a priority: training, alliances and participatory culture. Influencing training in participation from within the public administration itself, offering a training plan to personnel who work in public administration, has been one of the priorities. Also a training aimed at all citizens, organised or individual, with special interest in the most vulnerable groups with less accessibility for participation in public policies. Alliances at the municipal level, as the closest public institution to the citizenry, stimulating collaborative dynamics in public participation policies, as well as strengthening the associative network as a fundamental tool for the active participation of citizens in the public sphere, have contributed enormously to build a more democratic Valencian society. With all this, the roadmap represents a paradigm shift in the management of public policies, whose purpose refers to the construction of a participatory culture in the Valencian society. And for this, the participatory culture begins in the classroom, which is paramount. It is the space of teaching, of education, formal or informal, where the educational community has to learn the participatory culture that affects all areas of life. In short, promoting the change in culture that an open government implies through education is our priority.

In this line of work, we propose the actions of this Action Plan that we present:

1. School of Citizen Participation, aimed at public administration personnel and citizens in general:
  - Training on citizen participation policies, open government and participation methodologies.
  - Implementation of participatory innovation processes in all the departments of the Generalitat.
  - Design and implementation of citizen participation mechanisms in the field of public administration.



2. **YOUTH PROGRAMME FOR THE BUILDING OF CITIZENSHIP (JOCC):** aimed at young people between the ages of 12 and 13 studying secondary education.

- Training in democratic culture.
- Knowledge of the social context in which they live (associative network, municipal policies, etc.).
- Foster alliances with youth, municipal and associative networks, etc.
- Stimulate collaborative actions in the spaces of coexistence closest to the youth that is affected.

3. **ParticipAcció Awards:** aimed at organised or individual citizens, educational centres and Town Halls that carry out citizen participation projects that have a transformative social impact in their territories and in society in general. The Generalitat thus promotes good practices in citizen participation by awarding prizes to projects that add value and innovation in favor of citizen participation and participatory associations. And for it, the Generalitat wants to:

- Make known, to all citizens, town halls, educational centres and citizen entities, these awards that make their work visible to create a participatory culture.
- Share knowledge and participation experiences that also help to create collaborative networks in civil society and public administration.
- Expand the budget for the awards, improving the annual calls based on the needs presented by the participating entities (age, gender and sector it serves), taking into account territorial solidarity (that the three provinces that make up the Autonomous Community have visibility) and considering the transformative impact of their projects.

## 9. How will the commitment contribute to solving the public problem?

*What are the expected outputs and outcomes once the commitment has been implemented?*

*Maximum 1000 characters*

In the first place, with this commitment we intend to respond to the disaffection that exists between citizens and the Administration in the management of the public resources. Citizen participation as the transversal axis of Valencian public policies is a process that requires an Administration prepared and predisposed for an open government model, as well as a strengthened social network with the capacity to influence the management of public policies. Consolidating the School of Citizen Participation is necessary to advance and give continuity in the formation of a real and effective participatory governance.



One of the great challenges in this Action Plan is the participation of youth in open government policies as a precedent for the construction of a participatory culture in the Valencian society. A strengthened, critical, active and incipient social network in the municipality, as the closest environment to its needs, is essential for social transformation and improving the democratic quality of public management. The fact that participation is included in the educational community, that it is a place of collective learning, and that fosters the bonds of young people in their vital spaces will contribute to the construction of participatory citizenship.

Finally, highlight the importance of the ParticipAcció awards as spaces to make visible and recognise the work of civil society that carries out citizen participation actions, influencing their territories and improving the lives of their inhabitants. Strengthening these awards will entail a motivation and an incentive for civil society in public policies for citizen participation.

## 10. What long-term goal as identified in your Open Government Strategic Vision does this commitment relate to?

*Maximum 1000 characters*

Open government represents a paradigm shift in the ways of understanding and acting in the management of public policies. It represents a complete change of culture in public administrations and in civil society. To promote this culture, it is necessary to carry out information campaigns, courses and training actions, as well as implement measures to raise awareness and dissemination among citizens and the public Administration itself. But above all, influence the child and youth population from the educational community by promoting an education in participation.

In short, it is necessary to influence training inside and outside public administrations, raise awareness and strengthen links and networks with citizens and civil society and, in a special way, promote the change of culture that open government entails from the very education, so that our young people of the future reach adulthood with these capacities already learned (acquisition of knowledge) and apprehended (acquiring knowledge through the senses), being a part of their own ethical and cultural background.

## 11. Primary Policy Area

*Please indicate the most relevant policy or practice for this commitment. Select up to two policy areas from the following list: Asset Disclosure; Audits & Controls; Beneficial Ownership; Civic Space; Conflict of Interest; Crisis Response; Digital Governance; E-petitions; Elections & Political Finance; Fiscal Openness; Inclusion; Legislative Openness; Lobbying; Open Contracting; Open Data; Public Procurement; Regulatory Governance; Right to Information; Safety Nets & Economic Inclusion; Social Accountability; Stimulus and Economic Recovery; Tax; Whistleblower Protection; Other/NA*



Civic Space
Social Accountability

**12. Primary Sector**

*Please indicate the most relevant primary sector for this commitment. Select up to two sectors from the following list: Aid; Citizenship & Immigration; Cross-sectoral; Education; Environment & Climate; Extractive Industries; Health & Nutrition; Infrastructure & Transport; Justice; Land & Spatial Planning; Legislature; Media and Telecommunications; Policing & Corrections; Private Sector; Public Services (general); Science & Technology; Security and Public Safety; Water, Sanitation, and Hygiene; Other/NA*

Education
Public Services (general)



### 13. What OGP value is this commitment relevant to?

<p><b>Select Value</b>  <i>from the following list:</i></p> <ul style="list-style-type: none"> <li>- Access to information</li> <li>- Civic Participation</li> <li>- Public Accountability</li> <li>- Technology and Innovation for Transparency and Accountability</li> </ul>	<p><b>Why is this commitment relevant to this value?</b></p>
<p>Civic Participation</p>	<p>Citizen Participation must be a guiding light of public policies, and the open government model is implemented in the Valencian Society from this starting point. And for this we need a public Administration and a social network trained in Citizen Participation for the co-management of the public resources.</p> <p>Training, educating and valuing Citizen Participation is the objective that we set ourselves in this commitment, the purpose of which will be the construction of a participative culture where Valencian citizens are present in decision-making and in the co-design of public policies that have an impact in the development of their communities.</p>
<p><b>Add lines above as necessary</b></p>	

### 14. What resources are needed to achieve this commitment?

*Please include budget, staff, time, and contributions of civil society and other organizations and any other resources required.*

<p><b>Budget</b>  <i>(estimated budget allocation and specify currency)</i></p>	<p><b>Staff</b>  <i>(number of staff required to implement the commitment)</i></p>	<p><b>Time</b>  <i>(months needed to implement the commitment)</i></p>	<p><b>Other resources required</b>  <i>(please describe)</i></p>
<p>100.000 €</p>	<p>10 people</p>	<p>6 months</p>	



<b>Add lines above as necessary</b>			

**15. Are the resources needed to achieve this commitment already secured?**

*Please select one option: Yes / No / Partially*

Yes
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**16. Additional Information [Optional]**

*Use this optional space to provide other useful information, for example:*

- *Links to other government programmes*
- *Links to the national development plan or other sectoral or local plans*
- *Link to the Sustainable Development Goals*
- *Gender perspective analysis*

*Maximum 1000 characters*

In the field of the Generalitat Valenciana, the right of citizen participation in public affairs is established by Law 2/2015, of April 2, on transparency, good governance and citizen participation of the Comunitat Valenciana, now called Citizen Participation Law of the Comunitat Valenciana, after the implementation of Law 1/2022, of April 13, on transparency and good governance of the Comunitat Valenciana. Regarding child and youth participation, it is established in Law 26/2018, of December 21, of the Generalitat, on the rights and guarantees of children and adolescents, which includes the right to participation in social, political and economic life, among others, of children and adolescents and the obligation that when citizen initiatives affect the rights of children and adolescents, the necessary amendments be made so that they can take part as active political subjects. In this legislature, since 2019, the Generalitat has been implementing a new culture of governance with the participation of citizens and several agreements have been made to make it effective: in the institutional declaration on participatory processes of the Generalitat, of 7 February 2020,





the Consell committed to providing citizens with useful and efficient resources for their participation in the processes of defining public policies and decision-making, and to progressively launch participatory processes in all areas of action of the Generalitat, objectives that have been partially met with the publication of the first guide to citizen participation of the Generalitat and the progressive implementation of citizen participation processes in the different departments of the Consell.

In the challenge of developing more democratic, upright and effective institutions, we are aware of the need for permanent dialogue and collaboration between the Administration and the citizenry. For this, we also need a strong civil society that channels collective participation and also a participatory culture of citizens that favors interest in the public sphere. If we also take into account all the advances with the new tools and mechanisms for citizen participation that we have been implementing in this legislature, we have seen the need to overcome Law 2/2015, of April 2, of the Generalitat, on citizen participation of the Comunitat Valenciana, since it is not enough to implement an authentic model of participatory governance in the field of the Comunitat Valenciana in the current context, taking into account the growing needs of citizens and citizen entities as unifying social agents in our territory. For this reason, for a year we have been working on a participatory process with the Valencian civil society in the co-design of a new regulation for citizen participation that has culminated in the approval, on October 7, by the Government of the Generalitat Valenciana, of the Draft Law on Citizen Participation and Promotion of Associations of the Comunitat Valenciana, which is currently in the Corts Valencianes (Valencian Parliament) for its consequent parliamentary debate.



## 17. Milestones

Please add below the individual milestones of your commitment. Add one line per milestone. You can add as many lines as necessary.

<b>Describe the output</b>	<b>Start date (MM/YYYY)</b>	<b>End Date (MM/YYYY)</b>	<b>Responsible Agency</b>	<b>Contact person</b>	<b>Status</b> <i>Select from the following: Not started; in progress, stuck finished; incomplete.</i>
Collaboration agreement with the University of València	January 2023	November 2023	Conselleria for Participation, Transparency, Cooperation and Democratic Quality		Not started
Training School	January 2023	April 2023	Conselleria for Participation, Transparency, Cooperation and Democratic Quality		Not started
Collaboration agreement with the Consell Valencià de la Joventut (Valencian Youth Council)	January 2023	December 2023	Conselleria for Participation, Transparency, Cooperation and Democratic Quality		Not started
JOCC Programme	January 2022	December 2023	Consell Valencià de la Joventut		In progress



Call for the ParticipAcció Awards	November 2022	February 2023	Conselleria for Participation, Transparency, Cooperation and Democratic Quality		In progress
<b><i>Add lines above as necessary</i></b>					

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