



## THIRD OPEN GOVERNMENT PLAN MADRID CITY COUNCIL (2022-2023)

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- Pages 27 and 28: for January 2021, read January 2022
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## PROLOGUE

*Statement by the Deputy Mayor of Madrid, Begoña Villacís, at the Open Government Partnership Local Summit held in December 2021*

*Madrid is strongly committed to the Open Government Partnership and fully shares its objective: to promote public policies that foster citizen participation and transparency at all levels.*

*Our city joined this community of governments because we are convinced of the need to open politics and administration to all citizens.*

*Since joining the Partnership, Madrid has implemented two action plans with a total of ten projects. Projects that have contributed significantly to improving the accountability of politicians, preventing and combating corruption and fraud, increasing transparency in public management and, above all, creating and consolidating a space for citizen participation in public policy.*

*We will soon present our third action plan, thereby ratifying our commitment to the Partnership and its objectives.*

*We will propose solutions to the needs of Madrid's residents in accordance with the principles of an Open Government policy: transparency, participation, accountability and giving citizens a leading role, which is what we are advocating and what this is all about.*

*This year, our city has turned the page on the pandemic, shaken off the restrictions and is once again full of life, freer than ever.*

*This City Council welcomes everyone. City government is a matter for everyone and Madrid's doors are open to everyone.*

*That is, and will continue to be, the hallmark of Madrid. Accountability, of course, will ensure that this goal, which has always been Madrid's goal, becomes everyone's goal.*

<https://www.youtube.com/watch?v=K9XwcbADFrk>



## EXECUTIVE SUMMARY

Madrid City Council has been part of the Subnational Government Programme of the Open Government Partnership since 2015.

The Partnership was founded in 2011, in the framework of a meeting of the UN General Assembly. It is a multilateral initiative in which national and subnational governments participate together with non-governmental organisations and representatives of civil society, and its objective is to ensure that public administrations act transparently, encourage collaboration and citizen participation, and are accountable and inclusive.

As part of this Partnership, Madrid City Council has developed action plans with various actions aimed at improving and strengthening the aforementioned values and principles. Following the completion of the two previous plans, a new Open Government plan has been approved, once again ratifying Madrid City Council's commitment to Open Government principles.

The drafting process of the new plan has involved extensive citizen participation not only through the public consultation process, but also through debate within municipal participation bodies, as well as questionnaires and interviews with specific actors and workshops.

The Third Open Government Plan of Madrid City Council includes medium-term actions (2022-2023) with the aim of advancing and strengthening the values and principles of good governance, contributing to the consolidation of a broader strategy that will undoubtedly be continued during the next term of office.

As with other local plans, a selection of measures related to Open Government principles has been included through four commitments made by the City Council:

1. Improve the Transparency Portal and increase open data visualisations.
2. Promote community actions in situations of bereavement, suicide prevention and child obesity, with the involvement of the community and different agents.
3. Promote citizen participation by improving the Decide Madrid platform, with a view to encouraging citizen involvement in decision-making on city matters.
4. Broaden the spectrum of participation, developing specific programmes aimed at those sectors of the population with lower participation, such as the elderly, children and young people, and other vulnerable groups.

The objectives are:

- Strengthen transparency and accountability.
- Consolidate an inclusive, modern and effective participation model.
- Recover the dynamism of the city of Madrid after the pandemic through community action.

All of this with one common goal: to construct a dynamic, prosperous, supportive, open and tolerant city.



## 1. OPEN GOVERNMENT IN MADRID CITY COUNCIL

As part of the Open Government Partnership, Madrid City Council has developed two action plans with various actions aimed at improving transparency and participation in the city of Madrid. These municipal plans usually include a selection of measures related to Open Government principles.

Measures already implemented include, among others, the creation of a Lobbying Register, launch of the Transparency Portal and participatory budgets, creation of a complaints mailbox, Madrid in Data and a control panel to monitor the government's commitments.

At the national level, Madrid City Council actively collaborates with the rest of the public administrations. On 10 March 2022, it took part in the Sectoral Commission on Open Government, which comprised all three levels of public administration (state, regional and local, through the Spanish Federation of Municipalities and Provinces). At this meeting, progress was made on the development of the Third Open Government Plan of the City Council.

[Link to meeting minutes](#)

At the Open Government Partnership Global Summit that took place between 15 and 17 December 2021, Madrid City Council once again confirmed its commitment to the Partnership and to the principles it stands for and defends.

<https://www.opengovpartnership.org/2021-ogp-global-summit-government-statements/>

In terms of transparency and accountability, the city of Madrid stands out for having incorporated three fundamental pillars at a very early stage: publication of agendas, implementation of a Lobbying Register and introduction of a legislative footprint. As a result, it is possible to find out who is meeting with whom, for what purpose and what influence they have on public actions. In short, full traceability of public decisions is guaranteed.

Over the last three years, in parallel to the cycle of the Second Open Government Plan, Madrid City Council has continued its commitment to transparency.

During the pandemic, Madrid was one of the first public administrations to publish economic-budgetary, environmental and healthcare information – optimising transparency – as well as health data from Madrid City Council, and the impact by district and health area.

This work on transparency has continued, with modifications to the Catalogue of Public Information for adaptation to the Transparency Portal and, for the first time, the provision of public information by contractors and public service providers has been regulated through transparent clauses.



The development of the Clear Communication project has continued. In this regard, it is worth highlighting the study of needs carried out by the City Council in 2021 and the Collaboration Protocol for Scientific Research in the Field of Clear Communication, signed by the City Council and the UNED, for the development of a computer tool to assist public employees in the drafting of documents in clear language for the public.

Open data and downloads from the portal have also increased despite the pandemic. There are currently 533 data sets.

The Visualise Madrid in Open Data project has been launched with the aim of giving visibility to certain themes on the Open Data portal and to the potential of reusing open data of particular relevance selected for development: traffic accidents, car parks, public notices, libraries, open data catalogue, weather data, energy, suggestions and complaints.

In 2021, a visualisation of the main City Council investments and evolution of its budget was launched. Through georeferenced and localised information on a map of the city of Madrid, this visualisation shows investments considered most relevant in terms of their economic value, including the initial credit, total amount of the investment and budgetary evolution.

An evolving open budget application has also been developed for the visualisation of reports on the achievement of budget objectives.

Finally, in the interests of greater accountability, the Strategic and Operational Programme Map of Government has been drawn up, with 1,661 actions.

Citizen participation has also been a constant for Madrid City Council, and it has continued to promote it from both an individual and collective perspective, reinforcing the different instruments for citizen participation and collaboration in city affairs.

Also of note are all the participatory and support processes for people in isolation, living alone and with limited mobility due to COVID-19: 'Madrid Steps out on the Balcony', 'We Share a Neighbourhood', 'Madrid in Solidarity', 'Connected' and the memorial forest in memory of victims of COVID-19.

The City Council's objective in this area is to consolidate an inclusive, modern and effective participation model. Inclusive model: in which the participation of all is guaranteed with simple, understandable processes and clear language, while also overcoming the digital divide. Modern participation: combining traditional models of participation with more disruptive formulas (digital participation but also in person). Effective participation: with orderly processes and legal certainty, dealing with issues relevant to residents and ensuring that citizens' expectations are met.

To achieve this objective, the Decide Madrid platform has been improved, with greater security and guaranteed accessibility, usability and neutrality. At the same time, the use of GIS (Geographic Information Systems) and online design tools has been promoted to support and enrich citizen participation, allowing access to cartographic information, such as street maps, plots of land, administrative divisions and other maps and plans, and to enable participation in public consultations as proposed by Madrid City Council and the use of a guided graphic editor to design elements to be added to plots of land.



In December 2021, the 'Clara' chat bot pilot was launched to provide information on participatory budgets. Powered by artificial intelligence (AI) and natural language processing (NLP) algorithms, the chat bot provides 12,000 different forms of response and recognises at least 120 search intentions.

Decide Madrid has established itself as a benchmark platform for citizen participation. It has 488,847 registered users and it hosts 5,847 discussions, 30,357 proposals and 232,011 comments. It is a key tool for facilitating and encouraging direct and individual citizen participation in city affairs. Residents can put forward proposals, create discussion threads, evaluate, comment on and support different proposals, and take part in different participatory processes.

The implementation of participatory budgets that were pending from previous calls has also continued, and a new edition of participatory budgets has been called based on an orderly, efficient and realistic process, allowing for projects with more realistic implementation expectations of two years, and a biennial call for proposals. This introduces greater legal certainty and transparency into the process and strengthens the analysis of the technical feasibility of projects.

With regard to municipal participation bodies, the City Social Council was created in 2020, which is an advisory body tasked with guiding strategic planning through the participation of the most representative economic, social, professional and neighbourhood organisations. Five technical commissions have been established within the Social Council in the areas of environment, urban planning, economy, innovation and social services. Three technical working groups have also been set up (in innovation, social services and urban planning).

Other issues under discussion include the next cleaning ordinance and waste collection tender, the new social services model, the development of pilot experiences in smart crowdsourcing, the Territorial and Urban Strategy for Economic Activity in Madrid, the development of the Urban Agenda, the reinforcement of Marca Madrid, new industrial sectors, clusters and the identification of employment niches.

Proximity councils have also been created as participatory bodies in the districts, replacing the local forums. The aim of this new model is to introduce greater legal certainty, as proposals must first be subjected to an analysis of legal, technical and economic viability. It also ensures that participation is as broad as possible in working groups, which are structured as true spaces for participation, and establish common and homogeneous lines of action, seeking greater efficacy and efficiency.

Special mention should also be made of participation in sectoral plans, including those aimed at territorial rebalancing, for which actions are coordinated and agreed with neighbours belonging to district participation bodies and neighbourhood associations.



One example is the SURES Plan for the territorial rebalancing of the nine districts in the south and east of the city (Carabanchel, Latina, Moratalaz, Puente de Vallecas, San Blas Canillejas, Usera, Vicálvaro, Villa de Vallecas and Villaverde) where more than 44% of Madrid's population lives. The plan is divided into 8 strategies for action: environmental regeneration, culture and sport, economic and industrial recovery, mobility and transport, public space and housing, combating gender violence, social promotion, community development and social care, and public education and universities. Each strategy has a Sectoral Technical Working Group that meets periodically to assess the actions to be carried out, made up of representatives from the Municipal Administration, the Regional Federation of Neighbourhood Associations of Madrid and the Proximity Councils.

Since its launch in October 2019, 100 sectoral working group meetings have been held and 43 projects and 152 actions have been approved. At the close of 2021, the total executed budget was 341 million euros. The forecasts for 2022 are for sustained investment with 418 million euros

Neighbourhood Plans (PIBA) are also being developed, which are territorial intervention programmes that, based on the active participation of citizens, seek to make progress in the territorial rebalancing and social cohesion of the city in those neighbourhoods that require priority action.

There are currently 38 Neighbourhood Plans (in 14 districts) and actions that are addressed, as agreed with the most representative neighbourhood organisations, include the refurbishment of children's areas, additional school support, prevention of risk behaviours in minors, urban camps for children and adolescents, socio-educational activity programmes for adolescents and families, sport in schools, urban culture, neighbourhood revitalisation, creation of areas for the elderly, the elderly and the digital divide, social care for elderly women, detection and intervention among elderly people in situations of loneliness, encouraging the integration of Roma women, communication and reading workshops, pre-employment training workshops.

Another priority of the City Council is the promotion of associations. Madrid City Council facilitates and maximises collaboration with citizen entities and groups, and provides them with access to all resources available from the City Council.

Madrid has more than 2,900 associations, foundations and groups registered in the Municipal Census of Citizen Entities and Groups, and these are provided with training, advice and subsidies of various kinds.

A new range of subsidies has been launched for projects aimed at improving the living conditions of the population and projects to generate spaces for participation, open innovation and idea incubators to identify improvements with direct economic, social and environmental impact on neighbourhoods. A new range of subsidies has also been defined for the development of activities aimed at children and young people, in various fields of action.





As a culmination of all these new initiatives, participatory social innovation programmes are being promoted and developed in collaboration with other public administrations, social agents and the private sector, with a view to identifying and promoting initiatives and working methods that have greater social impact and contribute to solving the problems faced by the municipal administration and the city of Madrid.

In February 2021, The Participatory Group was established, which is a community of practices open to local and regional governments, institutions and universities from all over the world. Its mission is to foster collaboration among members for the exchange of good practices and collaborative work to design new and better participation techniques, making participatory processes more accessible, attractive and effective. It currently has 62 member cities or regions (including Berlin, Lisbon, Bucharest, Lima, Porto Alegre, La Paz, Bogotá, Zaragoza, A Coruña), as well as 6 other collaborators (Fundación Ciudadanos, Argentina; Fundación Kaleidos.red, Spain; the Presidency of the Republic of Uruguay and the Universities of Buenos Aires, Guadalajara (Mexico), and the UNED).



## 2. THIRD OPEN GOVERNMENT PLAN

Following the completion of the two previous Open Government Plans, a new Open Government Plan has been approved, ratifying, once again, Madrid City Council's commitment to Open Government principles.

### ROADMAP

The roadmap for the approval of the plan was developed in four phases:

- Phase 01: Public consultation on the draft plan
- Phase 02: Results report
- Phase 03: Analysis of proposals and debate
- Phase 04: Approval of the plan





## A. PARTICIPATORY PROCESS IN THE DEVELOPMENT OF THE PLAN

The drafting process of the third plan involved extensive citizen participation not only through the public consultation process, but also through debate within municipal participation bodies, as well as questionnaires and interviews with specific actors and workshops.

Between 28 March and 11 April 2022, five commitments by the Madrid City Council were submitted for **public consultation**, inviting citizens to submit their comments and share ideas. 2,022 participants took part in the consultation and 13 questions were submitted for debate.

The Third Open Government Plan is also the result of discussions within the **Technical Commission for Innovation of the City Social Council**, as it includes many of the measures discussed by the commission since its first meeting in October 2021.

In particular, and following preliminary brainstorming meetings, the third plan was formally discussed at sessions of the Technical Working Group on 5 May 2022 and the Sectoral Commission on 10 May 2022.

The Third Open Government Plan has also been discussed in two sectoral councils: the **Sectoral Council for Associations and Other Citizen Entities** and the **Sectoral Council for Senior Citizens**.

The commitments for the future plan, as well as the results of the consultation were discussed in three sessions of the Sectoral Council for Associations and Other Citizen Entities on 24 March 2022 (Technical Commission for Regulation and Coordination), 30 March 2022 (Permanent Commission) and 7 June 2022 (Permanent Commission).

The third plan was presented at the session of the Sectoral Council for Senior Citizens on 30 March 2022, which was completed with the sending of a supplementary questionnaire to its members on 4 April 2022.

In relation to **young people and children**, another survey was carried out by means of a questionnaire in which 75 young people participated. Interviews were also conducted with relevant actors in the field of young people and children's policies in the city of Madrid.

From 17 to 19 May 2022, the '**Decide Madrid 2022: Looking Towards the Future**' conference was held, not only to disseminate the principles of Open Government but also to deepen the commitments of the plan.

The following sections detail the main milestones and results.



## Public consultation



- ✓ Public consultation from 28 March to 11 April 2022
  - 2022 participants

## Debate in municipal participation bodies



- ✓ Innovation Committee of the City Social Council: 6 sessions (2 specific to the plan)
- ✓ Sectoral Council for Associations: 3 sessions
- ✓ Sectoral Council for Senior Citizens: 1 session

## Questionnaires and interviews



- ✓ Sectoral Council for Senior Citizens questionnaires: 22 participants
- ✓ Interviews with relevant actors, youth and children

## Decide Madrid conference



- ✓ Conference within the framework of the Third Open Government Plan
  - 6 round tables
  - 28 speakers
  - More than 750 views



## I. Public consultation

Between 28 March and 11 April 2022, five commitments by the Madrid City Council were submitted for public consultation, inviting citizens to submit their comments and share ideas.

The details and documentation provided on the future plan can be found at the following link: <https://decide.madrid.es/legislation/processes/148/debate>

The commitments made were as follows:

- Commitment 1. Improve the visualisation of information published on the Open Data portal to make the information more understandable and more intuitive to manage.
- Commitment 2. Improve the Transparency and Open Data portals.
- Commitment 3. Promote community actions for a healthy city involving the community and other actors.
- Commitment 4. Promote citizen participation by improving the Decide Madrid platform, with a view to encouraging citizen involvement in decision-making on city matters.
- Commitment 5. Broaden the spectrum of participation through the Decide Madrid platform, developing specific programmes aimed at those sectors of the population with lower participation, such as the elderly, children and young people.

The report on the results of the public consultation is attached as an annexe to this plan and is published on the Decide Madrid platform at the following link: [Results report](#)

Some aspects of interest are summarised below:

**2,022 participants took part in the consultation and 13 questions were submitted for debate.**

- 57.29% of the participants had never heard of Open Government plans.
- In response to the question 'Which principles do you consider most relevant for bringing public administrations closer to citizens?', the Open Government principles to which the participants attach most importance are the following, in this order:
  - o Transparency (19.85%)
  - o Quality of public services (18.37%)
  - o Citizen participation (17.15%)
  - o Accountability (13.27%)
- When asked to rate the five proposed commitments on a scale of 1 to 5, there was a high level of support for the measures. Between 76 and 85% of the participants rated the commitments with 4 or 5 out of 5:
  - o Commitment 1: 83.98%
  - o Commitment 2: 85.5%



- Commitment 3: 76.82%
- Commitment 4: 83%
- Commitment 5: 76.25%

The questionnaire included 6 sections with open-ended answers. The main issues raised and the assessment of the City Council's technical services are detailed below.

### On the initial commitments 1 and 2: open data and transparency:

- **Convenience of merging the two commitments.**

In view of the comments received, the two commitments have been consolidated into a single data sheet.

- **Increase the amount of information published.**

Madrid City Council's Transparency and Open Data portals publish more information than the minimum required by law for this type of portal.

Active disclosure obligations have increased from 182 in 2017 to 262 today. Similarly, in terms of open data, published datasets have increased from 228 (2015) to 530 (April 2022).

These portals publish the information defined by the law as public, and are updated regularly and in a comprehensible manner. In addition to the information published in compliance with the regulations, there is a specific channel through which citizens can request information of interest to them.

[www.madrid.es - Information request \(munimadrid.es\)](http://www.madrid.es - Information request (munimadrid.es))

- **Ensure the integrity of the information.**

The information published on the Open Data portal complies with the regulatory requirements for publishing open data. These include interoperability, veracity of the information and ensuring an open and reusable format. The data are published without any reprocessing or analysis that could distort them. They are published in raw form so that each interested person may carry out their own research, cross-checks, studies or analyses and draw their own conclusions.

- **Need for clear and simple language.**

The Directorate General for Transparency and Quality is committed to clear language in its communications. As part of the Clear Communication project, the language used on forms for fines and tax communications is being refined, and a methodology has been established to ensure that communications are written in understandable and clear language.

The aim is to ensure that most forms used by different municipal units conform to this methodology.



- **Improved accessibility.**

The Transparency and Open Data portals are subject to periodic audits to check the degree of accessibility of the applications and to correct any faults or deficiencies detected. The proposed improvements are aimed at making them more user-friendly and making the information easier to obtain and understand. This idea is reinforced in the wording of the commitment.

The Transparency and Open Data portals need improvements to make browsing and searching for information simpler and more intuitive, as well as search filters and download capabilities to improve the accessibility and speed of information downloads.

Furthermore, the project to increase the number of visualisations included in the plan aims to ensure that the information that was previously published in formats requested by professionals in the sector, or other formats that allow information to be managed automatically by computers (APIs), is also provided in a format that makes it easier to consult and, above all, be understood by people who are not professionals in information management. Past experience in this area suggests that user experience can be improved by the development of dashboards and visualisations that allow information to be consulted in a more intuitive and visual way.

- **Publication of economic-budgetary information (public spending, contracts and management of public funds in general).**

There is extensive information on procurement on the Transparency Portal. There is also an open budget website where this type of information can be consulted.

[Budgets - Madrid City Council Transparency Portal \(inlusite.com\)](https://inlusite.com)

[Economics and Budgets - Madrid City Council Transparency Portal \(inlusite.com\)](https://inlusite.com)

[Procurement - Madrid City Council Transparency Portal \(inlusite.com\)](https://inlusite.com)

- **Publication of the government programme.**

There is a project to publish all information related to the government's legislative plan and its evolution. It is expected that this information will be available on the municipal website at the end of the summer.

- **Option to contact public officials by email or any other means, so that citizens can communicate their problems in an easy and accessible way.**

This option is already available on the Transparency Portal. Each councillor's profile includes an email address so that citizens can communicate with him or her about matters they consider appropriate.



- **Make Plenary Sessions public.**

City Council Plenary Sessions are broadcast live on the YouTube platform through a specific channel for this purpose.

- **Dissemination.**

Dissemination campaigns will be developed to inform citizens of the options available to them in terms of transparency. A reference is included in the plan fact sheet.

- **Involve civil society in the implementation and monitoring of the commitment.**

The plan includes a section on governance and monitoring mechanisms with the participation of civil society. Furthermore, the commitment fact sheet includes measures for the evaluation and proposal of improvements through surveys or workshops.

### On commitment 3: community actions for a healthier city, the main contributions or comments included:

- **It is requested that the relationship between this commitment, which includes disparate issues, and the principles of Open Government are better explained.**

The commitment is a compilation of several actions by Madrid Salud that all share a common denominator: the deployment of community actions in coordination and collaboration with different agents and the citizens of Madrid in order to better achieve the established objectives. The commitment is in line with two fundamental principles of Open Government: participation and collaboration.

In this sense, the current strategy 'Madrid, a healthy city' is governed by the principles and methodologies of prevention and promotion of community health, with the ultimate goal of increasing the capacity of individuals and communities to increase their control over the determining factors for health and, consequently, to improve their health.

As a result of the contributions, a reference to the development of health asset mapping has been included in the commitment fact sheet: a methodology for identifying the health assets in each neighbourhood. These health asset maps are constructed through community participation in workshops, during which citizens mark out the spaces in their environment that are a source of well-being in their daily lives. This makes it possible to identify the health assets present in the different areas of the city of Madrid and to establish community networks that work collectively and horizontally in the field of community health.





This strengthens existing social relationships and builds new ones, with the aim of fostering community development and promoting improvements in the environment through citizen participation.

- **Proposals to involve the educational community in suicide prevention and bullying campaigns, as well as in situations of loss and bereavement.**

Both programmes will be implemented in the educational setting with the participation of the educational community.

- **Proposals on the importance of implementing mental health actions, taking into account older people, especially for issues related to bereavement and suicide, and including other actors, as well as the relatives of those affected.**

At Madrid Salud, and in the field of prevention and health promotion, complicated grief is addressed for all age groups.

- **Carry out more studies and research in the field of suicide prevention.**

Madrid Salud will strengthen collaboration with organisations and promote technical forums for the analysis of this problem in the field of prevention and health promotion. A reference is included in the commitment fact sheet.

- **Need for adequate resources.**

The resources used are primarily those provided by the Network of Prevention and Health Promotion Centres, which has 16 municipal community health centres distributed throughout the districts and five specific centres, with interdisciplinary teams made up of municipal workers. However, in the case of complicated grief prevention, compassionate communities and child obesity, a small team has been contracted to support the projects.

The specific centres comprise a youth centre, centre for prevention of cognitive impairment, international vaccination, oral and dental health, security support centre, medical specialities.

- **Questions or comments on other possible actions in the health field.**

The Open Government plans only include a sample of the City Council's actions.

Madrid Salud has no healthcare competences. Its competences are limited to prevention and health promotion. However, some citizen proposals are included in Madrid Salud's plans and programmes, even though the Open Government plans only include a sample of the City Council's actions. This does not mean that they will not be implemented.



### On commitments 4 and 5: improving Decide Madrid and broadening the spectrum of participation:

- **Importance of complementing Decide Madrid with face-to-face participation in senior citizens' centres, cultural centres, schools, libraries, universities or other areas and spaces (not everything is digital) and also facilitating 'personal' relationships and information, as not everyone has access to IT resources.**

In view of the contributions, this idea is reinforced in the plan with express reference to meeting places where personal interaction takes place (schools, universities, libraries, cultural centres, senior citizens' centres, etc.) with awareness-raising, dissemination, training and support activities.

- **Accessibility and usability of the platform.**

This is one of the main objectives of the proposals. This idea is reinforced in the plan fact sheets.

- **Greater accountability. Response to proposals made by citizens, unification of responses by thematic areas and reduction of the number of votes required for a proposal to be successful.**

This is the aim of the machine learning project included in the commitment to improve Decide Madrid, which contemplates the incorporation of new digital tools that will enable the exploitation of the vast amount of information on Decide Madrid through the use of automatic learning systems. These systems will allow information to be classified and group similar proposals together, facilitate analysis by different areas of government, and enable citizens to obtain feedback and information on activities carried out and see the reasoning behind decisions.

Once that has been completed, an analysis of the most supported proposals at any given time will also be considered, based on other thresholds of support. The number of votes required is currently established by guidelines dating from 2015 and it is considered that, without prejudice to their review, the application of machine learning techniques will allow proposals to be grouped together, gathering support and sending the most supported or common proposals to departments for analysis and assessment.

- **Comments on the evolution of participation through Decide Madrid.**

The evolution is different depending on the type of mechanism.

- Participation in public consultations (at the initiative of the City Council) has increased exponentially. In 2016 to 2019, an average of 22 processes were carried out per year with 1478 participants per year. In 2020 and 2021, an average of 14 processes per year were developed, but with a substantial increase in participants: an average of 13,386 participants per year. In 2021 alone, there were a record 21,263 participants across 13 processes. This could be due to an increased interest in the themes and plans presented for consultation and the dissemination actions carried out since 2020.



- Participation in debates has been maintained. The figures are as follows: 294 debates in 2017, 229 in 2018, 85 in 2019, 362 in 2020 and 139 in 2021. This has been possible thanks to the debate line 'Lazotea', a new space for dialogue between neighbours in the districts of Madrid, designed to prevent the loneliness and lack of communication resulting from isolation as a consequence of safety measures.
- As for other 'proposals raised by citizens', proposals have decreased from an average of 5970 proposals per year between 2016 and 2018 to an average of 1290 proposals per year between 2019 and 2021. Some of the reasons for this decrease could include the difficulties in getting proposals to succeed with the 1% signature rule and the lack of results or feedback, which generates frustration. It is precisely for this reason that the City Council is implementing an artificial intelligence project based on machine learning to make better use of all this collective intelligence. Specifically, the objective will be to access all the information contained in Decide Madrid since its creation, classify it into themes using ML algorithms and facilitate searches and browsing through information, facilitating the transfer of proposals and debates to the districts and areas of government so that they can provide feedback to citizens and, where appropriate, ensure that they are implemented.

- **Proposals to set up proposal boxes, access points through interactive screens and/or discussion groups to allow for easy and direct contributions.**

This will be taken into account in the development of the third plan.

- **Proposals for older people: carefully consider these programmes in order to facilitate their participation, what communication with them should be like, how to give them the confidence to participate, etc.**

This is noted for the development of the third plan.

- **Proposals in relation to young people: it would be easier if more dynamic communication channels were opened up, with attractive content and activities in open spaces, prior communication through the most popular channels. Turn libraries into 'maker' spaces where they can learn and carry out both artistic and technological projects.**

This is noted for the development of the third plan.

- **Proposals to look more deeply into the reasons behind the lower participation of young and old people and to find the right topics to address with them (what are their concerns, what do they worry about).**

This is noted for the development of the third plan.



- **Greater dissemination and visibility of the Decide Madrid portal, as well as communication and dissemination campaigns on participation.**

This is noted and a point on awareness-raising and training actions will be included in the plan.

- **Some suggested merging commitments 4 and 5.**

Given that the commitment to broaden the spectrum of participation is to be extended beyond the measures related to Decide Madrid, it is considered preferable not to merge the two commitments.

### Other proposals

- **Strengthen the institutional integrity system of Madrid City Council, establish adequate, secure and effective channels for complaints. Strengthen transparency and integrity in the public procurement framework (implementation of Integrity Pacts).**

The fight against corruption is tackled on several fronts and through various actions.

The Municipal Office for the Prevention of Fraud and Corruption, which is entrusted with prevention functions, must collaborate in the design of training programmes for Madrid City Council staff, and is also responsible for studying the complaints received through an anonymous complaints box.

<https://www.madrid.es/UnidadWeb/Contenidos/EspecialInformativo/OficinaFraude/ficheros/MemoriaAnual2020.pdf>

There is a Procurement Surveillance Commission whose objective is to monitor the legality of procurement.

[Link to information on the surveillance commission](#)

The Transparency Portal has a section on the rules, codes and principles of ethics and conduct for councillors and municipal employees.

Furthermore, on 24 March 2022, the Governing Board of the Community of Madrid approved the Anti-Fraud Measures Plan for the management of funds provided by the Recovery and Resilience Facility. At the same time, and as part of its implementation, on 27 March 2022, an [Anti-Fraud Measures Plan Monitoring Committee](#) was created by Decree of the Mayor to regulate its composition and operation.

[Link to the Transparency Portal](#)



- **Proposals on the need for specific regulation and a lobbying register**

There is already an ordinance that establishes a specific regulation on the lobbying register. There is also a lobbying register which is available for the public to consult. Its functioning and management is subject to control by a specific committee of the municipal groups.

[https://tomadedecisiones.madrid.es/registration\\_lobbies/index](https://tomadedecisiones.madrid.es/registration_lobbies/index)

- **Proposals on the need for a complaints and claims service or its improvement**

There is a specific channel for submitting suggestions and complaints to Madrid City Council. This system has a specific online form, although suggestions and complaints can also be submitted in person and by telephone.

<https://www.madrid.es/portales/munimadrid/es/Inicio/El-Ayuntamiento/Contacto/Sugerencias-y-reclamaciones?vgnextfmt=default&vgnextchannel=5eadc1ab4fd86210VgnVCM2000000c205a0aRCRD>

Every complaint must receive a response. In addition, the DG for Transparency and Quality prepares a six-monthly and an annual report on the management of all suggestions and complaints, which is published on the Transparency Portal after the municipal groups in the corresponding committee have been informed. The Madrid Móvil app is also available for carrying out municipal formalities, submitting requests and notifications.

- **Promotion of a new Draft Municipal Ordinance aimed at reforming the Madrid City Council Lobbying Register with a view to correcting detected deficiencies, simplifying bureaucratic requirements and increasing incentives for registration in the register.**

A new transparency ordinance is currently being processed, which regulates, among other aspects, those related to lobbying and the lobbying register. In parallel to this regulatory process, the City Council is constantly updating the IT support for this register and rectifying any errors and deficiencies detected in the use of the lobbying registration platform.

- **Regulatory footprint: It would be interesting to know which sections of regulations and drafts have been included/amended due to citizen input.**

There is already a tab for regulatory footprint, which is dedicated to the process of drafting municipal regulations. This tab shows all relevant procedures and documents being generated, including prior public consultation, approval of the draft by the Governing Board and final approval by the Plenary Council. [Link to Regulatory footprint.](#)



- **Take into account people with disabilities and other vulnerable groups.**

In view of the contributions, an explicit reference to other vulnerable groups is being included. Participation should be inclusive, giving a voice to everyone, particularly those who do not have the means to make themselves heard, ensuring that no one is left behind.

- **The importance of associations for the development of the proposed measures.**

It is considered appropriate to include the development of activities through associations among the lines of action.

- **Participatory budgets: call for participatory budgets again, implement pending projects, make annual calls for proposals and for larger amounts.**

Projects pending from previous calls are being implemented although some have been declared infeasible due to the impossibility of performance.

After the lessons learned from previous calls, a new edition of realistic participatory budgets has been defined in which only viable projects are put to the vote, with a two-year horizon. A new call was launched in 2021. The amounts and deadlines for projects are in line with those of previous calls for proposals.

- **Creation of public innovation laboratories.**

Precisely one of the measures of the commitment to improve Decide Madrid is the creation of a new space or hub for social innovation that will act as an idea incubator or laboratory to solve the problems of the city of Madrid.

- **Creation of an Open Government Forum for the debate and elaboration of these types of plans, with the participation of civil society and public administrations as a whole.**

Madrid City Council already has participatory bodies with broad representation from the people of Madrid, so care must be taken to avoid duplication. The third plan has been debated within the Sectoral Council for Senior Citizens and the Sectoral Council for Associations and Other Citizens Entities, as well as in the Technical Commission for Innovation of the City Social Council.

- **Evaluate participation and report on the development of the plan.**

Both issues will be included in the plan in a section dedicated to the governance and monitoring mechanisms of the plan.



- **Proposals not related to the Open Government plan.**

Several of the comments or proposals from citizens referred to specific or one-off issues not related to the Open Government Plan, but rather to actions or programmes in sectoral areas such as transport, mobility, cleanliness, urban planning, health, trade, e-government, etc. This was noted and the need to better disseminate Open Government plans and their purpose has been highlighted because, as already stated, 57.29% of participants had never heard of Open Government plans.

## II. Debate within municipal participation bodies

### a) Technical Commission for Innovation of the Social Council

The Third Open Government Plan is also the result of discussions within the **Technical Commission for Innovation of the City Social Council**, as it includes many of the measures discussed by the commission since its first meeting in October 2021.

Approved by the Madrid City Council Plenary on 23 December 2020, the City Social Council acts as the highest advisory and citizen participation body.

Its objectives are to promote open, transparent and responsible dialogue on the city model and the role of social actors and municipal administration in shaping a better, more democratic, attractive and diverse city, centred around the well-being of citizens and visitors.

The City Social Council is chaired by the Mayor of Madrid.

It is represented by qualified individuals from the municipal corporation, social agents (such as universities, trade unions, business associations, neighbourhood associations) and experts from various fields.

<https://decide.madrid.es/organos/consejosocial>

According to the Regulations of the City Social Council approved on 23 December 2020, 'The Technical Commission for Innovation will act as an ideas laboratory for strategic innovation studies, which will prepare proposals that can be used as a basis for decision-making within Madrid City Council from a diverse and transparent perspective'.

The plan includes a large part of the actions discussed in successive meetings. A total of six meetings (3 of the Technical Commission and 3 of its Technical Working Group).

[Link to the notices for the six meetings](#)

In particular, the third plan was formally discussed, following preliminary meetings to gather ideas, at sessions of the Technical Working Group on **5 May 2022 and 10 May 2022**.





They discussed the outcome of the public consultation and the commitments proposed by the City Council and unanimously agreed on the measures of the plan.

In addition, they stressed the need to make the measures more visible and disseminate them more widely, as well as the participation bodies themselves, such as the Social Council, which has been included in the final version of the plan.

The new commitments of the plan, following its redrafting, were sent to the members of the Technical Commission for Innovation on 8 June 2022, and no comments were received from the members.

The only comments received were from one of the municipal political groups that attend the technical commissions, with voice but without vote, which pointed out the limited time granted, the impossibility of making new contributions through public consultation or the absence of commitments related to Madrid Salud and on formulas for face-to-face participation or a multi-actor forum.

In this regard, it should be noted that the Third Open Government Plan has been discussed at the various meetings of the Working Group and the Technical Commission with the agreement of its members with regard to the commitments undertaken. The purpose of the 8 June 2022 mailing was to check the latest wording, which incorporated certain clarifications made during the public consultation phase and within the participatory bodies, and no objections were received from the members of the Commission.

On the other hand, the public consultation questionnaire did allow for further contributions. Specifically, six sections with open-ended questions were included for citizen contributions.

With regard to the commitments included in the plan, it was decided to include only a sample of measures rather than an exhaustive list of the Open Government policies carried out by the City Council. In addition, the time horizon must be taken into account, as the third plan has a short duration of just one year to avoid compromising any commitments that could be adopted after the formation of a new government team and the start of a new mandate in the City Council in 2023.

The two previous Open Government Plans were approved without being submitted to a multi-actor forum. However, in view of the recommendations of the Open Government Partnership, Madrid City Council has endeavoured to make the process of drafting the Third Open Government Plan as participatory as possible. For this reason, without ruling out the creation of an ad hoc participation body in the future, the third plan has been discussed within the existing bodies: the Technical Commission of the City Social Council, the Permanent Commission of the Sectoral Council for Associations and the Sectoral Council for Senior Citizens. All these bodies are fully operational and functioning normally.

#### **b) Sectoral Council for Associations and Other Citizen Entities**

The Third Open Government Plan has also been discussed in the **Sectoral Council for Associations and Other Citizen Entities**.





This is a collegiate participatory body, of an advisory nature, which carries out advisory and consultative functions in relation to Madrid City Council competences in matters related to associations.

This body has been created with the intention of harnessing the social, diverse and transformative power of associations and citizens' groups in the municipality of Madrid, as well as to further develop a more flexible, operative, open and inclusive model of organic operation.

This council is made up of representatives from Madrid City Council, other administrations and institutions, municipal political groups and grassroots associations, federations, confederations and unions of associations, as well as other citizen groups, all of which are registered in the Municipal Census of Citizen Entities and Groups.

It is an open and flexible space for dialogue, proposals and agreement in the area of public-social cooperation.

[Link to information about the Sectoral Council for Associations and Other Citizen Entities](#)

The commitments for the future plan, as well as the results of the consultation were discussed at three sessions: **24 March 2022** (meeting of the Technical Commission for Regulation and Coordination), **30 March 2022** (meeting of the Permanent Commission) and **7 June 2022** (meeting of the Permanent Commission).

They agreed with the measures of the plan, recommending actions for greater accessibility such as the development of texts in easier, more inclusive language in order to encourage participation.

### c) Sectoral Council for Senior Citizens

The third plan has also been presented to the **Sectoral Council for Senior Citizens**, which aims to channel the participation of the elderly through the most representative associations in the city of Madrid.

It is made up of representatives from associations, federations, confederations and unions of associations, registered in the Register of Citizen Organisations and declared to be of municipal public utility, institutions linked to the council's sector of activity, councils, participation boards and forums, boards of directors of Municipal Centres for Senior Citizens and Madrid City Council areas responsible for matters that directly or indirectly affect policies for the elderly.

[Link to information about the Sectoral Council for Senior Citizens](#)

The third plan was presented at the **session on 30 March 2022** was followed up with the sending of a **supplementary questionnaire** to its members on 4 April 2022.

22 people commented on the participation of older people on the Decide Madrid Open Government website, providing the following answers:



- In relation to the question: Do you consider it important to participate in municipal decisions that affect your city? Please give a score from 1 to 5, with 1 being not very important and 5 being very important:

The average score was 4.82 out of 5, therefore giving a lot of importance to participation.

- In relation to the question: Do you think that Madrid City Council takes your opinion into account when making decisions on actions that affect you as a citizen?

54% answered in the negative, confirming the need to include a commitment to improve this aspect in the Third Open Government Plan.

- In relation to the question: Which of the following participation channels offered by Madrid City Council are you familiar with?

The following were identified as the most to least known: Sectoral Council for Senior Citizens, Participation Units, Proximity Councils, Decide Madrid website. Once again, the need to disseminate the different means of participation was confirmed.

- In relation to the question: Do you use the Decide Madrid website?

72 % answered that they do not use it, confirming the need to include a commitment to improve this aspect in the Third Open Government Plan.

- In relation to the question: Do you find it easy to use? Please give a score from 1 to 5, with 1 being very difficult and 5 being very easy:

An average score of 3 out of 5 was obtained. It was therefore confirmed that there is room for improvement.

- In relation to the question: Would you be interested in learning about it? Please give a score from 1 to 5, with 1 being not interested and 5 being very interested:

An average score of 4.27 out of 5 was obtained. It has therefore been confirmed that there is interest in including training and dissemination measures in the Third Open Government Plan.

- In relation to the question: Would you participate in training workshops where we teach you how to use the Decide Madrid website and where you could present proposals, projects, participatory budgets, etc.?

76% answered positively. This confirmed the interest in including training and dissemination measures in the Third Open Government Plan.



- In relation to the question: In what other ways would you involve older people?

The following were mentioned in this order: discussions and debates (42%), informative talks (33%) and training workshops (15%).

- In relation to the question: Where would you choose to attend a training activity related to citizen participation through Decide Madrid?

The following were mentioned in this order: municipal centres for the elderly (40%), cultural centres (31%) and libraries (25%).

Ideas were also provided on the participation of older people in municipal decision-making:

- Create formal platforms to collect their ideas, proposals and decisions.
- We want to be listened to, and not cut off from society. We want to be able to carry out procedures in person, as many elderly people do not know how to use the internet and we have to ask other people to do it for us.
- The Sectoral Council for Senior Citizens should have more capacity for intervention and decision making.
- Senior citizen centres and libraries should make it easier for people to communicate their needs and information should be returned to those who request it, and more attention should be paid to requests and suggestions.
- Meetings, courses, email, WhatsApp, etc.
- There is great concern for older people to be kept informed about things related to their surroundings.

### III. Other interviews and questionnaires

In relation to the **youth population**, in January 2022, in the preliminary stage of devising the possible plan and thinking about possible measures to broaden the spectrum of participation by targeting younger people, a questionnaire was conducted **with the participation of 75 young people**: 13-16 years (50.6%), 17-21 years (18.66%), 22-31 years (30.6%).

The responses obtained were as follows:

- In relation to the question: Do you know of any City Council spaces where you can participate in city affairs?

63% do not know of any space, 27% know of spaces in their neighbourhood, 8% on the website.

- In relation to the question: If you answered yes to the previous question, have you ever participated?

Of the 35% who know of a space, only 34% have participated.



- In relation to the question: If you are not interested in participating, could you tell us why?  
62% do not have time, 18% do not think it's worth it, 15% are not interested in the consultations carried out by the City Council.
- In relation to the question: Does anyone you know participate?  
63% do not know anyone who participates.
- In relation to the question: Have you heard of the Madrid City Council citizen participation web portal?  
67% have not heard of the web portal.
- In relation to the question: Have you heard of any participation council within the Madrid City Council?  
80% have not heard of any participation council (Proximity Councils, Social Council, etc.), although 13% have heard of COPIAs (Commissions for Child and Adolescent Participation).

**In January 2022, Interviews were also conducted with relevant actors in the field of policies for young people and children in the city of Madrid. The main contributions were:**

- **Head of Youth Department - SG of Education and Youth of Madrid City Council**
  - Direct youth participation (14 to 30 years old) is one of their objectives, but it is not very developed. Satisfaction surveys are carried out to take into account the opinions of the collective and promote the participatory design of activities at the resources they manage (mainly: seven Youth Centres, 16 QuedaT.com programme sites and Youth Information Offices. Since 2020, online offer through Conecta Juventud 2.0).
  - There is a Municipal Youth Information Network, comprising a Youth Information Centre, eight Youth Information Offices and several Youth Information Points, distributed throughout the 21 municipal districts and located in cultural centres and youth centres.
  - In terms of organic participation, there is a Sectoral Council for Young People, but it is not operational. There is a Youth Board, as a body for the municipal coordination of actions with other DGs (those responsible for employment, culture, sports, etc.), but young people do not participate directly in it.
  - It has been proposed that Madrid could be the European Youth Capital in 2025, so it is a good time to carry out actions that promote direct youth participation.



- The following points were made in interviews with four different units of the City Council **Citizen Participation Units** (districts):
  - A decrease in the number of members of neighbourhood associations has been observed due to the pandemic, ageing and lack of generational replacement.
  - It does not seem that young people have a need/interest in participation due to a lack of participatory culture or a poor sense of belonging/identity with their surroundings/neighbourhood.
  - There is a need to carry out participation activities at a grassroots level, offering workshops and talks in institutes, schools and youth centres.
  - There is no Strategic Participation Plan, a transversal and global strategy or programme for citizen participation (involving all areas: Education, Environment, Youth, Social Services, Family, etc.).
  - Citizen participation should be a service that is provided in such a way that citizens do not associate it with a particular political ideology.
  
- **Workshop with a group of experts on children's issues** with the following participants:
  - UNICEF
  - INJUCAM (Federation for the Promotion of Childhood and Youth)
  - FAPA Giner de los Ríos (Federation of Parents' Associations)
  - Red Cross
  - Company for the Promotion of Active Childhoods
  - Children's Rights Unit
  - DG for Participation of Madrid City Council
  - Participation Technician of the Community of Madrid

The participants answered a short set of questions as follows:

- **Do you think that children and adolescents currently express their ideas for the improvement of the city on the issues that interest them?**

6 respondents said yes and 2 said no.

It was mentioned that there is a need to **take their opinions into account** as well as listening to them.

- **How do they engage in this participation? Through which channels or procedures? What issues are of most concern to them?**

It was indicated that the opportunity exists through City Council participation bodies and, in particular, at participation points.

Many express their ideas, but they are not representative, either in numbers or in the extent to which they represent their group.



In schools, participation is not sufficient and depends on the willingness of management teams.

In social entities, participatory processes are more frequent.

**- What reasons do you think are behind their lack of participation?**

The following primary causes were identified, listed in order:

- Lack of knowledge and training. They don't even know that this opportunity is available to them.
- There are no adequate channels for them to express their ideas (and for their ideas to be transformed into projects).
- Lack of knowledge and training of parents or guardians.
- Lack of time. Children have other concerns and commitments. School, homework, extracurricular activities, etc.
- Lack of interest. They think that their contributions are of no interest and will be of no use.
- Lack of confidence in the City Council on the part of their parents or guardians. They think that participation is an issue linked to a certain political tendency.

**- What actions could improve direct participation among this group?**

The following ideas were mentioned:

- Direct training for children and adolescents to raise awareness of citizen participation.
- Training actions for their parents/guardians to inform them about citizen participation and children's rights.
- Publicity campaign on citizen participation, publicising the projects carried out.
- Define new channels or procedures to enable their participation.
- Improve accountability and active municipal participation website to enable participation at individual level.
- Review procedures, channels and processes to detect 'grey areas' and 'dead ends' that prevent the completion of the participation process.

#### **IV. Decide Madrid Conference 2022**

From 17 to 19 May 2022, the 'Decide Madrid 2022: Looking Towards the Future' conference was held to disseminate the principles of Open Government and to deepen the commitments of the plan.



The conference consisted of 6 round tables with 28 speakers who shared their experiences, stimulating reflection on new approaches and projects.

Videos of the conference can be viewed on the [Decide Madrid YouTube channel](#)

The topics discussed at the different round tables were of great interest for the debate phase of the Madrid City Council Third Open Government Plan. Some of the main conclusions are summarised below.

### **Round table I: A new city model.**

Issues such as innovation at the service of the most vulnerable, the process of drawing up the Urban Agenda for the city of Madrid, habitability and coexistence models for the elderly, proposals for economic reactivation through urban planning, governance and participation in the new model of social services were addressed.

Some relevant conclusions were drawn regarding the third plan in relation to the participation of older people: ensure greater availability and time to participate, carefully consider how to address them (how and what is asked, adapt), take into account the digital divide (which can be a barrier in many cases).

### **Round table II: Madrid: A HUB of Innovation.**

The presentations dealt with Innovation HUBs, idea laboratories and incubators, promoting ecosystems, stimulating creativity and intrapreneurship of public employees.

This round table was directly related to one of the measures included among the proposals for the third plan: create a space for social innovation, as an idea incubator or laboratory to seek solutions to the problems or challenges of the city of Madrid.

The following ideas were identified and will be taken into account in the development of the Open Government Plan:

- Innovation through the generation of networks and collaborative work between public administrations, and between public administrations and citizens.
- Connect and replicate good practices.
- Experiment - idea incubators.
- Ensure adequate resources.
- Institutionalise innovation so that it does not depend on the willingness of a few.
- Attract and generate talent (externally and internally).
- Diversity of profiles.
- Importance of reaching out to universities and young people.
- Communication (lack of knowledge).
- Making participation fun (lack of time).
- Go to citizens (don't wait for them to come).
- Difficulty in reaching out to adolescents (let young people tell us how to connect with young people, let them help us communicate).



### **Round table III. Towards a more human technology.**

This round table addressed the risks of new information technologies and the lack of protection for people, the importance of designing services centred around people, artificial intelligence versus emotional intelligence, and the perspective of inclusion and accessibility.

It was related to the following measures proposed for the future Open Government Plan: use of artificial intelligence to improve Decide Madrid (machine learning, chat bot), broadening the spectrum of participation (senior citizens and young people, usability of the portal), generating networks (The Participatory Group and social innovation space).

The following are some of the ideas to be taken into account in the development of the plan:

- Technology at the service of citizens, not vice versa.
- Innovation, ethics and privacy.
- Avoid the Golem effect: a figure from Greek mythology, a living creation without a soul or conscience, capable of acting without conscience.
- Synthetic intelligence, able to recognise complexity
- Design interactive (non-linear) processes and act according to the context of each person.
- Emotional intelligence, empathy and trusting relationships.
- Pictograms as a form of communication (graphic resources and materials to facilitate communication with people).
- Artificial intelligence and humanism.
- Avoid bias in algorithms.
- Multiple profiles (IT, humanities, social sciences).

### **Round table IV: Metaverse and Megatrends: A challenge for Open Government?**

This round table addressed new virtual realities and technologies in relation to public participation.

Some ideas of interest included:

- Ethics and integrity in the use of algorithms.
- Importance of neutrality.
- Dangers (mass profiling, bots and artificial debates).
- Digital mediators facilitating interaction with technologies.
- Dangers of a splintered internet (splinternet)
- Leave no one behind and orient technological advances towards the community, avoid social segregation (minorities, elderly, digital divide, etc.).
- Metaverse in small doses: pilot for young people (attractive and can solve lack of time).

### **Round table V: Young people also participate.**

This round table looked at how to bring participation closer to young people in the context of one of the measures proposed for Madrid's Third Open Government Plan.

The main lessons learned were:

- The importance of training (teaching how to participate, raising awareness).
- The need for more immediate results.





- Do not stigmatise.
- Importance of youth associations.
- Importance of educators.
- Difficult generational handover in neighbourhood associations.
- Youth participation in all spheres.
- Transparent processes and rules.
- Adaptation to their needs and reality.
- Accountability.

#### **Round table VI: Transparency: Taking stock and fine-tuning.**

The challenges of transparency were discussed in the context of the Third Open Government Plan. National Open Government plans were reviewed and the work on the reform of the transparency law was summarised. The main challenges in terms of disclosure from the perspective of the Madrid City Council and local entities were addressed, in particular the challenges for municipalities with less than 5000 inhabitants (greater difficulties in adapting due to lack of resources).

The main comments regarding the Madrid City Council Third Open Government Plan were:

- Transparency as a vector and accelerator of Open Government.
- Accountability as a matrix.
- Democratisation of data.
- The importance of disclosure, avoiding the need to exercise the right of access in many cases.
- The impact of transparency on the management of organisations.
- Easy, accessible and simple language: not being clear has a social cost.
- The digital divide and adaptation to groups with specific circumstances.
- Importance of a multi-actor forum (public administration/civil society) for the design, debate and monitoring of action plans.
- Evaluation of transparency and pedagogy.



## B. COMMITMENTS UNDERTAKEN

The Third Open Government Plan of the Madrid City Council includes medium-term actions (2022-2023) with the aim of advancing and strengthening the values and principles of good governance, thereby contributing to consolidating a broader strategy that will undoubtedly be continued during the next term of office.

The objectives are:

- Strengthen transparency and accountability.
- Consolidate an inclusive, modern and effective participation model.
- Recover the dynamism of the city of Madrid after the pandemic, through community action.

All of this with a common goal, to construct a city that is dynamic, prosperous, supportive, open and tolerant.

As with other local plans, a sample of measures related to Open Government principles is included through **four commitments** made by the City.

### **Commitment 1. Improve the Transparency Portal and increase open data visualisations.**

#### Actions:

- Increase the automation of the extraction and exploitation of information and data for publication.
- Present the information in a much simpler and more accessible format so that users benefit from an improved browsing and searching experience.
- Include new technical solutions to meet the technical and regulatory requirements for the publication of information on municipal portals.

### **Commitment 2. Promote community actions in situations of bereavement, suicide prevention and child obesity, with the involvement of the community and different agents.**

#### Actions:

- Community actions in situations of loss and bereavement aggravated by COVID. The aim is to strengthen the capacities of neighbourhoods for the collective care of people and the capacities of professional teams at municipal community health centres and specific centres in the local community and the school community. Information, awareness-raising and community involvement activities are proposed.
- Create a cohesive network of partnerships and coordination protocols with public and private entities to address a suicide prevention strategy focused on risk and protective factors, which occur at the personal, family, social and community levels.



- Develop pilot programmes in educational centres that contribute, through the involvement of all actors, to improving the quality of life of the child population of the city of Madrid through the acquisition of healthy eating and exercise habits, with the ultimate aim of preventing and reducing excess weight and childhood obesity.

**Commitment 3. Promote citizen participation by improving the Decide Madrid platform,** with a view to encouraging citizen involvement in decision-making on city matters

Actions:

- Develop functionalities that improve the **usability of the portal** and favour a closer connection with users, at any time and immediately (**responsive web design**, adapted to mobile devices, smartphones, PDAs, digital tablets, integration of the platform on the **Madrid Móvil** app, extension of the '**Clara**' chat bot to all contents on the Decide Madrid portal).
- **Use machine learning systems** to facilitate the exploitation of the enormous amount of information on Decide Madrid and provide dashboards for decision-making based on objective and quantitative information, so that citizens can obtain feedback and information about activities being carried out and view the reasoning behind decisions being made.
- Create a **new social innovation space on Decide Madrid** to support and enrich collaboration with other public administrations, universities, other social agents and the private sector in the face of new social challenges. This space would function as an ideas incubator or laboratory and a hub or meeting point for experts.
- Continue to promote 'The Participatory Group' community of practices. This community currently comprises 62 local and regional governments, institutions and universities from all over the world, and its mission is to promote collaboration among members for the exchange of good practices and collaborative work to design new and better participation techniques, and to make participatory processes more accessible, attractive and effective.

**Commitment 5. Broaden the spectrum of participation,** developing specific programmes aimed at those sectors of the population with lower participation, such as the elderly, children and young people, and other vulnerable groups, and improve the usability of the portal, making it more accessible, user-friendly and adapted to the language, needs and interests of these groups, and reducing, where necessary, the digital divide.

Actions:

- Implement **participation programmes aimed at children and young people.**
  - Analyse the problem and collaboratively design actions.
  - Educational and awareness-raising activities on participation aimed at children and young people (in schools, universities and other spaces).
  - Design and develop a specific area for children's participation on Decide Madrid.
  - Design and develop specific initiatives and new attractive technological tools.



- Promote activities through the association network.
- Implement **participation programmes aimed at the elderly and other vulnerable groups.**
  - Analyse the problem and collaboratively design actions.
  - Training activities in participation and help using the Decide Madrid website (in senior citizen centres, cultural centres and other spaces).
  - Improve the usability of the website to make it easier to use for the elderly.
  - Promote activities through the association network.

### C. MONITORING AND GOVERNANCE OF THE PLAN

Without prejudice to other specific groups and workshops that may be created for this purpose, the development of the plan will be monitored through the following participation bodies of Madrid City Council: the City Social Council (through its Technical Innovation Commission), the Sectoral Council for Associations and Other Citizen Entities (through its Technical Commissions and Permanent Commission) and the Sectoral Council for Senior Citizens.

The plan will be published along with an interim monitoring report (on 31 December 2022) and another report on its completion, which will inform the public of progress and results.

Finally, the Directorate General for Transparency and Quality will assign the evaluation of the plan to an independent entity.



## ANNEXE: COMMITMENTS FACT SHEET



<b>COMMITMENT 1: IMPROVE THE TRANSPARENCY PORTAL AND INCREASE OPEN DATA VISUALISATIONS</b>	
<b>Responsible party</b>	Directorate General for Transparency and Quality Government Area for Territorial Coordination, Transparency and Citizen Participation
<b>Other actors involved (public)</b>	Autonomous Body for Information Technology of Madrid City Council Directorate General of the Digital Office General Coordination of the Mayor's Office Administrative units that generate data
<b>Other actors involved (civil society)</b>	Users of the portals General public
<b>Description of the commitment</b>	
<b>What problem/need is the commitment intended to solve?</b>	
<p>Madrid City Council maintains various web pages aimed at informing citizens about municipal actions and those responsible for them, as well as the use of municipal resources and their efficient allocation to meet the needs of the city and its residents.</p> <p>Among these websites, the Transparency Portal and the Open Data Portal stand out for their importance..</p> <p>The volume of information managed on these websites and the rapid technical advances of the IT tools used to fulfil the obligation to inform the public have made it necessary to improve the Transparency Portal in accordance with new technical and regulatory requirements and the demands of users. These improvements will ensure that the portals can meet the ultimate objective of facilitating access to information about Madrid City Council that is legally classified as public information.</p> <p>In addition, this commitment aims to help people consult and understand the information, regardless of their level of technical knowledge of information management and analysis.</p>	
<b>Description of the commitment</b>	
<p>Improvements to the Transparency Portal are planned to enable the incorporation of new public information, as well as to increase the number of open dataset visualisations on offer.</p> <p>Visualisations provide the opportunity to consult the information in a much simpler format that does not require technical knowledge in the field, bringing the value of the information and the usefulness of the portal closer to anyone interested in the functioning of the municipal administration.</p> <p>The visualisations will enable users to consult information in the form of graphs, diagrams and cartographic representations of published datasets.</p>	
<b>How does the commitment contribute to solving the problem or meeting the need?</b>	
<p>It contributes to meeting the identified needs through:</p> <ul style="list-style-type: none"> <li>• Increasing the automation of the extraction and exploitation of information and data for publication.</li> <li>• Presenting the information in a much simpler and more accessible format so that users benefit from an improved browsing and searching experience.</li> <li>• Including new technical solutions to meet the technical and regulatory requirements for the publication of information on municipal portals.</li> </ul>	



**Why is the commitment relevant to Open Government values?**

The ability to access public information in a way that is easy, quick and understandable for citizens is a prerequisite for the transparency of the administration.

In order to access and consult information, it is necessary to ensure that IT tools are up to date with any changes that occur as a result of regulatory and technical developments. In the information age, the availability of technical means to obtain information is an absolute necessity. It is this broad and unrestricted knowledge that enables citizens to acquire the information they need to form their own opinion on the functioning of the administration and the actions of those in charge and, where appropriate, to participate in the management of public affairs at their discretion.

On the basis of these technical advances and improvements in IT tools, transparency serves as a barrier to improper attitudes or behaviour by public officials and significantly hampers the phenomenon of corruption.

Creating graphical and georeferenced representations that explain open data in a way that is intuitive and easily understandable for people with no specific knowledge of the subject matter expands the number of potential recipients and removes a barrier so that anyone interested in public affairs can form their own opinion on how municipal public affairs are being managed and assess the results.

This contributes to building a system of public integrity and reinforces public confidence. When information is published and understood by citizens, it strengthens public confidence in the administration and in the performance of its public representatives and managers.

**More information:**

In order to fulfil this commitment, collaboration is required with the Autonomous Body for Information Technology of Madrid City Council, the Directorate General for Transparency and Quality and all other administrative units generating data that is subject to filtering, improvement and visualisation.

Commitment activities		Start date	End date
Improve the Transparency and Open Data portals: <ul style="list-style-type: none"> <li>Identify technical improvements to be incorporated into the Transparency Portal</li> <li>Identify new ways of presenting the information</li> <li>Analyse data sets that can be georeferenced or represented graphically and prepare visualisations</li> <li>Define new functionalities in the Transparency Portal that will allow for easier use and contribute to improving the user experience</li> <li>Develop and implement the changes</li> <li>Evaluate the results and propose improvements (surveys/workshops)</li> <li>Dissemination and awareness raising</li> </ul>		01/06/22	31/05/23

**Contact information (party responsible for the commitment)**

Position/Directorate	Directorate General for Transparency and Quality Autonomous Body for Information Technology of Madrid City Council
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COMMITMENT 2: COMMUNITY ACTIONS FOR A HEALTHY CITY STRATEGY	
<b>Responsible party</b>	Madrid Salud Autonomous Organisation Subdirectorato General for Prevention and Health Promotion
<b>Other actors involved (public)</b>	MADRID SALUD CENTRES Madrid City Council Municipal Community Health Centres Madrid City Council Youth Centre Madrid City Council Centre for the Prevention of Cognitive Impairment OTHER CENTRES AND SERVICES Madrid City Council Social Services Centres SAMUR PC Madrid Health Service (SERMAS) Madrid City Council Directorate General for Sport Community of Madrid Primary Care Centres
<b>Other actors involved (civil society)</b>	District associations Professionals in the community Relatives, carers Children, adolescents and young people Teachers and educational community Community facilitators (gatekeepers) Business Forum for Madrid
Description of the commitment	
<p><b>What problem/need is the commitment intended to solve?</b></p> <p>In Madrid, as in many other cities around the world, COVID-19 has affected people's well-being and health not only physically but also cognitively, emotionally and behaviourally.</p> <p>The pandemic has led to unexpected deaths; in the city of Madrid alone, the crude death rate in 2020 was 45% higher than the previous year. In turn, measures to prevent transmission restricted people from accompanying their loved ones and performing the rituals typical of our culture at the time of death. The grief at the loss of a loved one has been compounded by intense emotions (despair, helplessness, guilt, etc.) arising from not being able to accompany the loved one in his or her last days. These are clearly identifiable risk factors. It is therefore essential to support the population of Madrid with the tools they need to help them deal with their grief, reducing the risk that mourning will turn into complicated bereavement disorders.</p> <p>Secondly, suicide is the leading cause of unnatural death in Spain. According to data from the Directorate General of Statistics of Madrid City Council, there has been a progressive increase in the number of completed suicides recorded over the last 15 years (since 2013). The suicide rate in the city of Madrid is lower than the national rate (6.03 compared to 7.76) but higher than that of the Community of Madrid as a whole (5.19). Mental health has also been affected by the recent health crisis, increasing the risk of suicide.</p> <p>Finally, the World Health Organisation (WHO) has indicated that the current increase in obesity among the world's population will turn this disease into a global epidemic over the course of the 21st century. Data extracted from the report 'Study on the nutritional status of the child population of the city of Madrid' completed in 2017, show that 40.9% of school children between 3 and 12 years of age in Madrid are above the recommended weight, 25.1% are overweight and 15.8% obese.</p>	





### Description of the commitment

The current strategy 'Madrid, a healthy city' is governed by the principles and methodologies of prevention and promotion of community health, with the ultimate goal of increasing the capacity of individuals and communities to increase their control over the determining factors for health and, consequently, to improve their health. This commitment includes three lines of action:

- Promote a compassionate community model, facilitate mourning and help overcome the processes of loss, with information activities, awareness, and community involvement in the promotion of empathetic attitudes and accompaniment during illness, using society as a key driver for change, compassion as a transversal axis and creating care networks within the community.
- Devise a suicide prevention strategy, focusing on risk and protective factors at the personal, family, social and community levels, and creating a network of partnerships with public and private entities to facilitate comprehensive care and promote training, information and awareness-raising activities.
- Develop pilot programmes in educational centres that contribute, through the involvement of all actors, to improving the quality of life of the child population of the city of Madrid through the acquisition of healthy eating and exercise habits, with the ultimate aim of preventing and reducing excess weight and childhood obesity.

### How does the commitment contribute to solving the problem or meeting the need?

The following lines of action contribute to solving the problem:

#### 1- Community actions in situations of loss and bereavement

Foster the generation of a compassionate community and strengthen the capacities of neighbourhoods for the collective care of people, and the capacities of professional teams in municipal community health centres and specific centres in the local community. Strengthen the ability to deal with bereavement in the **educational context**.

Raise awareness among citizens and professionals, provide information, care and advice on end of life and bereavement prevention for individuals and groups and for people affected by COVID-19, their carers and/or family members.

#### 2- Support networks for suicide prevention

Create a **cohesive network of partnerships and coordination protocols with public and private entities** for suicide prevention. Strengthen the detection and prevention capacity of **teaching professionals, families and community facilitators (gatekeepers)**.

**Strengthen the community environment and access to health.** Preventive measures aimed at vulnerable groups (adolescents and young people, elderly population) and preventive actions taking into account different identities and sexual orientations. Inform and raise awareness about behaviours and preventing risk factors, and promote protective factors against suicide.

#### 3- Participation of the educational community in the prevention of childhood obesity

Develop a pilot experience in 11 educational centres that incorporates an **active and participative methodology, involving the entire educational centre**, with fun and entertaining activities, aimed at all students, in which positive and motivating messages are given about healthy eating, physical activity and preventing sedentary lifestyles.



The actions, as a whole, are framed as a communication process between the **school, community health centres and sports centres** participating in this project, and work will be carried out through relationships based on a dynamic of permanent interaction between the agents involved and the target population, empowering children and families to improve their health and quality of life.

**Why is the commitment relevant to Open Government values?**

These programmes define actions that encourage citizen participation:

- Facilitate citizen participation in improving the health of the community.
- Establish partnerships with different entities in different districts.
- Form social support networks and safe and risk-free environments.
- Generate collaboration protocols with social agents, the educational community, municipal services and public and private entities.
- Carry out interventions that promote the participation of students, their families, the educational community and health and sports professionals, with activities aimed at improving the health of the entire school population.
- Health asset mapping: Health asset maps are built through community participation in workshops during which citizens highlight the spaces in their environment that are a source of well-being in their daily lives. This makes it possible to identify the health assets present in the different areas of the city of Madrid and to establish community networks that work collectively and horizontally in the field of community health. This process strengthens existing social relationships and builds new ones, fostering community development and promoting improvements to the city through citizen participation.

Commitment activities	Start date	End date
<p><b>1-</b> Community actions in situations of loss and bereavement:</p> <ul style="list-style-type: none"> <li>- Form a working group</li> <li>- Implement the programme in municipal community health centres</li> <li>- Communication actions</li> <li>- Health asset mapping</li> </ul>	01/06/22	31/12/22
<p><b>2-</b> Support networks for suicide prevention in the city of Madrid:</p> <ul style="list-style-type: none"> <li>- Develop the strategy</li> <li>- Implement in municipal community health centres</li> <li>- Awareness-raising campaigns</li> <li>- Health asset mapping</li> <li>- Strengthen collaboration with organisations and promote technical forums for the analysis of the problem</li> <li>-</li> </ul>	01/06/22	31/12/22
<p><b>3-</b> Participation of the educational community in the prevention of childhood obesity:</p> <ul style="list-style-type: none"> <li>- Develop the strategy</li> <li>- Implement in educational centres</li> <li>- Dissemination activities</li> </ul>	01/06/22	31/12/22



**Contact information (party responsible for the commitment)**

Position/Directorate	Head of the Strategy Coordination Department (Madrid Salud) Head of the Technical Support Unit Representative of the Mental Health Promotion programme Representative of the Food, Physical Activity and Health programme
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**COMMITMENT 3: IMPROVE THE DECIDE MADRID PLATFORM IN ORDER TO ENCOURAGE CITIZEN INVOLVEMENT IN DECISION-MAKING ON CITY ISSUES.**

<b>Responsible party</b>	Directorate General for Citizen Participation Government Area for Territorial Coordination, Transparency and Citizen Participation
<b>Other actors involved (public)</b>	All City Council government areas and districts 'The Participatory Group' community of practices Universities and other public administrations Inter-administrative Network for Quality in Public Services
<b>Other actors involved (civil society)</b>	City Social Council Sectoral councils Citizen entities and associations Experts, professionals, general public
<b>Description of the commitment</b>	
<p><b>What problem/need is the commitment intended to solve?</b></p> <p>The Decide Madrid website is a key tool for facilitating and encouraging the direct and individual participation of citizens in city affairs. Residents can put forward proposals, create discussion threads, evaluate, comment on and support different proposals, and take part in different participatory processes. It is a consolidated and recognised platform, immersed in a process of continuous improvement, and ongoing revision and innovation is required to keep it relevant and to make it truly useful and adapted to the new needs and demands of citizens.</p> <p>In this sense, it is considered necessary to work on several lines of action to address the following aspects:</p> <ul style="list-style-type: none"> <li>• Bring the website closer to citizens and make it more attractive, providing citizens with a more immediate service, at any time and from any location.</li> <li>• Address the enormous volume of information and contributions received by Decide Madrid, which are not always responded to promptly and systematically, to the frustration of the public. Decide Madrid hosts more than 232,000 comments, 30,000 proposals and 5,800 debates.</li> <li>• Develop a collaborative approach to the new challenges and social problems of the city made evident by the pandemic.</li> </ul>	
<p><b>Description of the commitment</b></p> <p>Improve the Decide Madrid platform, encouraging citizen involvement in decision-making on city matters from the following perspectives:</p> <ul style="list-style-type: none"> <li>• Bring participation closer to citizens as a whole, developing new functionalities that facilitate and improve the usability of the portal.</li> <li>• Innovate through the application of artificial intelligence technologies which enable the classification and processing of content created by citizens and ensure an adequate response to the different contributions received.</li> <li>• Collaborate with different actors (public, private, non-profit and individuals) in the development of new ideas to meet social needs through social innovation methodologies.</li> <li>• Generate partnerships with other public administrations and universities and promote the exchange of experiences and good practices in the field of citizen participation.</li> </ul>	



**How does the commitment contribute to solving the problem or meeting the need?**

It contributes to meeting the identified needs through the following actions:

- Develop functionalities that improve the **usability of the portal** and favour a closer connection with users, at any time and immediately (**responsive web design**, adapted to mobile devices, smartphones, PDAs, digital tablets, integration of the platform in the Madrid Móvil **app**, extension of the **'Clara' chat bot** to all contents on the Decide Madrid portal).
- **Use machine learning systems** to facilitate the exploitation of the enormous amount of information on Decide Madrid and provide dashboards for decision-making based on objective and quantitative information, so that citizens can obtain feedback and information about activities being carried out and view the reasoning behind decisions being made.
- Create a **new social innovation space on Decide Madrid**, to support and enrich collaboration with other public administrations, universities, other social agents and the private sector in the face of new social challenges. It would act as an ideas incubator or laboratory and a hub or meeting point for experts.
- Continue to promote **'The Participatory Group' community of practices**. This community currently comprises 62 local and regional governments, institutions and universities from all over the world, and its mission is to promote collaboration among members for the exchange of good practices and collaborative work to design new and better participation techniques, and to make participatory processes more accessible, attractive and effective.

**Why is the commitment relevant to Open Government values?**

This commitment promotes, strengthens and improves the quality of participation in public management, allowing citizens to participate in public decision-making, with the objective of achieving better results and greater democratic quality.

It raises awareness of Open Government values among the general public and public employees, favouring the collaborative design of public policies and innovation.

Commitment activities	Start date	End date
1- Develop functionalities that improve the usability of the portal: <ul style="list-style-type: none"> <li>- <b>Responsive web design</b>, adapted to mobile devices, smartphones, PDAs, digital tablets</li> <li>- Integrate the platform into Madrid Móvil, the City Council app.</li> <li>- Extend the <b>'Clara' chat bot</b> to all the contents on the Decide Madrid portal</li> <li>- Improve usability and accessibility</li> <li>- Evaluate and improve the systems (panels and surveys)</li> </ul>	01/06/22	31/05/23
2- <b>Use of Machine Learning systems</b> , enabling the use of information on Decide Madrid: <ul style="list-style-type: none"> <li>- Development and implementation</li> <li>- Launch</li> <li>- Evaluate first results (Panels and surveys)</li> </ul>	01/06/22	30/05/23
3- <b>New social innovation space</b> on Decide Madrid: <ul style="list-style-type: none"> <li>- Collaborative design at the core of the City Social Council</li> <li>- Development</li> <li>- Implementation of pilots</li> </ul>	01/06/22	31/05/23



4- Promote 'The Participatory Group' community of practices: <ul style="list-style-type: none"><li>- Workshops</li><li>- Publications</li><li>- Enrolment of new members</li></ul>	01/06/22	31/05/23
5- Awareness-raising and dissemination of participation	01/06/22	31/05/23
<b>Contact information (party responsible for the commitment)</b>		
Position/Directorate	Directorate General for Citizen Participation Subdirectorato General for Citizen Participation and Innovation	



COMMITMENT 4: BROADEN THE SPECTRUM OF PARTICIPATION, DEVELOPING SPECIFIC PROGRAMMES AIMED AT THOSE SECTORS OF THE POPULATION WITH LOWER PARTICIPATION, SUCH AS THE ELDERLY, CHILDREN AND YOUNG PEOPLE, AND OTHER VULNERABLE GROUPS	
<b>Responsible party</b>	Directorate General for Citizen Participation Government Area for Territorial Coordination, Transparency and Citizen Participation
<b>Other actors involved (public)</b>	Government Area for Families, Equality and Social Welfare The 21 districts of Madrid Educational centres, senior citizens' centres, cultural centres
<b>Other actors involved (civil society)</b>	City Social Council Sectoral Council for Young People Sectoral Council for Senior Citizens Commission for Child and Adolescent Participation of the City of Madrid Commissions for Child and Adolescent Participation (COPIAS) Citizen entities and associations Experts, professionals, general public and, in particular, children, young people and the elderly
Description of the commitment	
<b>What problem/need is the commitment intended to solve?</b>	
<p>At present, children, young people and the elderly participate through different channels of Madrid City Council. These include various participation bodies such as the Sectoral Council for Young People, the Sectoral Council for Senior Citizens, the Commission for Child and Adolescent Participation of the City of Madrid and the Commissions for Child and Adolescent Participation (COPIAS), as well as an extensive network of youth associations, associations dedicated to children and adolescents, senior citizens, etc. With respect to online participation through the Decide Madrid platform, the participation of these groups is low.</p> <p>The City Council's current model of digital participation is most popular among the 36-47 age group, with lower participation among the over-65s and those aged between 16 and 30. Young people under 30 years of age account for barely 6% of the registered users on Decide Madrid. People over 65 years of age represent only 17% of the registered users on Decide Madrid.</p> <p>There may be various reasons for this low participation, which must be analysed and resolved.</p> <p>Participation must also be inclusive, giving a voice to everyone, particularly those who do not have the means to make themselves heard, and ensuring that no one is left behind, especially the most vulnerable groups.</p>	
<b>Description of the commitment</b>	
<p>Broaden the spectrum of participation, developing specific programmes aimed at those sectors of the population with lower participation, such as the elderly, children and young people, and other vulnerable groups, and improving the usability of the Decide Madrid portal, making it more accessible, user-friendly and adapted to the language, needs and interests of these groups, and reducing, where necessary, the digital divide through different types of activities that contribute to facilitating participation.</p>	
<b>How does the commitment contribute to solving the problem or meeting the need?</b>	



It contributes to meeting the identified needs through:

- The implementation of participation, training and informative programmes and the development of new technological tools aimed at children and young people.
- The implementation of participation programmes aimed at the elderly, bringing participation channels closer to the most distanced sectors.

**Why is the commitment relevant to Open Government values?**

This commitment promotes, strengthens and improves the quality of participation in public management, allowing citizens to participate in public decision-making, with the objective of achieving better results and greater democratic quality. In particular, it broadens the audience that participates in the improvement of public policies by incorporating the perspective of children, young people and the elderly and guaranteeing their participation in matters of interest to them.

It raises awareness of Open Government values, favouring the collaborative design of public policies. It prepares children and young people for adult life, contributing to the formation of a public that is more active, supportive and committed to democratic values and public affairs. It facilitates the participation of older people, helping and training them in different online participation tools. Involving older people in participatory processes makes the most of their collective intelligence, the fruit of their experience and knowledge.

Commitment activities		Start date	End date
1. Implement <b>programmes aimed at children and young people.</b> <ul style="list-style-type: none"> <li>• Analyse the problem and collaboratively design actions.</li> <li>• Educational and awareness-raising activities on participation aimed at children and young people (in schools, universities and other spaces).</li> <li>• Design and develop a specific area for children's participation on Decide Madrid.</li> <li>• Design and develop specific initiatives and new attractive technological tools.</li> <li>• Promote activities through the association network.</li> </ul>		01/06/22	31/05/23
2. Implement <b>programmes aimed at the elderly and other vulnerable groups.</b> <ul style="list-style-type: none"> <li>• Analyse the problem and collaboratively design actions.</li> <li>• Training activities in participation and help using the Decide Madrid website (in senior citizen centres, cultural centres and other spaces).</li> <li>• Improve the usability of the website to make it easier to use.</li> <li>• Promote activities through the association network.</li> </ul>		01/06/22	31/05/23
<b>Contact information (party responsible for the commitment)</b>			
Position/Directorate	Directorate General for Citizen Participation Subdirectorato General for Participation and Innovation		