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MADRID

Open Government Partnership

OGP LOCAL

FINAL FOLLOW-UP REPORT ON THE THIRD OPEN GOVERNMENT PLAN

OF THE MADRID CITY COUNCIL

(2022-2023)

SITUATION AS OF 25 MAY 2023

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Introduction

Madrid City Council's Third Open Government Plan was approved in June 2022 after a drafting process that involved extensive citizen participation, not only through the public consultation process but also through debate within municipal participation bodies, as well as questionnaires or interviews with specific stakeholders and workshops.

[Link to the Third Open Government Plan](#)

The Plan includes medium-term actions (2022-2023) to advance and strengthen the values and principles of good governance, thereby helping consolidate a broader strategy that will undoubtedly be continued during the next term of office.

The objectives are:

- Strengthening transparency and accountability
- Consolidating an inclusive, modern, and effective participation model
- Recovering the dynamism of the city of Madrid after the pandemic through community action

With a common goal, all this is to build together a dynamic, prosperous, supportive, open and tolerant city that is always dynamic, prosperous, supportive, open, and tolerant.

As in other local area plans, a sample of measures related to Open Government principles is included through **four commitments** of the City Council.

Commitment 1. Improving the transparency portal and increasing the number of open data displays

Commitment 2. Promoting community actions in bereavement, suicide prevention and childhood obesity, with the involvement of the community and the different stakeholders.

Commitment 3. Promoting citizen participation by improving the Decide Madrid platform to encourage citizen involvement in decision-making on city matters.

Commitment 4. Broadening the spectrum of participation, developing specific programmes aimed at those sectors of the population with less participation, such as senior citizens, children and young people, and other vulnerable groups.

This report has been drafted to provide a final follow-up of the actions carried out as of 25 May 2023.

1- Status of commitment 1. Improving the transparency portal and increasing the number of open data displays

Commitment 1, Improving the transparency portal and increasing open data displays, comprises the following actions:

- Increased automation of the extraction and exploitation of the information and data to be published

- The presentation of information is much simpler and more accessible, so any user's browsing and consultation experience is improved.

- Inclusion of new technical solutions to meet the technical and regulatory requirements for the publication of information on municipal portals

The volume of information managed through the transparency portal and the open data portal, and the rapid technical evolution of all these IT tools used to fulfil the obligation to inform citizens, make it necessary to improve the transparency portal, following new technical and regulatory requirements and the demands of users, to meet the ultimate objective of facilitating access to information legally classified as public information of Madrid City Council.

On the other hand, this commitment aims to facilitate the consultation and understanding of information for all people, regardless of their technical knowledge in information management and analysis.

The Directorate General for Transparency and Quality is responsible for implementing this project.

The implementation deadlines for this commitment in the Third Open Government Plan are as follows:

- Start: 01 June 2022
- End: 31 May 2023

The following is a summary of the actions carried out:

1.1 Identification of technical improvements to be incorporated into the Transparency Portal and new information presentation methods.

The technical improvements incorporated to deal with displays have been the use of tools and licences existing in the Madrid City Council within the technology of the company ESRI, such as ArcGIS Online or ArcGIS Dashboard, to display the data already existing in the open data portal. The screen displays using PowerBi technology are also currently being analysed.

On the other hand, redesigning the Transparency Portal, apart from the analysis, involves creating new templates and functionalities in the existing information menus.

Templates have also been created to reuse or embed the displays made in the appropriate section of the corresponding theme and, in this way, to be found both in the general space of displays and in the corresponding section or menu of the portal, thus complying with the principle of unique data and shared data.

1.2 Analysis of datasets that can be used for geo-referencing or graphical representation, and preparation of displays

Data display, as a graphical representation of the information through visual elements such as graphs and maps, makes public information easier and more accessible to citizens, thus increasing information transparency.

Screen display also offers additional advantages, such as presenting examples of using datasets, allowing further analysis of the information, and displaying the result in a visual and accessible way. It is also a good way to show citizens how the combination of datasets provides rapid access to a large amount of information, which provides an important basis for decision-making for public authorities and citizens. Screen displays ultimately play an undeniable role in empowering open data by providing a tremendous boost to reuse.

The Directorate General for Transparency and Quality has promoted screen display projects based on the open datasets of the Open Data Portal. The aim is to promote transparency and accountability by presenting municipal information in a more visual and accessible way for citizens while promoting the reuse and use of the Madrid City Council's Open Data Portal datasets.

Different datasets have been analysed for displays based on citizen interest, public service, transparency and accountability. Once selected, a process of data analysis and content curation was carried out, which involved improved data quality and was necessary for a more appropriate screen display and the choice of the most appropriate indicators, graphs and maps.

1.3 Definition and development of new functionalities in the Transparency Portal that allow easier usability and improve user experience.

The possibility of accessing public information in an easy, quick and understandable way for citizens is a prerequisite for the authority's transparency.

Along these lines, various improvements are being incorporated into the Transparency Portal to facilitate access to information and its comprehension by the public. Among the improvements addressed are the following:

a) **Study, analysis and improvement of the current home page of the Transparency Portal**:

We started with a Transparency Portal put into production in 2017, and since then, it has not changed its browsing structure. In 2022, a study and analysis were carried out to make the information and active advertising obligations more intuitive, usable and easier to find. For this purpose, different transparency websites in Spain have been analysed to identify the best practices and options for building this website. Due to this analysis and work, the new homepage was implemented and produced in April 2023, which can be reviewed at: Home - Madrid City Council Transparency Portal.

The points for improvement were as follows:

- Modifying navigation menus into drop-down menus allows you to see what is behind them without changing pages.
- Promotion of the search engine as a method of accessing information, giving it a special role.
- A new section, "Highlights", to promote different displays and sections of the portal very visually.
- The new "Active Advertising" block, consistent with the top menu, allows easier access to the different active advertising obligations.
- These changes also lead to a reduction in clicks to reach the information.
- The option to subscribe to portal content has been incorporated.
- And all this by providing a cleaner and more attractively designed homepage.

b) **Incorporation of search engines to different subjects of interest**:

- The search engine for control body resolutions, which allows you to consult all the resolutions and answers to queries made to the Control Bodies, ensures transparency of public activity and guarantees citizens' right to access public information. Initially, this function was carried out by the Administrative Tribunal for Public Procurement of the Community of Madrid, subsequently by the Council for Transparency and Good Governance, and since 3 November 2021, by the Council for Transparency and Participation of the Community of Madrid.
  Search engine for resolutions of the Control Bodies - Transparency portal of the Madrid City Council

- The graphic search engine for plans in the public information period.
  Plan finder - Transparency portal of the Madrid City Council

- The search engine for information on free appointments and merit-based calls.

Free appointments - Transparency portal of the Madrid City Council

c) **Incorporation of displays to the Transparency Portal and improvement of existing ones, issues** detailed in the following section of this report

Finally, both the Transparency Portal and the Open Data Portal are committed to web accessibility under Royal Decree 1112/2018, of 7 September, on the accessibility of public sector websites and applications for mobile devices, transposing Directive (EU) 2016/2102 of the European Parliament and of the Council. Both portals obtained the ICT accessibility certification from AENOR, according to the UNE 139803 Standard, 'Computer applications for people with disabilities. Accessibility requirements for web content' dated 07/12/2011. This certification certifies compliance with level AA (double-A) in the Accessibility Guidelines, recommended by the WAI working group of the W3C. It is renewed every year, having obtained the last Accessible Websites certification in February 2022, following the UNE EN 301549:2020 standard.

1.4 Development and implementation of changes in displays

Among the displays developed, those that reinforce transparency in the areas most relevant to the **accountability** of municipal management, such as contracting, subsidies and budgets, stand out:

To achieve these objectives, in 2022, the work of the Open Cities Project (open-cities.es) has been implemented **Open Cities Project (ciudades-abiertas.es)** developed by Red.es and the city councils of Madrid, Zaragoza, A Coruña and Santiago de Compostela. The contract display and subsidy display developed in this project increase transparency and publicity of this information by presenting it in a more visual and accessible way for citizens.

The **Contract Display (madrid.es)** provides access to all the City Council's contractual information published in the public sector contracting platform, showing the general data on the City Council's contracts and successful bidders and the details and documents of each tender.

The **Subsidies Display (madrid.es)** displays all the subsidies granted by the City Council and their corresponding beneficiaries. Also, it allows access to the specific information published for each subsidy in the National Database of Subsidies.

In the same line of increasing transparency in economic-budgetary matters in 2022, not only has there been total transparency of the execution of the budget with monthly updates, payments to third parties and investments by Districts through the application of **Open Budgets of Madrid City Council,** but also an evolution of this application has been developed, which allows the following to be displayed on a map of Madrid **Main budgetary investments** and provides details of their execution.

In 2023, another new evolution of the application has been put into production, which allows displaying the information relating to the fulfilment of the **Budgetary objectives** by linking them to the compliance reports. This allows the public to offer, in an easy and accessible way, not only information on the budget and its execution but also on

the fulfilment of budgetary objectives through monitoring indicators, thus achieving almost total transparency of budgetary information.

Previously all this information was published in the Memories of Budgetary Objectives in 4 volumes in PDF format (a total of 2,250 pages in the last published report, that of 2021).

It is also published in the **General Account of the City Council** in a single PDF volume (the 2021 Account, 7,101 pages). A first step forward is that this information has been published in an open format on the Open Data Portal on 28/11/2022.

This milestone is important because work has been carried out with the Directorate General of Budgets to obtain the files with the information in open format since 2011. Now anyone can conduct their analysis with open and structured information.

In addition, the datasets have been used to create the **screen display in Open Budgets**, which makes it easier to understand this extensive information. In an integrated way, the City Council provides complete budget information (what is it spent on? and who spends it? and for what purposes?). At the national level, the only precedent is the Provincial Council of Gipuzkoa, which publishes this complete information (but over a series of 3 years, and without the information of the reports of the objectives, nor of the activities, only of the indicators): Link: Microsoft Power BI). This application is developed with open-source software and can be adapted by other authorities.
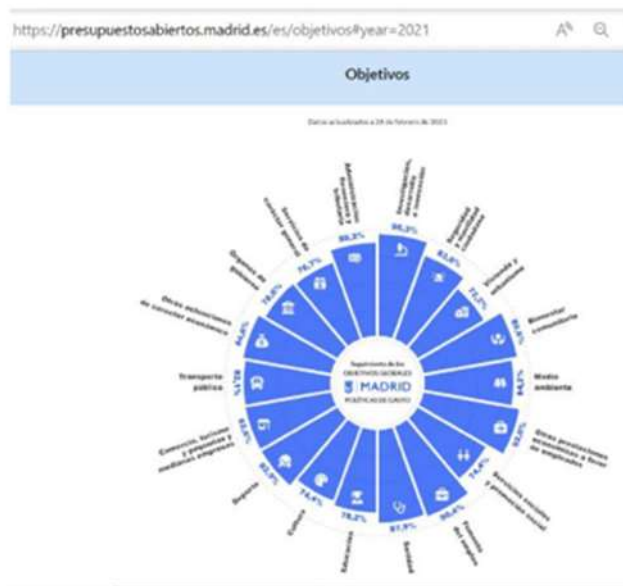
Pantalla global de los objetivos de 1 año por política de gasto.

Pantalla de detalle de objetivos de un determinado año

Another screen display with great relevance from the point of view of transparency and accountability is the screen display of the **Register of access to public information** [Register of requests for access to public information,](#) where you can consult all the requests for access to public information submitted to Madrid City Council, autonomous bodies and municipal trading companies, with information, among other data, on the file number, information requested, the reason for the request, competent body, date of entry and date of the resolution issued, sense of the resolution and complaint, if any, lodged against it.

In addition to the detailed record of each application, the Register allows you to search by word, apply filters or remove columns from the information provided. It also has a link to facilitate downloading in a reusable format.

In addition, a screen display of the global statistics of access to information requests has been published for access to information [Right of access data - Transparency portal of Madrid City Council](#).

The high level of applications processed by the Madrid City Council must be considered (up to 31 March 2023, 7,637 files have been initiated, of which 7,483 have been resolved). The user can use this screen display to consult the data referring to the processing of the applications submitted and the files processed since the launch of the procedure for access to public information in December 2015.

Other important displays published and highlighted on the Transparency Portal in 2022 are:

- ✓ The Human Resources Statistics with the evolution of the workforce, generational diversity, absenteeism rate and statistical yearbook.

  [Human Resources Statistics - Transparency portal of the Madrid City Council](#)

- ✓ The **map** display of **saturated terrace areas**, which allows you to locate the installation of terraces throughout the city, both on pavements and on parking strips, as well as the delimitation of saturated zones according to the agreements approved by the terrace commission.

  [Map of saturated zones - Transparency portal of Madrid City Council](#)

- ✓ The display of the **Contract Register Report.**

Register Report Contracts

✓ **Screen display** of planned and ongoing **public works**.

Public works planned and in progress - Transparency portal of Madrid City Council

Also, in 2022, the project "Display Madrid with Open Data" was continued (https://visualizadatos.madrid.es/), with the following displays developed or improved:

✓ Display Access to Public Information on Access to Information requests

AIP Register | Display Madrid with Open Data

✓ **Display Accidents with the traffic accidents** registered by the Municipal Police and those involved in traffic accidents registered by the Municipal Police.

Traffic Accidents | Display Madrid with Open Data

✓ **Display Car Parks with data on free spaces** in public car parks in real-time, the inventory of municipal car parks, waiting lists and the valuation of spaces in municipal car parks for residents.

Car parks | Display Madrid with Open Data

✓ **Display Madrid Notices** with citizens' warnings about incidents on public roads (cleaning, parking meters, lighting, waste collection, pavements and roads, green areas and others), which have been transmitted to the City Council through the established channels.

Announcements | Display Madrid with Open Data

✓ **Display Libraries** with information about the public libraries in Madrid, the free activities in Municipal Libraries in the next 60 days, and the loans made last year.

Libraries | Display Madrid with Open Data

✓ **Display Weather Data** which allows you to consult weather data in real-time and the network of weather stations of Madrid City Council through the possibilities offered by this interactive display

Meteorological Data | Display Madrid with Open Data

✓ **Display Open Data Catalogue,** which provides graphs of the evolution of its datasets by year of incorporation, format, sector, update frequency and responsible unit.

Open Data Catalogue | Display Madrid with Open Data

✓ **Display Energy** which provides information on municipal energy consumption and generation.

energy | Display Madrid with Open Data

✓ **Display IGUALA.** Aggregate Territorial Vulnerability Index of Madrid City Council. IGUALA is an innovative advanced analytical tool that automatically obtains data from guarantor sources and produces the Aggregate Territorial

Vulnerability Index (IVTA) for districts and neighbourhoods in Madrid. In addition, it allows for a ranking of the city's territorial vulnerability values.

Iguala. Vulnerability Index of Madrid City Council.

✓ **Display district and neighbourhood indicators** with the socio-demographic information of the Panel of Indicators of districts and neighbourhoods of Madrid.

indicators | Display Madrid with Open Data

✓ **Display Public Health Inspections** with information on Public Health Inspections for the official control of foodstuffs in food establishments, establishments with public health implications, and veterinary and animal sales centres.

inspections | Display Madrid with Open Data

✓ **Display Cleaning and Waste Collection** with detailed information on the activities of the Madrid City Council in terms of cleaning public spaces and waste collection.

Waste | Display Madrid with Open Data (arcgis.com)

✓ **Display Madrid Option**. Municipal Strategy for the Attention and Prevention of Gambling Addiction Gambling. The platform presents the resources the Madrid City Council makes available to young people as an alternative to gambling. It includes a map of resources with the facilities and activities that the City Council offers to all citizens as part of the Municipal Strategy for the Care and Prevention of Gambling Addiction. https://opcion.madrid.es/

Opción Madrid

✓ **Display Primary Care Social Services** with information on the municipal Primary Social Services Centres network, appointments, emergencies, requests, interviews, people attended and care provided.

Social Services | Display Madrid with Open Data (arcgis.com)

✓ **Display Suggestions and Complaints,** which allows you to display the General and Tax Suggestions and Complaints received and completed (2019-2021) by typology, input channel, subjects, and districts, as well as the main sub-subjects of the Suggestions and Complaints of the last 12 months

Suggestions and Complaints | Display Madrid with Open Data

Link to displays

1.5 Evaluation of results and proposal for improvements

During the development of this project, work has been carried out in conjunction with the Madrid City Council's autonomous IT body and with the unit responsible for the data. As the final product progressed, improvements were made to the data provided to obtain more efficient communication or complete incomplete or erroneous information detected in this process.

Improvements experienced by the municipal services that have implemented their corresponding visualisation

The improvements identified to date associated with these displays have been as follows:

- Publication of new datasets.

- Improving the quality of published data.

- Move towards the single data model so that the data available and the displays and graphics published on the Transparency Portal and other websites are the same.

- The data and management of different units of the City Council have been highlighted.

- A value-added service has been provided for the public and other units of the City Council itself.

Below, we list a few improvements and benefits, both internal and external, not to be exhaustive, from the above displays:

a. Car parks: new datasets have been published, such as waiting lists for residents' car parks and the value of parking spaces. They include information on 273 public car parks where people can apply for a space, more than 12,000 people who can review their status on a waiting list, and valuation data on 93,000 spaces.

    Car Park Dashboards Tabs (arcgis.com)

    According to the Parking Manager, this screen display has reduced the daily telephone calls received by more than 25 %.

b. Traffic accidents: incorporation of new fields that allow a better analysis, such as the incorporation of coordinates associated with accidents, which has allowed the city to draw up maps of the city and other fields, such as issues related to alcohol and drug consumption.

c. Right of Access to Public Information of the Transparency Law, the display of the Public Information Access Register, and the statistics on requests for access to information. With this screen display, the data on this right has been made more accessible. The whole historical series has started to be published, as well as the sense of resolution by the City Council and the register of requests and complaints.

d. A high level of transparency in all economic and budgetary matters, with open contracts, subsidies and budget displays.

e. Suggestions and Complaints: where new fields have been improved and added to the information previously published in open data.

f. Map of Saturated areas in terraces, which has allowed a spatial analysis of the saturation of areas in Madrid, as well as the delimitation of saturated zones according to the agreements approved by the terrace commission, having an impact on the City and on the concessions or revocations of authorisations.

g. Browse Cleaning and Waste Collection, where new fields have been improved and added to the information previously published in open data.

Data quality

The European Data Strategy (Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions. Brussels 19.2.2020) recognises that the value of open data and its transformative power lies in its use and re-use. The Open Data Portal policy should ensure data quality and encourage data reuse, strengthening the configuration of the Open Data Portal as a public repository of quality data. The presence of incomplete, outdated, low-quality or fragmented data can pose serious obstacles to an adequate supply of quality data (Open Data Barometer).

Within this framework, the City Council is executing an innovative consultancy contract to increase the quality of the data and datasets of the Madrid City Council's Open Data Portal by performing the necessary analysis, cleaning and profiling of the data in all phases of its life, as well as to improve and promote its reuse. The specific services covered by this contract are as follows:

- A preliminary analysis of the quality of all datasets published on the Portal. In the contract's first phase in 2022, 537 datasets were reviewed. The scope of this preliminary analysis is as follows:

   ✓ Anomaly reports.

   ✓ Data files cleaned according to the updated checklist (basic transformation for the analysis performed).

   ✓ Reports necessary to communicate to those responsible for the issues to be corrected.

   ✓ Proposals for improvement with the actions to be implemented.

- A detailed analysis of published datasets. In the first phase, 90 datasets were analysed (24 with coherence analysis). The scope of this detailed analysis is as follows:

   ✓ Methodological sheet for each dataset, the metadata sheet, the checklist, and proposals for improvement of definition, data quality and metadata.

   ✓ Debugged data files and transformation scripts.

   ✓ Description of the standardised data structure for publishing.

   ✓ Consistency analysis result report (only on the 24 datasets in this phase).

- An analysis of periodic updates of datasets. In the first phase of the contract, 145 datasets were reviewed with the following scope:

   ✓ Reports of updates were analysed, and anomalies were detected and corrected.

   ✓ Data files cleaned according to the updated checklist.

- Development of proposals for possible new datasets to be included in the Catalogue. In the contract's first phase, 40 new potential datasets have been proposed.

- Reporting to boost the quality of open data. In the first phase of the contract, two reports have been produced.
- Analysis of Open Data Portals: 6 in Spain and 6 internationally to identify strengths and best practices that can be adopted by the Madrid Open Data Portal.
- Analysis of information available from other municipal sources, Madrid Data Bank and Madrid City Council Geoportal to identify differences between shared datasets and new datasets to be incorporated into the dataset catalogue.

The second phase of this contract is currently underway until September 2023. It involves the detailed analysis of a further 50 datasets, the consistency analysis of 24 datasets, the proposal of 30 new datasets, and the analysis of regular updates of 435 datasets. In addition, two new reports are being drafted, one referring to an analysis of the datasets from the perspective of the Sustainable Development Goals (SDGs) of the United Nations and the other to the determination of specific improvement proposals for the City Council's Open Data Portal once the benchmarking of the first phase of the contract has been developed.

INFOPARTICIPA Seal

As seen in this report, the Madrid City Council has been working. It will continue to work on different initiatives that are ultimately interrelated to improve transparency and access to information and accessibility to the large volume of information on its different websites.

Thanks to these works and improvements, the INFOPARTICIPA seal of transparency awarded by the Autonomous University of Barcelona has been achieved after auditing the portals, screen displays, compliance with the different transparency regulations, and data publication and reuse. This has been achieved by complying with 100% of the indicators established by the evaluators, and has allowed Madrid City Council to become the benchmark local authority and example in terms of transparency, particularly for its displays of public budgets, information and agendas of public officials, transparency in terms of lobbying, supervision and public control of contracting and subsidies, to name but a few.

Finally, the whole project and its implementation will be subject to an external evaluation by professional evaluators under the standards set by the Open Government Partnership.

1.6 Outreach and awareness-raising

The 5th Conference on Transparency and Open Data was held on 25 October 2022

The conference was structured around two round tables of technical experts in the field.

The first of these, entitled 'Current state and horizon of the right to access public information in all public authorities', analysed issues such as the difficulties in exercising this right before the different authorities, the criteria of the independent bodies that review them, the confusions and main problems that arise among those requesting information, or the differences that exist depending on where and before whom this right, which represents the essence of transparency, is exercised.

The second round table, entitled 'Browse Madrid with open data', was attended by those responsible for other municipal developments and applications based on the open data generated by the activity of the Madrid City Council.

https://diario.madrid.es/blog/notas-de-prensa/el-ayuntamiento-celebra-la-v-jornada-de-transparencia-y-datos-abiertos-para-impulsar-una-gestion-optima-de-las-politicas-publicas/

On 19 December 2012, a presentation and streaming day was held to present and disseminate the displays made with more than 300 attendees, where different results were achieved: on the one hand, to make this project known to the public, offering the opportunity to receive opinions from anyone interested in the project and to present and disseminate this project within the Madrid City Council, so that the City Council becomes its own consumer of its information, in a fast and effective way.

The event can be viewed on Decide Madrid's YouTube channel, with more than 600 views as of the date of this report.

https://www.youtube.com/watch?v=kHXPQfyj9Zw

Press release from the City Council

Other links:

https://www.lacerca.com/noticias/madrid/saavedra-visualizadores-datos-ejercicio-transparencia-honradez-respeto-ciudadanos-643182-1.html

Madrid FEMP: Saavedra defines the data displays. (scoop.it)

Saavedra defines the Consistory's data displays as "an exercise in transparency, honesty and respect for citizens" - noticieromadrid.es

The displays have also been disseminated through Decide Madrid's social networks and internally in Madrid City Council.

The impact of Decide Madrid's open data publications on social media since June 2022 has been:
- Publications: 103
- Prints: 23,396
- Average reach per publication: 172.14 average unique users
- Engagement rate or user interaction with the content: 2.8%

Finally, on 14 December 2022, a General Protocol on re-using public sector information (RISP) was signed between ASEDIE and Madrid City Council.

The objective of this Protocol is to establish a general framework of collaboration that allows progress in improving access to public information, promoting the maximum openness of public data and its reuse to generate new economic and social opportunities for citizens and businesses while contributing to a transparent and efficient management of public affairs.

[The signing of the General Protocol on the re-use of public sector information (RISP) between ASEDIE and Madrid City Council. — ASEDIE](#)

ASEDIE, Asociación Multisectorial de la Información (Multisector Information Association), brings together infomediary companies from different sectors whose purpose is to use, reuse and distribute information. It creates value-added products that contribute to greater security in global commercial traffic, boosting the economy by applying methods that favour the reliability and transparency of commercial transactions in the business environment.

Transparency Portal Hearing

Transparency Portal Hearing The evolution of their audiences can be used to indicate the impact of Transparency and Open Data portals. From 2019 to 2022, the number of page views has increased by 73.2% (with more than 139,000 page views per month in 2022, compared to just over 80,500 page views per month in 2019). Google Analytics was used as a measurement tool.

ANNUAL AGGREGATE DATA	2019	2020	2021	2022	% increase 2019-2022
Page views	966,305	894,072	1,149,947	1,673,424	**73.2**

Open Data Portal Hearing

Open data and downloads from the portal have also increased. There are currently **557 datasets published on the portal**, 19.5% more than at the start of the current corporation. From 2019 to 2022, the number of page views has increased by 16.9% (with nearly 117,000 page views per month in 2022, with the figure in 2019 nearly 100,000). Google Analytics was used as a measurement tool. On the other hand, the number of downloaded files and APIs used in the historical series is around 45,000,000.

ANNUAL AGGREGATE DATA	2019	2020	2021	2022	% increase 2019-2022
Page views	1,182,249	1,322,082	1,172,567	1,401,721	**16.9**

2- Status of commitment 2. Promote community actions in bereavement, suicide prevention and childhood obesity, with the involvement of the community and the different agents.

Commitment 2, Promote community actions in situations of bereavement, suicide prevention and childhood obesity, with the involvement of the community and the different agents, includes the following actions:

- Community actions in situations of loss and bereavement aggravated by COVID. The aim is to strengthen the capacities of the neighbourhoods for the group care of people and the capacities of the professional teams of the Municipal Community Health Centres and Specific Centres of the community environment and the school community. Information, awareness-raising and community involvement in health promotion activities are planned.

- Creating a cohesive network of alliances and coordination protocols with public and private organisations to address a suicide prevention strategy focusing on risk and protective factors at personal, family, social and community levels.

- Development of pilot programmes in educational centres that contribute, through the involvement of all stakeholders, to improving the quality of life of children in Madrid through the acquisition of healthy habits related to nutrition and physical activity, with the ultimate aim of preventing and reducing excess weight and childhood obesity.

These programmes define actions that encourage citizen participation:

- Facilitating citizen participation in improving community health
- Establish alliances with the different entities in the districts
- Building social support networks and safe and secure environments
- Generate collaboration protocols with social agents, the educational community, municipal services and public and private entities.
- To carry out interventions that promote the participation of students, their families, the educational community and health and sports professionals, carrying out activities aimed at improving the health of the entire school population
- Health asset mapping is developed: The health asset maps are built with the participation of the community in workshops in which citizens mark the spaces in their environment that are a source of wellbeing in their daily lives. This allows

the identification of the health assets present in the different territories of the city of Madrid and the establishment of community networks that work collectively and horizontally in the field of community health. This strengthens existing social relations and builds new ones to promote community development and improvements in the environment with the participation of citizens.

Madrid Salud is the body responsible for the implementation of this project.
The implementation deadlines for this commitment in the Third Open Government Plan are as follows:

- Start: 01 June 2022
- End: 31 May 2023

The main actions carried out are summarised below. However, continuous actions over time and the challenges in 2023 will be presented in this report.

2.1 Community actions in situations of loss and bereavement.

Strategy: project objectives

This project aims to strengthen people's ability to cope with bereavement and create a network of solidarity and support for people who have lost a loved one.

The specific objectives are as follows:

1. Raise awareness among the general population of their role in caring as essential for personal and community well-being.

2. Promote attitudes of empathy and compassion in the population in the face of the suffering and vulnerability present in everyone.
3. To raise awareness among citizens and professionals in the community about end-of-life and bereavement processes.
4. Strengthen the capacities of neighbourhoods for the group care of people facing a bereavement process.
5. Promote the creation of mutual support and care networks for bereavement and end-of-life situations.
6. To favour the adequate processing of losses and prevent complicated bereavement.

Strategy: methodology

These objectives are addressed through a two-pronged strategy:

Population strategy: aimed at all citizens to raise awareness of the end-of-life and bereavement processes and generate compassionate communities. The most common actions are awareness-raising, information and training through community actions. They are carried out with the district's community network, broadening their vision of these processes and including bereavement support values.

Risk strategy: Aimed at bereaved people to favour the elaboration of the loss and prevent the onset of complicated bereavement. The main action is the bereavement counselling workshops and the generation of mutual support groups among the participants.

Awareness-raising and training actions for staff

To properly develop the project in 2022, awareness-raising and training actions have been carried out for the centres' staff. The main objectives of these actions were to raise awareness of the strategic project and specific aspects related to bereavement and the generation of Compassionate Communities. These actions have been carried out in all municipal health centres and specific centres and in the different framework programmes, responding to the needs of each one of them.

474 activities have been carried out (411 coordination and preparation meetings; 59 training/awareness raising; 4 research and documentation meetings) involving 346 people.

Population Strategy: actions targeting the general population

In 2022, **328 activities** aimed at the population were carried out: 231 public awareness-raising activities, 54 tents, 9 activities to promote and create community networks (Compassionate Communities) and 34 interviews for inclusion in project activities distributed throughout the city.

These actions have included raising awareness of bereavement and death as just another part of life, self-care in these situations, how to accompany them, and self-reflection on how they are experienced... all through artistic activities, film forums, and reading clubs.

These activities involve **3,447 people**, of whom 856 are in bereavement or end-of-life situations and/or at risk of complicated bereavement.

Population Strategy: actions aimed at entities

In working with the community network of the districts, **289** activities aimed at professionals were carried out in 2022, in which **920** professionals from these entities participated.

84 of these activities were coordination and activity preparation meetings, 110 were professional networking and promotion meetings (technical round tables, mapping), and 91 were presentations/training/awareness-raising activities.

Risk Strategy

As part of the risk strategy, the following are carried out bereavement counselling workshops within the preventive framework, aimed at people in the process of uncomplicated bereavement.

In the workshop, the role of the group is fundamental as a source of support for all its members, as well as the construction of a safe and compassionate space that facilitates the elaboration of bereavement for all participants. In the group, it is possible to work on both the individual dimension of bereavement and its interpersonal dimension.

In 2022, there were: **15** group sessions of 10 sessions, in which 258 people participated.

Regarding the person's profile helped in the risk strategy, most cases correspond to a 68-year-old Spanish woman who lost her partner 14 months ago, is retired and lives alone.

Communication

The complicated bereavement prevention website was created in 2022.

Link to the complicated bereavement website

This website has a blog and monthly newsletters.

To disseminate the activities, specific posters have been designed for all the activities open to the public, and 10 pills have been produced, one of which consists of 5 mini-pills. The topics of these short videos are key concepts such as: loss, bereavement, the importance of community, myths and realities of bereavement, and recommendations for bereavement support.

Collaborating agents

The district community networks have contacted 1690 public and 471 private resources. Most of these entities correspond to public authority centres and third-sector entities. The first actions with these collaborating agents consisted of informing and raising awareness of the project to subsequently initiate joint actions.

The **objective for 2023 is** to consolidate the intervention already underway.

Concerning the population strategy, select the actions that best connect with the citizens, allow the project's objectives to be conveyed, and focus on creating compassionate communities in the districts.

To this end, in the first quarter of the year, concerning internal actions, i.e. those aimed at Madrid Salud professionals, 191 training sessions were held, involving 700 participants.

Regarding population strategy, 177 activities aimed at the general population have been carried out, with 2,664 participants, and 158 activities aimed at professionals from other entities with whom community intervention is shared. In these second activities, there have been 843 participations. So far, 233 public and 105 private resources have been contacted.

Concerning the risk strategy, this year's objective is to consolidate the bereavement support groups as a specific activity in the centres. In addition, a guided visit to the Municipal Museum of Contemporary Art is being incorporated as a complementary activity for these groups. During these visits, we work on the group's content from an artistic perspective. Although it is a recently initiated activity, we observe how it favours the participants' connection with their emotions, facilitating the mourning process.

In the first quarter of this year, 11 groups were active, and 66 group sessions were held. In individual care, 127 sessions have been held. In total, 303 people have been assisted in the risk strategy in the first three months, 83 of whom have joined the project this year.

In October, a day on the prevention of complicated bereavement and compassionate communities will be held. The aim of this day is to make visible the work developed so far by the project in all the MCHC and specific centres (Youth Centre, Centre for the Prevention of Cognitive Impairment), as well as the community networks that extend throughout the city, providing support to people in a situation of bereavement.

2.2 Suicide prevention support networks in the city of Madrid

The framework of the work carried out so far is limited to municipal prevention and health promotion competencies.

According to the WHO, more than 700,000 people committed suicide last year. The suicide rate in Madrid is higher than in the Community of Madrid as a whole.

Suicide is a public health problem that is largely invisible and affects those who suffer it and those around them.

Psychological distress and hopelessness are common denominators in people who display suicidal behaviour, coupled with the stigma that makes it difficult to seek help.

Suicide can be prevented (WHO 2014), so prevention should not only be aimed at preventing suicide but also at preventing suicidal ideation and encouraging people to take root in life.

It should also focus on risk and protective factors, especially the latter.

Madrid City Council's Suicide Prevention Action Plan.

The Madrid City Council's Suicide Prevention Action Plan 2023-2024 was approved on **15 December 2022.** It is structured into 5 strategic objectives and 19 measures. It is organised as follows:

- Knowing and understanding suicidal behaviour in the city of Madrid
- Informing and raising awareness about suicidal behaviour
- Prevent risk factors and promote protective factors against suicide.
- Acting through preventive measures aimed at vulnerable groups.
- Strengthen the capacity for detection and prevention in people at risk of suicidal behaviour.

The evidence that suicide is preventable is a priority for developing the strategy, which should be oriented towards the prevention of suicidal ideation and the encouragement of the rootedness of life. The preventive approach should focus on risk and protective factors, especially the latter.

Link to the City Council Plan.

Collaboration in the Madrid Community Plan

In the Suicide Prevention Plan of the Community of Madrid 2022-2026, approved in December 2022, the Regional Office of Mental Health incorporates different services of the Madrid City Council, including the SG of Prevention and Health Promotion of Madrid Salud, to integrate the preventive work developed.

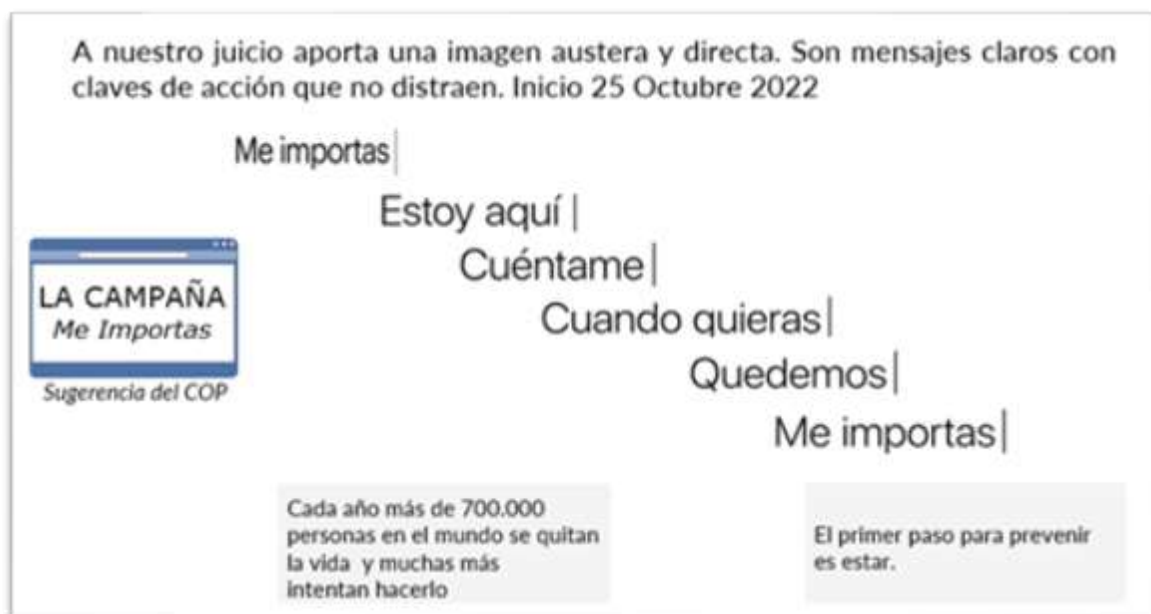Link to the Community of Madrid Plan

Awareness-raising

In October 2022, a media **awareness-raising campaign** aimed at the public was carried out.

It is a campaign designed in collaboration with different stakeholders:

Madrid Salud
Gerente de Madrid Salud
Equipo Técnico de la SPPS
Coordinación Digital

Colegio Oficial de la Psicología de Madrid

Responsable Prensa AG Portavoz, Seguridad y Emergencias

Responsables Creativos de Medios Ayuntamiento de Madrid

The campaign was maintained on different radio channels, newspapers, billboards and other posters:

At the same time, a suicide prevention **website** has been developed in collaboration with the Colegio de la Psicología de Madrid to inform and raise awareness: It includes the suicide risk hotlines 112 and 024 and contains content on: warning signs, myths or realities, recommendations, protective and risk factors and facts about suicide. From the end of October to the end of December, it received 115,000 visits.

https://prevenciondelsuicidio.es/

Suicide prevention guides and publications are incorporated, and unwanted loneliness and bereavement prevention web pages are linked.

In addition, videos of professionals specialised in suicide prevention, including the Head of the Regional Mental Health Office of the Community of Madrid and the Dean of the College of Psychology of Madrid, have been published on the website and on the Youtube channel.
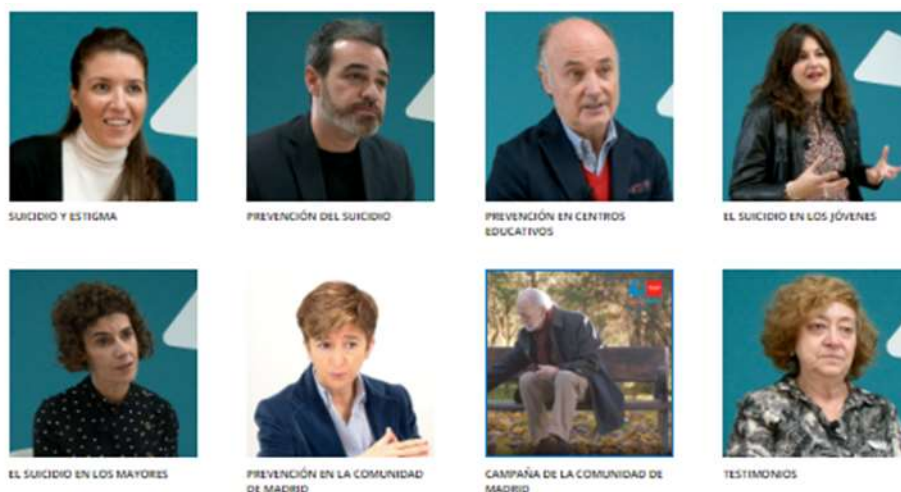
Suicide prevention - YouTube

Madrid City Council's Suicide Prevention Day was held on 19 December 2022

https://prevenciondelsuicidio.es/jornada-de-prevencion-del-suicidio/

Alliances

The **Foro de Empresas por Madrid (Business Forum for Madrid)** collaborates with the Suicide Prevention Project.

The Forum is an ecosystem of companies that acts as a collaboration platform for the planning and development of projects that allows the business community to contribute and contribute their knowledge, experience and technologies to advance the common good of all citizens through their collaboration with the Madrid City Council and its different areas of government.

https://www.forodeempresaspormadrid.es/actualidad/foro/reducir-el-suicido-en-la-poblacion-joven-un-objetivo-de-todo-madrid/

Alliances have also been generated with the **Official College of Psychology of Madrid**. On 8 May 2022, a Collaboration Agreement was signed with this Official College, stating that the Official College of Psychology of Madrid, during 2022 and 2023, within the Mental Health Promotion programme, will provide expert advice and accompaniment in the continuous updating of techniques and other advances in the facilitation of change, personal and community growth, for the promotion of life skills, creation of healthy bonds, management of emotions, suffering and the suicide prevention plan.

In 2023, contact is being made **with specialised organisations, such as La Barandilla, Teléfono de la Esperanza, etc.,** to continue adding allies and incorporate their helplines and links to their websites so that the page provides a map of the resources available in the city of Madrid.

Health asset mapping

The health asset maps are built with the participation of the community in workshops in which citizens mark the spaces in their environment that are a source of wellbeing in their daily lives. This makes it possible to identify the health assets present in the different territories 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 relations and builds new ones to promote community development and improvements in the environment with the participation of citizens.

Special days with active health methodology have been held in the Municipal Community Health Centres and in awareness-raising tents on "World Suicide Prevention Day" on 10 September 2022 and "International Suicide Survivor's Day" on 19 November 2022 to convey to the public that we are facing a public health problem. This intervention is considered ideal as the direct interaction of qualified staff with citizens ensures that the messages intended to be correctly understood, thus minimising the likelihood of the Werther effect.

Training

In October 2022, the **training of professionals from the Municipal** Community Health Centres (MCHC), the Youth Centre and the Centre for the Prevention of Cognitive Impairment and Addictions will begin.
From October to December, 6 editions were held, in which 126 professionals participated.

The training, evaluation, and follow-up are being carried out in collaboration with the Colegio Oficial de la Psicología de Madrid. The work of the interns in suicide prevention, unwanted loneliness and Art and Health have also been essential.

The evaluation data of the courses are very satisfactory, for example, one question in the first two editions. The quantitative and qualitative evaluation of the first two editions is available.

All this training will enable professionals to detect suicide risks and provide first response, awareness-raising activities and training workshops for key actors.

In 2023, from February to June, the remaining 13 introductory training sessions will be held. It has been necessary to add a new edition to include new recruits, and specific editions for reception professionals have also been introduced. They are the gateway to the centres and must be trained to deal with situations of clear suicide risk.

From September 2023, specific training will begin for professionals in Maternal and Child Health, Education, Active and Healthy Ageing, PSM and Sexual and Reproductive Health and Mental Health Promotion programmes. Specifically, in the last quarter of the year, training is already scheduled for mental health promotion professionals and the first edition of those in the educational field.

This training will be accompanied by the development different protocols and materials to facilitate the work of professionals and respond to the population's needs. Although the MCHC is not a care service for people at risk of suicide, it is a priority to provide people who are detected to be at risk of suicide with the most complete accompaniment possible and to direct them to the resources where they can receive the necessary care.

Specific workshops in the educational field

Life skills workshop.

In 2023, workshops will be implemented in different secondary schools with the support of the schools' social educators.

Life skills were defined in 1993 by the World Health Organisation. In the case of adolescents, developing life skills prevents risky behaviours. It improves anger

management, self-care, academic performance and positive social and emotional adjustment.

The workshop consists of 10 sessions and is designed to take place in 50 min., usually in the tutorial space and will be offered to other HEIs in the coming year.

In 2023, it has already been carried out in several secondary schools in the districts of Centro, Ciudad Lineal and Usera, also with boys and girls in 6th grade of primary school, with good results. Some adaptation is being initiated with younger pupils. It is planned to be extended to more districts in 2023-2024.

Workshop on the prevention of bullying and cyber-bullying and the promotion of good treatment

Workshops on bullying and cyberbullying have also been held in the educational sphere for primary education, ACES and family members.

Workshops have been designed, and materials against bullying and cyberbullying have been piloted among the primary school population in the city of Madrid. Carried out in 5 educational centres (3 CEIP and 2 ACE) in the districts of Ciudad Lineal, Puente de Vallecas and Villa de Vallecas, in which a total of 237 pupils and 17 relatives from Ciudad Lineal and Villa de Vallecas participated, obtaining good results.

The first evaluation has been carried out through questionnaires to the participants and the elaboration of guides as a preliminary step to implementing these workshops in the next academic year, 2023-2024.

From the Suicide Prevention and Art and Health grants, two new tools are being researched and will be advanced in 2023

Suicide prevention workshop for teenagers and young adults

Focusing on mental health promotion, distress management and artistic strategies, this workshop is designed to take place in MCHC or district entities. The other proposal consists of the following:

The workshop aimed at educational centres with four activities to raise awareness of protective factors.

They have two versions, one for classrooms and a very short one for tents or awareness-raising points during breaks.

Both workshops on suicide prevention which, as mentioned above, are in the research phase

Incorporating psychology PETs will significantly reinforce the performance of all these tasks.

2.3 Involving the education community in the prevention of childhood obesity

Madrid City Council, through Madrid Salud, has launched the **COLES con ALAS** project in different schools.

An active and participative methodology is used, in which the whole school is involved globally, with games, workshops, sports activities and dance aimed at all students, giving positive and motivating messages that favour change.

https://madridsalud.es/prevencion-obesidad-infantil/

In 2022, the project was carried out in 5 districts (Usera, Villaverde, Puente Vallecas, Carabanchel, Villa de Vallecas), with 12 schools and 2,866 pupils participating. In 2023, the San Blas and Ciudad Lineal district joined the project, initially working with 15 schools. However, a new school in the District of Puente de Vallecas has recently been incorporated, exceeding the initially estimated participation (3,200 pupils) and reaching 4,600 pupils.

The schools have been selected in less developed districts of Madrid with a higher incidence of overweight and obesity than in other districts. They work with primary school children and their families, especially those who are overweight or obese.

The objectives of the project are:

→ Involve teaching staff, management, and parents/guardians in the project
→ Raise awareness among families of the importance of healthy eating and physical activity
→ Intervene in the physical school environment to facilitate changes and improvements in nutrition and physical activity
→ Group intervention through health education workshops on healthy eating and physical activity
→ Intervene with the school community to provide educational guidelines
→ related to the promotion of healthy eating habits and physical activity in collaboration with the teaching, guidance and/or mediation team
→ Dissemination of the Project

DISTRICT	EDUCATIONAL CENTRE	INFANTS	PRIMARY	NUMBER OF PUPILS PER SCHOOL	TOTAL PUPILS SCHOOL DISTRICT
USERA	INF-PRI STATE SCHOOL	145	302	447	850
	INF-PRI STATE SCHOOL	112	291	403	
VILLAVERDE	INF-PRI STATE SCHOOL	65	187	252	468
	INF-PRI STATE SCHOOL	70	146	216	

The

PUENTE DE VALLECAS	INF-PRI STATE SCHOOL	67	141	208	1,077
	INF-PRI STATE SCHOOL	72	174	246	
	INF-PRI STATE SCHOOL	70	135	205	
	INF-PRI STATE SCHOOL	62	135	197	
	INF-PRI STATE SCHOOL	54	167	221	
CARABANCHEL	INF-PRI STATE SCHOOL	96	300	396	1.233
	INF-PRI STATE SCHOOL	125	300	425	
	INF-PRI STATE SCHOOL	113	299	412	
VILLA DE VALLECAS	INF-PRI STATE SCHOOL	90	220	310	704
	INF-PRI STATE SCHOOL	69	325	394	
SAN BLAS	INF-PRI STATE SCHOOL		132	132	132
CIUDAD LINEAL	INF-PRI STATE SCHOOL		136	136	136
TOTAL		1210	3,390	4,600	4,600

distribution of care by district is detailed below:

The school teaching staff say how valuable this programme is an ask for the project to be developed in earlier stages of early childhood education. This is why materials are currently being adapted for the approach with younger children. A participatory game is being developed to work on food myths called TriviALAS.

The following is a summary of objectives and a preview of the 2022/2023 academic year results.

PRESENTATION OF THE PROJECT	RESULTS
Involve teaching staff, management, and parents/guardians in implementing the project.	-No. of educational centres where they have been carried out: 11 out of 13 (84.6%) -Number of meetings with management and faculty: 11 with management (84.6%) and 9 with faculty (69.2%) -Number of AMPAS meetings: 1 (7.7%) -No. of schools to whose parents/guardians an information letter has been sent: 8 (61.5%)
RAISING AWARENESS AMONG FAMILIES	
Raise awareness among families of the importance of healthy eating and physical activity.	-No. of educational centres where information tables/tents have been set up: 6 (46.2%) -No. of information tables/kiosks at the school entrance: 6 -No. of items of information material distributed at the tables/tents: 284 - No. of posters presenting the project to motivate families and encourage their participation: 26 (in 6 schools)
INTERVENTION IN THE SCHOOL ENVIRONMENT	
• Intervention in the physical school environment to facilitate changes and improvements in nutrition and physical activity.	-Number of educational centres in which this activity has been carried out: 4 (30.8%) -No. of posters put up: 8 (11% of those foreseen) -No. of schools that have checked the canteen: 3 (23.1%) -Total number of merchandising items distributed: 169 (1 school) -No. of schools that have carried out an analysis of the adjacent public space: 6 (46.2%) -No. of schools that have carried out the analysis of sports/recreational facilities: **5 (38.5%)**
GROUP INTERVENTION WITH FAMILIES TO PROMOTE HEALTHY EATING AND PHYSICAL ACTIVITY	
Group intervention through health education workshops (EpS) on healthy eating and physical activity of 4 sessions.	-Number of educational centres where the workshop has taken place: 6 schools with workshops held (46.2%) -Number of sessions held: 10 (19.2%)
INTERVENTION IN THE EDUCATIONAL COMMUNITY	
Intervention in the school community to provide educational guidelines for promoting healthy eating and physical activity habits, in collaboration with the teaching, guidance and/or mediation team, through an active, playful and participatory methodology.	-No. of schools with playtime intervention: 7 (53.8%) - No. of monthly challenges: 9 (12.2% fulfilled) - Celebration of special days: 3 in 3 schools (23.1% of schools) -No. of games carried out: 8 in 3 schools (23.1% of schools) -Number of healthy breakfasts and snacks: 7 in 7 schools (53.8%) -No. of presentations of the "Healthy and economical food" project: 7 in 5 schools (38.5%)

	-No. active in health in food: 4 schools (30.8%)
Promoting physical activity	-No. of activities to promote more active breaks: 10 schools (76.9%) -No. of games: 9 (5 schools: 38.5%) -No. of dance activities: 3 (23.1%) -No. of physical activity health assets maps: 8 (61.5% of schools)
Secondary prevention intervention on students found to be overweight.	-Number of schools that have carried out the activity: 4 (30.8%) -Number of overweight children attended to in MHC: 41 in 3 schools (23.1%)
DISSEMINATION OF THE PROJECT	
Dissemination of the Project	-Number of presentations at congresses: 2 -Number of scientific publications: 1 - 2 special days - 8 news reviews and two newsletters - Presentation of project results after 6 months - 9 tents

DISSEMINATION AND COMMUNICATION OF THE PROGRAMME

This programme has been presented in different technical forums where it has aroused much interest, such as the presentation in March 2023 by a professional referent of the programme of the paper "The approach and prevention of childhood obesity" from a community perspective, at the 1st Conference on Child and Adolescent Cardiovascular Health organised by the Paediatric Training Society (FORMAPED) and the Official College of Nurses of Madrid (CODEM).

3- Status of commitment 3. Encourage citizen participation by improving the Decide Madrid platform

Commitment 3, promoting citizen participation, and improving the Decide Madrid platform, includes the following actions:

- **The development of functionalities that improve the usability of the portal and favour a closer connection with people** and favour a closer connection with the users, at any time and immediately 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**, an extension of the **Chat Bot "Clara"** to all the contents of the Decide Madrid portal)

- **The use of Machine Learning systems**, which allow the exploitation of the enormous amount of information from decide Madrid, its classification, offering dashboards for decision making based on objective and quantitative information, and also with a view to citizens obtaining feedback and information on the activities carried out and to see what the decisions taken are based on.

- Creating a **new** Decide Madrid **social innovation space** to support and enrich collaboration with other public authorities, universities, other social agents, and the private sector in the face of new social challenges. It would act as an incubator or laboratory of ideas and a hub or meeting point for experts.

- Continue to promote the **Community of Practice "The Participatory Group"**, which currently has 72 local and regional governments, institutions or universities from all over the world, whose mission is to foster collaboration among its members for the exchange of good practices and joint work to design new and better participation techniques, making participatory processes more accessible, attractive and effective.

The aim of this commitment is to improve the Decide Madrid platform, favouring the involvement of citizens in decision-making on city issues from the following perspectives:

- Bringing participation closer to citizens as a whole, developing new functionalities that facilitate and improve the usability of the portal

- Innovate through the application of artificial intelligence technologies that enable the classification and processing of content created by citizens and ensure an adequate response to the different contributions received

- Collaborate with stakeholders (public, private, non-profit and individuals) in developing new ideas to meet social needs through social innovation methodologies.

- Generate alliances with other public authorities and universities and promote the exchange of experiences and good practices in citizen participation.

The Directorate General for Citizen Participation is responsible for implementing this project.

The implementation deadlines foreseen for this commitment in the Third Open Government Plan are as follows:

- Start: 01 June 2022
- End: 31 May 2023

The main actions carried out are summarised below actions carried out.

3.1 Development of functionalities to improve the usability of the portal

Responsive web design, adapted to mobile devices, smartphones, PDAs, digital tablets

Since March 2023, a new version of Decide Madrid has been in production, which has involved an in-depth redesign of the Decide Madrid digital participation platform. The web interface has been revamped, and the information architecture has been reorganised, making it easier for citizens to follow the different processes and simpler and more intuitive to navigate and a simpler and more intuitive navigation. It is also a responsive web design adapted to mobile devices.

Since the creation of Decide Madrid in 2015, web portals and their screen display on all types of devices have evolved enormously, leaving the current interface outdated, with proof of this being that citizens submit proposals to Decide Madrid itself requesting that the platform's interface be revamped to make it more intuitive and easier to use

This action has considered the usability analysis carried out in response to citizens' requests for a more modern and usable website, both in Decide Madrid and through the Madrid City Council Suggestions and Complaints.

User tests have also been conducted with different population groups (senior citizens, young and teenagers, and a heterogeneous population group). They were asked to take specific actions on the platform, considering their reactions when designing the prototype.

With all this in mind, we have worked on a new intuitive, usable, user-friendly and modern web design, which reorganises all the contents, participation mechanisms and information available.

This redesign has sought to better organise the home page with all the information on the municipal citizen participation model, from the main mechanisms for individual participation to the spaces for collective participation, such as the participation bodies, and the concerted plans for territorial rebalancing or associations.

On the other hand, the aim is to make more visible and improve the monitoring of the mechanisms of individual participation consolidated in Madrid, such as the Public Consultations or the Participatory Budgets. Thus, people interested in citizen participation can see at a glance what processes are underway, what actions are being carried out or what projects are being carried out in our city.

In addition, the Debates and Citizen Proposals have been integrated under the section Tú Propones (You Propose). A map has been incorporated where anyone can locate what is being discussed or proposed in their immediate environment or area of greatest interest.

The new design also dedicates a space to the Innovation strategy in citizen participation. It offers access to the main initiatives promoted regarding social innovation and developing new technological solutions to improve participatory processes.

The platform is also intended to be closer and more attractive. Users can personalise their avatar in their profile, and to get first-hand feedback from users, a general satisfaction survey on Decide Madrid will be carried out, reflecting their first impressions to evaluate the platform's new design. https://decide.madrid.es/
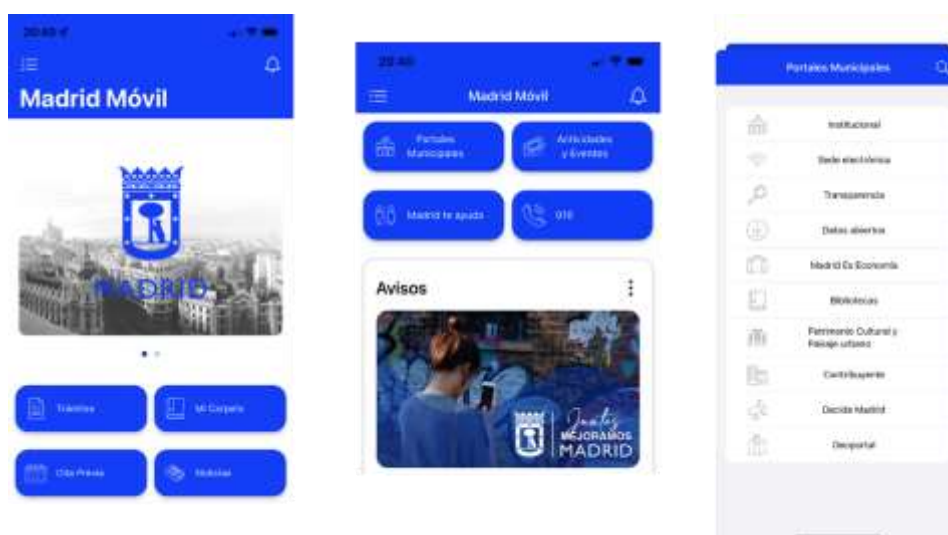

https://decide.madrid.es/

Integration of the platform in the City Council's App Madrid Móvil

The Decide Madrid website has been integrated into the Madrid City Council App, allowing citizens to participate digitally from the app itself from June 2022.

This application, which has over 100,000 downloads, is available for Android and iPhone devices:
https://play.google.com/store/apps/details?id=es.madrid.SGRSAMVANDCIU
https://apps.apple.com/es/app/avisos-madrid-nuevo/id1309506191

Extension of the "Clara" Chat Bot to all contents of the Decide Madrid Portal)

A pilot Virtual Assistant (called Bot or Chatbot) integrated into the Decide Madrid portal has been set up to facilitate the presentation of participatory budgets through Decide Madrid and to provide autonomous answers to the most frequently asked questions about this process and the basic operations of using the Decide Madrid portal, providing updated information at all times.

The new Decide Madrid assistant answers real queries at any time and immediately. Equipped with artificial intelligence (AI) and natural language processing (NLP) algorithms, it can constantly improve its behaviour through self-learning and guided training techniques. It also contemplates 12,000 different ways of giving answers. It recognises at least 120 search intentions, i.e., concepts intended to be clarified by those making the query, regardless of the specific way of asking the question or its variants.

Clara is the name chosen for the conversational virtual assistant, which reflects the spirit and values of Decide Madrid, such as transparency and inclusion, and whose image conveys closeness, friendliness and trust to enable a better connection with users.

The chatbot has been widely accepted by citizens, as during the participatory budget process and until 23 May 2023, more than 11,300 users have been attended to, with more than 24,500 messages sent through the assistant.

We have been working on a new virtual assistant that, taking advantage of the lessons learned in the pilot, will allow us to cover all the sections of the Decide Madrid portal.

Commissioning will become a reality in June 2023. Among the new features of the new assistant, we can mention:

- It will be able to provide answers and help related to all sections of the Decide Madrid portal.
- It will have a voice recognition function, allowing users to interact by voice and text, thus improving the accessibility of the tool.
- Interactions through the assistant will be supervised by human agents, making it possible to humanise care and answer complex queries.
- The capacity of the new assistant is improved so that more than 100 simultaneous conversations and more than 25,000 messages per month can be held.
- It has a first level of care service providing humanised care that complements the automated care services through the virtual assistant.
- User guides for the assistant will be available to facilitate its use by interested citizens.

Improving usability and accessibility

We are continuously working to improve the usability and accessibility of the Decide Madrid website, with specific corrective actions on the web portal, and particularly with the preparation of a new responsive web design, which will mean a significant improvement in the usability and accessibility of the entire Decide Madrid website in February 2023.

The improvement of accessibility is also carried out through periodic internal reviews carried out by Madrid City Council on all its web portals, which result in an audit report with the necessary improvements and corrections to maintain compliance with the UNE-EN 301549:2019 Accessibility requirements for ICT products and services, in

compliance with Royal Decree 1112/2018, of 7 September, on the accessibility of public sector websites and applications for mobile devices.

Evaluation and improvement of systems (Panels and surveys)

A satisfaction panel or survey has been launched on the Decide Madrid website to gather citizens' opinions on Decide Madrid and specific digital participation sections.

From 13 March to 26 May 2023, a first survey was launched with 11 questions about the ease of navigation, the information received and the platform's usefulness.

As of 26 May 2023, an average score of 6.63 out of 10 was obtained

The most highly rated aspects were the ease of registering on the website from the first attempt, without the need to insist on more than one occasion (7.42 points), Decide Madrid's capacity to incorporate issues of interest to citizens (7.01 points) and its usefulness as a tool for citizen participation (6.86 points).

Regarding the different participation mechanisms offered by the platform, public consultations (6.87 points) and participatory budgets (6.71 points) are considered the most useful. The usefulness of the proposals and debates section was rated 6, 62 and 5.94 points, respectively.

The aim will be to gather citizens' opinions regularly to carry out continuous improvement actions on the Decide Madrid website.

On the other hand, in the first four months of 2023, coinciding with the various changes described in the report, a significant upturn in participation can be observed with the following data:

- 11,254 new users (73% compared to the average annual increase in 21-22), but in only 4 months
- 11,667 process participants in the first 4 months (63% of the total in 2022 and 19% more participants than in the first four months of 2022)
- 641 proposals (62% of total proposals in 2022 and 164% of proposals above the same period in 2022)
- 109 debates (72% of the total number of debates in 2022 and 118% above the same period in 2022)

Decide Madrid
Evolución anual participantes en Consultas, Propuestas y Debates

Decide Madrid
Participantes en Consultas, Propuestas y Debates primer cuatrimestre de cada año

An increase in the performance of Decide Madrid's 4 social media profiles is also observed: Twitter, Facebook, Instagram and YouTube, compared to the last four months of 2022.

Followers	Prints	Outreach
24,245 +1.6%	**1,431,202** +52%	**1,555,653** +9.3%

3.2 Use of Machine Learning systems, which allow the exploitation of the information of decides Madrid

System development and implementation:

Work has been carried out on the development and implementation of the Machine Learning system, which will make it possible to classify all the participation information contained in Decide Madrid, facilitating navigation through the selection of themes and keywords, as well as adding follow-up information from the corresponding areas of government.

Decide Madrid is a platform for citizen participation where citizens can:

- Participate in debates

- Creating and supporting proposals

- Present projects and decide how the City Council spends its budget (participatory budgeting)

- Participating in public consultations and hearings

This represents a large amount of stored information that cannot be processed manually but by applying machine learning techniques to address two shortcomings:

- Difficulty in accessing stored information

- difficulty in monitoring and lack of feedback to citizens on their proposals

To address these two aspects, a complementary tool, DecideML, has been developed:

- Classifies information and allows for guided searches

- Allows discussions and proposals to be assigned to the relevant areas of government for the input of follow-up information and feedback to citizens
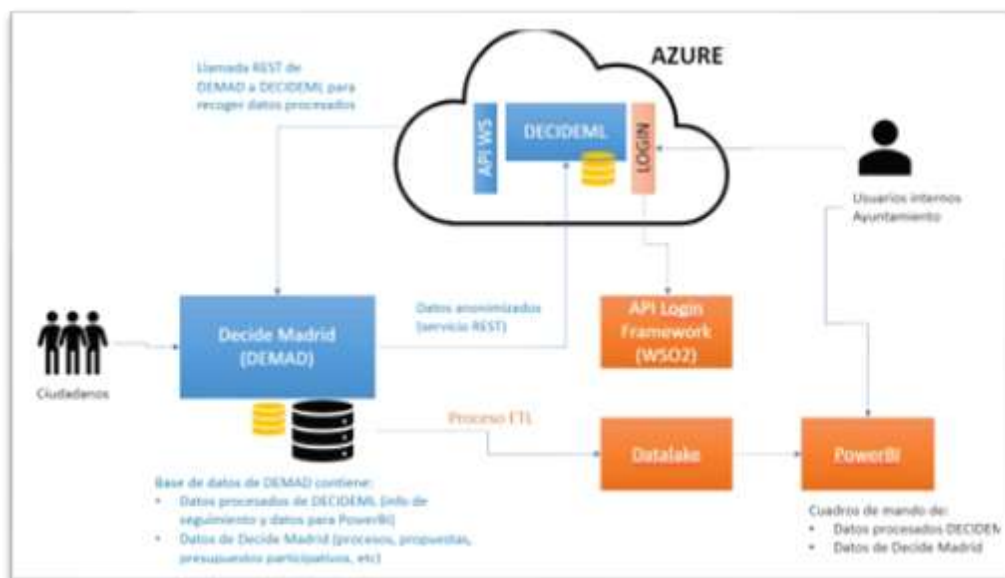
Regarding functional design and visual presentation, the system allows searches of classified information and the introduction of follow-up information by the government areas or districts to which the different proposals are assigned.

The ultimate goal is to be able to respond to citizens on a regular/periodic basis to a certain number of the most supported proposals. Conceptually, the information transmission functions must be realised through the connection of 3 elements:

- Citizens making their contributions
- the Directorate General for Citizen Participation, which collects these contributions through the platform and transmits them to the government areas and districts
- the districts and areas of government of the Madrid City Council that provides feedback on what has been raised

Start-up

In the last quarter of 2022, a pilot test was carried out with 9 government areas and the general coordination of the mayor's office.

To this end, managers were trained in the tool. A small sample of 42 citizen proposals and debates that had obtained the greatest number of supports over the last 12 months was selected for their evaluation and for the information on the actions carried out to be completed on the platform created for this purpose.

Following this, 22 new proposals registered with Decide Madrid were incorporated.

Evaluation of first results

Of the total of 64 proposals and discussions referred to the respective competent bodies, the situation as of 25 May 2022 was as follows:

- 42 have responded, of which:
    - 33 provide citizen feedback information
    - 9 have responded that it should be reallocated to other areas
- 22 are awaiting a reply

During the implementation of this pilot, a continuous evaluation of its operation and the results obtained is being carried out to detect possible improvements and implement all feasible ones.

Once the information provided had been reviewed, it was sent to the participants individually for each proposal, using the Decide Madrid platform:

- Sending automated e-mails personalised for the proposer of the debate or proposal through the existing newsletter functionality.
- Publication of the response information, for its visibility to the general public, in the "Follow-up" section of the proposals section.
- A "follow-up" section has also been created in the "Debates" section to include and provide information the competent bodies offer.

From **1 April 2023** onwards, each month, the 10 proposals with the most support are selected (this means 120 proposals/year) and, from May onwards, in addition, the 5 debates with the most support are selected at the end of each quarter (this means 20 debates/year)

Other proposals or debates with a similar objective and/or which can be grouped together because they coincide for the most part are also included in this systematic approach.

On the other hand, within the framework of the training workshops on the Decide Madrid website aimed at senior citizens, held in libraries and municipal senior citizen centres, 46 proposals were debated among the participants, 21 of which were presented through Decide Madrid. These proposals will be forwarded to the competent municipal bodies for technical assessment and the most supported proposals in Decide Madrid and included in the new monitoring system derived from implementing the machine learning mechanisms.

3.3 Decide Madrid's new social innovation space

Collaborative design within the City Social Council (June 2022)

The Technical Commission for Innovation of the Social Council of the City of Madrid (https://decide.madrid.es/organos/consejosocial) acts as a laboratory of ideas for strategic innovation studies in which proposals are drawn up that can serve as a basis for decision-making by the Madrid City Council from a plural and transparent perspective.

At its meeting in June 2022, the City's Social Council approved the proposal put forward by the Technical mentioned above Commission to create a space for social innovation (Innovation HUB) with a threefold purpose:

- To generate a space between experts, citizens and professionals of the organisation to search for solutions to public problems and develop new ideas to satisfy social needs.
- To serve as a focal point and meeting point for social agents to make proposals to meet the new social challenges facing the Public Authorities.
- Promote intrapreneurship and public innovation, encouraging the creativity of public employees.

Development and implementation of pilot projects

In this context, the Directorate General for Citizen Participation promoted, in the last four months of 2022, the implementation of a pilot project for the definition of public problems that can be tackled within the competencies of the Madrid City Council.

To this end, a working group was set up as a social innovation laboratory christened **tHIVIC**, a neologism derived from the combination of 'think' and 'civic.'

The t in "thivic" becomes a person, while the c represents the part more linked to innovation.

Information on this initiative can be found at the following link to Decide Madrid (Innovation section) https://decide.madrid.es/thivic

The aim was to carry out a process of defining and analysing problems and their possible causes, as well as to gather all the ideas, proposals for improvement, etc., that might arise during this process.

The objective is to define the problems well without directly directing the discussions to solutions. Solutions would be addressed later in a second phase in 2023.

As secondary objectives of this experience:

- Approaching problems from new perspectives, providing complementary points of view and perspectives
- Test new working methods with the participation of experts and civil society as well as through intrapreneurship and design an attractive, dynamic and robust methodology.
- Involve people and build a motivated working group to regularly continue this initiative.
- Advocating participation as a working methodology

The pilot started in September 2022, and a group of volunteers (professionals from Madrid City Council and civil society) was formed, joined by experts in the selected topics.
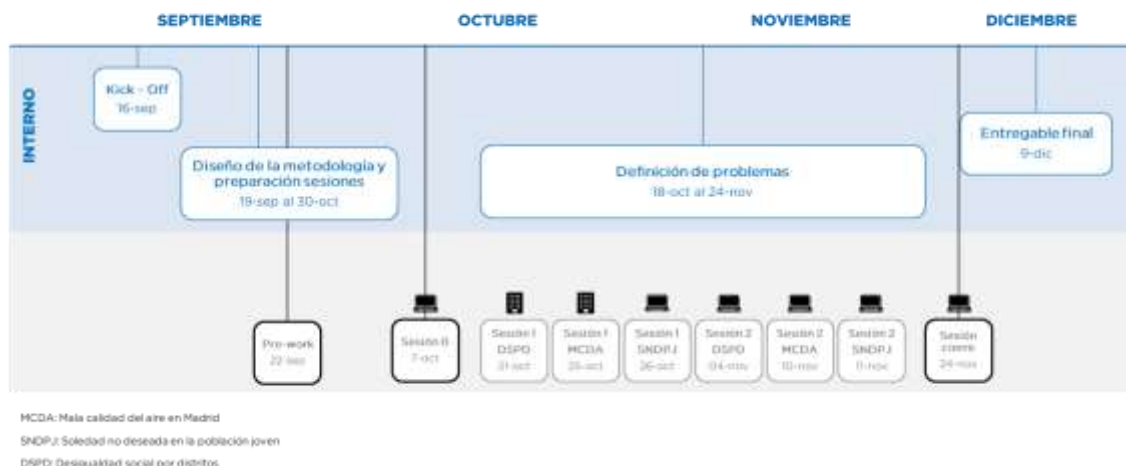
Representatives of civil society (Official Association of Social Work, Official Association of Architects of Madrid, Polytechnic University of Madrid, Autonomous University of Madrid, Complutense University of Madrid, Regional Federation of Neighbourhood Associations, UGT and CCOO) and the different government departments of the City Council (Economy and Innovation, Environment and Mobility, Families, Equality and Social Welfare, Activities Agency and Madrid Salud) participated in this experience.

Two sessions with all participants (opening and closing) and six sessions in working groups (two per working group) were held from October until mid-November 2022

In terms of the methodology used, the work was structured in the following **phases**:

1. **Identification of problem situations** (PS). Collect negative situations that affect the city of Madrid through various sources. Integrate the situations collected, eliminate duplication and determine their final formulation.

2. **Prioritisation of problem situations.** Weigh the situations identified against indicators that determine each situation's impact and the municipality's capacity to take action to address it.

3. **Problem definition.** Understand the situation by formulating the core problem, exploring its context, the situation of the municipality, and identifying its main causes and consequences.

4. **Review of methodology:** To share the work carried out by each working group with all the participants in the experience. Collect feedback from participants on the process and methodology to optimise it.

In the first phase of identifying problematic situations, work was carried out beforehand to draw conclusions from the City Council's complaints and suggestions system, proposals and debates in Decide Madrid and the concerns detected through the survey on the quality of Madrid City Council's public services.

Subsequently, through a specific form and the initial session, up to 62 problem situations were identified and classified into 10 categories.

Identificación de situaciones problemáticas
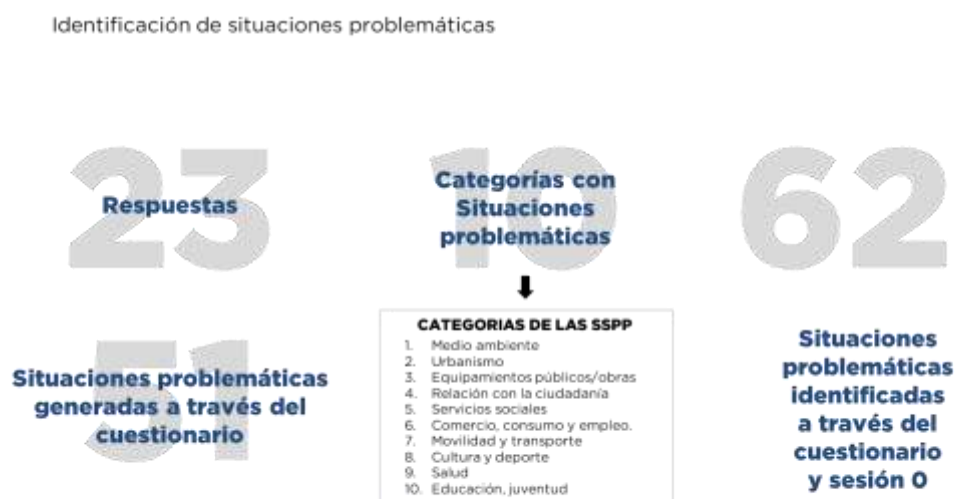
To prioritise the problematic situations to be addressed with the pilot experience, given the volume of situations collected, an initial prioritisation was carried out by inviting all participants to vote for the 20 that they considered having the greatest negative impact on social well-being, i.e. those that most negatively affect people's quality of life and happiness.

Subsequently, a map was constructed based on each situation's social impact and the capacity for action to address it. Three problems with high impact and high capacity for action by the municipality were selected, involving three different government areas, to facilitate the formation of working groups.

Priorización de situaciones problemáticas

Construcción del mapa de SSPP con los resultados de la sesión y selección de los problemas a definir
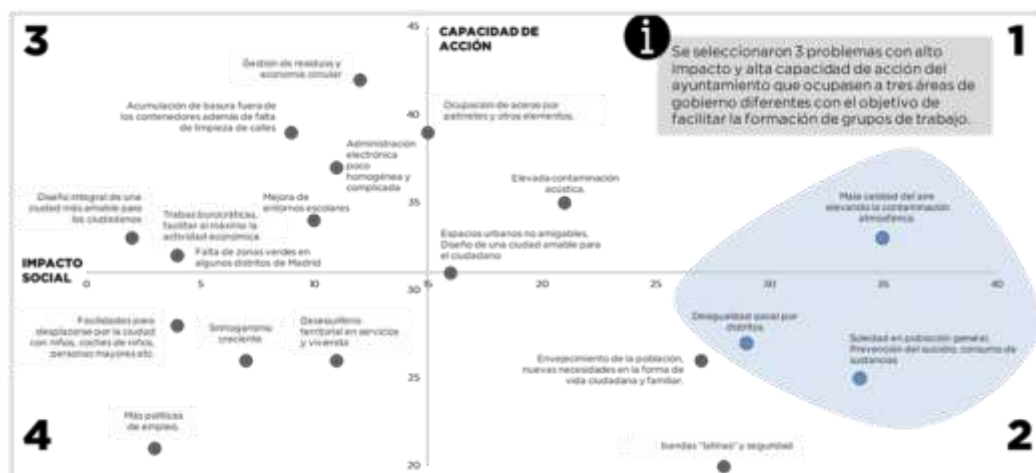
The result of this experience has been a **defining approach to three problems**: **Poor air quality in Madrid, Social inequality by district and Unwanted loneliness in the young population.**

In subsequent working group sessions (3 groups: 1 for each problem), they focused on formulating the problem, exploring its context, the situation of the municipality concerning the problem and trying to identify the main causes and consequences.

The **approach to the context** was aimed at:

- Understand what we know about the problem and what we need to know to address the problem definition. Divergence of the key question: what do we know about the problem? What would we like to know?
- Explore sources: What sources do we know of that answer any of these questions?

Subsequently, a **SWOT analysis of strengths, weaknesses, opportunities and threats** was carried out, and based on the results and initial conclusions, work was done on the construction of a **central problem tree** (with its causes and consequences) and a **central objective tree** (with means and ends to be pursued).

METODOLOGÍA PARA LA CONSTRUCCIÓN DEL ÁRBOL
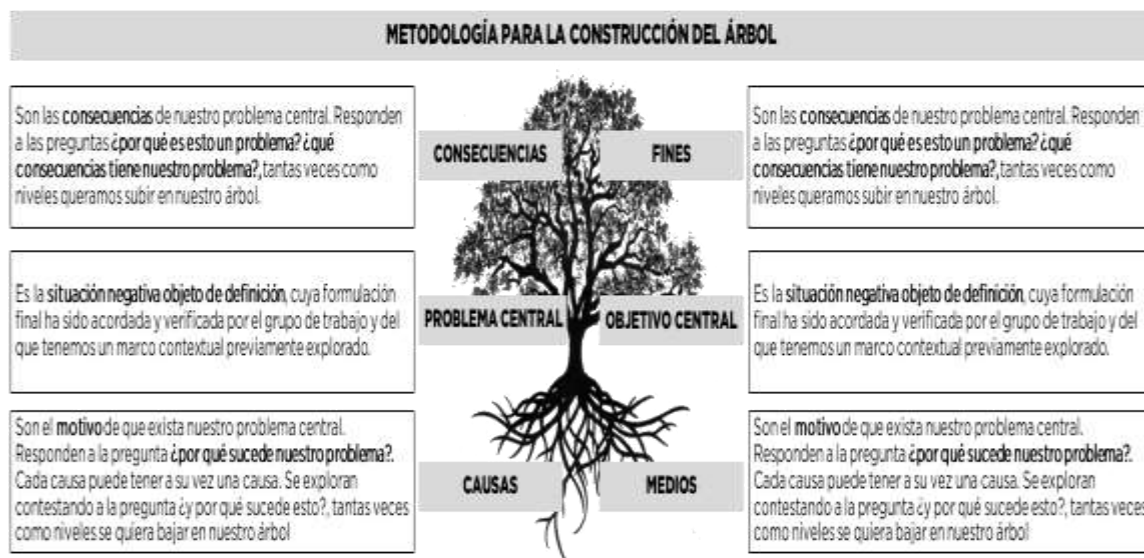
In addition to sharing the work results, the methodology applied was reviewed in the closing session, sharing its strengths and proposals for improvement. Among the most appreciated aspects were the methodology, the multidisciplinary vision, the collaboration work and synergies between different areas, and the results' usefulness for managers. Among the aspects to be improved is the need for more time and the incorporation of more experts in the sessions to define the problems more exhaustively.

The next steps in the process will be:

- Identify and select experts who bring a professional vision to the context and complete the possible solutions to the problem.
- Review sources and answer contextual questions.
- Investigate other sources of information that may help complete the problem's context.
- Establish a group work methodology to help prioritise the work on the causes of the problem, give more depth to the prioritised causes, and search for solutions.

To this end, in April 2023, a **second pilot experience** based on design thinking and people-centred design has been launched, which aims to delve deeper into one of the three previously selected problems: **unwanted loneliness (ULS) in the youth population**.

The aim is to deepen the analysis of the previously defined problem, to carry out a strategic mapping of the stakeholders to be involved and experts who provide a professional vision, and to promote a participatory process of reviewing the problem definition and sources, answering contextual questions, reviewing causes and consequences, and identifying possible solutions or actions.
At the same time, the aim is to evaluate the pilot experience, gathering all the ideas, proposals for improvement, etc., that may arise during this process.

For the development of the sessions, Thivic is counting on people with different profiles, professional experiences and backgrounds:

- Participants from Madrid Salud: from the strategic project team for the prevention of unwanted loneliness, from the "Vínculos" service, which works on two strategies: population and risk, to prevent feelings of loneliness in the population, from the Mental Health Promotion Programme, from the Madrid Salud Youth Centre and from the Maternal and Child Health Programme.
- The person in charge of the Youth Centre Coordination Unit of the Directorate General for Families, Children, Education and Youth.
- A representative of the Activities Agency
- An expert from CIMOP Consulting. Responsible in 2020 for the "Qualitative Study on Unwanted Loneliness in the Adolescent and Young Population of the Municipality of Madrid"
- A psychologist from the ISNISS Project comprises psychologists working on various projects to prevent disruptive, self-destructive, self-harming and suicidal behaviour.
- A researcher at the Faculty of Psychology, Universidad Autónoma de Madrid.
- Representatives of the Social Council of the City, particularly from the Official Association of Architects of Madrid, Complutense University of Madrid. (Office of Entrepreneurship) and the Polytechnic University of Madrid.
- Directorate General for Citizen Participation.

With the following timetable:
- 21 April: Start-up
- 05 May – Co-create
- 19 May - Prototype
- 23 May - Session with young people and adolescents
- 02 June - Evaluate II
- 16 June - Define
- 30 June - Closure

The first kick-off session was held on 21 April with 21 participants to review the previous pilot's results and verify or outline issues, establishing guidelines and working dynamics.

The second session, held on 5 May, was attended by 25 participants. During the meeting, a co-creation exercise was carried out, in which the group of experts began to define possible proposals for improvement to tackle the problem of SND.

The third session took place on 19 May, with 21 participants. Prototyping activities have been carried out, focused on deepening the detail of the improvement proposals obtained during the previous session.

As part of this pilot project, a session was held on 23 May with 12 young people and adolescents from groups at the Carabanchel Alto Youth Centre and the Madrid Salud Youth Centre. During this session, and through very practical methodologies adapted to these age groups (drawings, construction with LEGO, etc.), their ideas, points of view, and contributions could help to improve the situation of young people like them who suffer from the problem of SND were explored and collected.

The final objective of this pilot will be to obtain a set of partial or total solutions and proposals for improvement that can be addressed within the framework of the Madrid City Council.

In this way, the proposals obtained will be passed on to the competent units of the City Council for their evaluation and eventual development.

3.4 Promote the Community of Practice, "The Participatory Group."

The community of practice "The Participatory Group", promoted by the Madrid City Council, was created to foster collaboration among its members for the exchange of good practices, working together to design new and better participation techniques, as well as to share their own experiences, reflect and learn together to make participatory processes more accessible, attractive and effective in public authorities.

The group is open to local and regional governments or similar bodies, regardless of the country in which they are located and the number of inhabitants. As an open community, it allows members to join at any time, as it has been conceived based on collaboration work without rigid structures or quotas.

As of 25 May 2023, the number of **participants** totals 65 members and 7 collaborating entities, with the recent incorporations of Berlin, Bucharest, Fuenlabrada, the Chilean municipality of Viña del Mar and AOPP - Associação Oficina de Planeamento e Participação (Planning and Participation Office Association), from Portugal.

The second annual plenary meeting was held in November 2022. In June 2022 and April 2023, meetings were held with the community's Driving Group members, during which various monitoring and planning activities were carried out. Representatives of six public authorities, together with a collaborating member of the community (Associação Oficina de Planeamento e Participação - AOPP) and the presence of the UNED and the Madrid City Council, will participate in the meeting.

As of 22 November 2022, the promotional video of the community can be viewed at the following link:
https://www.youtube.com/watch?v=p3iyX5h2IXs&t=57s

In addition, a Dossier of activities summarising the training contents and experiences carried out during the first two years of the community's existence has also been published.

Improvements have been made to the website of this community, "The Participatory Group" https://www.theparticipatorygroup.org/, where regular events and activities are announced, as well as giving visibility to experiences related to Citizen Participation.

The website automatically translates into over 50 languages and has over 90 contents published in various subjects and environments. Among them:

- **14 expert conferences and workshops**: through co-design methods with the participating members and experts in specific topics, a synthesis of good practices are built. Among the most recent: "Public Participation and Technological

Innovation", "Participatory Mapping and Geolocation", "Urban Agenda for Sustainable Development", and "Participation in Children and Youth". Participatory Budgeting" and "Participatory Evaluation: From Government to Public Policy". The 14th Expert Workshop: "Buenos Aires Costa. A project to reclaim the City's waterfront", will be held on Wednesday, 31 May 2023.

- **16 training pills and 31 radio programmes**: programmes focusing on legal, social, political, cultural and economic training in public participation offered by experts in the field of Participation in academic and institutional settings. Among the most recent: "Participatory Budgeting", "Participation, SDGs and local currencies", "Participation, smart cities and functional diversity", "Participation in the Metaverse", "Participation and sustainable land management", "Encouraging Participation in Complex Environments: women and minors at risk of social exclusion", "Urban agendas and public participation" and "Participation and private enterprise".

In addition, through the **working groups**, experiences are shared on certain topics of general interest. The roundtable is intended as a meeting of the public sector, practitioners, experts, academics and civil society to highlight the main practical problems they face in a given branch of participation. Subsequently, with an expert in the field, look for joint solutions/alternatives/resolution mechanisms.

- 1st Roundtable "Evaluation of Participation."
- 2nd Roundtable "Technological Innovation, public participation and the digital divide."
- 3rd Roundtable "Participatory Budgeting."
- 4th Roundtable: "Participation in the business environment
- 5th Roundtable "Participatory Evaluation."

New content generated from the experiences and activities of the members of the Community has also been published on the website, including one based on the experience of the 3rd Open Government Plan (without prejudice to the periodic publications that are made, bringing the content repository to a total of 96 publications):
https://www.theparticipatorygroup.org/pages/contenidos

A new search engine and a repository have been created to easily access the contents of the website by filtering by different themes, as well as a geolocalised search option, which makes it possible to easily locate the themes that may be of interest according to these criteria:
https://www.theparticipatorygroup.org/pages/contenidos.

The website's contents are shown in a more user-friendly way through descriptive cards that include images and the necessary links.

A map is available that allows you to browse the community members, search, etc.

The total number of views of the *expert workshops* is 1,139, with a total of 174 participants. A total of 67 people took part in the *roundtables*. The *podcasts and videos* have been viewed by 4,745 people. There have been 57 other participants in other events viewed by 1,777 people. All of this can be found on the website mentioned above.

3.5 Awareness-raising and dissemination measures for participation

Throughout 2022, **dissemination campaigns** have been carried out to publicise the different participation programmes, raise awareness, and promote citizen participation.

In June 2022, the Campaign was launched to encourage participation in the Participatory Budgeting voting phase.

An outdoor, print, radio, digital newspapers and social media campaign was conducted. The campaign's impact figures are more than 29 million impressions on social media and more than 54 million impressions in digital newspapers.

In addition, to support the voting phase of the 2021 participatory budget call, information tables were set up in the 21 Districts to disseminate and make this phase visible, informing citizens about the projects to be voted on in each District and throughout the city, providing at the same time the forms for in-person voting and informing about online voting through the Decide Madrid website.

The total number of people served at the tables in the 21 Districts was 1,649 (819 men and 830 women), with the average age of the participants being 41 for men and 39 for women.

In November 2022, the dissemination campaign for the 4th Fair of Associations, under the slogan "Asóciate a Madrid" (Join Madrid), more than 30 activities have been developed, such as small theatre plays, live music, dance groups, talks, games, workshops and a table of experiences.

For the first time, a media campaign was launched: Internet (display campaign in general, local and specialised digital media), social networks, with outdoor reinforcement (Metro billboard circuit in the main stations, digital billboards and marquees and banners) and press.

An information campaign has also been launched on the Decide Madrid portal and another on the development plan for the South and East of Madrid, thanks to the participation and coordination of actions with neighbourhood associations and representatives of the district participation bodies (neighbourhood councils).

In the first four months of 2023, two institutional dissemination campaigns were carried out: one on the development plan for the South and East of Madrid and the other to coincide with the launch of the new design of Decide Madrid. This new campaign, under the slogan "Put your ideas into action!", is aimed at people who are not yet familiar with Decide Madrid and its participation mechanisms, especially women and young people, calling on them to share latent ideas and proposals, which we all have and do not bring to light but which would improve the spaces we live in if we share them, debate them and propose them together. To reach the young population aged 18-35, two videos have been launched, which have accumulated 111,000 views during the two weeks of the campaign. The campaign was also seen on bus shelters, banners, bus shelters, underground, press, radio, lighted screens, digital media and social networks between 13 and 26 March and obtained 60 million impressions in digital media and social networks.

The communication and dissemination of citizen participation through digital channels on social networks are also carried out continuously. The Directorate General for Citizen Participation has open profiles on Twitter, Facebook, YouTube and Instagram, through which the convened participatory processes are disseminated, the results of the processes are reported, and the instruments of citizen participation are disseminated.

From 1 June 2022 to 30 April 2023, 1,945 publications have been published, resulting in 1,697,517 impressions or impacts of our content on users. The total social media audience or total number of followers was 24,985.

4- Status of commitment 4. Broadening the spectrum of participation.

Commitment 4, Broadening the spectrum of participation, comprises the following actions:

- Implementing **participation programmes aimed at children and young people**.

  - Problem analysis and collaboration action design
  - Educational and awareness-raising activities on participation aimed at children and young people (in schools, universities and other venues)
  - Design and development of specific web space for children's participation in Decide Madrid
  - Design and development of targeted initiatives and attractive new technological tools
  - Promoting activities through the associative network

- Implementing **participation programmes aimed at senior citizens and other vulnerable groups**

  - Problem analysis and collaboration action design
  - Training activities on participation and support in the use of the Decide Madrid website (in senior citizen centres, cultural centres and other spaces)
  - Improving the usability of the website to make it easier for senior citizens to use
  - Promoting activities through the associative network

The commitment aims to broaden the participation spectrum, developing specific programmes aimed at those sectors with less participation, such as senior citizens, children and young people and other vulnerable groups.

The aim is to improve the usability of the Decide Madrid portal, making it more accessible, user-friendly and adapted to the language, needs and interests of these groups. It also reduces the digital divide where necessary through different types of activities that contribute to facilitating their participation.

The Directorate General for Citizen Participation is responsible for implementing this project.

The implementation deadlines foreseen for this commitment in the Third Open Government Plan are as follows:

- Start: 01 June 2022
- End: 31 May 2023

The main actions carried out are summarised below.

4.1 Launch of participation programmes aimed at children and young people.

Problem analysis and collaboration action design

Since the drafting phase of the third plan, meetings have been held with different stakeholders in the field of youth and children's policies, such as the Department of Youth, citizen participation units of the city council in the districts and a **workshop with experts** with the following participants UNICEF, INJUCAM (federation for the promotion of children and youth), FAPA Giner de los Ríos (federation of parents' associations), Red Cross, youth promotion company, children's rights unit, Directorate General for Citizen Participation of the Madrid City Council and participation technician of the Community of Madrid)

In recent months, we have been working on ideas for a prototype of a digital participation space, based on the analysis of the social and digital reality of young people, in collaboration with the **Families, Equality and Social Services area** and also with the **Department of Child and Adolescent Protection** and with the **Commission of Experts in Child Participation of the Area Council for Child and Adolescent Care of the Madrid City Council**.

At all times, the participants in the various working sessions have made it clear:
- The need to take care of the prior information provided to young people so that the objective of the participation space is clearly understood and that it is not just another social network
- Limit the scope of the first phases of the project to a very controlled space and take care of unfulfilled expectations
- Clearly define the rules of the game before starting the game
- The importance also of providing quality content
- Narrow down the age range
- Define a protocol with the Families' area of government to determine: criteria for proposals and ideas that are transferred to other municipal bodies, a way of channelling possible problems that adolescents bring to light, transferring the initiatives of the COPIAS (children and adolescent participation bodies) to the digital platform, and vice versa, facilitating mutual enrichment, etc.

In the Permanent Commission of the Sectoral Council of Citizen Associations and Entities, the representative of INJUCAM explained that sometimes young people do not see an answer when they ask questions or make proposals. They propose, but never knowing why a proposal is or is not accepted is demotivating and generates disaffection concerning these issues. If there is no accountability and no return and explanation as to why it has not been possible to carry out the proposals put forward, the boys and girls become disengaged and understand that it is a channel that has no way forward. Therefore, a protocol not only for proposals but also for explaining and returning the status and acceptance or non-acceptance of the proposals made by children and young people is vital.

Individual and group interviews have also been carried out with minors to **individual and group interviews have also been carried out with minors to involve them in the design of this prototype**. A total of 95 children and adolescents have been contacted through surveys, sessions and workshops to define the profile to be addressed by the portal:

- To obtain qualitative information from potential users, 12 children and adolescents were interviewed to find out their needs and other information of interest, such as their habits, their relationship with technology, their knowledge of the City Council and their participation in the project.
  Before the interviews, the sample of people was defined as representative so that all types of profiles in the 6 to 16 age range could be included. A main distinction was made between a 6-12 and a 13-16 age group.

- To have a more global and inclusive vision of the reality of young people, a focus group dynamic was carried out with 12 other children and adolescents between 9 and 15 years of age at a summer camp organised by the Red Cross in Vallecas.
  Two exercises were carried out with them to obtain information similar to the interviews but with a different approach and more enjoyable and participatory way. This allowed for a deeper understanding of their realities.

  Two different dynamics were carried out to get to know the habits of the group and to understand their vision and concerns:

  - Dynamic 1: demographic data was obtained, and we learned about their habits and relationship with technology.
  - Dynamic 2: "Draw how you imagine your city in the future". With this dynamic, they observed the changes they would like to see in the city and the issues they most value and are most concerned about concerning improving the city.

- As a further research tool, children and adolescents were interviewed on the streets of Madrid. More information with different points of view was obtained quicker and more agile, paying attention to the diversity of profiles. A dozen people were interviewed for demographic data, habits and opinions about the city.

- A survey was launched to complement the qualitative research to obtain more participation and data. Initially launched for children and adolescents in Madrid, it was later opened to the whole of Spain to represent more of the population and seek more information. We considered that the city of residence did not

significantly influence these sectors' knowledge, concerns and worries. And that it would be of great help to research. It was obtained from 61 responses from young people aged 11 to 16.

Some of the **main conclusions** drawn were:

- Adolescents generally show **concern for the city** and are aware of improvements that could be made. They want to be part of the change and feel listened to and involved.

- The **issues they are most aware** of are: environment and sustainability, cleanliness and care of the city.

+ LIMPIEZA X19	QUE HAYA - DELINCUENCIA / VANDALISMO X12	+ PARQUES Y JARDINES X9	MÁS ENERGÍAS RENOVABLES / SOLAR X5	LIMITAR ACCESO COCHES X5
+PISCINAS X2	PORTERIAS + GRANDES Y CAMPOS DE FUTBOL X2	BAJAR PRECIOS DE LAS CASAS X2	MÁS FUENTES Y CON AGUA FRÍA X2	MÁS OCIO SALUDABLE X2
HACER + CASO A LOS JÓVENES	ENSEÑAR A EMPATIZAR PARA QUE LA GENTE RESPETE MÁS	TERRAZAS SIN GENTE	AGUA GRATIS	CARRIL BICI
COLUMPIOS EN FRENTE DE LOS KIOSKOS	MÚSICA EN LA CALLE	TIENDA CHUCHES	FALTA DE ILUMINACIÓN	ENSEÑAR EN EL ISNTITUTO: CV, DEFENSA PERSONAL
QUE HAYA MENOS CONTAMINACIÓN X3	MEJORAR LA ARQUITECTURA X3	QUE HAYA MÁS CALLES PEATONALES X3	SKATEPARKS X3	MANTENIMIENTO DE LA CALLE X3
VIVIENDAS PARA TODOS X2	+ HOSPITALES NO CERRAR URGENCIAS EN FINES DE SEMANA X2	AYUDAR A LOS HOMELESS Y DROGODEPENDIENTES X2	CUIDADO DEL MEDIOAMBIENTE Y RECICLAJE X2	HORARIO DE LA PISCINA
MEJOR TRANSPORTE PUBLICO	+ TIENDAS	LA DIFERENCIA ENTRE DISTRITOS. QUE LAS COSAS SEAN IGUALES EN TODA MADRID	MEJORAR EL SISTEMA EDUCATIVO	SUBIR SUELDOS
QUE HAYA MÁS BANCOS EN LAS CALLE	QUE SEA MÁS POBLADO O QUE MÁS AMIGOS VENGAN A VIVIR CERCA	EL ALTO IMPUESTO DE LOS EDIFICIOS	LA SALUD MENTAL: FALTA DE INTERÉS Y ABANDONO QUE TIENE LA PÚBLICA EN MADRID	QUE HUBIESE MÁS PUBS O SITIOS DE OCIO
+ TRANSPARENCIA	QUE HAYA MENOS BORRACHOS	ACCESIBILIDAD	QUE LA POLICIA SE PREOCUPE POR COSAS IMPORTANTES	+ ACTVIDADES (VIAJES, EXCURSIONES)

- Most young people interviewed **do not know about Decide Madrid** or citizen participation platforms.

- Even so, they find it a **useful tool** in which they would participate.

- They see **group participation** as more attractive and positive.

- The **most commonly used** devices are mobile phones and computers. The tablet is the third most popular among 6-10-year-olds.

- The preferred platforms for children and adolescents are **intuitive and easy to use**.
Video games are also part of the routine of most people, making them **a reference
to be taken** into account.

- Although most of them know what the City Council is, they do **not have a clear
definition of what it really is**. The information they do have comes from their
parents. The platform could **help young people to get to know the City Council
better** on a more individual basis.

- Children and adolescents from districts with **lower income levels are more aware**
of participation and improvement of the city. The platform has to be **accessible to
all**.

As a culmination of all this research work, a **workshop** was held with the city council
team to generate ideas, align priorities, validate decisions, prevent mistakes and
recognise elements that could go wrong.

Among other aspects, it was detected:

- Messages and tone must be combined with creating content to generate a
complete product.
- Emphasise that facilitators need to communicate at the same level as users.
- Avoid copying the same texts that appear on the DM or City Council website
- Remove tutor access, comments, participation and any form of intrusion.
- Communicate to users the consequences of bad attitudes and behaviour.
- Each contribution by the user should have a message in the form of positive
reinforcement.
- Interaction = Positive stimulus.
- Visually prioritise the actions you want to highlight.

**Design and development of specific web space for children's participation in Decide
Madrid**

Thanks to the collaboration work described above, we are working on a prototype of a
digital participation space for participation, to guarantee the right to digital participation
of adolescents, being a space for adolescent participation that not only covers their

digital participation needs but also takes into account the new forms of digital communication used by these groups.

The most relevant conclusion during the research was that the interest that this type of space could arouse starts with the population aged 13/14 years and above, so that, without prejudice to the possibility of approaching the population under 14 years at a later date, the design of the new site will be defined with this segment of the population (14 to 18) in mind.

Indeed, it was found that young people between 6 and 8 years old do not have a formed idea about participation and that they are not as aware as we initially thought when it comes to proposing improvements for the city, so it was felt that younger children are not ready to use a standard citizen participation platform. He subsequently confirmed this hypothesis through user tests. If a platform that comes as close as possible to the participation experience were to be envisaged at a later stage, it should be:

- More of a game than a participation portal.
- Include little text and big buttons.
- Individual participation.
- Simple mouse interactions, no typing.
- Entertaining and educational.
- Light information in video format.

On the other hand, given the complexity and sensitivity of this web space, the need to hire specialised services for moderating and accompanying adolescents in this type of participatory space is contemplated, as well as for the creation of specific content that invites them to participate correctly and to search for information of interest (leisure, sport, participatory bodies, etc.) for this age range. This work will start in 2023 as a pilot project to test the solutions the new site will offer and help to understand needs more precisely.

For all these reasons, the space is being designed with the following guidelines:
- Only young people between 14 and 18 years old (no adults) can participate in this space
- The only role of the guardian will be to authorise the adolescent's use of the platform. Still, they will not be active profiles.
- It will have two types of young users individually and as spokespersons for the face-to-face participatory bodies (COPIES)
- Moderation of the contributions of the boys and girls is essential.
- Limited and controlled scope of operation

Different sections have been outlined:

- Home: main page of the platform
- Participate section, where you can contribute new ideas or proposals and review, comment on and assess the ideas or proposals of others.

  Participation may be:

  • at the initiative of the municipality, enclosed spaces, specific issues, consultations
  • teenagers' ideas: thorough moderation is needed

- Information section on this digital participation space, as well as some normative references in this context (stable content)

- Activities section to enrich this digital space
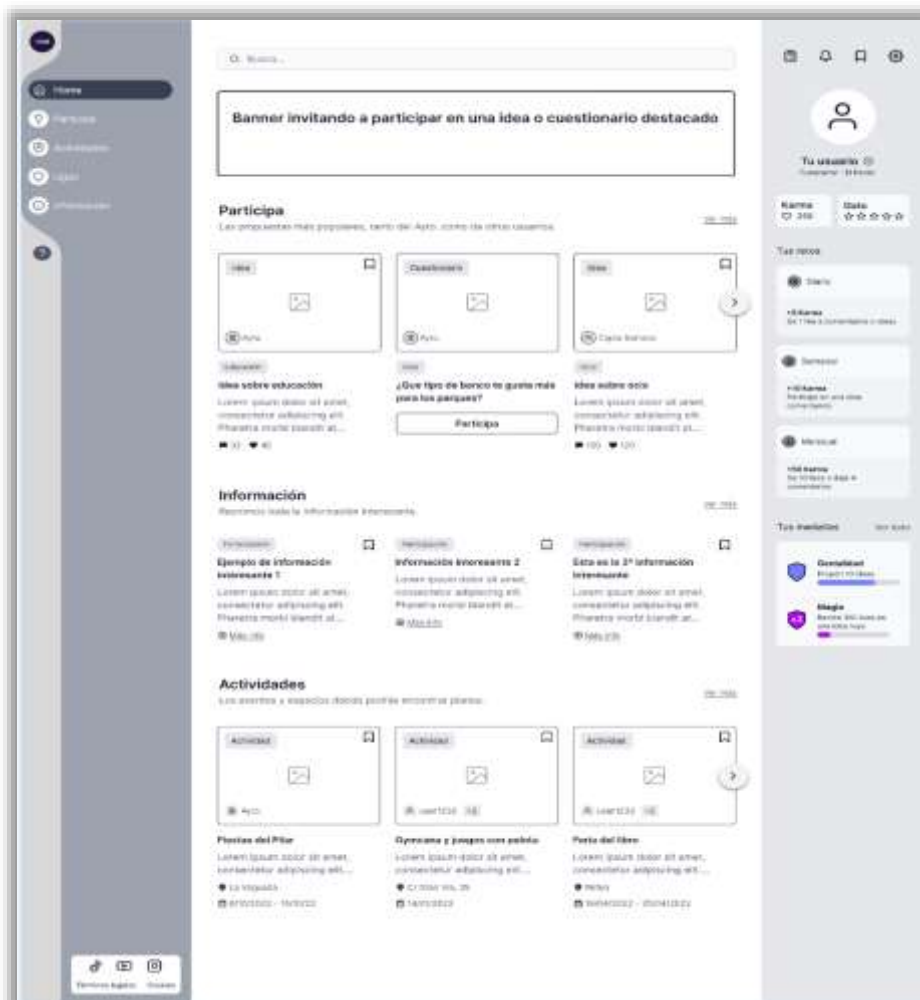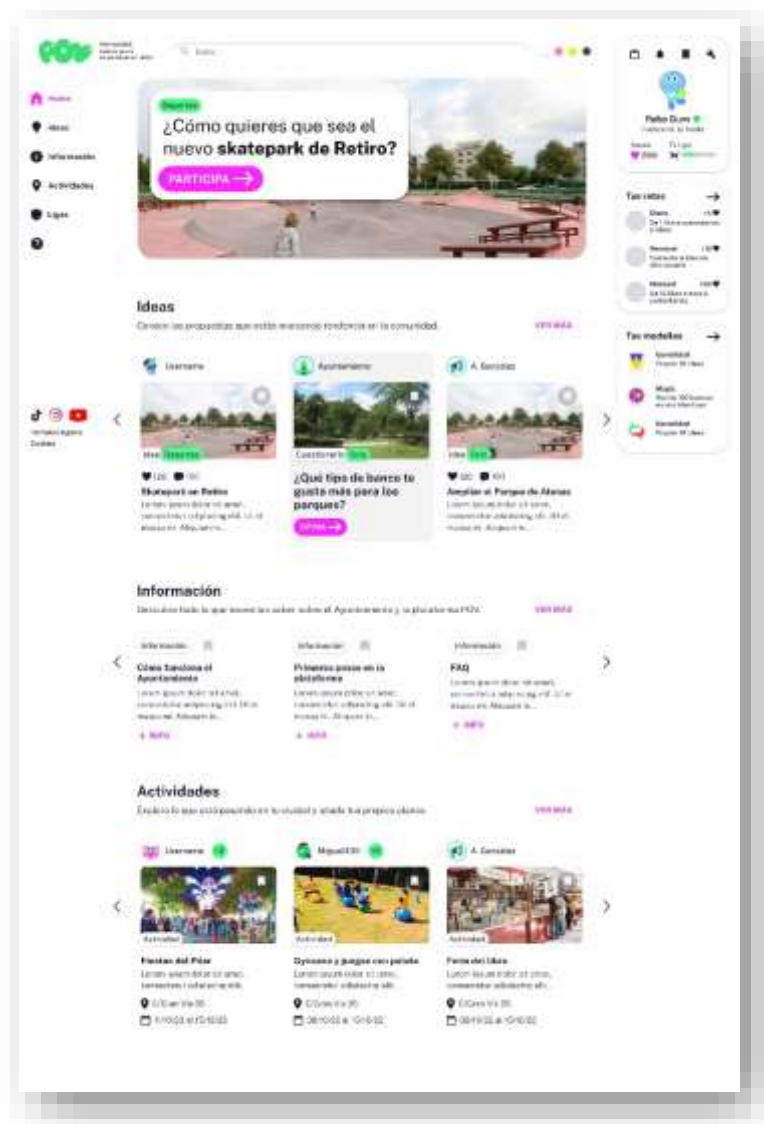
This design has been subjected to a usability test to:

- Understand user expectations.
- Understanding real needs
- Check whether the proposed structure is intuitive.
- Understand the logical steps of the different users.
- Check the ease/complexity of certain actions.
- Detect and correct potential problems.
- Understanding age-specific behaviour

The dynamic was divided into several tasks common to all the users who took the test and an extra free navigation exercise that some were asked to perform.

Task 1: Find an idea about the environment and show your support. **Task 2:** Share an idea for your neighbourhood and add a friend as a partner. A photo must also be uploaded.

Task 3: Imagine you want to know what's on this weekend in the city. Search for an activity and save it in your favourites. The tests were conducted in person and online.

Other findings include the following:

- **Interactive elements enhance participation** Movement can bring life to a screen-based experience. It makes it more human. It helps guide users through complex experiences and helps them move forward. It brings order to actions. Users recognise the status of processes more comfortably and quickly. (Starting, finishing and progressing in an activity).
- **Adolescents do not pose a problem when needing permission from a guardian.**
- **They respond first to elements of other applications they already use**. Use mental models and structures similar to other platforms to aid navigation. Using terminology common to other platforms helps to reduce frustration and understanding of sections. Instead of learning new patterns, using recognisable visuals helps to complete tasks.
- **Organise information according to your interests**
- **Priority to visuals**
- **Accessibility and inclusion** As a platform focused on citizen participation, it must include everyone. To cater for the maximum number of possible uses. We all have different capacities. Get to know them and facilitate their inclusion.

In March 2023, a working day was organised with **youth associations** to discuss the future space for participation and extract ideas for adapting the language and contents of the website to the characteristics and interests of adolescents.

The participants in the session considered it essential that the website is a space for showcasing and sharing initiatives, projects and ideas. Secondly and thirdly, there is a clear commitment to including participatory processes and an agenda of municipal activities.

During the day, around 25 ideas or proposals were generated, proposing a highly interactive and dynamic portal in which information is shown in the form of videos or reels so that people accessing the website feel that "there is someone on the other side",

based on agile feedback on questions and proposals and monitoring of the status of the latter, dynamic interaction from mobile phones and combining virtual and face-to-face participation spaces, among other ideas.

[Decide Madrid promotes the creation of a specific digital space to encourage the participation of young people - Journal of the Madrid City Council](#).

With all of the above, a graphic design of the portal has been developed and transferred to the Madrid City Council's IT department for its implementation.

Educational and awareness-raising activities on participation aimed at children and young people and the design and development of specific initiatives and new attractive technological tools

Awareness-raising activities and training workshops are being developed for young people to inform and train them about Decide Madrid and to learn first-hand about their impressions and concerns about participation. In September 2022, an information session on participatory budgeting was held at the School of Architecture of Francisco de Vitoria University.

A new project has also been developed in collaboration with the Autonomous University of Madrid to develop the accompaniment project aimed at reducing the digital divide, which offers telematic accompaniment to families and students in educational and social vulnerability situations at all levels of pre-university education.

The university students carry out the work of accompaniment in a coordinated manner through multidisciplinary work teams. Each multidisciplinary team comprises approximately 4-6 university students who will accompany 3-5 pre-university students, a coordinating expert and a person in charge of dynamisation and internal cohesion.

In the 2022/2023 academic year, the programme is being developed in 15 centres with the support of 159 families and with the participation of 180 university students from

4 different universities (Universidad Autónoma de Madrid, Universidad Complutense de Madrid, Universidad Rey Juan Carlos and Universidad Politécnica de Madrid), which has led to the creation of 49 multidisciplinary teams made up of between 3 and 5 students each.

In other activities, to raise awareness and inform this segment of the population about participation and reduce the existing gap, practical and dynamic workshops are being planned, designed and developed to encourage the participation of adolescents and young people in the city's public affairs that are of interest to them. These workshops will be held in educational and youth meeting places for adolescents and young people integrated into the programming of these centres from June to November 2023. Coordination meetings were held in April 2023 with the municipal heads of areas and districts, social services, participation units, education technicians, youth centres and social educators to achieve this aim.

The design and planning of all these activities are being carried out in close coordination with the municipal authorities in charge of the Area of Families, Equality and Social Services, the Department of Child and Adolescent Protection, the Department of Youth and the Committee of Experts in Child Participation of the Area Council for Child and Adolescent Care, as well as with the collaboration of the youth association movement.

In the first quarter of 2023, a session was held on Citizen Participation Practices in Mini Laboratories, which was conceived as a training and experiential experience aimed at representatives of associations, entities and groups that work specifically with the youth population, in which methodologies and technologies were shared to bring together participatory experiences for young people and extract ideas to enrich the spaces for participation.

It was attended by representatives of the Directorate General for Citizen Participation and the Family Area of the Madrid City Council, as well as representatives of: Asociación la Rueca, ACAIS, Barrio Más Joven (IMJUCAM), CEJUSA, Asociación Vecinal Zofío, Coordinadora de Infancia y Juventud de Vallecas and Fundación Tomillo.

A total of 23 people - 15 women and 8 men - took part in this session, divided into three working groups which, through different thematic blocks, had the opportunity to discuss youth participation, share experiences, and resolve doubts about the new challenges.

Participants interacted through an application that generates word clouds around a concept or question; in this case, we wanted to know what adolescent participation suggests

Around these words, among which "Responsibility", "Protagonism", "Autonomy", "Decide", "Reality", or "Right" were the most frequently mentioned by the participants, the debate that arose in the three groups resulted in the following key points:

- That the processes are tangible, with material results.

- The processes should be based on their interests, not on adult proposals: the position of the adults involved in the processes should be one of accompaniment, advice and care, but learning to delegate and trust in the adolescents' abilities.

- Adolescents feel that they are protagonists, both in the processes and implementation of the proposals, as well as in the results and their analysis.

- Natural role models, role models for young people to follow, observe and learn from in their own environment: encouraging and supporting natural leaders

Participants also shared participatory experiences in the form of a laboratory of ideas, such as:

- The youngest neighbourhood": this space, subsidised by the Madrid City Council, aimed at young people in the district, seeks to generate a social fabric in the neighbourhoods, promoting the self-management and organisation of adolescents, incorporating their vision in the workspaces, technical committees, cultural and educational spaces to be able to count on their opinion and demands, as well as to find out about the needs and concerns that affect them.
- "Urbandrales": this project, located in the Almendrales neighbourhood, takes up the proposal to generate an urban art festival and is therefore working with young people to ensure that it is self-managed, which will allow their opinions, preferences, and contributions to be taken into account at all stages of implementation.
- Creation of a podcast made by young people for young people: "Voices On.
- Union of urban art and social transformation: "Neighbourhoods on the periphery".
- Definition of the proposals from the premise: "Reconquering spaces through awareness-raising and community work".
- Generation of spaces for debate by and for young people: "Charlisms: (re)thinking the neighbourhood".

- Promotion of sports practice: "Sport brings people together".

The session closed with the idea that proposals should be from the neighbourhood for the neighbourhood and with a message inviting participation: "Madrid is yours!"

In addition, information material is being produced especially for young people, such as videos inviting them to participate, under the slogan: "Make your voice count". These videos have over 65,000 and 45,000 views and are published on Decide Madrid's YouTube channel.

https://www.youtube.com/watch?v=NBiayTMxEDY

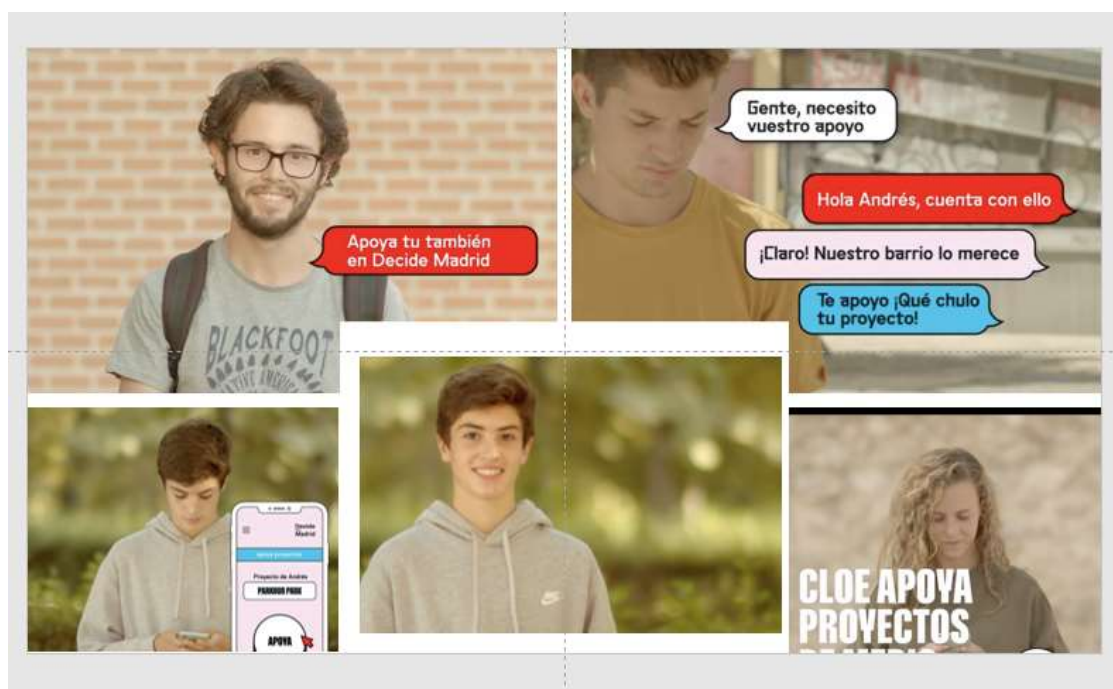https://www.youtube.com/watch?v=YL-TYWccsbU

Along the same lines, the videos of the participatory budget campaign were shown, with a special focus on the youth population.

https://www.youtube.com/playlist?list=PLhnvwI6F9eqUKwymonTGJ2aONdDzzV_bL

Promoting activities through the associative network

Several subsidy lines have been set up by the City Council for promoting activities through the associative fabric.

Firstly, **grants** have been awarded for the development of activities aimed at children and young people, as well as for the improvement of coexistence and community development through the promotion of participation and youth associations.

The 600,000 euro call for proposals is divided into 3 areas: the promotion of healthy leisure (as a means of preventing addictive behaviour among children and young people), the promotion of training and support projects (which favour the development of skills, autonomy and future employability of young people in vulnerable situations) and intergenerational collaboration (involvement of this range of the population in activities aimed at the most vulnerable sectors)

The implementation period of the supported projects is from 1 June 2022 to 31 May 2023. The number of beneficiary entities was 10

In this way, the City Council seeks to promote civil society organisations' action by channelling group dynamics that strengthen young people's sense of belonging to their immediate environment. Link to resolution

Secondly, within the framework of the Comprehensive Neighbourhood Plans (PIBAS), the public call for subsidies for the development of projects that promote the territorial and social rebalancing of vulnerable neighbourhoods in the city of Madrid, 2022,

includes the following actions to promote activities through the associative fabric, specifically aimed at the youth population, from 16 years of age onwards: **Onda Manoteras.** Radio workshop and radio programmes for **20** students; **Socio-educational integration of young people at risk of exclusion**. (14 unemployed people aged 16 to 35, with no professional qualifications and little work experience); **Memoria de un barrio. Workshop and radio programme. (**6 people aged 14 to 18); **Raka Tui samba school. (**10 people aged 14 to 18). **Gran San Blas Promo 2022.** PIBA Gran San Blas. (140 people aged 6 to 18), **25th five-a-side football sessions. (**192 people aged 7 to 18); **Workshop on creativity and urban art with teenagers** (8 people aged 14-18)

4.2 Launching of programmes for senior citizens and other vulnerable groups

 Analysis of the problem and collaboration design of actions and activities for training in participation and support in the use of the Decide Madrid website (in senior citizens' centres, cultural centres and other spaces)

Training workshops on the Decide Madrid website were held for senior citizens in libraries and municipal senior citizens' centres.

These workshops are given by experts with knowledge of motivation and group dynamics to provide information and training on the website and facilitate its use for senior citizens so that they can learn how to participate, the different ways of participating in Decide Madrid (debates, proposals, voting, public consultations and participatory budgets), as well as the usefulness of citizen participation.

24 workshops have been held, 3 in municipal libraries and 21 in senior citizens' centres.

Specifically, workshops have been held in the Iván de Vargas municipal library in the Centro district, the José Hierro library in the San Blas-Canillejas district, and the San Fermín library in the Usera district.

Workshops have also been held in different senior citizen centres (Navacerrada, Casa Del Reloj, Castilla, Manuel Alexander, Cerro Bermejo, Evangelios, Teresa De Calcuta, Remonta, Justo Sierra, Dos Amigos, Maestro Alonso, Eduardo Minguito, Pio Baroja, Antonio Machado, Pérez Galdós, Isaac Rabin, Carmen Laforet, Nuestra Señora del Carmen, Villa de Vallecas and Manzanares).

Workshops of 5 sessions were held in the computer rooms of the centres, as computers and internet access were necessary, with an average of 8 to 10 people per classroom.

The total number of participants was 169, of which 62 were men and 107 women, who gave rise to 23 new proposals formalised in Decide Madrid after the corresponding debate and consensus reached during the workshops. The average age of the participants was 70 years (female): 67 years and men: 74 years)

The objectives of this project were as follows:

- Bringing Madrid City Council's participatory processes closer to senior citizens through the Decide Madrid website
- Fostering the concept of active and participatory citizenship
- Acquire the necessary tools and skills for the use of telematic options for participation
- Generate spaces for meetings and collective reflection on the needs of the city

APRENDEMOS SOBRE DECIDEMADRID

PROPONEMOS IDEAS ; DEBATIMOS Y CONSENSUAMOS: LA DINAMIZADORA NOS AYUDA

Up to 46 proposals were discussed at the various workshops, 21 of which were formalised and presented as such through Decide Madrid.

The Directorate General for Citizen Participation will follow up on these proposals to provide an appropriate response.
- They will be sent to the competent municipal bodies for technical assessment, and the proposals most supported in Decide Madrid and included in the new monitoring system derived from implementing machine learning mechanisms.

PROPUESTAS PERSONAS MAYORES
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DECIDE MADRID

https://decide.madrid.es/proposals/34187
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Improving the usability of the website to make it easier to use

We also continuously work on the **website's usability** to make it easier. In particular, we are working on a new, simpler and more user-friendly design for Decide Madrid that will make it easier to use. To this end, the structure of Decide Madrid has been simplified, and new, clearer and simpler screens have been designed in each section, making Decide Madrid easier to use.

Promoting activities through the associative network

Regarding promoting activities through the associative fabric, t**he awards for projects linked to collaboration with the third sector promote social innovation**. They are aimed at distinguishing projects that offer real and solidarity-based solutions to situations of social and economic vulnerability that offer real and solidarity-based solutions to situations of social and economic vulnerability. Link to resolution

On 2 September 2022, the 1st edition of these awards was resolved, and the prizes and runners-up prizes were awarded to the following projects:

- "Unidad de acceso a la justicia para personas con discapacidad intelectual (Uavdi)" of the Carmen Pardo Valcarce Foundation (first prize).
- "Lilith: socio-occupational integration for prostituted women, victims of trafficking and sexual exploitation" by the association women in conflict zones (second prize).
- "Virtual day centre for senior citizens" by the association Rosaleda Pan Bendito (third prize).
- "Socio-educational support for conflict resolution and improvement of coexistence in schools" by the Union of Family Associations (runner-up).

Likewise, within the framework of the **Comprehensive Neighbourhood Plans (PIBAS),** the public call for subsidies for the development of projects that promote the territorial and social rebalancing of vulnerable neighbourhoods in the city of Madrid, 2022 includes the following actions to promote activities through the associative fabric, aimed at older people population: **Support group for senior citizens: neighbourhood gatherings and handicrafts.** (12 senior citizens); **The grandparents too**. **(**40 senior citizens); **Active and healthy integration for our senior citizens** (10 seniors); **Physical maintenance seniors**. **(**30 senior citizens); **Cultural meetings for senior citizens (**15 senior citizens); **Remembrance by participating. Memory workshop (**10 senior citizens); **Active and healthy life**. **(**30 senior citizens); **Workshop on new technologies**. **(**12 senior citizens); **Our senior citizens count. (**15 senior citizens.) The recipients participate and collaborate in its development and implementation.

In addition, the subsidies regulated in the **call for subsidies from the Deputy Mayor's Office for projects linked to collaboration with third-sector entities for 2022**, with a total of €500,000, are aimed at financing collaboration projects with third-sector entities that contribute to a more sustainable design of the city from a social, economic and environmental point of view.

The call is divided into two categories:
-Projects to improve the population's living conditions, as well as the development of actions to accompany and support vulnerable groups and prevent situations of exclusion and social risk.
- Projects to generate spaces for participation, open innovation or incubators of ideas to identify improvements with a direct economic, social and environmental impact on neighbourhoods.

The maximum execution period of the subsidised projects was until 31 December 2022. The number of beneficiary organisations was 20 with projects.
Link to resolution

5-Monitoring of the Plan

Preparation phase of the plan

The third open government plan is the result of the debate within the [Innovation Technical Commission of the City's Social Council](#).

The City Social Council acts as the highest consultative and citizen participation body. It comprises representatives of the Municipal Corporation, all the social agents (such as universities, trade unions, business associations, and neighbourhood associations) and experts in various fields.

The plan includes actions discussed in successive meetings: six meetings before the plan's approval (3 of the technical commission and 3 of its technical bureau). In particular, the third plan was formally discussed following preliminary brainstorming meetings at the technical roundtable sessions of 5 May 2022 and 10 May 2022. [Link to sessions](#)

The third open government plan was also discussed by the [Sectoral Council of Citizen Associations and Entities.](#)

This Council is made up of representatives of the Madrid City Council, other authorities 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

The commitments for the plan were discussed in three sessions: 24 March 2022 (meeting of the Technical Commission for Policy and Coordination), 30 March 2022 (meeting of the Standing Committee) and 7 June 2022 (meeting of the Standing Committee). [Link to Sessions](#)

The third plan was also presented within the [Sectoral Senior Citizen Council,](#) whose purpose is to channel the participation of senior citizens through the most representative associations of Madrid. It is made up of representatives of associations, federations, confederations and unions of associations, registered in the register of citizens' organisations and declared to be of municipal public utility, institutions linked to the council's own sector of activity, councils, boards or forums for participation, boards of directors of municipal centres for senior citizens and areas of the Madrid City Council responsible for matters that directly or indirectly affect policies for senior citizens.

The third plan was presented at the meeting on 30 March 2022. It was completed by sending a supplementary questionnaire to its members on 4 April 2022.

Monitoring of the Plan

Once approved, the plan's development has also been monitored through these participatory bodies of the Madrid City Council.

At the heart of the Innovation Technical Commission of the City's Social Council[-](#), the plan was monitored at the meetings of 28 September 2022, 14 December 2022, 1 March 2023 and 9 May 2023.

[Minutes of the meeting of 28 September 2022](#)

Minutes of the meeting of 14-12-22

Minutes of the meeting of 01-03-23

Notice of meeting 09-05-23

Within the Sectoral Council of Associations and other Citizen Entities, the plan has been monitored at the meetings of the Permanent Commission on 6 October 2022, 3 November 2022, and 13 April 2023 and at the plenary session of 11 December 2022.

Minutes of the meeting of 06 October 2022

Minutes of the meeting of 3 November 2022

Call of the plenary session of 11 December 2022

Convening of the Standing Committee meeting of 13 April 2023

It was also discussed at the policy and coordination committee meetings of 24 October 2022, 26 January 2023 and 17 March 2023.

As for the sectoral senior citizen council, its involvement in the third plan has been limited to the commitment to broaden the spectrum of participation and, in particular, the measures aimed at senior citizens the commitment to broaden the spectrum of participation, in particular by raising the awareness of the older population.

It has been dealt with in different sessions of the Senior Citizen Council when monitoring the friendly cities plan (sessions of 30 September 2022 and 16 December 2022) and as a specific monograph on this measure of the plan (session of 12 April 2023)

Evaluation

The Directorate General for Transparency and Quality has entrusted the evaluation of the plan to an independent entity: Red2Red

The assessment, according to the rules of the Open Government Partnership, has two phases:

A first report on the process of drafting the plan

A second report on the implementation of the plan, once it is finalised

On 8 May 2023, the evaluation report of the first phase of the process, i.e. the drafting phase, was issued and can be found at the following Link.