euPOLIS

Integrated NBS-based Urban Planning Methodology for Enhancing the Health and Well-being of Citizens

D2.1

Stakeholders engagement plan and guidelines

WP2 – Stakeholders and Communities Engagement and Benchmarking

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Executive Summary

Deliverable D2.1 "Stakeholders Engagement Plan and Guidelines" is one of the initial milestones of the euPOLIS project. This document is deemed to be a key element for the successful implementation of the project, since the strategies to approach the Stakeholders' engagement that will be then adopted during the entire project duration, are being reported.

As it is widely known, stakeholders' engagement is not a once-off process, but instead, it is a continuous one that aims at building and facilitating information exchange, towards achieving mutually acceptable outcomes.

The information that is put together in the D2.1 deliverable document will form the basis for the forthcoming euPOLIS project implementation, given that it is a prerequisite to first begin with mapping the stakeholders and then proceed with adopting an engagement approach and pertinent guidelines. Hence, this document will serve as a reference point for the actions to be proposed and taken towards this direction.

Our target is to deepen the project understanding on the full range of stakeholders that are relevant to the euPOLIS project, identify the key groups, put together a robust plan for their engagement and draft guidelines for getting them onboard, as this task forms the foundation for other core tasks within the euPOLIS project across a range of work packages. The Guideline will be based on a two-stage approach: The first stage will convert stakeholders' inputs into "Stakeholders' Requirements", which will be afterwards integrated into the planning process. The second stage pertains the inclusion of stakeholders into the follow-up of the intervention's implementation process.

The roadmap for this document is provided in the "Document Organization" section.

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List of Acronyms / Abbreviations

Table 1. Abbreviations

Acronym	Explanation
AB	Advisory Board
BG(S)	Blue Green (Solutions)
DS	Demo Site
EC	European Commission
EU	European Union
FGI	Focus Group Interview
FR	Front-Runner
GA	Grant Agreement
GDPM	Goals Driven Planning Matrix
GIS	Geographic Information System
ICT	Information and Communications Technology
IDI	Individual in-Depth Interview
ISO	International Standards Organization
NBS	Nature Based Solutions
PH	Public Health
RSS	Really Simple Syndication
SMS	Short Message Service
TBD	To Be Determined
WB	Well-Being
WP	Work Package

Glossary of Terms

Table 2. Glossary of terms

Term	Explanation
Blue Green Solutions (BGS)	In euPOLIS project we apply a methodology for innovative urban planning, called Blue Green Solutions (BGS). The methodology originates from the EU (EIT-Climate_KIC program) project *Blue Green Dream* (BGD - www.bdg.org). The planning guide: Blue Green Solutions, A systems Approach to Sustainable, Resilient and Cost-Effective Urban Development (available from www.bgd.org.uk). The BGS methodology is considered being an innovative paradigm for the planning, designing, operating, and maintaining of urban water systems (blue assets) and urban vegetated areas (green infrastructure) not as separate systems, as is the case today, but as a synergistic network interlinked with urban ecosystem services (ESS). By its virtue BGS are intrinsic components of NBS.
Analysis of documents	A technique of an in-depth study of existing written material, for example, press articles, online discussions, organizational statutes, advertisements of local events, expert opinions, notes from past community meetings, assessments, or relations between phenomena. For the structured analysis, a tree of codes or categories may be prepared. Special categories are created, on the basis of which, the researcher writes down and analyses the issues of interest. In the euPOLIS project we will review existing documents concerning local activities, existing regulations and ongoing conflicts, so as to better prepare participatory processes and understand the local context.
Analysis of quantitative documents	(statistical yearbooks, referenda, commune documents, biographies) – a technique used to collect preliminary, descriptive and quantitative information regarding the studied community, institution, etc.
Co-Creation	The urban planning process including stakeholders as they are members of the planning team; particularly on subjects of their concerns regarding city functions, potentially useful resources and possible improvement solutions to assist professionals to meet the ultimate goal: a genuinely higher life quality in the cities.
End-user	A person or group in a position to apply the information or tools produced, evaluated, or transferred through a project.
Focus Interview	Group interview, that usually includes 6-10 participants discussing the issues under the guidance of the moderator, usually called focus group interview (FGI). Will be applied in euPOLIS whenever there is a need to explore the relations between stakeholders as well as better understand their needs and interests on a group level. FGI allows to observe interactions among stakeholders and support common process of setting goals, designing solutions and mitigating conflicts.
Goals Driven Planning Matrix	The suboptimal efficiency of current planning methodologies often misses optimal solutions. This fact opens new opportunities for

(GDPM)	improving sustainability, climate resilience and cost efficiency of urban systems. GDPM starts with a systematic identification of the project's challenges, and the collection of functional requirements from all stakeholders. The objectives are converted into goals and broken into targets designed to create conditions conducive to enhanced citizens PH and WB. To meet these targets, the system defines the required functions, concepts, and the potential solutions, using the partner's genuine NBS matrices as planning tools. Mathematical models (Chandrasena *et al*, 2012; Randelovic *et al*, 2016) are used to simulate the performance of the applied NBS and quantify PH&WB indicators as well as benefits of potential solutions, that enable to perform a comparative analysis and select an optimal interactive system. The optimized solutions are then converted into a Detailed Design Brief used for the detailed design of urban facilities supporting the selected optimal solutions (i.e., those with best PH&WB benefits).
Interview	Also called individual in-depth interview (IDI). This technique involves the interviewer talking to the respondent or respondents, according to previously developed instructions (interview guide or scenario), or a special questionnaire. In this technique, what matters is not only what the respondent says, but also how he/she responds to the questions. IDIs will be applied in euPOLIS to collect a detailed feedback regarding the individual needs, preferences and experiences.
Location/Demo site	The place where NBS will be implemented in 4 pilot cities.
Longitudinal Study	(or **longitudinal survey**, or **panel study**): Research design that involves repeated observations of the same variables, or people over short or long periods of time (i.e., uses longitudinal data). We will conduct a longitudinal study to gather data from before, during and after euPOLIS intervention. Such an approach will be crucial in tracking changes in both physiological and self-reporting measures of health and well-being. This will allow us to draw conclusion on the effect of the intervention on both health and well-being.
Nature Based Solutions (NBS)	In the broader frameworks NBS can be described as: Implementation of the solutions based on nature and ecological functions, which address both environmental and societal challenges such as adaptation to and mitigation of climate change, natural disaster protection public health and well-being, food security by delivering multiple ecosystem services.
Observation	A technique that gathers data through observation conducted by a qualified person and recorded in the form of field notes, questionnaires and/or video material. The researcher observes and collects data for a specified period in a given space, in order to learn or detect the existing behaviours and phenomena, as well as discover relationships between them. The observation can be overt, hidden, or participatory. It is common to keep an observation diary, or an observation sheet, which is afterward analysed. In euPOLIS, observations will be very important to diagnose the activities present in the pilot locations, deduce needs of space users, note existing problems and barriers. Although this is usually one of the most efficient techniques used by social scientists,

	due to the COVID-19 pandemic safety measures and restrictions its usage will be more likely limited.
Qualitative Research	Assuming a certain subjectivity of the world around us, it allows to reach a "dive into" the studied phenomenon, and expands its context.
Quantitative Research	It assumes that the phenomena can be measured and hence are subjected to statistical analysis.
Questionnaire	A tool for gathering information, commonly used in social studies, based on a list of questions with proposed answers. Respondents answer specially designed and standardized questions that are usually specific to a single problem. The most often used are the closed questions, equipped with a predefined list of possible answers to choose from. Sometimes a questionnaire with open-ended questions is also used to allow for adding answers in respondents' own words. Questionnaires can be conducted on paper (PAPI - paper and pencil interview), with tablets/laptops (CAPI - computer-assisted personal interviews) or through the internet (CAWI - computer assisted web interviews). In euPOLIS we will use questionnaires to: a) gather large quantity of information about the characteristics and needs of the community, pilot locations and already implemented participation processes, and b) obtain supplement data on health and wellbeing collected through physiological sensors. In the case of the former, we will mainly use open-ended questions. This approach will allow our partners (stakeholders) to share detailed information without being limited by the cafeteria of answers. On the other hand, regarding health and well-being, we will ask closed questions. In this way, we will be able to track the changes in self-reported health and well-being over the project's duration. In fact, it is a common practice in social science to use open-questions to diagnose the situation and closed questions to monitor the changes over time.
Poll	A technique used to learn about the preferences of the society (selected group / groups) concerning most often one issue. It consists of one or more closed questions with a closed list of answers.
Research Methods	Repetitive ways of research, i.e. collecting, processing, analysing and interpreting data. Research methods, on the basis of the type of material they provide, can be divided into qualitative and quantitative.
Research Techniques	Methods of obtaining information - observational and communication techniques (direct or indirect).
Research Tools	Questionnaires and diagrams according to which we collect data and analyse documents.
Stakeholder	Anyone who is affected by or has an interest or stake in a particular issue. Example of stakeholders of interest to the euPOLIS project, include members of national, regional and local agencies, governmental/state bodies, business leaders and industry representatives, representatives from non-profit groups or other citizen organizations. All platform end-users could also be considered stakeholders, but not all stakeholders are end-users.

Study	A general name for a research activity which may involve different types of research (quantitative, qualitative, ethnographies, desk research etc.).
Survey	Social study based on quantitative questionnaires which gathers data from a substantial sample of respondents to allow for statistical inference.

1. Introduction

1.1 Document Organization

The present document, namely "D2.1 – Stakeholders Engagement Plan and Guidelines", is organised into nine Chapters to facilitate search, reference and further analysis as needed.

Chapter 2 outlines the relation of this work package to the other work packages of the euPOLIS project.

Chapter 3 includes information on the Stakeholders' engagement framework that will be adopted throughout the euPOLIS project.

Chapter 4 presents the Stakeholders' analysis matrix which categorizes the stakeholders according to their interests and capability to influence the community. Additional information is provided on how the participating groups will be identified, selected and analysed.

Chapter 5 outlines the existing stakeholder engagement practices used by the 4FR cities, the selection of the research methods, techniques and tools to be used for the engagement of stakeholders, considering both quantitative and qualitative research tools as well as ethical and data security issues, and the social research assumptions made, in order to draw useful conclusions at a later stage.

Chapter 6 summarises the conclusions of this deliverable.

Chapter 7 is the reference section.

Chapter 8 includes the links to the websites that were used for the preparation of this deliverable.

Chapter 9 contains the Appendices (i.e. reports on the first meeting of stakeholders, identified stakeholder groups, response to questionnaires for the four FR cities and a draft of the Stakeholders Engagement Guideline).

1.2 General Objective

One of the euPOLIS project main objectives is to include a wide range of stakeholders in the co-creation process, and to meet their needs as best as possible with our blue green solutions. The goal of deliverable "D2.1 — Stakeholders Engagement Plan and Guidelines" is to describe appropriate tools and methods for the stakeholders' engagement that will be used in the euPOLIS project. Based on this deliverable, detailed guidelines will be prepared for the project partners that will consist them with in developing case-tailored plans for stakeholders' engagement. A glimpse of these guidelines is included in the appendix as a work in progress.

Overall, in accordance with the gender mainstreaming EU policy as well as the Diversity and Inclusion Charter, we aim to ensure that the voice of both women and men of all ages, as well as the voice of people belonging to different minorities (including ethnic, racial, religious and sexual minorities as well as people with disabilities), will be heard and included in the participatory planning. The implementation of co-design and co-implementation principle will allow for an intersectional approach to stakeholders' involvement, avoiding traditional binary divisions. The

nature-based solutions proposed by the euPOLIS project, will serve to strengthen the New Urban Agenda vision of cities for all, by enabling the engagement of those, who are often ignored by, or are invisible to the planners and policy-makers. To this end, the euPOLIS planning process will begin with mapping the stakeholders in each location, with a specific focus on sensitive groups and potentially marginalised community members and users. Only then, the specific methods of engagement will be designed to ensure the participation of all identified stakeholders. The overall objective of this process is to finally implement these recommendations in engaging the stakeholders in the four FR cities.

2. Relation to other work packages of the euPOLIS project

The proposed ongoing stakeholders' engagement process is deemed to be a prerequisite for the successfully implementation of the euPOLIS urban planning actions. The stakeholders' input will determine to a large extent the quality of Tasks T3.2, T3.3 and the completion of WP4 which is crucial for the work foreseen in WPs 5,6,7 and 8. These will, in turn, define the overall quality of the results in WP9 and WP10, that concern the dissemination/standardization activities, the exploitation of the findings, and the route to the market.

D1.1 Information about collecting data (who will collect the data and how we address data protection)

Regardless of the method used (e.g. interviews, questionnaires, direct online retrieval), all the foreseen research activities involve the processing of personal data (POPD). For this reason, all project partners have a DPO assigned and are taking all the necessary measures directed by the GDPR, in order to ensure that any processing of personal data, revealing racial, or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and any processing of genetic data, revealing biometric data for the purpose of uniquely identifying a natural person, data concerning health, or data concerning a natural person's sex life or sexual orientation, will be prohibited.

D2.2 Workshop summary

- Process of workshops' preparation by the cities and their supporting partners.
- Four workshops for the FR Cities (date; ICT tools; language barrier/translation; number of organisations/institutions; name of institutions/organizations; number of participants, etc.):
  - ➢ Gladsaxe
  - ➢ Łódź
  - ➢ Piraeus
  - ➢ Belgrade

D4.3 Stakeholders' engagement Guideline

The team from the Robert Zajonc Institute for Social Studies at the University of Warsaw (ISS) has already laid a solid foundation for the Stakeholders' Engagement Guideline. Although this deliverable is part of WP4, its preparation has already started and the work is considered being in advanced stages (see Appendix for the review).

The Guideline will be developed over the next few months of the project, based on the information collected from the FR cities, the supporting partners, and the citizens. We will incorporate already used good stakeholder engagement practices, to create tailored approaches for each city. The ready-made Guideline will combine specific solutions for each demo site, as well as more generally applicable ones for the front-runner cities.

At this stage, the Guideline describes a step-by-step process for co-creation and participation addressing the widest possible participant groups.

Particular emphasis was put on the engagement of the often-marginalized minorities and women. In general, in euPOLIS, we strive to hear the voice of all groups of stakeholders so as to enable the implementing of the NBS in such a manner that the needs of the wider possible and diverse group of stakeholders are met. Therefore, in the initial phase of stakeholders' engagement, we focus on mapping all possible groups of interest.

This process begins with the diagnosis of the local community (including very detailed socio-demographic indicators). In further parts of the Stakeholders' Engagement Guidelines, we describe a large set of various participation tools and techniques. The following chapters contain excerpts from the guide that is useful for reporting D2.1.

3. Stakeholder engagement framework

A Stakeholders' Engagement Framework is necessary to provide specific and clear directions towards stakeholders' engagement and communication. At the same time, it ensures that the stakeholders' engagement activities are integrated and take place in a coordinated manner to improve effectiveness of the euPOLIS project engagement efforts.

The Stakeholder Engagement Framework is based on the following important points:

- **The Identification, selection and analysis of the Stakeholder Groups / Governance:**
    - The initial Stakeholders' groups categorization has already been done through meetings and consultation with the project partners and FR Cities (detailed information in Chapter 4). It was mainly based on information delivered by the supporting partners and Cities.

    - Identification of potential conflicts of interest and parties involved. We strive to shift the focus on potential solutions brought by NBS which is considered as work in progress and not a once-off activity. Some potential conflicts of interest were identified during the city workshops. In the Guidelines, we present a tool for the diagnosis of the potential of the local community that will assist in this process.

    - Decide which factors/points are negotiable and which are not, while also determining how this should be explained to all interested parties and stakeholders, which is – as mentioned above – a work in progress and not a once-off activity. During the workshops some initial limitations of possible stakeholders' engagement in the co-creation process were identified.

    - Facilitate stakeholder input and participation into the decision-making process - work in progress. First contacts with stakeholders were made during the city workshops.

    - Invite partners to be involved in the design, implementation, and evaluation of the program - Cities have already started cooperation with a number of Stakeholders. During the workshops euPOLIS partners emphasized how important it is to include stakeholders from minority groups and to make their voice heard. Special focus was put on gender mainstreaming and on the inclusion of women needs, who are often marginalized. Cities shared their good practices on stakeholders' engagement.

    - Review and steer as needed, regularly - Cities have implemented the principle.

- **Setting specific objectives for engagement with groups / define approaches for each engagement:**
    - Agree on what contributes to the stakeholders' perspective so that we can reach and engage them.

    - Identify most effective engagement techniques that will encourage an open dialogue - a toolbox of possible techniques and tools is part of the Stakeholders' Engagement Guideline. During the workshops, the cities shared their already implemented techniques and tools. They also shared their good practices and issues with engaging stakeholders from all groups of interest.

- o Spot opportunities for innovative engagement activities (usage of contemporary methods) - part of the Stakeholders' Engagement Guideline and experience which Cities already have. During the workshops, cities and supporting partners demonstrated the use of ICT tools in the participating process, for instance www.menti.com; Q&A sessions on Zoom, or MS Teams.

- o Identification of challenges and opportunities in the communication with stakeholders. To leverage and facilitate communication with all groups of stakeholders we will employ different tools and techniques to reach out the widest possible audience (including minorities, people with disabilities, seniors, women, and people with no access to ICT tools). However, in employing various techniques and methods we will apply adequate security measures considering the ongoing pandemic.

- o Understand each stakeholder' background (history, language and culture)

  - ▪ Level of knowledge and understanding,

  - ▪ Possible previous similar engagement & good practices in place,

  - ▪ Level of trust,

  - ▪ How things could be done better than previous times.

- o Identify opportunities for coaching and support, applicable to both internal and external stakeholders.

- o Establish indicators to measure impacts of engagement (quantitative/qualitative).

- o Review and steer as needed, regularly.

- **Engaging and collaborating with stakeholders, while seeking their productive feedback**

  - o Key messages to be tailored to meet the needs of all possible stakeholder groups.

  - o Communication must be clear, timely and accurate.

  - o Mechanisms to be put in place for stakeholders' feedback as well as reporting.

  - o Prepare for and manage potentially emerging issues.

  - o Capture any evidence of consultation activities.

  - o In case of need to deal with negative activity management, specific stakeholders to have access to training to support the stakeholder engagement program delivery.

  - o Timing must be considered for each stakeholder to ensure they see the relevance for them. Engagement can both be too early and too late.

  - o Review and steer as needed, regularly.

4. Stakeholder identification, selection and analysis

This step allows us to select the stakeholder groups based on their attributes. This approach enables a systematic specification of groups and organizations whose interests and needs can affect or be affected by the euPOLIS solution. In the next step (workshops in the T2.2) the roles of stakeholders under the current (traditional) practices will be compared with what is planned to be practiced in euPOLIS advanced integrated co-planning.

Table 3. Stakeholder group identification and selection criteria

Stakeholders group		Sub-group	Selection criteria	Comments
1	Project partners	Partner Front Runner (FR) cities	Selected in the project creation phase	Belgrade, Gladsaxe, Łodz, Piraeus
		Academic, research and partners supporting local FR cities		NTUA, ICL, GSH, ERCE, ISS, AMPHI, BYSP, FCEBG, ENPL, CEE
		Technology delivery partners		BPL, VFI, BIO, SENT, RISA, PLEG
		Horizontal services providing partners		ICL, ISS, MIKS, ENPL, FCEBG (HE team), CRG, DP
		Follower cities		Palermo, Limassol, Trebinje, Bogotá, Fengxi New City
1a	"Friends of the Project"/ Project Associates Local Partners	**Related academic institutions:** Faculty of Architecture - Urban Departments / Faculty of Forestry – Spatial Planning, Landscaping / Faculty of Political Science – Political Ecology dpt. / Social Sciences	Mapping of relevant local entities who might significantly contribute to the project activities in situ (mapping pursued partly by horizontal partners in 4 FR cities and presented / suggested to the cities and partly defined by FR cities)	Participation in certain activities of the project could be integrated in the curriculum and students involved in local mapping, surveys, etc, where project lacks support on the field.
		Partners in similar EU FUNDED PROJECTS conducted in 4 FR Cities – Horizon – NBS, Social engagement, etc. whose results can be used as the springboard for our project (to avoid overlapping)		All EU funded projects that cities participate
		Institutions with relevant experience, knowledge or data holders in the fields relevant to the project: Research Institutes and organizations / Market research and Opinion		To bypass the lack of official data through some alternative sources

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		polling Agencies/ Science Centres/Statistical Offices		
		Media Partners in each city – friendly media willing to learn more about NBS, Climate Change and Innovative practices and follow the project from the beginning to the end	Cities can recommend the media in the city service Could be done through existing local partners networks or invited through an open call	euPOLIS Workshops for local media are more than welcome, to educate the press, out of the invited group, several media partners could be selected
		Enthusiast Professionals/ Experts and Entities (In related fields of the project) who want to join the project on a voluntary basis		
2	City planning authorities in FR cities	Each FR city to define subgroup(s)	FR cities to define their criteria for subgroups selection	• Energy departments • Water management departments • Food supply departments - city market • Land Development Public Agency, • Public landscaping company, • Departments of social activities (NBGD), • Departments of urban planning, • Department of environmental protection • Departments of commerce and economy (local, national, international relations)
		Health services, Urban planning offices, Participation and Communication units, Social dialogue committee		
		Environmental Protection Units		
3	Consultants and designers for the final planning and design of NBS in FR cities	Each FR city to define subgroup(s)	To be selected in the local tender process, run by FR cities	• Local horticulturists, • greenhouse producers, • small scale farmers, • architects • landscape designers, • engineers with experience in urban farming concepts, rooftop-and façade-greening applications
		Consultations with the existing local "green" initiatives, community urban gardeners, bee keepers, biodiversity initiatives, etc. to be embraced by the project.	Not a tender procedure, but a result of the mapping of local initiatives in 4 case cities / demo areas.	

4	Contractors for NBS in FR cities	Each FR city to define subgroup(s)	Selected in the tender process in accordance with public procurement criteria	• Food traders (wholesale, small scale), • supermarkets, • cooperatives, • cantines, • hospitals and similar Contractors of construction work specialized in NBS solutions
5	(Health-related organizations and local) NGOs to coordinate and or support (Group 2) volunteers' actions in FR cities	Each FR city to define NGO subgroup(s)	Devoted and competent local NGOs with experience/track record in similar project	• Local general practitioner • European Nutrition Councils (existing or interest for foundation) • Community Gardens • Urban indoor farmers • Urban rooftop farmers • Urban soil-based farmers • Urban small scale business oriented farmers • Food-waste activities • Other existing food-related NGOs
6	Citizens from the Demonstration Sites neighbourhood for co-planning/co-design	Specific residents' and community groups	FR cities to define this sub-group	Existing engaged communities on a local (municipality) level, not necessarily exclusively in the direct neighbourhood.
7	Other stakeholders such as international NGOs and local CSOs, unions, community organisations, wo	Each FR city to define and recruit subgroup(s)	Genuine interest in taking part in co-planning/co-design and in developing the sense of ownership of NBS and benefiting from them in the future	**Phase 1:** Contacts with responsible in municipalities or NGOs which are developing educational and activities programmes for both physically and mentally impaired persons - in different categorized degrees

				Phase 2: Contacts to executive level and attendant of institutions
	men's organizations, entities working with people with disabilities, refugees, homeless, and other sensitive groups.			
8	Local businesses	Depending on the type of business	Genuine interest and capacity in developing business case based on the local experience gained in the FR cities	Preferable option is to partner with some of the euPOLIS consortium members Establishment of localized vertical farm institute on association level combining academia, business and engaged community, preferably interconnection with existing NGOs dealing directly or indirectly with local food on dissemination, events, active work and communal activities (e.g. meetup-groups)
9	Any other stakeholders not included above (1-8)	To be defined by the FR cities	Genuine interest for partnering, contributing to and benefiting from euPOLIS deliverables	● Political activists, ● young movements/parties, ● citizens' lists with focus on climate change, ● gender equality, ● engagement for big-picture EU-ideas and strengthening grassroots democracy, ● University-institutes: visionary design- and art-related topics, master-design courses (architecture, landscape design, graphic design) with semester-topics all around urban vertical

				farming.
10	Group 1: Volunteers From all stakeholders' groups (1-9) for permanent collaboration with EuPOLIS project in FR cities	FR cities to coordinate creation sub-groups	Volunteers commitment for collaboration throughout the project duration	Volunteer-group-categories: ● academia, ● SME, ● engaged citizens. categorized in age (cross-fertilization regarding future perspective, climate change, experience, systemic know how)
11	Group 2: Volunteers (Sub -group of the Group 1) recruited for monitoring of NBS/ BGS impacts on PH & WB (by wearables and by interviews etc.)	Health team experts (HE) to define categories meeting the criteria for example: (a) age strata of local residents, (b) typical gender groups	Criteria to be defined in collaborations with wearable technology delivery partners and sociology and communication experts, (ISS and MIKS) customised to local conditions	Volunteer-group-categories: ● academia, ● SME, ● engaged citizens. categorized in age (cross-fertilization regarding future perspective, climate change, experience, systemic know how)
12	Stakeholders for the global dissemination of the euPOLIS results	To be defined during the project in collaboration with CDP	To be defined in the year 3	Coordinated by ICL in collaboration with NTUA. ENPL, ISS, MIKS and RG, Fertical Farm Institute, Cropify Systems, SKYBERRIES Conference and SKYBERRIES Academy
13	Stakeholders in FL cities	To be defined by the FL city partners in euPOLIS	Genuine interest in adopting NBS and pursuing its application	**Especially for Fengxi:** Cross-fertilization with the municipality of Shengzhen, Shanghai and Dutch Greenhouse Delta (if necessary, we have direct contacts on municipality and C-level)

4.1 Stakeholders' analysis matrix

The Stakeholders' analysis matrix is a tool (see Figure 1) for systematically identifying, selecting and analysing the stakeholders and their roles within the euPOLIS project lifecycle. It is based on a simple matrix template that measures Influence vs. Power for each specific stakeholder group and/or individual.

The aforementioned tool will be used to classify stakeholders and consequently assess the actions that need to be taken in order to trigger/enhance their engagement within the euPOLIS project. Four stakeholder categories were identified, these being:

- **Potential Supporters**: Are the groups/individuals that have demonstrated some interest for the project's scope. Hence, it is important to make sure we engage with them, in a way that keeps them satisfied and strengthens their support to the project. With time, some of them should become Promoters. They typically demonstrate high influence capacity but lower than desired interest levels.
- **Promoters**: Are the groups/individuals who are the strongest "team" within our stakeholder groups. They exercise a high influence level while at the same time they are strongly and genuinely interested in contributing to the project success. We shall be closely collaborating with them to receive the highest possible valuable input.
- **Gatekeepers:** Are the groups/individuals who show great interest in the project but typically do not have much influence capacity. However, they act as strong promoters to the euPOLIS project, and we shall be keeping them informed on all project aspects.
- **Indifferent**: Are the groups/individuals that have neither high influence nor high interest in the project and we certainly need to monitor their actions to make sure that we turn them into Gatekeepers, by further engaging them with the euPOLIS project.
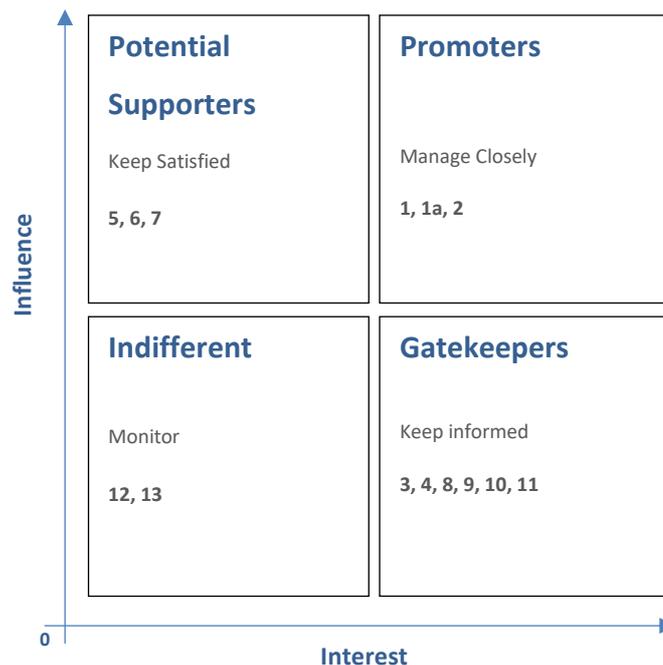

Figure 1: Stakeholders' Analysis Matrix

4.2 euPOLIS engagement ambition

The engagement intensity across the different stakeholder groups, that were identified in euPOLIS, varies, and consequently the pertinent engagement plan should account for this variability in order to focus its actions throughout the project duration, in the right direction. The maximum engagement level is anticipated among the project partners, the city planning authorities and the stakeholders of the FR cities as well as those involved in the global dissemination of the project findings. By contrast, more effort should be invested towards securing the engagement of other stakeholder groups, including a number of groups that are directly affected by the intended innervations, such as the local community members and the local businesses. Table 4 summarises the anticipated engagement level of the main euPOLIS stakeholder groups.

Table 4. Stakeholder groups and anticipated engagement level

Group No	Stakeholder Group	Anticipated engagement level
1	Project Partners	Very High
2	City Planning Authorities in FR cities	Very High
3	Consultants and designers for the final planning and design of NBS in FR cities	High
4	Contractors for NBS in FR cities	Medium
5	NGOs to coordinate and /or support (Group 2) volunteers' actions in FR cities	High
6	Citizens from the Demonstration Sites neighbourhood for co-planning/co-design	Medium
7	Other stakeholders, such as NGO and community organisations, women charities, entities working with people with disabilities and alike	Medium
8	Local Businesses	Medium
9	Any other stakeholders not included above (1-8)	Medium
10	Group 1 Volunteers from all stakeholder groups (1-9) for permanent collaboration with the euPOLIS project in FR cities	High
11	Group 2 Volunteers (Sub-group of Group 1) recruited for monitoring of NBS/ BGS impacts on PH & WB (by wearables and by interviews etc.)	Medium
12	Stakeholders for the global dissemination of the euPOLIS results	Very High
13	Stakeholders in FL cities	Very High

5. Stakeholder engagement plan and guidelines

Stakeholders' engagement is key to the successful planning, implementation as well as evaluation of the euPOLIS NBS. Stakeholders include both those who will be directly influenced by the given euPOLIS intervention and those who can support the local community in expressing its needs and preferences, turning the intervention into a **co-creation process**.

The guidelines are focused on the local side of the stakeholder's engagement, that aims to **build grassroots participation in local planning and monitoring activities**. This includes the engagement of local community members, grassroot groups, and non-profit organizations active in the area, but also local businesses, trade unions and enterprises.

euPOLIS stakeholder engagement approach focuses on the co-creation and co-design of spatial interventions, including water and greenery as main additions to the public space. Stakeholders' engagement will involve both traditional as well as new enabling participation techniques, including wearable sensors for monitoring **health** and **wellbeing**. Formal participation processes will be supplemented by informal processes and cooperation so as to develop and put into practice spatial interventions with the active involvement of citizens, associations, clubs, and businesses.

This guide aims to explain the entire process of planning, preparation, and implementation of **local stakeholder's engagement**. For us, the euPOLIS partners, the central aspect of the project is to engage citizens and residents in planned intervention to bring nature back to the cities and enhance people's health and wellbeing. This guide is a walkthrough to the crucial aspects of planning and implementation of changes in collaborations with the citizens and residents - an approach often referred to as participatory planning.

Participatory planning is based on a set of democratic activities and citizens' engagement methods in the decision-making processes. It aims to identify peoples' needs and solve problems faced by the local community. It is based on the close partnership between the authorities, planners, and residents as well as other important local actors.

Participatory planning aims to engage citizens - individuals, families, informal groups, local communities, and civil society organizations. It is based on the open conversation between the authorities and the remaining stakeholders, that leads the joint decision making (see Figure 3).

Participation can be:

- **Vertical** – like the relationship of local or central authorities with citizens and residents.
- **Horizontal** – based on the collaboration of various groups of people in achieving a common goal.

The **euPOLIS** project, will mainly deal with vertical participation, since cities' authorities will be the leaders of the planned interventions. However, horizontal participation will be also utilized in the process of building **local partnerships** and engaging the supporting partners and organizations in the decision-making and planning activities. The main aim of those partnerships will be to build an active cooperation between partners towards engaging volunteers (residents) to participate in the co-creation process and the foreseen research activities.

5.1. Existing Stakeholder Engagement Practices used by the 4FR cities

5.1.1   City of Belgrade

Stakeholder mapping in the city of Belgrade was carried out before the Workshop in two parallel tracks:

a. The project partners formed a **working group for** (i) defining the potential cluster of stakeholders, (ii) defining the criteria for their mapping and engagement and (iii) drafting the criteria for the engagement of each one of the 13 group categories (see Table 1). These actions formed a generic principle that could be implemented in all four FR cities, including the city of Belgrade.

b. Organising a series of meetings at the initial planning phase with the potential stakeholders in one of the demo sites at the city of Belgrade: Linear park. According to conventional engagement methods (i.e. consultations on development of a Detailed regulation plan (DRP) for the Linear park) in this phase, direct contacts were established with the following potential stakeholders: City planning authorities (Urbel – Urban Planning Institute), Belgrade Water Supply and Sewage (BVK), Belgrade Public Parks and Green Space Agency, City Department of Environmental protection, Local Municipality, Local Academic Institutions (University of Belgrade – Faculty of Civil Engineering, Faculty of Architecture, Faculty of Forestry, etc.), and NGOs (Ulice za bicikliste /Streets for Cyclists, Women Architectural Association, etc.). This list was further expanded with the Workshop participants.

Two successful euPOLIS workshops were held during November, 2020:

- *Workshop 1:* for city supporting project partners, and
- *Workshop 2:* for project partners and urban planners.

Those workshops resulted in the identification/customization of 13 main stakeholder groups (see Appendix), from which a total of nine representatives were engaged as speakers in the euPOLIS stakeholders' Workshop that was held in 25.11.2020. Consultants and designers have been identified with the aid of City planning authorities, as well as through the Project partner' direct contacts. NGOs and civil society associations have been identified through pertinent ongoing EU projects (Clever Cities, TeRRIFICA and CONNECT GREEN) as well as from the media, based on their potential motivation to participate in euPOLIS project. Special attention was paid towards identifying local businesses, with the main criteria being their proximity to the demo site and their possible motivation (hotels, day care centers, bicycle rentals, sport centers, cultural hubs, etc.). Stakeholders were contacted via phone and email and were informed on the initial euPOLIS mission and their potential role.   Additional promotion/communication methods were pursued by MIKSER (an euPOLIS partner) through its own social media (Facebook, Twitter, Instagram, LinkedIn). MIKSER also carried out the main registration for the Workshop (via Google forms) and suggested potential participant on the basis of their motivation for participation and additional socio-demographic data. The registration call put particular emphasis on the participation of all community members/gender groups (women, elderly, sensitive groups, etc.). All the above actions resulted in the registration of 97 participants in the Workshop and a few more, that despite the fact that were unable to attend it at this time, they remain committed to future collaboration with euPOLIS.

5.1.1.a Workshop conclusions on the existing stakeholder engagement/co-creation methods and the role of stakeholders

Following the extensive presentation of the utilized stakeholder engagement methodologies, a summary document was drafted in order to outline the initial actions taken for introducing the euPOLIS innovations, the need for a paradigm shift and the innovative euPOLIS-based participatory planning. The document contains two main items, these being:

(a) a detailed presentation of the existing practices for stakeholders' engagement,
(b) the definition of the roles and possible actions in the euPOLIS project for each stakeholder group.

This document, which is one of the main Workshop achievements, is presented in the event report (see Appendix).

The followings are the challenges/shortcomings that one may identify in the adopted methods of stakeholder engagement/co-creation:

- Public consultations/debates, workshops etc. often come too late in the project implementation, i.e. when the planning is already too advanced to accommodate substantial changes,
- City officials quite often do not listen to the actual local stakeholder demands, but instead tend to make their own decisions based on a general perspective and/or feel on what they think is needed to be done,
- Information flow on planning needs to be improved – information needs to be more complete and timely (quite often information becomes available at a point where only a reaction rather than a proactive action can be performed),
- The planning process needs more transparency and diversity through the participation of different stakeholder groups,
- Particular attention needs to be paid towards building trust between officials and other stakeholders, promoting professional autonomy,
- Provisional co-creation was initiated with the completion of the Linear park project, that engaged a total of ten different design teams. This was considered being a good starting point but its paradigm should be further improved and expanded into the other demo sites.

5.1.1.b Stakeholders' commitment

Agreement of the Workshop participants that the innovative concept of the euPOLIS's stakeholders engagement plan and its implementation mechanisms enjoy their "full support".

The introduction of the euPOLIS planning system was considered as an exceptional opportunity to address the above concerns (presented in 5.1.1.a) and in addition to make a "quantum leap" for the systematic involvement of all stakeholder categories in the planning process at an early stage. The early engagement of the stakeholders results not only in the maximisation of the positive impact but also in the project cost optimization as well as in the magnification of its multifunctional benefits. In that respect, the Workshop participants supported both the general euPOLIS mission and concepts

as well as its implementation mechanism that is materialized through the involvement of stakeholders defined in the Appendix 2.2. of the Workshop's report.

5.1.1.c Justification of the commitment

The Workshop's interactive session allowed the participants to share their views on the current stakeholder engagement practices, but also to provide feedback on the innovative euPOLIS stakeholder mapping and engagement methods. The participants demonstrated full support in the innovative euPOLIS approach that could be implemented through the following actions:

1. Mapping existing stakeholders with their interests and define their roles in the project,
2. Discovering their hidden/indirect potentials and establishing cooperation with the project partners and city institutions linked to the euPOLIS's work packages and tasks,
3. Establishing sustainable connections with the local communities at the selected demo sites (Ušće and Linear Park) following the *learning by doing principles.*

The initial step to be taken for implementing those principles, include mainly the formation of a stakeholder core around a spectrum of topics with high relevance to the euPOLIS project for discovering their hidden potential and consequently establish an effective cooperation. Some indicative actions are summarised below:

- City Secretariat for Environmental Protection suggests:
    - NBS linked to phytoremediation of soil at brownfield locations;
    - Map future euPOLIS environmental monitoring locations to optimize accordingly.
- Professional association of landscape architects (ŽAD): Form a core for Green Infrastructure projects pertinent to their mainstream actions
- TeRRIFICA (crowd mapping) and Clever Cities (co-creation, co-design): Synergize with euPOLIS in exploiting its potential/findings to other EU projects they are currently involved
- (co-creation, co-design): Synergize with euPOLIS

The following sample actions are suggested by the Green Building Council of Serbia (GBCS)– professional association to be carried out as a priority:

- Organize joint webinars among its members to promote participation in the euPOLIS project, especially co-creation and co-design;
- Organize webinars to promote education on urban planning for general audience;
- Organize professional webinars on defining strategic objectives (GDPM) and convert them into practical goals – alternative solutions for each practical goal – analysis for the quantification and comparative analysis of alternative solutions;
- Establish a two-way communication on data necessary for NBS planning (euPOLIS partners to provide a list to City Officials, Public companies, Professional associations, compatible projects, etc.).

The other institutional and individual stakeholders made similar proposals. It is agreed that this type of suggestions will be continued through the dedicated euPOLIS website that is hosted by MIKSER.

5.1.2   City of Gladsaxe

5.1.2.a Gladsaxe involvement framework

Gladsaxe City Council has determined a sustainable growth development strategy. The most important task of this strategy is to provide the necessary means to the citizens of Gladsaxe to allow them enjoying independent, active, healthy and responsible lives, for the benefit of both the individuals and the society. A key factor for the successful implementation of the aforementioned strategy is the citizens and their resources.

To strengthen social cohesion and environmental sustainability, the city will facilitate increased civic participation of citizens, local community stakeholders and enterprises. The city is willing to become an active project partner and its ambition for fulfilling the set strategy objectives should be activated and further developed in interaction with other actors.

Gladsaxe uses Six UN Sustainable Development Goals (see Figure 2) as a tool to address the challenges that are locally faced by the city. Particular attention is paid to those areas where a strong willingness to modify the present paradigm is identified, in order to strengthen Gladsaxe's ambition to make a difference at a local scale, which however could result in more global cascading benefits.

- Children shaping the future
- Business-friendly city with job growth
- Equal opportunities to succeed
- Green and vibrant city
- Lifelong health and well-being
- Climate-conscious city

Figure 2: The six UN Sustainable Goals used by the city of Gladsaxe to address the local challenges.

The Strategy for the Development of Sustainable Growth can be found in its full length as an attachment to this document.

On a social level, the city works with a citizen strategy that is focused on partnerships. The strategy involves citizens, associations and societies, companies, educational institutions and other local partners who want to contribute in forming a better city, where all citizens participate but also take joint responsibility for the development of the city and its versatile communities.

The vision of the aforementioned citizen strategy is to encourage all citizens to take responsibility and get involved in joint efforts, for the development of their neighbourhood to the benefit of both the individuals and the society. The citizen strategy aims to simply the involvement process for everyone based on three general principles, that are summarized below:

1. **It should be easy for the initiators and co-creators to get involved**
   a. The municipality should treat those involved with openness;
   b. When the municipality initiates activities, the relevant partners from the civil society should be involved.

2. **It should be easy to get involved as a volunteer or as a participant. Any existing barriers to this involvement should be eliminated**
   a. The municipality greets the volunteer welcome and involve them as much as possible;
   b. The municipality provides financial support, premises and facilities for associations and volunteers;
   c. The municipality promotes and leads volunteering work both in associations and institutions to make it easy for new volunteers to get started.

3. **It should be easy to get involved in network and communities. Surveys show that groups outside the labor market are less integrated in communities than other groups**
   a. The municipality helps associations and other communities to create visibility about their initiatives;
   b. The municipality creates informal networks and meeting places where citizen can interact and create new communities;
   c. The municipality invites to participate or use the municipal facilities that create opportunities for the community.

At the **Gladsaxe** site, two central problems have been identified:

- People live segregated or in smaller groups defined by ethnicity, employment status, age etc.
- It is hard to establish a constant involvement of the resourceful people and their families, since they often only live in the area for a short period of time and do not get settled and engaged.

Although the pilot site in Gladsaxe is a small development of 117 apartments, the diversity of people and groups is substantial. Our goal is to provide solutions for the area that can modify the local attitude from being introverted to being more open and actively involved. To facilitate this change it is important not to exclude any groups. We need to design and work with several different tools to promote a broad dialogue and engagement. Our mission is to achieve a local transition in the development, but also to understand whether this transition will have an impact on the surrounding neighbourhoods that are facing similar problems.

A central tool to be used in the case of Gladsaxe is the engagement of a social innovator. The social innovator will be employed by the city of Gladsaxe. The innovator will work locally in the neighbourhoods of the pilot site to build and maintain networks of local stakeholders. The innovator's generic role in the project is to build up confidence in the relations with the residents but at the same time to also identify the impact to surrounding parts of the town. A potential of the innovator is her/his ability to work both vertical and horizontal.

5.1.2.b Actions agreed

Actions relating to the T2.1 - Stakeholders mapping:

- Appendix presents all stakeholders that have been identified for the city of Gladsaxe. In the first FR city workshop, it was decided to invite three stakeholders who are all essential and key figures in the local decision making for the future NBS implementation and the facilitation of the citizen contribution.
  The remaining stakeholders, who are listed in the Appendix, will be involved as the project unfolds. It has been agreed during the FR city workshop that there will be a follow-up meeting in January with the local resident board, to further discuss the actions for the involvement of residents with the three key

stakeholders that were invited, i.e. GLM, AMPHI and BYSP. The meeting in January will tackle the following points: (a) the information and introduction meeting of euPOLIS and (b) the planning and future actions that will take place concerning the project implementation. One of the future actions could be to plan small arrangements to attract groups of residents.

Additional actions related to the actions of WP3 and WP4:

- In collaboration with the Danish supportive partners, GLM provided the strategy used by the municipality for citizen engagement (see Appendix). This strategy will enable to identify possible synergies with the euPOLIS approach.
- A door-to-door "tour visit" has been planned early in the spring of 2021 to meet the local residents in Pileparken. Together with the supporting partners, GLM will meet the residents in the stairway and allow the project partners to better assess the target groups which are living in the area, to inform them about the euPOLIS project, and finally to raise awareness and consequently a larger interest among the residents.
- In a past a workshop that took place for the DAMP project, residents have demonstrated an interest in implementing a kitchen garden in the area. GLM supports this idea and believes that this will be a good tool to facilitate a crosswise dialog of the groups. The kitchen garden action will be considered later on in this project.
- A grand opening will take place in summer 2021, where phase 1 of the DAMP project construction work will be finished. The plan is to attract the local citizens by organising a BBQ and other group activities around the new implemented NBS.

5.1.3 City of Łódź

The data presented in this subsection was provided by the Urban Activity Office.

5.1.3.a Existing channels of communication with citizens and recording their opinion / needs / perspectives

The city collects opinions from residents using the Vox Populi tool. It is an online platform on which we ask our citizens' opinions on different matters. Most of the questions are very simple to engage as many people as possible (i.e. what should be the name of the new street, how should a new sign look like, in which order should we redevelop green squares in the city etc.). It is also used for more complex formal consultation processes, that require people to answer numerous questions on a given topic.

The maintain contact with the citizens is through the city's website and fun pages on Facebook. We have numerous fun pages - one dedicated to the entire city, one dedicated to the participation processes (DecydujeMY o Łodzi), one for the Municipal Urban Planning Office (Miejska Pracownia Urbanistyczna w Łodzi) and numerous fun pages of other offices and bureaus which are also involved in the participatory processes. Our city has also created Facebook groups for each neighbourhood in the city.

The Mayor of Łódź organizes walks or meetings in the neighbourhoods to talk about topics that are important and of interest to the local communities. On average, several meetings are organized every two years. Minutes are taken from these meetings and then the implementation of the residents' suggestions is monitored.

Additionally, the inhabitants could submit an official letter or e-mail to the City Office with questions or suggestions and in 30 days she/he should receive a reply. It is one of the most popular ways of communication, since Polish people feel more comfortable with formal communication means as they are aware that the City Office is obliged to respond to them.

The Municipal Activity Bureau is a municipal unit specialized in the collaboration with the residents, yet many other Bureaus and Offices are also in direct contact with them.

The Municipal Activity Bureau deals with the resident's communication issues and coordinates all forms of participation – not only it implements participatory processes but also it cooperates with departments conducting participation processes. The aim of this office is to establish contacts with all stakeholders who may have an influence and opinions on city development matters and could contribute to some extent.

The office receives support from other city units, especially from:

- Regeneration and Housing Bureau (contact with the stakeholders of regeneration processes and citizens living in the regeneration area)
- Bureau for Economic Development and International Cooperation (contact with the business sector)
- Promotion Bureau (promotion of the consultation processes, contact with the media, press conferences)

Additionally, depending on the topic, other units may be involved - e.g. the Department of Environmental Protection (topics of greenery in the city and pro-ecological solutions).

Furthermore, the Neighbourhood Councils, which are auxiliary units for the City, are involved in the promotion and information about the consultation process.

5.1.3.b Good practices on participatory processes in planning and design related to DS areas (with some examples and details on the main actors)

As part of the project "We are changing streets", the city of Łódź developed via a participatory process, design guidelines for the reconstruction of five street sections in the Old Polesie District. The aim of this pilot project was, among others, to develop methods and techniques that could be also applied in other Polish cities. A participatory design manual was created for the benefit of the officials and other consultation organizers, that explains "step-by-step" what actions should be taken to turn the participatory design of public spaces into a success. The outcomes of this project form the basis for planning of the upscaling of participatory planning process on more redevelopment projects throughout the city. Recently, we organized a consultation process "What Botanical Garden in Łódź?" during which we collected data for the needs and expectations of different stakeholders regarding the Botanical Garden. In the next step, we plan to develop different propositions of changes in the garden to continue this participatory process.

As a city we have experience in collaborating with the non-government organizations and informal initiatives in participatory planning processes. In previous years, several NGO were commissioned to organise debates, workshops and other activities connected to city's public spaces and some of them were even organized by them on their own initiative. In 2012, a consultation process called "Idea for Tuwima Street" took place, during which the citizens parted in workshops during which

they expressed their expectations towards the street's development. In 2015, for the European Mobility Week, a workshop was organized under the slogan "Our Sienkiewicza Street, Our choice". The workshop participants, organized in three project groups, envisioned the dream look of Sienkiewicza Street and its immediate vicinity on a model with the use of special blocks showing, among others, sidewalks, trees, playgrounds, bicycle lanes and car lanes. Furthermore, the NGOs organized debates or consultations regarding the future of most important public spaces in the city – i.e. the Liberty Square, the Dąbrowski Square. Some participatory processes were even aimed at engaging children in the discussions, to allow them express their expectations on their school surroundings.

5.1.3.c Legal framework for citizen's participation in the "official" urban planning process (laws, regulations, strategies, visions)

The Spatial Planning and Spatial Development Act of 27 March 2003 defines the Polish system of spatial planning and management. At the municipal level, we have two main document types: the Study of Conditions and Directions of Spatial Development of the city as well as numerous Spatial Development Plans that have to be in line with the Study. The SCDSD is a strategic document and the SDPs are considered as local law, which is binding for all the stakeholders.
The possibility of filing first requests, then comments and objections to the drafted planning documents, provided for in the SPSDA, can hardly be considered making the planning process and spatial management participatory. The SPSDA does not require the municipalities to put extra effort in the consultation process, yet the City of Łódź gets involved in numerous projects to obtain extra funding to make the participatory processes more inclusive and attractive (i.e. to distribute leaflets among the people living on the area of the consulted SDP, organize consultation points or workshops).

The creation of the linear park will be accomplished using methods related to participatory planning and assuming not only the social functionality of the park but also co-responsibility of the newly developed space. Therefore, while creating the park a number of diagnostic tools will be used, aiming, first of all, to recognize the current functions of the area, check among the residents what functions of the new space would be the most desirable and conduct potential negotiations and educational processes in an attempt to achieve a consensus between the existing and the desirable functions.

The intended actions foreseen both meetings or workshops targeting the stakeholders as well as more interactive communication forms, such as diagnostic or prototyping walks. This first stage is rather important since it creates social capital around the initiative, in the sense that the residents together create a concept of the park area and hence the latter is not imposed as a counter-installation or an investment that does not take into account their actual needs. In the second stage, on the basis of the preliminary plans prepared in the first stage, consultation meetings will be held. In those meetings a number of different park design solutions will be presented to the residents, including recreational or sports infrastructure, corresponding to the demographic structure of the area and another, corresponding to the demand.

The residents will be asked to select from a catalogue of solutions those that better fit their needs and expectations. This process will allow them to directly get involved and take care of the green space in their neighbourhoods, but at the same time it is anticipated to strengthen the postulate of co-responsibility (for example, bottom-up planted flower beds, social herb garden, etc.).

5.1.4   City of Piraeus

5.1.4.a Stakeholder's mapping/identification

We have mapped and identified (see Appendix) who the stakeholders are, the individuals and groups that will be affected by the outcomes of the planning process and those that may be able to influence the outcomes of a planning process. The current mapping outcome is dynamic. It provides the current mapped stakeholders, and it will be updated at the next project stages.

Furthermore, we have categorized the stakeholders based on their impact, level of interest and their influence on local community.

5.1.4.b Stakeholder's engagement in participatory planning

All the mapped stakeholders were invited in a tele-workshop that was organized for the Municipality of Piraeus, in order to draw their attention on the general scope and the potential impact of the euPOLIS project.

The stakeholders were informed on the purpose and the anticipated effect of the proposed interventions, the details of the social survey and the importance of their engagement to this process.

During the workshop, the President of the 3rd Municipal Community of Piraeus, the President of the Ralleion educational community and the NOEF Sailing Club expressed their willingness to contribute to the co-process and the implementation of the project via engaging the members of their communities.

A number of the stakeholders, such as the aforementioned ones - the 3rd Municipal Community of Piraeus, the Ralleion educational community and the NOEF sailing club - have both a high level of interest and a high influence in the local community, so they should - and they will - have a higher priority in our engagement strategy at this stage, as they considered key stakeholders.

5.1.4.c Definition of stakeholders needs for capacity building/training

There is a strong need to develop tools that will be accessible to all stakeholder groups and community members, so that they are (a) informed about the engagement process and (b) encouraged to participate.

Furthermore, the selection of these tools should appeal to diverse community groups and a cross-section of the population, helping us to reach all community members, including those with specific needs (e.g., people with disabilities, older people, younger people, other minorities). Some of these tools may involve focus B2B groups, e-questionnaires, mobile applications or personal interviews.

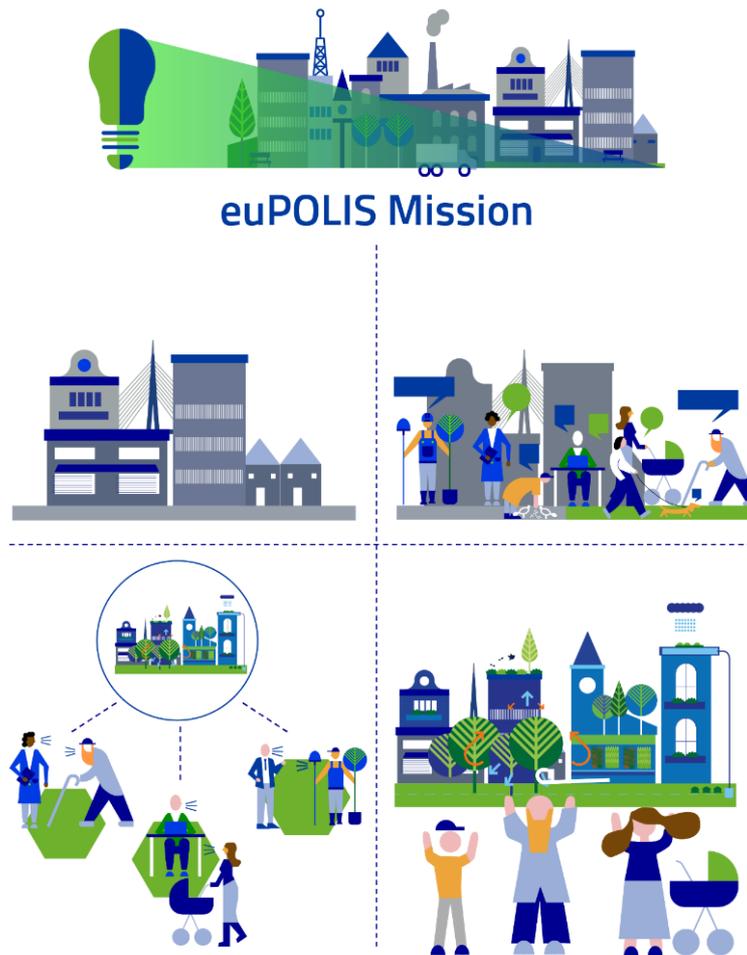A toolbox for stakeholders would also be useful.

Figure 3: euPOLIS ambition for citizen participatory planning process.

5.2 Co-creation

Co-creation, in the context of city planning, refers to the city design process in which input from the space users (citizens) plays a crucial role in both the early phase of planning and later on in the construction and utilization process. The wide range of stakeholders, both professional city planners and space users (or groups affected directly or indirectly by the construction), are treated as members of one creative team. The main aim of this collaboration is to meet users' needs and create functional solutions of high quality that enhance the citizens' quality of life, in this case, the local residents.

Stakeholder engagement plans will also be established the objectives of stakeholder engagement through the dissemination process and indicate how the inclusion of selected stakeholders/stakeholder groups is achieved at each stage of the dissemination process.

Based on that, euPOLIS project aims at identifying the most appropriate engagement approach for each separate Stakeholder group, as they are identified and mentioned in section 4.1 of this document, based on the different needs, interests, power, influence, and commitment to the scope of the euPOLIS project.

The Stakeholders Engagement Guideline is a whole consisting of detailed guidelines, developed for the involvement of stakeholder groups in the processes of participation and co-creation within euPOLIS. The guide contains information on how to guide residents' step-by-step through the process of participation in a project concerning urban changes, with particular emphasis on NBS. A wide range of participatory methods, tools and techniques, both traditional and contemporary ones, are considered. In the subsequent stages, the guide will be enriched with the experiences of euPOLIS participants and beneficiaries, so that as the final product to serve cities, other than those addressed by this project, around the world.

5.3 Stakeholders engagement Guideline in a nutshell

This is an excerpt from the very first draft of the Guideline which is attached in the Appendix section. The steps described below should serve as a roadmap for the Stakeholder Engagement process. The more detailed case-tailored plans for stakeholders' engagement will be developed over the course of the project, starting with the T2.2. by training the local stakeholders in participatory planning using the GDPS methodology.

Step 1. euPOLIS mission

Informs about the goals and mission of the project in a manner adapted to the local conditions and planned activities. Forms and channels of communication adjusted to the capabilities of recipients - stakeholder groups and residents.

Step 2. Local community context and building cooperation with stakeholders

The basis for conducting participatory activities is the **diagnosis of the potential of the local community**. At the preliminary phase of the euPOLIS project, the initial elements of the analysis had been already started in the initial workshop carried out in November 2020 in the four FR cities, i.e. intervention plans, finding supporting partners which will continue through T2.2.

- **Space analysis: What is the space/area of intervention like?** (information on buildings, green areas, the specificity of the place, existing functions)
- **Impact analysis: What do we have to offer? (What institutions are already in place?** What are the main resources?)
- **Important institutions and organizations: Who can help us?** - potential partners (analysis of all social actors and listing of stakeholder groups diagnosed by euPOLIS)
- **Demographic analysis: Who lives in the surrounding area?** (socio-demographic analysis of the area's residents)
- **Tradition and social experience: What is the cultural capital of the local community?** (local customs, traditions, common experiences - good and bad, local problems, conflicts and needs)
- **Analysis of communication channels: What are the main communication channels?** (possible information channels and examples - information tools and techniques- Already drafter in WP9.
- **Social network analysis: What are the dependencies between potential stakeholders?** (relationships between potential stakeholders)
- **SWOT analysis, How can we influence the residents/citizens?** (potential stakeholders' ability to influence)

Step 3. Participation in theory and practice

- Building motivation and commitment for actions in euPolis
- Participation ladder - types of stakeholders' engagement depending on their preferences and opportunities for involvement
- Elements and steps of the participation process in euPOLIS
- Participatory tools and techniques - "the toolbox"
- Good practices in the processes of co-creation and participation, especially in the area of implementation of urban changes
- Stakeholders and community involvement (engagement mechanisms, methods, and techniques)
- Participation process (summary and presentation of the next steps in the euPOLIS project)

Step 4. Social research (stages, methods, tools and techniques)

Step 5. Expected results of the local stakeholder engagement (planned outcomes)

Step 6. New technologies in the participation process

- Participatory methods, techniques and tools based on modern technology "toolbox".
- Ethical issues related to data protection when using technology tools.

Part of Stakeholders Engagement Guidelines is an attachment to D2.1.

5.4 Stakeholder Engagement methods, techniques, and tools

In the Stakeholders Engagement Guideline, we use the Ladder of Citizen Participation model. We particularly care about developing cooperation between Cities and stakeholders at the highest level - co-creation and co-decision making. Part of this Guideline is a large pool of participatory tools that we call the "toolbox". At euPOLIS, especially due to the situation related to the COVID-19 pandemic, we propose tools based on field activities and e-tools. Each City can choose from this pool the methods, techniques and tools that will be best suited to the local conditions. In the next stages, we will add the Cities experience to the toolbox.

In the euPOLIS engagement strategy, particular attention is devoted on the commitment of groups at risk of exclusion, national, ethnic and religious minorities, people of different sexual orientations, disadvantaged groups (with low material or social status), people with disabilities, women, elderly people, single people, representatives of various professional groups and others. We hope that our toolbox will be useful in promoting gender mainstreaming as well as support the implementation of diversity strategies.

5.4.1 Participation tools

Table 5. List of participation tools

INFORMING	RECEIVING INFORMATION FROM THE LOCAL COMMUNITY
● Leaflets, Posters with catchy slogans ● Blackboards, Information boards ● Maps with graphic documentation ● Letters ● Local media ● Internet portals ● Social media ● Meetings (in church, school, local café, library, with scouts, local senior's club, local sports club, etc.) ● Visits (in local library, local cultural club, schools, etc.) ● Education (trainings, presentations) ● Gadgets as a form of project promotion, building identification with euPOLIS ● Street festivals ● Happenings ● Cultural events, sport events	● Probes ● Polls ● Individual and group interviews ● Observations on site ● Analysis of complaints, requests, comments ● Expert opinions ● Protests ● Happenings ● Ambassadors recruited from the members of local community ● Facebook events with probes or polls ● "Local post" – post boxes for citizens to write questions or share information with the local government
CONDUCTING PUBLIC CONSULTATIONS	**CO-DECISION, CO-MANAGEMENT, CO-IMPLEMENTATION**
● Public meetings ● Open days ● Workshops ● Working teams ● Debates ● Civic café (possibility to talk with representative of government in informal atmosphere with cup of tea or coffee ● Open Space ● World Cafe ● Seminars ● Conferences ● Consultation point ● Research walks around the site of the planned intervention - before - during –	● Advisory and initiative teams ● Local initiative, citizens' initiative ● Referendum ● Implementation of the commune's own tasks ● Volunteering into planning process ● Community committees ● Design thinking workshops ● Games (card game, strategic game) ● City game ● World cafes, charette workshops ● Local experts panels ● Contacts with the media – who report, interview, and audition, e.g. television or

after ● Consultation forum – regular team meeting of the City and supporting partner, stakeholders with the participation of the public or by online tools – with the possibility of answers and questions by residents ● Meeting with an expert by the map three-dimensional mock-up of the intervention site meeting with an expert / available to residents	internet program about project and the change planned ● Peer research - the research is carried out by a person from a stakeholder group or volunteer, after prior preparation. It is easier to talk honestly with someone you know. Moreover, it is a double commitment - stakeholders also become co-creators of research or participatory activities ● Civic budget/ participation budget

5.4.2   Participatory tools with the use of new technologies

Except for the strictly traditional tools that all 4FR cities have as options in their arsenal, there are even more modern and further engaging options that should be considered in order to further enhance the participation and co-creation in the 4FR cities we are focusing on, such as:

E-participation (aka digital or electronic participation) is one dimension of e-governance which is often understood not only as the use of ICT tools to inform the public about the government operations or support public policy, but also to engage citizens in participatory processes (Scholl, 2008). With the COVID-19 pandemic in full swing, we would like to propose **methods and tools which do not require physical presence from the participants.**

Table 6. List of new technology participatory tools

INFORMING	RECEIVING INFORMATION FROM THE LOCAL COMMUNITY
● Informing by SMS ● Informing by e-mail ● Online newsletters to facilitate participation ● Running a blog ● YouTube videos / clips ● Blogs to facilitate participation ● interactive website ● Audio webcasts ● Facebook fun page ● A social campaign by social media ● Electronic posters, banners ● Flashes	● Online chats to facilitate participation ● Social networking sites ● Web surveys or polls ● interactive website ● e-polls ● e-mails ● SMS

CONDUCTING PUBLIC CONSULTATIONS	CO-DECISION, CO-MANAGEMENT, CO-IMPLEMENTATION
- Online chats / Discussion forum - Audio webcasts - RSS - Social networking sites - Video sharing sites - Video webcasts - Wikis - Quiz on-line - The visualization - is available for evaluation and gathering opinions of the inhabitants, which influences the more effective presentation of the concept and its future functioning in the existing environment. - Virtual walk in the park	- Co-creating the film - Interactive map - place of planned intervention current status, changes, possibility of commenting, editing, etc. - City game – application

5.4.3   Participatory tools with the use of geolocation new technologies

The last few decades have seen attempts to foster participatory approaches to spatial planning based on bottom-up **geo-information technologies**, which entail community involvement in creating and working with geographic information. Important among these is the transformation of conventional mapping and geographic information system tools into Participatory GIS (PGIS). **Participatory geo-information tools** include participatory mobile GIS, participatory 3-dimensional modelling, and visualisation features in PGIS. PGIS refer to a form of participatory spatial planning which makes use of maps and other geo-information output, especially using GIS. Participatory GIS represent the participatory local-level use of spatial representations with sketch maps, topographic maps, remote sensing images, aerial photographs, GIS products, or other geo-referenced material (McCall and Dunn, 2012).

euPOLIS will employ participatory ICT tools based on open geospatial software, created for a specific local planning process, serving to learn about the expectations, preferences and needs of residents, and to present their spatial concepts. The ICT tool would give the users the opportunity to express their opinion on the proposals and present their own variant using simple graphic techniques (based on shared spatial data). As part of data visualization, the resource of the Georeferential Database of Topographic Objects (GBDOT) and other resources, including the elevation model of the terrain, current and archival photographic materials, could be used. Another method includes **geo questionnaire internet survey** supplemented with the geographical graphic context - carried out on-line. Users can mark lines, areas, shapes, comment and add comments to planning documents. This will be demonstrated in T2.2.

5.4.4   Ethnical and data security concerns

Using ICT tools in participation brings also to the table a very important notion of **the data security policy and ethical concerns** of its usage. The former is a complex issue because among euPOLIS

partners we have stakeholders from outside of the EU, where the GDPR regulates data management. However, it is crucial to remember that for processing citizens' data they need to give informed consent (unless there is at least one legal basis to do otherwise; the exempts are listed in Article 6 of the GDPR). Furthermore, institutions responsible for data management must ensure that the following rights are respected:

1. *Information and access* - is the right of the citizen to access the data at any point and to be informed on how it is processed. It is regulated in detail by Article 15 of the GDPR.

2. *Rectification and erasure* - is the right "to be forgotten". Every citizen might ask to erase their record from the database within 30 days. It is regulated in detail by Article 17 of the GDPR.

3. *Right to object and automated decisions* - is the right to ask the data controller to stop processing the data of the citizen. However, there are some instances where this objection does not apply. For example, if:

   ● Legal or official authority is being carried out,

   ● 'Legitimate interest' where the organisation needs to process data to provide the data subject with a service they signed up for,

   ● A task being carried out for public interest.

   This rule is especially important in case of usage of third-party software or services (including smart bands producers).

4. *Pseudonymisation* - the data controller must provide a method for anonymizing the data in such a manner that it is impossible to retrieve personal information allowing identification of the citizen.

The detailed procedures of data management are subject to the local national regulations.

Regarding **ethical concerns about the usage of ICT tools** in participatory processes we have to ensure that it empowers diverse participation and overrides the social divisions. Not only those who are familiar with the technology and use it on a daily basis should be our focus, but also those who may be reluctant or new to this type of involvement. The access to Internet or devices should not be an entry barrier for any citizen, and cities should make as much effort as possible to ensure that **no one is left behind**.

5.5 Assumptions of social research under the euPOLIS project umbrella

We will work in different countries, cities, and thus in different local communities. At this stage, it is difficult to say who lives in places where we will intervene as the euPOLIS. Therefore, we need the **socio-demographic characteristics** of local communities to best define the criteria for selecting volunteers (respondents) or local NGOs. More specific data needs will be defined after the meeting with the cities.

With regards to volunteers (respondents), we would like to first propose a distinction between users of the space and the people who live nearby. In our view, this is crucial because both groups are not always redundant. While reaching out to people living in the neighbourhood should not be an issue, it might be much more difficult to identify and contact other users of the space especially during the COVID-19 pandemic. Moreover, it will be challenging to control if they visit the place of intervention on a regular basis.

Our main criteria for selecting volunteers should be **age + gender, socio-economic status (occupation, income, education), and having children**. However, we know that usually in such studies the main criteria tend to be the willingness to participate. We would like to avoid this common constraint that such studies reach only proactive citizens. We should also reach people who, especially with the COVID-19 pandemic crisis, might feel excluded and left alone. To do so, we need to know what we can offer them and how we can reach these people. From our experience, we know that a **local agent / local NGO**, which already has built trust relations in the desired population, is crucial to achieve this ambitious goal (e.g. Łódź used to employ "lamplighters" – people who were working with local communities over longer period and facilitated revitalization projects). That is why we asked so many questions about the incentives and the smart bands. If we want to reach a diverse population of people, we need to have an individual approach to every single group, because they will value incentives differently. Young tech savvy might value a new ICT tool, but for older and/or tech-reluctant, face-to-face contact or health advice will be of much more value.

Remembering the distinction between the space users and local inhabitants, and following the proposal logic, we need to design an approach complementary to the physiological one (based on sensors), with social studies grounded methods to measure the impact of the NBS on well-being and health. We think that using a combination of qualitative and quantitative approaches will enrich our insight. Therefore, we plan on incorporating: quantitative survey as the main source of data, but complemented with on-site observations, in-depth qualitative interviews, and maybe focus interviews (after pandemics?).

The COVID-19 pandemic makes it all much more complicated. We thought that it would be best to interview space users and recruit some of our volunteers in situ, but it may be difficult due to the pandemics. We can consider a Facebook survey targeted at residents, but space users are harder to reach this way. Although it might seem trivial, the simplest methods tend to be the most efficient. Observation of the location and description of how the profile of visitors, their number, and their activities changed as the result of the NBS is a valuable insight which otherwise might be difficult to capture. However, COVID-19 restrictions create a huge bias here. Alternatively, we can think about analysing place-related social media content (Instagram pictures, check-ins, etc), but this is rarely enough to obtain measurable results.

Lastly, we are mainly interested in places and people who use them (or are somehow influenced by them). Therefore, we think that the right approach is to conduct a **longitudinal study**. Although it is usually the most challenging research framework, it allows to track a real change in multiple time points. We would like to have a chance to reach the same people several times with our questions and more social science grounded methodology to see the dynamic of their self-described well-being and health. However, we think that we can evaluate the success of the NBS not only based on participants' data but also based on the e.g. observations of nearby areas. If our NBS solution will be successful we should see not only improvement in the participants' health and well-being (measured with different methods) but flow of users from other similar locations.

Both quantitative and qualitative social research techniques will be used to support stakeholder engagement in euPOLIS. The **quantitative methods** include features that are identified by numbers, like quantity and intensity of a phenomenon. The core assumption behind the qualitative research is that based on a sample, one can draw statistical interference with certain probability about the whole population. **Quantitative methods** are often representative and allow to generalize, draw conclusions about the entire community. They are also relatively easy to carry out, but difficult to

prepare, and require good knowledge about the studied subject and community. As they are based on numbers, they do not reflect the "human" aspect of the needs and require deep understanding of statistical tools and methods to bring meaningful results.

On the other hand, the **qualitative methods** show the specificity of a phenomenon or an object, how it is perceived by the respondents, or how it differs from others. We employ an understanding perspective, and therefore deal with what respondents think and feel. Therefore, descriptive methods are used to get facts and opinions, as well as find the relationships between phenomena. When collecting qualitative data, the researcher should consciously participate in the life of the community, look at it from the perspective of the respondents. **Qualitative methods** enable close contact with the respondents, drawing attention to "human" aspects, establishing contact, as well as give a greater chance of activating the respondents. However, they do not give the opportunity to draw conclusions about the entire community, they are time-consuming and labour-intensive, and may be difficult to analyse because of the high level of subjectivity involved.

Usually, a **mixed method** approach is advised, to combine the advantages of both types of methods and overcome their shortcomings. This will be the approach applied in euPOLIS to ensure the quality and representativeness of data, to formulate meaningful recommendations. In Table 7 we list the main social study techniques to be applied as part of the euPOLIS stakeholders' engagement process.

Table 7. List of euPOLIS main social study techniques

Technique	Examples	euPOLIS application
Quantitative questionnaire survey – conducted on the sample of respondents from the targeted population, based on the questionnaire including the series of questions with pre-defined answers to choose from and sometimes also open-ended questions allowing respondent to add their own information.	*Closed questions* *Open-ended questions*	The questionnaire surveys will be used to gather information from residents and users of euPOLIS sites, especially larger numbers of people, to gather statistical data on facts, opinions, preferences, needs, etc. Participants of the sensor-based study will also participate in the questionnaire survey allowing us to collect additional data correlating with health and wellbeing. In general, our approach requires using a combination of open-ended and closed questions. The former allows for more exploratory data collection and the latter for tracking changes over time. Therefore, in the initial stages of the project, we will use more open-ended questions and afterward to measure the impact of the NBS intervention closed questions.
Poll – used to learn about the preferences of the society (selected group / groups) concerning most often one issue. It consists of one or more closed questions with predefined answers. Allows to collect opinions	*Street poll* *Internet poll*	Polls conducted in the space or on the internet will allow for gathering quick feedback on activities in pilot locations from a wide range of space users. They will be useful in assessing the initial opinions on the ongoing interventions but also after the construction completion. Although due to the COVID-19 restrictions the face-to-face

on a subject, taken from either a selected or a random group of persons, for the purpose of statistical analysis.		contact is under scrutiny we will try not to limit only to internet polls. One of the main objectives of the euPOLIS project is to include often marginalized groups of people, i.e. those without access to the Internet, therefore we will try to use both street polls and Internet polls. In the case of the former, we will carefully review the protocol to meet adequate safety measures.
Analysis of existing data – used to collect preliminary, descriptive, and quantitative information about the studied community, institution, or process	*Statistical yearbooks* *Data from referenda, local surveys*	Existing socio-economic data will be analysed to better target the participatory processes, gather knowledge about residents, their lifestyle, social status, and needs. We count on the Cities and local Supporting partners that they will be of much help in accessing this type of data. The possible main barrier might be the level of aggregation of socio-economic data and the language barrier. While with the latter we will seek help from native speakers from our partners the former might be harder to deal with. The locations of the intervention are relatively small and therefore they are just parts of larger districts. From our previous experience, we know that it might be problematic to extract data regarding such small neighbourhoods or neighbourhoods which lie in more than one district. That is why we will try to use diversified methods to access as detailed and accurate socio-economic data about the residents of each location.
Big data analysis – is based on high volume, high velocity and high variety of data generated in real time and at a very large scale. Sources of data are more complex than traditional data sources and based on data produced by mobile devices, social media, or the Internet of Things (IoT). It also includes different types of data originating from sensors, devices, video/audio, networks, log files, transactional applications, web and social media. These new data sources can be used for advanced analytics including data mining, text analytics, predictive analytics, data visualization, AI, machine learning, statistics and natural language processing.	Smartphone data Sensors data Social media data	In euPOLIS, we will equip a group of residents with wearables which will gather physiological data from their wrists. These bracelets will be provided by leading companies in the field – SENTIO, BIOASSIST and BIOPOLUS. They will measure the heartbeat rate of the participants and with the use of advanced machine learning algorithms return the measure of well-being in a given time. They will categorize based on collected data citizens in groups and also provide personalised information. Therefore, we will be able to track the changes of all measures on the level of a subject but also group level. Apart from the hardware the companies also will provide multifunctional web applications and customer service including online doctor appointments who will analyse the results of the participant.

Observation – gathers data from what can be seen or experienced in a given time and place. The researcher observes and collects observations for a specified period of time in order to learn or detect the existing relationships between phenomena and to discover the existing patterns of behaviour. Data is recorded in forms of field notes, questionnaires, recordings, observation sheets.	Participatory observation Hidden observation Spatial audit	In euPOLIS, observations will be very important to diagnose the activities present in the pilot locations, deduce the needs of space users, note existing problems and barriers. Although this is usually one of the most efficient techniques used by social scientists due to the COVID-19 pandemic safety measures and restrictions its usage might be limited. Having this in mind, we will try to use the whole variety of observation types because they often deliver insight about the location on different levels in terms of details but also objectivity. For example, participatory observation usually allows to discover hidden from the plain sight relationships and specific patterns of behaviour but lacks the bigger picture perspective and might ascribe too much importance to insignificant behaviours. On the other hand, hidden observation takes a more objective approach but at the same time might miss locally specific motivation or customs. The spatial audit often only captures the static description of the space. Therefore, our approach will combine a wide range of observation types.
Documents analysis – an in-depth study of existing written material, for example, press articles, online discussions, organizational statutes, advertisements of local events, expert opinions, notes from past community meetings, etc. For the structured analysis a tree of codes or categories may be prepared, on the basis of which the researcher analyses the issues of interest.	NGO statutes Strategies Social media pages Press articles	In euPOLIS we will review existing documents concerning local activities, existing regulations, ongoing conflicts to better prepare participatory processes from the early stage and understand the local context. We count on the Cities and local Supporting partners that they will be of much help in accessing this type of data and also assist the translation from the local languages. All the information about ongoing events, activities, regulations, conflicts will be crucial to understand the local community and tailor the stakeholders' engagement plan locally.
Interview – interviewer talks to the respondent or respondents according to previously developed instructions or based a special questionnaire. In this technique, what matters is not only what the respondent says, but also how it says and reacts to certain topics. • **individual in-depth interview (IDI)** – involves conducting individual interviews with a small number of respondents	*IDI* *FGI*	IDIs will be applied in euPOLIS to gather detailed feedback concerning individual needs, preferences, and experiences. This will be a crucial technique to reach out often marginalized people who might not have access to ICT tools. However, with COVID-19 pandemic restrictions, we will have to be very careful with the usage of this technique especially in the case of elderly people. FGIs will be applied whenever there is a need to explore the relations between stakeholders as well as better understand their needs and

to explore their perspectives on a particular idea, program, or situation • **focus group interview** (FGI) – researcher moderates the discussion between a group of people asked a specific set of open questions. It can be a free interview or a structured questionnaire interview**.**		interests on a group level. FGI allows to observe interactions among stakeholders and support the common process of setting goals, designing solutions, and mitigating conflicts. Similarly to IDIs, we will make sure that adequate safety measures are met to avoid the spread of COVID-19.

6. Conclusions

This document provided an outline of the engagement plan and the strategies that will be adopted in the euPOLIS project for satisfying a vital prerequisite for its success, which is the engagement of the Stakeholders in the participatory planning. In fact, securing the wider possible range of pertinent Stakeholders, including those that belong to minorities, which are often either ignored or not identified by the planners and policy makers, is far from being a trivial task. By contrast, it forms a major challenge for the latter, that needs to be acknowledged and carefully addressed from the very beginning of the project implementation.

For serving the aforementioned objective and consequently offer a transparent roadmap for obtaining the most representative input from the Stakeholders, a detailed Stakeholders group categorization was first undertaken, mainly through exploiting the preliminary feedback that was received from the project partners and the FR cities. This pilot process involved several meetings and consultation with the project consortium partners as well as workshops that were held in the FR cities.

On that basis, a Stakeholders analysis matrix was proposed, that could be utilized throughout the duration of the euPOLIS project, for (a) classifying the Stakeholders on the basis of their interest to the project scope and their ability to influence others and (b) for depicting each time the correct Stakeholder group-tailored actions, and consequently attaining the maximum possible engagement to the project.

The developed guidelines provide a broad spectrum of participatory tools, both traditional and more contemporary ones, to address among others the particularities of the local communities and the latest challenge imposed to the Stakeholders engagement process by the COVID-19 pandemic. Criteria for the selection of volunteers along with social research techniques that will be utilized for supporting the whole engagement process were also specified. Overall, although the addressed topic is far from being a once-off activity, this deliverable sets the foundation for identifying, mapping and finally engaging the Stakeholders in the euPOLIS project and should be seen as a reference key point for all the foreseen pertinent actions.

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9. Appendix

The first part of this Appendix provides for each of the four FR cities the following items:

(a) Report on the first meeting of stakeholders

(b) Identified Stakeholder groups

(c) Questionnaire response

The aforementioned items present a comprehensive list of information and data that was obtained from the four euPOLIS FR cities (Belgrade, Gladsaxe, Łodz and Piraeus) for the selected DSs. The provided data was initially utilised to complete WP2 (Stakeholders and communities' engagement and benchmarking) but will be further exploited and completed as the project implementation progresses.

The second part of the Appendix contains a first draft of the Stakeholders Engagement Guideline.

- **City of Belgrade**

  (a) Report on the first meeting of stakeholders

  (b) Identified Stakeholder groups

  (c) Questionnaire response

(a)   Report on the first meeting of stakeholders (Belgrade)

REPORT ON THE FIRST STAKEHOLDERS MEETING OF THE euPOLIS PROJECT's FRONT RUNNER CITY of BELGRADE
held online on 25th November 2020

Introduction / Summary

The euPOLIS project: Integrated NBS-based Urban Planning Methodology for Enhancing the Health and Well-being of Citizens is funded by EU though Grant Agreement 869448 within the Horizon 2020 program.

The principal aim of the Work Package 2 (WP2) of the project is to develop and implement the generic framework for engagement of all types of stakeholders to maximize benefits from interactions of beneficiaries and "technology suppliers". The program of the project is carried out through 4 FR – Front Runner cities: Belgrade – Serbia, Gladsaxe - Denmark, Łodz – Poland and Piraeus - Greece. The project started on 1st September 2020.

The first task of the WP2 is T2.1: Stakeholder mapping, analysis and guidelines for their systematic involvement and the first deliverable D2.1. Stakeholders engagement plan and guidelines. In order to identify (map) the relevant stakeholders, create evidence on their engagement and to bring together the groups and individual engaged in the initial months of the project, the first workshops of stakeholders were held in November 2020 in all 4 FR cities, which brought together 97 online participants from
This document is the report on the Workshop for the city of Belgrade held on 25th November 2020. Because of the COVID-19 the event was held online. It contains the collection of the main documents produced in the preparations for the Workshop and during the event.

Table of contents
1. Agenda of the Workshop
2. List of participants
3. PP presentations
4. Material from the interactive parts/sessions of the meeting
5. Recorded material
6. Actions agreed
7. Publicity / Promotion / Dissemination

1. Agenda

The meeting was run in Serbian language with 2 presentations by foreign speakers presented in English. Simultaneous translation between these 2 languages Agenda of the meeting in Serbian and in English is given in the appendices 1.S and 1.E.

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FBelgrade%20Stakeholders%20Meeting%2025%2E11%2E2020%2FReport%2F01%20Agenda

2. The list of participants

Total number of the participants was 97.
The list of participants in this online Workshop is provided in Appendix 2.1 with affiliation and contact details. The Appendix 2.2 provide additional explanation for the participants who explicitly expressed their intention to collaborate with / contribute to euPOLIS project in both participatory planning and other project's activities. This is linked to the item 6.2. of the conclusions. Based on their presentations, discussion and/or their commitment prior to the Workshop, their proposed/possible role for inclusion in/contribution to euPOLIS projects activities is described in the last column of the table. The relevant links for these 2 appendices are:

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FBelgrade%20Stakeholders%20Meeting%2025%2E11%2E2020%2FReport%2F02%20The%20list%20of%20participants

3. PP presentations

The number of presenters in the Workshop was 11 of which 8 with PPT. The titles of the PP presentations Appendix 3 in 2 files

3.1. List of presenters and presentation titles and
3.2. All PP presentations in pdf format

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FBelgrade%20Stakeholders%20Meeting%2025%2E11%2E2020%2FPresentations

4. Material from the interactive sessions of the meeting

These 2 sessions were organized as a forum in which all stakeholders taking part in euPOLIS could express their opinion on how the existing methodologies for stakeholders involvement in participatory planning and other euPOLIS related activities can be enhanced. This is planned to "boost" their participation in/support to the project but they should also benefit from its deliverables.
The material recorded during the interactive session (item 5) is supported by/based on the following 3 items:

4.1 Interactive Session Program- Questions / items discussed in the interactive session - Appendix 4.1

4.2 The results (statistics-summary) of the MENTImeter session are presented in the Appendix 4.2

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FBelgrade%20Stakeholders%20Meeting%2025%2E11%2E2020%2FReport%2F04%20Materials%20from%20interactive%20session

4.3 Findings/conclusions

4.3.1 Conclusion related to the euPOLIS methodology for participatory engagement of stakeholders: The participants accepted euPOLIS team's proposal of stakeholders engagement methodology under the Covid restrictions: each of this workshop' committed participants try to motivate 10 to 20 other interested stakeholders, to participate in future euPOLIS events and activities. This is complementary to the polycentric network creation proposed by the socio-economic team:

All newly engaged stakeholders will be given due attention after entering into euPOLIS data base managed by MIKSER.

4.3.2 It was clarified that the euPOLIS's NBS/GDPM based planning system secures that all relevant stakeholders' inputs will be included in the early phase planning process; therefore, full impact from engagement of stakeholders is secured automatically. This addresses stakeholders' concern based on previous participation (consultations) in the planning process in which their engagement had limited or no impact at all.

5. Recorded material

All sessions of this Workshop are recorded using Zoom platform recording facilities. The recorded material is available in the site of the euPOLIS Sharepoint through the following links.
Appendix 5.1 with original presentations in Serbian language and 2 presentations in English and Appendix 5.2 with translations to English of the presentations in Serbian and 2 presentations done in English to Serbian.

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FBelgrade%20Stakeholders%20Meeting%2025%2E11%2E2020%2FReport%2F05%20Recorded%20material7

6. Actions agreed (in addition to what is covered by the item 4.3)

6.1 Actions relating to the T2.1 - shareholders mapping-identification and engagement. The participants confirmed the methodology proposed by the euPOLIS team and presented in D2.1. It includes both the selection criteria (quality of contribution rather than a big number of inactive individuals and institutional parties) and the activation mechanisms. Specification of follow-up action and timing:
Who: Coordinator: euPOLIS partners from ICL and (coordinated by Č. Maksimović) and from Belgrade (coordinated by ENPL). **When:** Starting in early December

6.2 Actions relating to the other aspects/activities of the WP2 and WP3. The participants contributed to the creation of the list of initial commitments/roles of the stakeholders summarised in the a separate table (appendix 2.2). This is a „living document" open for futher inpts of new stakeholders that will be engaged after this Workshop through the mechanisms of T2.1.and informatic support (Data Base Management) provided by Mikser. **Who:** euPOLIS partners from Belgrade. **When:** Continuing in early December.

6.3 *Actions related to monitoring of impacts of NBS on PH & WB*

The concept of these actions and complementary implementation mechanisms were introduced in several PP presentations. A separate criterion for engagement of volunteers for monitoring are being developed by the euPOLIS partners from Belgrade and ICL and will be further customized in collaboration with other WP2 and WP3 partners. High priority activities on promotion, recruitment and education of these stakeholders will be carried out after this Workshop. **Who:** ICL and euPOLIS partners form Belgrade. When: Continuing in early December.

7.   Publicity / Promotion / Dissemination (Appendices 7)

This euPOLIS event and/or its activities were promoted before, during or after the Workshop as follows:

7.1 At the International Conference/Workshop: ***Hundred years of Milanković's Theory on Climate Change,*** held online on 18th November 2020, Prof Čedo Maksimović and dr Ana Mijić, delivered keynote lecture: ***Strategies for urban water development as a part of integrated Blue Green Solutions (BGS) under climate changes uncertainties,*** *with reference to euPOLIS project.* The PP Presentation available on the site of the Association Milutin Milankovic (AMM): https://milutinmilankovic.rs/ The paper will be published in the special issue of EGU (European Geophysics Union) Journal: Nonlinear Processes in Geophysics (NPG).

7.2 Through social media channels Intense campaign for promotion of the Belgrade Workshop was carried out on Miksers channels (FB, Insta, LinkedIN) as follows:

7.2.1   "Event" was created on Mikser FB page: https://fb.me/e/Z3bYXWFd

7.2.2   Link to registration form was distributed through various partner's channels: http://skr.rs/PYh

7.2.3   Promotional euPOLIS Video Clip inviting participants to register for the workshop was distributed on Mikser social media:
https://www.dropbox.com/s/pazvpaocphfgrra/eupolis%20workshop%20video.mp4?dl=0

7.2.4   Newsletter to urban planners - members of a partner organization of Women's Architectural Society was distributed with the invitation to register: https://bit.ly/ZADforeuPOLIS

7.3 TV and newspapers

7.3.1   TV program (RTS1) in Belgrade (TV Dnevnik 3) The euPOLIS Workshop was presented/reported on in the TV news of the main on the same day (25th November) in which 4 euPOLIS team members / presenters in the Workshop (Č. Maksimović, M. Lalić, N. Đurić and M. Zindović) were interviewed.
The interviews are available on the link:
https://www.rts.rs//page/stories/sr/story/125/drustvo/4164062/eupolsi-projekat-zdravija-zivotna-sredina-beograd.html

7.3.2   Interview for the weeklz NEDELJNIK Prof. Čedo Maksimović was interviewed on euPOLIS project for the weekly magazine NEDELJNIK (https://www.nedeljnik.rs)

(b)   Identified Stakeholder groups (Belgrade)

Stakeholders group		Practices and Actions in euPOLIS	
		Current practices	**Actions in euPOLIS**
1	Project partners	City of Belgrade – Current practices involving stakeholders in planning is mainly based on consultations performed once the critical phases of planning are already finished by professional organizations. The shortcoming of this process is that stakeholders' opinions, mainly the general public's and citizens' do not result in significant change of project concept. Recently, the City of Belgrade has introduced some innovative methods of social media-based methods of consultations, during development of the Sustainable Urban Mobility Plan (SUMP), such as public debates with multiple levels of stakeholder participation from highly professional to general audience (communication via FB), multiple public surveys, QR code leaflets available in press media and during public events, workshops, "Wednesday talks" – open door, etc. This resulted in gradual involvement of a broader public in early phase of planning, however there was a comment that some of these websites are not yet fully operational. This process was recently enhanced by inclusion of teams of young architects and students in developing conceptual designs for Linear Park, which is one of euPOLIS demo sites.	euPOLIS project will implement the methodology of integrated planning based on GDPM, which intrinsically includes involvement of citizens in the initial phase of planning. This methodology will be demonstrated in two demo-sites in Belgrade in which the key city planning institutions will be involved and their staff trained for its implementation. Furthermore, the citizens living in the neighbourhood of these sites, as well as the organizations like Women Architectural Association, Green Building Council, CEUS, etc., will also be involved in capacity building and full-scale implementation of this methodology. This methodology will then be pursued in the other sites in Belgrade and other cities in Serbia (Novi Sad, Kragujevac, Šabac, etc.) and thus scaled-up. Furthermore, this methodology will also be implemented in other FR and FL cities of the euPOLIS project.
1a	"Friends of the Project"/ Project Associates Local Partners (1a)	CEUS, as a professional association of architects and urban planners, is devoted to multidisciplinary research, innovation and development, and has been actively involved in pursuing systematic involvement of stakeholders as demonstrated in the Clever Cities EU H2020 project in which they are a local partner (supporting City of Belgrade). Expressed strong interest in collaborating with euPOLIS by sharing knowledge and local resources	euPOLIS project team will collaborate with CEUS in the synergy of activities for stakeholder involvement in Linear Park project, where they have already formed some important initial CoP (Community of Practices) for this site. euPOLIS will add value and develop joint actions with CEUS.

2	City planning authorities in FR cities	Institute for Urban Planning - Current practices in urban planning follow the same principles as explained by the City of Belgrade officials. This means that professional organizations complete the two major phases in planning of PDR (Plan of detailed regulation) and submit to general public on two occasions: for preliminary and final consultations. This again results in rather late and inefficient inclusion of general public i.e. stakeholders in planning process, where they cannot influence substantially any general concept. This practice is gradually being improved as demonstrated in the project of Linear Park.	In the euPOLIS project, Institute for Urban Planning will be one of the major planning stakeholders, which will work together with the euPOLIS planning team in adopting and customising the innovative planning methodology based on BGS/NBS matrices using two demo-sites as examples. This will then be gradually scaled-up for several other sites in Belgrade. euPOLIS will do the local training then potentially spread its capacity building activities to the other cities in Serbia, as well as other projects in Europe and other continents.
		Belgrade Waterworks – Belgrade Water Supply and Sewerage - Current practices in planning for urban water infrastructure is based on conventional approach in which each of the components (water supply, sewerage, stormwater drainage) are treated separately. For example, in planning for the wastewater treatment system the concept of decentralized solutions is being pursued, but also conventional out-dated wastewater treatment technology. Similar concept is followed by other cities in Serbia.	euPOLIS project will implement innovative technologies for integrated urban water management, which will include multifunctional NBS-BGS for: 1) Advanced stormwater management i.e. Water Sensitive Urban Design (which includes stormwater harvesting and recycling, biofilters, constructed wetlands, etc.) as well as using recycled stormwater as a non-conventional source 2) Advanced WWTP (wastewater treatment plants) 3) River water quality improvement using floating islands Small scale WWTP will be implemented at Park Ušće, and full-scale stormwater management NBSs will be implemented at both Park Ušće and Linear Park. Capacity building of Belgrade Waterworks staff and stakeholders from other cities as a part of the integrated euPOLIS BGS-NBS planning will be carried out throughout the project.
		Zelenilo Beograd / City Greenery company This company oversees developing, support and maintaining green areas (including streetscape) in Belgrade. Recently Zelenilo Beograd has introduced several innovative solutions for planting for microclimate improvement in Belgrade.	Zelenilo Beograd will be engaged in euPOLIS for planting of grown trees and other plants (species) at the two selected demo-sites. Furthermore, they are expected to interact with technology delivery partners of euPOLIS, VFI in implementing NBS for urban farming, and with BPL (Biopolus) in implementing technologies for recycling treated effluent for watering and fertilizing green spaces,

			recycled grey water for irrigation and possibly using processed sludge for composting and fertilizing. Additionally, they are supposed to participate in planning maintaining and managing a small urban stream which includes biotopes (at Park Ušće).
		City of Belgrade Secretariat for Environmental Protection - This Secretariat is traditionally included in developing and implementing eco-friendly technologies which are compatible with euPOLIS paradigm. These include monitoring of soil quality across city, soil phytoremediation, floating island for surface water quality improvement, etc.	They will support euPOLIS by including this innovative technology in planning. euPOLIS will engage this Secretariat as an active partner for implementation of innovative NBS at demo sites, also to be scaled up in full scale projects throughout the city. Their existing innovative NBS assets in Belgrade will be used for demonstration and education purposes. Additionally, the Secretariat will help in soil monitoring and phytoremediation processes necessary at both locations: Park Ušće and Linear Park.
7	Other stakeholders such as international NGOs and local CSOs, community organisations, women charities organizations, entities working with people with disabilities, refugees	ŽAD/ Women Architectural Association ŽAD is involved in pursuing innovative planning methodologies, stronger presence, and influence of female professionals (gender issue), and has initiated and carried out several projects in which innovative NBSs have been implemented.	euPOLIS will liaise with ŽAD in several important lines of action. Joint capacity building of both gender planning community will be carried out systematically. euPOLIS sees ŽAD as an important partner for enhancing of inclusion of gender-based planning criteria and matrix in the planning processes.
		UN Women Serbia is an international association that works intensively with Serbian Government in establishing key steps towards enhancing gender equality in different procedures especially in developing strategical documents. UN Women Serbia cooperates extensively with ŽAD in promoting innovative gender-equal urban planning procedures and with Mikser in supporting capacity	euPOLIS will liaise with UN Women in a similar manner as with ŽAD, in several important lines of action. UN Women Serbia offers to help euPOLIS in reaching through its gender equality network of various women CSOs (Civil Society Organization) in Serbia, to initiate women from scientific community and general public to participate in the planning process, speak freely, share everyday obstacles they encounter, and thus provide feedback on urban planning procedures. In this way, euPOLIS will get help on joint capacity building of both gender planning communities.
		Ministry of Space (CSO - Civil society organization) This CSO is actively involved in reviewing and critical analysing of the current practices in the urban planning and other well-	Ministry of Space will be actively involved in euPOLIS activities, for example in strengthening and motivating local stakeholder groups in being proactive and developing sense of ownership in the future

		being impacts on various social groups and citizens.	urban planning and NBS based activities.
		Danica Laćarac - National Association of Green Roofs - This SME is one of the advanced professional companies in pursuing the innovative NBS in small scale and medium scale projects for private and commercial/public assets in Novi Sad and other cities. They are also part of an international network of associations for green roofs. The NB solutions involve green roofs, vertical green panels, biodiverse cities, etc.	euPOLIS will enhance its links and collaboration with National Association of Green Roofs and similar SMEs as local champions for implementation of euPOLIS' innovative solutions, but even more strengthening the involvement of similar potential partners in implementing the euPOLIS mission beyond Belgrade only .
		Green Building Council of Serbia (GBCS) is a node of the international GBC network. They have already collaborated with euPOLIS experts in advocating and pursuing implementation of NBSs in Serbia, through their expert networks and means of actions.	euPOLIS accepts with thanks GBCS offer to use their multitude channels of innovative technology dissemination, capacity building and strengthening active involvement of NBS community / stakeholder in participatory i.e. co-planning.
		Natalija Bogdanović – Association Urbanium is actively involved in pursuing NBS concept in the city of Kragujevac.	euPOLIS will strongly support this NGO/SME and individuals and professionals alike not only in Kragujevac, but also in other cities in Serbia.
8	Local businesses	The following SMEs: Koozmetik, Envico, Dvoper and BEMapps.com expressed interest for active participation in euPOLIS	euPOLIS has special line of action for involvement of the existing and encouragement and recruitment of new business partners, through its genuine methodology of implementing business activation matrix. This systemic activity will be performed in WP6.
9	Any other stakeholders not included above (1-8)	Other citizens (32) who took an active part in two interactive sessions are extremely valuable stakeholders in euPOLIS.	This group will be significantly broadened by incentivizing and recruiting other people throughout the duration of euPOLIS project. This group will create a core of volunteers for monitoring impacts of NBSs on PH and WB at the two demo-sites (Park Ušće and Linear Park). euPOLIS is developing criteria for their engagement and recruitment and they will undergo training for taking part in several aspects of euPOLIS activities. They will soon be invited for separate bespoke workshop for initiation of recruitment of volunteers for monitoring NBS impact on PB & WB in collaboration with the local community centres.

Special note:

At the interactive session of the Workshop, ENPL has suggested and participants supported/accepted (ZŽAD, CEUS, Secretariat for Environmental Protection, Green Building Council) creation of mechanism for local clusters/nuclei of individuals and groups for faster and more effective development of CoPs compliant with the euPOLIS stakeholder engagement in participatory planning and implementation of other euPOLIS activities.

(c) Questionnaire response (Belgrade)

Questionnaire
Contact details Please provide the contact details of the person completing the questionnaire
0.1 Name: Darko Sutanovac
0.2 Organization: City of Belgrade
0.3 Country: Serbia
0.4 Address: Dragoslava Jovanovica
0.5 Telephone: +381 11 321-6105
0.6 Email: darkosutanovac@hotmail.com
0.7 Your institution is: ■ city authority ☐ urban planner ☐ technical partner ☐ other (please specify) _____
0.8 The sector you work in: ■ urban planning department ☐ health ☐ environmental ☐ IT field ☐ designer /consultant ☐ training and research institution ☐ other (please specify) _____

1. City's experience in engaging with stakeholders
The relevant city to provide information on:
a. City's experience in the **existing methods for citizens participatory planning**, engaging and training (if any)
Linear Park project together with Clever Cities HORIZON2020 project.
b. **Existing channels of communication** with citizens and recording their opinion / needs / perspectives (mobile apps, periodical local community meetings, specialized city offices?)
Public display and debate in sessions of planning Committee.
c. Any **specialized departments** of the FR City and any of the stakeholders (as per enclosed stakeholders list) for consultations and communication with other stakeholders (businesses, academia, others)
Department of the Director of city planning has task in coordination on preparation of plans between Institute of urban planning and stakeholders. Secretariat for public relation is for wider audience.
d. **Good practices on participatory processes** in planning & design related to DS areas (with some concrete examples, and details on the main actors, who were the "champions" / facilitators, participants, etc.).
Linear Park project together with Clever Cities HORIZON2020 project.
e. **Legal framework** for citizen's participation in the "official" urban planning process (laws, regulations, strategies, visions?)
Planning and constriction law. Regulation for content, manner, and procedure of preparation of spatial and urban planning. General regulation plan.
f. **Incentives:** What can cities propose/offer to their citizens in exchange for their data and time devoted to the euPOLIS project? For example, tickets / invitations for cultural events, etc.
Will be discussed.
g. **Target audiences**: Do cities have experience with reaching a specific group of people? How these people are reached?
Legal representatives are contacted in regular planning procedures. NGO`s, stakeholders are contacted separately and through online and offline media.

2. Current usage of the euPOLIS demo site (DS) by citizens

Cities to provide information on: REMARK: Belgrade has 2 DS. Linear park is not used by the citizens yet. Information are for DS Park Usce only.
a. Who is visiting the selected site regularly:
i. gender and other groups visiting the site; and approximate number and frequency of gender and other groups' visitors and their age groups;
All gender younger and middle-aged citizens.
ii. are there differences between day and night usage;
Mostly daily users. A part next to the river has nightclubs on river rafts so it is used by night in large number of young people.
iii. is it used by locals (neighbourhood) or by all citizens (by-passers or regular users of communication routes);
Mostly wider neighbourhood and periodically by all citizens.
b. What is the **number of visitors daily**, work-days and weekends;
Medium. Mostly visited by weekends.
c. If demonstration site is not visited regularly or in any period of day/night, please specify the reasons;
It is a public park, with a few recreational, cultural areas and children playgrounds.
d. Assessment of current safety (day and night) of location (important for engagement of women) or other social issues or conflicts present;
There are rare safety problems.
e. Accessibility of the site' public transportation, connectivity via pedestrian and bicycle paths, accessibility for disabled;
Accessible for all.
f. Any particular issues related to the usage of site by citizens;
None.
g. Social structure of local neighbourhood (real estate value, education levels, ethnicity/diversity, etc);
No data.
h. Are there **similar sites to the demo site in the neighbourhood**? If YES, what is the advantage of the chosen location in comparison to the other ones?
No. It is the largest city park with around 100ha.
i. **Are there programs** / functions on the site or nearby supporting visits now (cultural institutions or programs, commercial activities, recreational activities?
Riverside, Museum of contemporary arts, shopping, restaurants, children park and military complex.
j. **Have any citizen activities** taken place on the site(s) and its vicinity during the last few years?
No.
k. What is **the strength of the local community in the neighbourhood of the demo site**? 1. strong / motivated / organized or 2. uninterested / passive / non-visible
2.
l. Are there any Community Support Officers or public institutions active in the area that can be "ambassadors" of the euPOLIS project's messages and can reach out to larger audience / users of the site? If yes, please specify.
No.
m. Information of the **urban parameters of adjacent neighbourhood** relevant to stakeholder engagement: land use, functions of neighbouring buildings, housing density, number of citizens living in the neighbourhood, etc.
Public green areas surrounded on side by the river Danube and Sava and residential area on the other. It has military complex. DS is within the coastal zone of New Belgrade, and protected as Cultural City Heritage.

3. Demographic criteria (and why we need them)

(Relating to the citizens living in the demonstration site's neighbourhood or living elsewhere but have sporadic or permanent contact with that site)

Urban planning institute is preparing a demographic survey.

Until ready, we don't have official data.

- **City of Gladsaxe**

    (a) Report on the first meeting of stakeholders

    (b) Identified Stakeholder groups

    (c) Questionnaire response

(a)   Report on the first meeting of stakeholders (Gladsaxe)

REPORT ON THE FIRST MEETING OF THE euPOLIS FRONT RUNNER CITY's GLADSAXE STAKEHOLDERS

November 18TH 2020. 9:30 – 13:00

Figure 1: Stakeholders group, Mette and Nicolas from Gladsaxe at the first stakeholders' workshop. The meeting was conducted partly physical at a meeting space in Gladsaxe Townhall and partly as a Teams network meeting.

Introduction

The euPOLIS project: Integrated NBS-based Urban Planning Methodology for Enhancing the Health and Well-being of Citizens is funded by EU though Grant Agreement 869448 within the Horizon 2020 program.

The principal aim of the Work Package 2 (WP2) of the project is to develop and implement the generic framework for engagement of all types of stakeholders to maximize benefits from interactions of beneficiaries and "technology suppliers". The program of the project is carried out through 4 FR – Front Runner cities: Belgrade – Serbia, Gladsaxe - Denmark, Łodz – Poland and Piraeus - Greece. The project started on 1st September 2020.

The first task of the WP2 is T2.1: Stakeholder mapping, analysis and guidelines for their systematic involvement and the first deliverable D2.1. Stakeholders engagement plan and guidelines. In order to identify (map) the relevant stakeholders, create evidence on their engagement and to bring together the groups and individual engaged in the initial months of the project, the first workshops of stakeholders were held in November 2020 in all 4 FR cities.

This document is the report on the Workshop for the city of Gladsaxe held on 18th November 2020. Because of the COVID-19 the event was held partly online. The group of stakeholders came to the townhall and took part of the physical part of the workshop. The report contains the collection of the main documents produced in the preparations for the Workshop and during the event.

One of the key discussion points which came out of the meeting was that there is a strong need for improving exchange among the local people in the project site (Pileparken). Today's challenges show that everybody lives on its own without sharing much in the common spaces. Possible synergies between euPOLIS approach and GLM strategy for citizen engagement will be assessed.

1.   Reference and conditions

The chosen site in Gladsaxe has different conditions as a result to city strategies, a local development project and the character of the housing at the site predefining a framework for the euPOLIS Urban Planning Methodology.

Gladsaxe development strategy creates definitions of the term's citizenship and the civil society:

Citizenship is about the desire to participate and take joint responsibility for the Community. As a citizen to be aware of the contributory influence on the local life both through democracy and the obligation to vote but as well to participate by throwing garbage in the trash and not in the street. To participate in volunteering and communities or in other ways contribute to the community.

The Civil Society is a designation of the part of society, that state and municipality do not control or organize. That is at least voluntary work, associations, or organizations where one is free to discuss and organize as one pleases. The Civil society covers all kinds of active citizenship and the many different types of actors in the voluntary world.

The DAMP project is an urban climate adaptation demonstration program launched by the Municipality of Gladsaxe in 2018. The project team consists of 8 private and public partners including the University of Copenhagen and the Public Water Utility, landscape architects, engineers, researchers, and biologists. The DAMP project aims to develop scalable green solutions to treat rainwater exclusively by evaporation. The techniques will be demonstrated in a full-scale project developed for a residential area in Gladsaxe.

The project is based on interdisciplinary cooperation involving local Municipality, Utility, architects, Engineers, scientists, residents, and operating staff to achieve green recreational solutions to obtain local management of water exclusively based on evaporation.

EuPOLIS built on top of DAMP. EuPOLIS will combine the green potential and expertise from the technical water treatment project to develop NBS solutions for urban revitalization. The DAMP project team has since summer 2018 established dialogue with the residents through workshops creating a local awareness of the rainwater and the technical project process. EuPOLIS will build in top of this dialogue to create the best social adoptable recreational solutions and make citizen-driven processes as an integrated part of the design process.

DAMP project homepage: www. fordampning.dk

Social housing estate. The Gladsaxe site includes Pileparken VI, build in 1969 and renovated in 2010. A social housing estate build by means of public funding. In return, the municipality can dispose over every third vacant home for housing purposes.

In Denmark, there are about half a million social housing homes. Social housing is for everyone, but at the same time it contains a special obligation towards population groups with particular housing needs. For example, young students, the elderly, the disabled, single parents, refugees and residents in need of rehousing because of urband renewal. Homes in the social housing sector are appointed by seniority in relation to a waiting list system.

Social housing is democratically structured with a majority of residents in all governing organs. Each estate is a self-supporting economic unit, and the finances of the estate cannot be used elsewhere in the housing association. As a resident in a social housing estate, you can influence your local housing conditions as well as the direction of the housing association by taking active part in the work of your local estate committee.

2. Gladsaxe involvement framework

Gladsaxe City Council has determined a strategy for the development of sustainable growth. The most important task of the strategy is to provide the conditions for the citizens in Gladsaxe to enjoy independent, active, healthy and responsible lives, for the benefit of the individual as well as society. The most important factor of the strategy is the citizens and their resources.

To strengthen social cohesion and environmental sustainability, the city will cooperate and facilitate increased civic participation with citizens, local community stakeholders and enterprises. The city wants to be an active partner and its ambition is for the goals of the strategy to be activated and further developed in interaction with other actors.

Gladsaxe uses Six UN Sustainable Development Goals as a tool to meet challenges that the city is facing locally, paying attention to the areas where particular wishes to make a difference are found in order to strengthen Gladsaxe's ambition to make a difference locally – which benefits globally.

- Children shaping the future
- Business-friendly city with job growth
- Equal opportunities to succeed
- Green and vibrant city
- Lifelong health and well-being
- Climate-conscious city

The Strategy for the Development of Sustainable Growth is attached in full length in cf. appendix 6.

On a social level the city works with a Citizenship strategy focused on partnerships that involves citizen, associations and societies, companies, educational institutions and other local partners who wants to participate in creating a better city, where all citizens get involved and take joint responsibility for the development of the city and its many communities.

The Vision of the citizenship strategy is to make all citizen to take responsibility and get involved in joint efforts and development of their neighbourhood for the pleasure of the individual and to benefit for the community. The vision builds The Citizenship Strategy with the aim to make it simple for everyone to be involved based on three general principles.

1 It must be easy to get involved for initiators and co-creators.
   a. The municipality will meet the involved with openness.
   b. When the municipality initiate activities relevant partners from the civil society must be involved.

2 It must be easy to get involved as volunteer and participant. Barriers to involvement must be broken down.
   a. The municipality greet the volunteer welcome and involve them as much as possible.
   b. The municipality support economical and provide premises and facilities for associations and volunteers
   c. The municipality expose and lead the way to volunteer work both in associations and institutions to make it easy for new volunteers to get started.

3 It must be easy to be involved in network and communities. Surveys show that groups outside the labour market are less integrated in communities than other groups.
   a. The municipality help associations and other communities to create visibility about their initiatives.
   b. The municipality create unformal networks and meeting places where citizen can meet and create new communities.

c.   The municipality invite to participate or use the municipal facilities that creates opportunities for community.

3.   Meeting Agenda

All presentations were presented in English and the discussion part in the afternoon took place in Danish. Agenda attached in Appendix 1:

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FGladsaxe%20Stakeholders%20Meeting%2018%2E11%2E2020%2F01%20Agenda

4.   The list of participants

Total number of registered participants: 15

The list of participants with their contact information is described in Table 1.

Table 1: List of invited participants to the stakeholder workshop in Gladsaxe.

Name	Institution/Organisation	Contact information
Mette Dybkjær	23-GLM	METDYB@gladsaxe.dk
Nicolas Kragekjær B Jespersen	23-GLM	NIKRBO@gladsaxe.dk
Morten Rask Madsen	16-byspektrum (supportive partner)	morten@byspektrum.dk
Alix Aliaga	4-AMPHI (supportive partner)	aa@amphi.dk
Manthos Bimpas	1-NTUA (presenter)	manthos.bibas@iccs.gr
Cedo Maksimovic	8-Imperial (presenter)	c.maksimovic@imperial.ac.uk
Stanislava Boskovic	8-Imperial (presenter)	s.boskovic@imperial.ac.uk
Ranko Bozovic	13-EnPlus (presenter)	ranko@enplustech.com
Maja Lalic	17-Mikser (presenter)	majamikser@gmail.com
Anna Domaradszka	2-UNIWARSAW (presenter)	anna.domaradzka@gmail.com
Mikolaj Biesaga	2-UNIWARSAW	m.biesaga@uw.edu.pl
Juliana Uribe Aguado	19-UNIADES (FL city)	j.uribe417@uniandes.edu.co
Eva Rosenbaum	Resident at Pileparken, chairman of the resident board	evarosen50@gmail.com
Johnny Liebst	Caretaker, Arbejdernes Boligselskab i Gladsaxe Daily contact with residents from Pileparken VI	em4721@abg.dk
Frank Kongsbak	Housing association administration (Arbejdernes Boligselskab i Gladsaxe)	fk4700@abg.dk

cf. Appendix 2, List of stakeholders (the participants are highlighted in blue in the Appendix 2)

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FGladsaxe%20Stakeholders%20Meeting%2018%2E11%2E2020%2F02%20The%20list%20of%20participants

5. Presentations

Eight presentations took place during the workshop, where three of them were an oral presentation without a Power Point presentation (Mette Dybkær from GLM, Nicolas Kragekjær B. Jespersen from GLM and Stanislava Boskovic from Imperial.

The five remaining presentations can be found under the Appendix 3:

- "euPOLIS city workshop_MIKS_ISS"
- "euPOLIS city workshop_SP_MRM"
- "euPOLIS Planning methodology_enPLUS_Ranko Bozovic"
- "euPOLIS project presentation_Gladsaxe_manthos PP"
- "euPOLIS_WP2 and WP3 – Meeting with Gladsaxe_Cedo pp"

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FGladsaxe%20Stakeholders%20Meeting%2018%2E11%2E2020%2F03%20PP%20Presentations

6. Conclusions from the interactive parts/sessions of the meeting

The discussion session was organized as a forum in which all stakeholders could express their opinion.

Simple questions guided the discussion to find relevant concerns expressed by the stakeholders. Questions and answers from Interactive session and demographic discussion included in Appendix 4.

Conclusions related to relevant concerns draw a picture of a well-organized community with well-kept apartments. The residents form a big variation of groups defined by age, ethnic origin, connection to the labour market and handicap. The lack of relation between people creates segregation and a sparsely use of the outdoor facilities.

7. Recording material

The meeting was recorded on teams. An error appeared on the recordings and only a part of the material was available to download after the meeting. It was managed to download two parts of the meeting: 1 hour and 12 minutes from first part and 52 minutes from the discussion with stakeholders, the second part of the meeting. Material can be found under Appendix 5.

https://mailntuagr.sharepoint.com/sites/Eupolis/Shared%20Documents/Forms/AllItems.aspx?viewid=f77dece4%2D7588%2D471d%2Dacaa%2D7212f95beb69&id=%2Fsites%2FEupolis%2FShared%20Documents%2F4%2E%20Meetings%2FGladsaxe%20Stakeholders%20Meeting%2018%2E11%2E2020%2F05%20Recorded%20material

8. Actions agreed

8.1 Actions relating to the T2.1 - Stakeholders mapping

- The Appendix 2 presents all stakeholders that have been identified for Gladsaxe. For the first FR city workshop, it was decided to invite three stakeholders who are all essential and key figures in the local decision making for the future NBS implementation and for the facilitation of citizen contribution.

  The remaining stakeholders who are listed in the Appendix 2 will be involved as the project unfold. It has been agreed during the FR city workshop that there will be a follow-up meeting in January, with the local resident board, to discuss further about actions for the involvement of residents the 3 key stakeholders that were invited, GLM, AMPHI and BYSP. The meeting in January will tackle the following points: information and introduction meeting about euPOLIS, planning and future actions that will take place concerning the project. One of the future actions could be to plan small arrangements to attract groups of residents.

8.2 Other actions relating to the other actions of the WP2 and WP3

- Together with the Danish supportive partners, GLM provided the strategy used by the municipality for citizen engagement (cf. Appendix 6). This strategy will enable to identify possible synergies with the euPOLIS approach.
- A "tour visit" from door to door has been planned in the early spring 2021 to meet the local residents in Pileparken. Together with supporting partners GLM will meet the residents in the stairway and allow the project partners to better assess the target groups which are living in the area, to inform about euPOLIS project, and finally to raise a larger interest among the residents.
- Throughout a workshop that took place in the DAMP project, residents have shown an interest in implementing a kitchen garden in the area. GLM supports this idea and believe that this will be a good tool to facilitate a dialog crosswise of groups. Therefore, this kitchen garden will have to be considered later in the project.

A grand opening will take place in summer 2021, where phase 1 of the DAMP project construction work will be finished. The plan is to attract the local citizens by making a BBQ and activities around the new implemented NBS.

List of attachments:

Appendix 1: Agenda

Appendix 2: List of stakeholders

Appendix 3: Presentations

Appendix 4: Workshop discussion

Appendix 5: Recorded material

Appendix 6: The Strategy for the Development of Sustainable Growth

Figure 2: previous stakeholder engagement in Pileparken VI

(b)   Identified Stakeholder groups (Gladsaxe)

	Stakeholders group	Sub-group	Selection criteria	Comments
1	Project partners	Partner Front Runner (FR) cities	Selected in the project creation phase1	Belgrade, Gladsaxe, Łodz, Piraeus
		Academic, research and partner supporting local FR cities,		NTUA, ICL, GSH, ERCE, ISS, AMPHI, BYSP, FCEBG, ENPL, CEE
		Technology delivery partners		BPL, VFI, BIO, SENT, RISA, PLEG
		Horizontal services providing partners		ICL, ISS, MIKS, ENPL, FCEBG (HE team), CDP
		Follower cities		Palermo, Limassol, Trebinje, Bogotá, Fengxi New City
2	City planning authorities in FR cities	Social and health department / Social Balance	Team Manager at Gladsaxe Municipality	Mette Dybkjær (GLM)
		Social and health department / Social Balance	Social Innovator at Gladsaxe Municipality	Nicolas Kragekjær Jespersen (GLM)
		Social and health department / Health and rehabilitation	Team Manager at Gladsaxe Municipality	Herle Klifoth (GLM)
		Social and health department / Social and employment department	Team Manager at Gladsaxe Municipality	Katrine Birk (GLM)
		City and environment management / Dep. of city planning and landscape	Team Manager at Gladsaxe Municipality	Pernille Dragskov Hummelmose (GLM)
		City and environment management /Dep. of city planning and landscape	Employee at Gladsaxe Municipality	Kathrine Andersen (GLM)
		City and environment management /Dep. of environment and nature	Team Manager at Gladsaxe Municipality	Kathrine Stefansen (GLM)
		City and environment management / Dep. of environment and nature	Employee at Gladsaxe Muicipality	Anne Stalk (GLM)
		Children and culture management department / Family	Team Manager at Gladsaxe Municipality	Tine Vesterby Sørensen (GLM)

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[1] Some partners have more than one stakeholder's role

		and consultancy		
		Grønt Idécenter	Employee at Gladsaxe Municipality	
		Urban Ecological Centre (Byøkologisk Center)	Employee at Gladsaxe Municipality	
		Home Care (Hjemmeplejen)	Loneliness Consultant	Bettina Horn
			Bridge-Builder	Dorthe Arvegaard Jørgensen
		Health and rehabilitation	Elder Care Consultant	Ea Lykke Elsborg
		School, Socialadministration. Police (SSP)	SSP Consultant	Peter Bak Bjerregaard
		Employment and Social Department of the municipality of Gladsaxe	Sparetime Job-coordinator at Municipality og Gladsaxe	Thomas Alm
		The Library of Mørkhøj	Employee	
		Child Friendly Cities Initiative (UNICEF)	Consultant at Municipality of Gladsaxe	Berit Stengaard
		Health Promotion Centre (Forebyggelsescentret)	Volunteer Coordinator	Braulio Rocha
3	Consultants and designers for the final planning and design of NBS in FR cities		To be selected in the local tender process, run by FR cities	
		Engineer		David Arias Perez (Bang og Beenfeldt A/S)
		Technical engineer		Kristoffer Ulbak and Kristoffer Sindby (Technological institute)
		Department of Geosciences and Natural Resource Management	Professor in Landscape Architecture and Planning	Marina Bergen Jensen
4	Contractors for NBS in FR cities	Main Contractor	Selected in tender process among 3 invited companies in accordance with public procurement criteria	
		Byggros AB	Supplier of NBS material	Søren Storm
		Nature Impact A/S	Supplier of NBS material	Keld Nielsen
		Milford P/S	Supplier of NBS material	Martin Hvidberg Schwartz
		Voretex	Supplier of NBS material	René Nielsen
5	NGOs to coordinate and or support	Each FR city to define NGO subgroup(s)	Devoted and competent local NGOs with	

		(Group 2) volunteers' actions in FR cities		experience/track record in similar project	
			Red Cross	Voluntary Team Manager	
6	Citizens from the Demonstration Sites neighbourhood for co-planning/co-design	Specific residents' and community groups	FR cities to define this sub-group	
		Housing association administration (Arbejdernes Boligselskab i Gladsaxe)	Share holder	Frank Kongsbak
		Local department of operations (Arbejdernes Boligselskab i Gladsaxe)	Employed by the housing association	Johnny Liebst
		Resident board	Members selected by the residents of the property	Eva Rosenbaum
		Residents' committee eg. Garden committee, sports committee etc.	Selected by the residents at the resident board	
		Residents in Pileparken, housing department	Participating in garden projects and other specific community-building/neighbourhood activities	
7	Other stakeholders such as NGO and community organisations, women charities, entities working with people with disabilities and alike	Each FR city to define and recruit subgroup(s)	Genuine interest in taking part in co-planning/co-design and in developing the sense of ownership of NBS and benefiting from them the future	
		The Neighbourhood Mothers	A group of local mothers with ethnical background and relations to other local women with ethnical background	
		Scout Group - Gyngespejderne	Chairman	
		Scout Group - FDF	Chairman	
		Opgaveudvalget Mørkhøj	Consultant	Christian Grauslund
		Dansk Byplan laboratorium	Mediator for city planning	Ellen Højgaard Jensen
8	Local businesses	Depending on the type of business	Genuine interest and capacity in developing business case based on the local experience gained in the FR cities	Preferable option is to partner with some of the euPOLIS consortium members
		In the capacity of	Business Manager	Freja Ludvigsen

		Business and Growth Department, Municipality of Gladsaxe		
9	Any other stakeholders not included above (1-8)	To be defined by the FR cities	Genuine interest for partnering, contributing to and benefiting from euPOLIS deliverables	
		GIF Gymnastics (GIF-Gymnastik Gladsaxe)	Integration Consultant	Ida Lykke Bang (Tamara)
		Mungo Park Theatre	Diversity Manager	Fahad Saeed
		Boblberg – Community website	Project manager	
		Local and other Medias	Telling new and positive stories about the project.	
		Parent Boards from nearby schools and Kindergartens	Communication to relevant residents Local Kindergarten District Leader and School principals from Mørkhøj Skole and Enghavegaard Skole	Marianne Milbo - Kirsten Frøhlich Jesper Friis
10	Group 1 Volunteers From all stakehol-ders' groups (1-9) for permanent collaboration with EuPOLIS project in FR cities	FR cities to coordinate creation sub-groups	Volunteers commitment for collaboration throughout the project duration	
		Housing association administration	Share holder	Frank Kongsbak
		Local department of operations	Employed by the housing association	Johnny Liebst
		Resident board	Members selected by the residents of the property	Eva Rosenbaum
		Residents in Pileparken, housing department		
		The Neighbourhood Mothers	A group of local mothers with ethnical background and relations to other local women with ethnical background	
11	Group 2 Volunteers (Sub-group of the Group 1) recruited for monitoring of NBS/ BGS impacts on PH & WB (by wearables and by interviews etc.)	Health team experts (HE) to define categories meeting the criteria for example: (a) age strata of local residents, (b) typical gender groups	Criteria to be defined in collaborations with wearable technology delivery partners and sociology and communication experts, (ISS and MIKS) customised to local conditions	
12	Stakeholders for the global dissemination	To be defined during the project in	To be defined in the year 3	Coordinated by ICL in collaboration with

	of the euPOLIS results	collaboration with CDP		NTUA. ENPL, ISS, MIKS and RG
13	Stakeholders in FL cities	To be defined by the FL cities partners in euPOLIS	Genuine interest in adopting NBS and pursuing its application	

(c)   Questionnaire response (Gladsaxe)

Questionnaire
Contact details Please provide the contact details of the person completing the questionnaire
0.1 Name: Anne Stalk (on behalf of the Danish team in Gladsaxe Municipality)
0.2 Organization: Gladsaxe Municipality (GLM)
0.3 Country: Denmark
0.4 Address: Rådhus Allé 7, 2860 Søborg
0.5 Telephone: 21 67 32 11
0.6 Email: astalk@gladsaxe.dk
0.7 Your institution is: ■ city authority ☐ urban planner ☐ technical partner ☐ other (please specify) _____
0.8 The sector you work in: ☐ urban planning department ■ health ■ environmental ☐ IT field ☐ designer /consultant ☐ training and research institution ☐ other (please specify) _____

1. City's experience in engaging with stakeholders
The relevant city to provide information on:
a. City's experience in the **existing methods for citizens participatory planning**, engaging and training (if any)
In response to the 17 SDGs goals, Gladsaxe Municipality has developed a Citizenship Strategy, which ensures a strong involvement of citizens to become active participants in the city development. There are several examples of such involvement in other areas in the municipality. As an example, we can name the involvement of residents in public unit areas such as utility gardens and urban space projects, with positive results in several places of the capital region.
b. **Existing channels of communication** with citizens and recording their opinion / needs / perspectives (mobile apps, periodical local community meetings, specialized city offices?)
• Via the board and local technicians of the housing area;   • Action-based - communication through physical presence and involvement processes – e.g. urban spaces and city gardens below the apartments in the housing area, or social activities that get people out of their apartments;   • Via key persons from the municipality and key persons/ambassadors among the residents in and around the respective residential area;   • Via posters and notices in the stairwells;   • Possibly. via other relevant - but not yet clarified - written or virtual channels.
c. Any **specialized departments** of the FR City and any of the stakeholders (as per enclosed stakeholders list) for consultations and communication with other stakeholders (businesses, academia, others)
Yes.   -Social and health department / Health and rehabilitation;   -Social and health department / Social and employment department;   -City and environment management / Dep. of city planning and landscape;   -Children and culture management department / Family and consultancy;   -Urban Ecological Centre (Byøkologisk Center);   -Grønt Idécenter.
d. **Good practices on participatory processes** in planning & design related to DS areas (with some concrete examples, and details on the main actors, who were the "champions" / facilitators, participants, etc.).
Yes, there are some good examples of this type of resident-involving cooperation, e.g. between the municipality and social housing initiatives in Gladsaxe Municipality.   We will also have access to those experiences via our team and the social housing network when we reach this point.
e. **Legal framework** for citizen's participation in the "official" urban planning process (laws, regulations, strategies, visions?)
Gladsaxe City Council has determined a strategy for the development of sustainable growth. The most important task of the strategy is to provide the conditions for the citizens in Gladsaxe to enjoy independent, active, healthy and responsible lives, for the benefit of the individual as well as society. The most important factor of the strategy is the citizens and their resources.   To strengthen social cohesion and environmental sustainability, the city will cooperate and facilitate increased civic participation with citizens, local community stakeholders and enterprises. The city wants to be an active partner and its ambition is for the goals of the strategy to be activated and further developed in interaction with other actors.   On a social level the city works with a Citizenship strategy focused on partnerships that involves citizen, associations and societies, companies, educational institutions and other local partners who wants to participate in creating a better city, where all citizens get involved and take joint responsibility for the development of the city and its many communities.   The Gladsaxe site includes Pileparken VI, build in 1969 and renovated in 2010. A social housing estate

build by means of public funding. In return, the municipality can dispose over every third vacant home for housing purposes.

In Denmark, there are about half a million social housing homes. Social housing is for everyone, but at the same time it contains a special obligation towards population groups with particular housing needs. For example, young students, the elderly, the disabled, single parents, refugees and residents in need of rehousing because of urban renewal. Homes in the social housing sector are appointed by seniority in relation to a waiting list system.

Social housing is democratically structured with a majority of residents in all governing organs. Each estate is a self-supporting economic unit, and the finances of the estate cannot be used elsewhere in the housing association. As a resident in a social housing estate, you can influence your local housing conditions as well as the direction of the housing association by taking active part in the work of your local estate committee.

f. **Incentives:** What can cities propose/offer to their citizens in exchange for their data and time devoted to the euPOLIS project? For example, tickets / invitations for cultural events, etc.

We primarily offer some of the citizens who are outside of a community, to be part of a platform to establish a good relationship with the neighbours – and sometimes as part of a learning community. And of course, an attractive recreational area between the houses. These are the primary incentives to participate as a citizen.

Maybe we will connect our project with other social and cultural activities to make people curious and get out of their apartments. But it is too early to conclude anything about it at this early stage of the project.

g. **Target audiences**: Do cities have experience with reaching a specific group of people? How these people are reached?

Yes. Please refer to answer for question 1.d. Once we have identified the different target groups for the project, we will be inspired by the experiences that exist, as well as using the network of both the municipality and the civil partners who have contact and experience with the target groups.

2. Current usage of the euPOLIS demo site (DS) by citizens

Cities to provide information on:
a. Who is visiting the selected site regularly:
i. gender and other groups visiting the site; and approximate number and frequency of gender and other groups' visitors and their age groups;
A large part of the residents has other nationalities than Danish. Non-residents passing through the site in the morning and the afternoon are young people walking to and from the local High School/Gymnasium. During the day most people on the site is are senior citizen, people on early retirement pension, unemployed children day care or kindergarten visiting the playground. There is no numbers on age and gender.
ii. are there differences between day and night usage;
Visitors to the site during the day are mainly residents from the neighbourhood visiting the playground. In the evening or at night the users are young people from the neighbourhood and the site who uses the playing field.
iii. is it used by locals (neighbourhood) or by all citizens (by-passers or regular users of communication routes);
Residents in the site uses the area to meet. Both day cares and kindergartens use the playground. A number of young people walks and bikes through the site to get to the local high school/Gymnasium.
b. What is the **number of visitors daily**, work-days and weekends;
Most activity at the site is around the playground. At night it is around the playing field and the pergola – a small area with benches. We have no counting on the number of visitors.
c. If demonstration site is not visited regularly or in any period of day/night, please specify the reasons;
-
d. Assessment of current safety (day and night) of location (important for engagement of women) or other social issues or conflicts present;
During the day a number of young people from the high school are hanging out on the site. They are not allowed to stay on the property. This makes some of the residents insecure. At night occasionally young people from the neighbourhood hang out in small groups. It creates insecurity among the residents. The residents are afraid that there will be sales of drugs in the outdoor areas. At the moment this is not a problem.
e. Accessibility of the site' public transportation, connectivity via pedestrian and bicycle paths, accessibility for disabled;
There is a good accessibility to the area for locals. The location is placed close to a main traffic lane, with both busses, access for pedestrians and bicycles. The distance to the local train (called S-train), is app. 1 km (Husum station).
f. Any particular issues related to the usage of site by citizens;
Sometimes young people from the neighbourhood are taking over the playing field driving out the local residents.
g. Social structure of local neighbourhood (real estate value, education levels, ethnicity/diversity, etc);
Please see some figures below: • Average income all districts of Pileparken area: DKK 393,984 (52 812 €) compared to Gladsaxe Municipality's average = DKK 588,418 (78 876 €).   • Proportion of citizens on public support in all Pileparken districts = 8.8% compared to Gladsaxe Municipality's average of 4.9%.   • Proportion of citizens in all Pileparken districts with primary school as the highest education or undisclosed education: Pileparken districts = 27.9% compared to Gladsaxe Municipality's average of 16.3%.
h. Are there **similar sites to the demo site in the neighbourhood**? If YES, what is the advantage of the chosen location in comparison to the other ones?
The neighbourhood around the demo site (Pileparken 6), and the municipality in general, there a several similar sites. The advantage of the chosen demo site is, that we already have a co-operation

and positive dialogue and relation with central partners in the housing area. Moreover, the municipality has a special focus on social parameters, such as well-being of citizens of the larger area (Mørkhøj), where the demo site is located in.

i. **Are there programs** / functions on the site or nearby supporting visits now (cultural institutions or programs, commercial activities, recreational activities?
In the project area there is a playground for smaller children and an asphalt football lane with a basketball net. Besides children living in Pileparken 6 the playground attracts visits from the nearby kindergarten. Young people from Pileparken 6 and kids from the neighbourhood sometimes use the football lane. The surrounding neighbourhood is dominated by residential properties / social housing. Commercial activities are mainly take-aways: pizza and grill bars, a kiosk and a bodega. Just east from the project area, there is a high school.
j. **Have any citizen activities** taken place on the site(s) and its vicinity during the last few years?
The project area frames the DAMP project: A developing project that aims to manage rainwater runoff by evaporation. Since 2018, different activities were carried out at the site to raise awareness among residents and to develop the evaporation plant in co-creation with the residents. The activities cover a workshop, where the DAMP project team in collaboration with the residents have built a small pavilion with green walls and posters that explains about the DAMP project. 4 workshops and resident meetings have been held for all residents in the settlement. Several meetings with the resident board and the local caretaker have been held. DAMP construction phase 1 has passed the resident board and will be carried out during spring 2021.
k. What is **the strength of the local community in the neighbourhood of the demo site**? 1. strong / motivated / organized or 2. uninterested / passive / non-visible
The organization of the housing area is strong. A resident board is selected by all residents of the settlement. The board must approve plans and budget for the settlement. But the recruitment to the board and committees are difficult and work and decisions are in reality made by a narrow group of active residents. A majority is uninterested or passive.
l. Are there any Community Support Officers or public institutions active in the area that can be "ambassadors" of the euPOLIS project's messages and can reach out to larger audience / users of the site? If yes, please specify.
The Housing Association Administration for Arbejderne Boligselskab in Gladsaxe is the legal owner of the plot, and is responsible for all operation of the settlement. The Housing Association has a number of departments. The department of the project is number Pileparken 6, department no 21. A responsible in the administration holds the responsibility for organization and planning for the specific association department. An operating personnel employed by the administration runs the daily operation. The local manager of operation is an important link between the project and the residents.
m. Information of the **urban parameters of adjacent neighbourhood** relevant to stakeholder engagement: land use, functions of neighbouring buildings, housing density, number of citizens living in the neighbourhood, etc.
-

3. Demographic criteria (and why we need them)
(Relating to the citizens living in the demonstration site's neighbourhood or living elsewhere but have sporadic or permanent contact with that site)
No relevant data has been provided.

- **City of Łódź**

  (a) Report on the first meeting of stakeholders
  (b) Identified Stakeholder groups
  (c) Questionnaire response

(a)   Report on the first meeting of stakeholders (Łódź)

REPORT ON THE FIRST MEETING OF THE euPOLIS FRONT RUNNER CITY's Łódź STAKEHOLDERS held
(online) on 20th November 2020.

1. **Meeting Agenda.** Appendix 1 (in English and in the local language)
    The meeting was run in Polish language with 2 presentations by foreign speakers presented in English. Simultaneous translation between these 2 languages.

2. **The list of participants.** Appendix 2
    Total number of the registered participants 27

3. **PP presentations.** Appendix 3
    The number of presenters in the Workshop was 8 of which 7 with PPT.

4. **Material from the interactive sessions of the meeting.** Appendix 4
    During the session, the tool MENTImeter was used to obtained answers for wo questions: "The most interesting aspects of EuPOLIS in Łódź (as already seen or potential)" and "What role do you think you can play in EuPOLIS? ". Questions discussed in the interactive session and the results of the MENTImeter session are presented in the Appendix 4.

5. **Recording material.** Appendix 5

6. **Actions agreed.** Appendix 6

    6.1 Actions relating to the T2.1 - Stakeholders mapping and engagement to be included in the main body of the D2.1. report

(b)   Identified Stakeholder groups (Łódź)

Stakeholder group		Participant Name	Organisation	Email
Project Partner	1	Joanna Brzezińska	The City of Lodz, Revitalization and Housing Office	jo.brzezinska@uml.lodz.pl
	2	Patrycja Wojtaszczyk	The City of Lodz, Revitalization and Housing Office	p.wojtaszczk@uml.lodz.pl
	3	Marta Chomczyńska	The City of Lodz, Revitalization and Housing Office	m.chomczynska@uml.lodz.pl
	4	Aleksandra Trzcińska	The City of Lodz, Revitalization and Housing Office	a.trzcinska@uml.lodz.pl
	5	Kinga Krauze	European Regional Centre of Ecohydrology PAS	k.krauze@erce.unesco.lodz.pl
	6	Renata Włodarczyk-Marciniak	European Regional Centre of Ecohydrology PAS	r.wlodarczyk@erce.unesco.lodz.pl
	7	Cedo Maksimovic	Imperial College of Science Technology and Medicine	c.maksimovic@imperial.ac.uk
	8	Stanislava Boskovic	Imperial College of Science Technology and Medicine	s.boskovic@imperial.ac.uk
	9	Ranko Bozovic	EnPlus	ranko@enplustech.com
	10	Anna Domaradzka	Robert Zajonc Institute for Social Studies, University of Warsaw	anna.domaradzka@gmail.com
	11	Mikołaj Biegasa	Robert Zajonc Institute for Social Studies, University of Warsaw	m.biesaga@uw.edu.pl
	12	Magdalena Kołodziejczyk	Robert Zajonc Institute for Social Studies, University of Warsaw	magdalenakolodziejczyk@gmail.com
	13	Juliana Uribe Aguado	Universidad De Los Andes Fundacion	j.uribe417@uniandes.edu.co
	14	Maja Lalić	MIKSER UDRUZENJE	majamikser@gmail.com
1a. "Friends of the Project"/ Project Associates, Local Partners - Stakeholders for the site	15	Wojciech Wieloch	Regional Fire Brigade (Komenda Wojewódzka Państwowej Straży Pożarnej)	sekretariat@straz.lodz.pl
	16	Małgorzata Róziecka	Kindergarden (Przedszkole Miejskie nr 75 w Łodzi)	kontakt@pm75.elodz.edu.pl
	17	Monika Krakowiak	Communal building administrator (RON Zachód Gdańska 118, ZLM),	m.krakowiak@zlm.lodz.pl
City planning authorities	18	Adam Pąsiek	The City of Lodz, Department of Ecology and Climate	dek@uml.lodz.pl
	19	Piotr Kade	The City of Lodz, Department of Ecology and Climate	dek@uml.lodz.pl
	20	Inga Nowakowska	The City of Lodz, Department of Ecology and Climate	i.nowakowska@zzm.lodz.pl.
	21	Olga Zuchora	The City of Lodz, Urban Activity Office	o.zuchora@uml.lodz.pl
	22	Bartłomiej Idzikowski	Municipal Urban Planning, Lodz	b.idzikowski@mpu.lodz.pl
7. Other stakeholders such as international NGOs and local CSOs,	23	Agnieszka Reiske	Socially Involved (Społecznie Zaangażowani) - NGO	biuro@spoleczniezaangazowani.pl
	24	Szymon Iwanowski	Socially Involved (Społecznie Zaangażowani) - NGO	biuro@spoleczniezaangazowani.pl
	25	Judyta Łuczyńska	The Sendzimir Foundation's - NGO	office@sendzimir.org.pl

unions, community organisations, women's				
8. Local business	26	Anatolii Shyrokov	Aurora Real Estate Sp. z o.o. (Gdańska 120), developer	sprzedaz@gdanska120.pl
	27	Katarzyna Błońska	Aurora Real Estate Sp. z o.o. (Gdańska 120), developer	sprzedaz@gdanska120.pl

(c)   Questionnaire response (Łódź)

Questionnaire
Contact details Please provide the contact details of the person completing the questionnaire
0.1 Name: Marta Chomczyńska
0.2 Organization: ŁÓDŹ-MIASTO NA PRAWACH POWIATU (CITY OF LODZ)
0.3 Country: POLAND
0.4 Address: UL. PIOTRKOWSKA 171, ŁÓDŹ
0.5 Telephone: -
0.6 Email: M.CHOMCZYNSKA@UML.LODZ.PL
0.7 Your institution is: ■ city authority ☐ urban planner ☐ technical partner ☐ other (please specify) _____
0.8 The sector you work in: ☐ urban planning department ☐ health ☐ environmental ☐ IT field ☐ designer /consultant ☐ training and research institution ■ other (please specify) REVILATISATION & HOUSING BUREAU, The City of Lodz Office_____

1. City's experience in engaging with stakeholders

The relevant city to provide information on:

a. City's experience in the **existing methods for citizens participatory planning**, engaging and training (if any)

As part of the project "We are changing streets" our city developed in a participatory process design guidelines for the reconstruction of five street sections in Old Polesie District in Łódź. The aim of this pilot project was, among other things, to develop methods and techniques that could be used in other Polish cities. A participatory design manual was created for officials and other consultation organizers, which explains "step by step" what actions should be taken to make participatory design of public spaces a success. The outcomes of the project are the basis for planning of the upscaling of participatory planning process on more redevelopment projects throughout the city. Recently we organized a consultation process "What Botanical Garden in Łódź?" during which we collected the needs and expectations of different stakeholders regarding the Botanical Garden. In the next step, we hope to develop different propositions of changes in the garden to continue this participatory process.

As a city we have experience in collaborating with the non-government organizations and informal initiatives in the participatory planning processes. In previous years, several NGO were commissioned to organise debates, workshops and other activities connected to city's public spaces and some of them were even organized by them from their own initiative. In 2012 there was a consultation process called "Idea for Tuwima Street" during which the citizens took part in workshops during which they could express their expectations towards the street's development. In 2015 during the European Mobility Week there was a workshop organized under the slogan "Our Sienkiewicza Street, Our choice". Workshop participants in three project groups created the dream look of Sienkiewicza Street and its immediate vicinity on a model with the use of special blocks showing, among others, sidewalks, trees, playgrounds, bicycle lanes and car lanes. The NGOs even organized debates or consultations regarding the future of most important public spaces in the city – i.e. the Liberty Square, the Dąbrowski Square. Some participatory processes were even aimed at including children in discussions about their expectations of their school's surroundings.

b. **Existing channels of communication** with citizens and recording their opinion / needs / perspectives (mobile apps, periodical local community meetings, specialized city offices?)

The city collects opinions from residents using the Vox Populi tool. It is an online platform on which we ask our citizens about their opinions on different matters. Most of the questions are very simple to engage as many people as possible (i.e. what should be the name of the new street, how should a new sign look like, in which order should we redevelop green squares in the city). It is also used for more complex formal consultation processes, that require people to answer numerous questions on the given topic.

The maintain contact with the citizens is through the city's website and fanpages on facebook. We have numerous funpages - one dedicated to the whole city, one to participation processes (DecydujeMY o Łodzi), one of the Municipal Urban Planning Office (Miejska Pracownia Urbanistyczna w Łodzi) and numerous fanpages of other offices and bureaus which are also involved in the participatory processes. Our city has also created facebook groups for each neighborhood in the city.

The Mayor of Lodz organizes walks or meetings in the neighborhoods to talk about topics important for local communities, as needed. On average, several meetings are organized every 2 years. Minutes are taken from these meetings and then the implementation of the residents' suggestions is monitored.

Additionally, every inhabitant has the possibility to submit an official letter or e-mail to the City Office with questions or suggestions and in 30 days gets a reply. It is one of the most popular ways of communication, as people in Poland feel more comfortable with formal contact as they know that the City Office is obliged to answer them.

The Municipal Activity Bureau is a municipal unit specializing in collaboration with residents, yet many other Bureaus and Offices are also in direct contact with them.

c. Any **specialized departments** of the FR City and any of the stakeholders (as per enclosed

stakeholders list) for consultations and communication with other stakeholders (businesses, academia, others)
The Municipal Activity Bureau deals with communication with residents and coordinates all forms of participation – not only does it implement participatory processes itself but also it cooperates with departments conducting participation processes. The aim of the office is to establish contacts with all stakeholders who may have an influence and opinions on the city's development and contribute to it. The office receives support from other city units, especially from: •Regeneration and Housing Bureau (contact with the stakeholders of regeneration processes and citizens living in the regeneration area);   •Bureau for Economic Development and International Cooperation (contact with the business sector);   •Promotion Bureau (promotion of the consultation processes, contact with the media, press conferences).   Additionally, depending on the topic, other units are included - e.g. the Department of Environmental Protection (topics of greenery in the city and pro-ecological solutions).   Also, the Neighbourhood Councils, which are auxiliary units for the City, are involved in the promotion and information about the consultation process.
d. **Good practices on participatory processes** in planning & design related to DS areas (with some concrete examples, and details on the main actors, who were the "champions" / facilitators, participants, etc.).
As part of the project "We are changing streets" our city developed in a participatory process design guidelines for the reconstruction of five street sections in Old Polesie District in Łódź. The aim of this pilot project was, among other things, to develop methods and techniques that could be used in other Polish cities. A participatory design manual was created for officials and other consultation organizers, which explains "step by step" what actions should be taken to make participatory design of public spaces a success. The outcomes of the project are the basis for planning of the upscaling of participatory planning process on more redevelopment projects throughout the city. Recently we organized a consultation process "What Botanical Garden in Łódź?" during which we collected the needs and expectations of different stakeholders regarding the Botanical Garden. In the next step, we hope to develop different propositions of changes in the garden to continue this participatory process.   As a city we have experience in collaborating with the non-government organizations and informal initiatives in the participatory planning processes. In previous years, several NGO were commissioned to organise debates, workshops and other activities connected to city's public spaces and some of them were even organized by them from their own initiative. In 2012 there was a consultation process called "Idea for Tuwima Street" during which the citizens took part in workshops during which they could express their expectations towards the street's development. In 2015 during the European Mobility Week there was a workshop organized under the slogan "Our Sienkiewicza Street, Our choice". Workshop participants in three project groups created the dream look of Sienkiewicza Street and its immediate vicinity on a model with the use of special blocks showing, among others, sidewalks, trees, playgrounds, bicycle lanes and car lanes. The NGOs even organized debates or consultations regarding the future of most important public spaces in the city – i.e. the Liberty Square, the Dąbrowski Square. Some participatory processes were even aimed at including children in discussions about their expectations of their school's surroundings.
e. **Legal framework** for citizen's participation in the "official" urban planning process (laws, regulations, strategies, visions?)
The Spatial Planning and Spatial Development Act of 27 March 2003 defines the Polish system of spatial planning and management. At the municipal level, we have to main types of documents: the Study of Conditions and Directions of Spatial Development of the city as well as numerous Spatial Development Plans that have to be in line with the Study. The SCDSD is a strategic document and the SDPs are considered as local law, which is binding for all the stakeholders.   The possibility of filing first requests, then comments and objections to the drafted planning documents, provided for in the SPSDA, can hardly be considered making the planning process and spatial management participatory. The SPSDA does not require the municipalities to put extra effort in

the consultation process, yet the City of Łódź gets involved in numerous projects to obtain extra funding to make the participatory processes more inclusive and attractive (i.e. to distribute leaflets among the people living on the area of the consulted SDP, organize consultation points or workshops).
f. **Incentives:** What can cities propose/offer to their citizens in exchange for their data and time devoted to the euPOLIS project? For example, tickets / invitations for cultural events, etc.
-
g. **Target audiences**: Do cities have experience with reaching a specific group of people? How these people are reached?
Please go to 1a.

2. Current usage of the euPOLIS demo site (DS) by citizens
Cities to provide information on:
a. Who is visiting the selected site regularly:
i. gender and other groups visiting the site; and approximate number and frequency of gender and other groups' visitors and their age groups;
We neither have nor collect any specific data on this topic.
ii. are there differences between day and night usage;
We neither have nor collect any specific data on this topic.
iii. is it used by locals (neighbourhood) or by all citizens (by-passers or regular users of communication routes);
We neither have nor collect any specific data on this topic.
b. What is the **number of visitors daily**, work-days and weekends;
We neither have nor collect any specific data on this topic.
c. If demonstration site is not visited regularly or in any period of day/night, please specify the reasons;
We neither have nor collect any specific data on this topic.
d. Assessment of current safety (day and night) of location (important for engagement of women) or other social issues or conflicts present;
We neither have nor collect any specific data on this topic.
e. Accessibility of the site' public transportation, connectivity via pedestrian and bicycle paths, accessibility for disabled;
The site is in the City Centre, and it is well connected and accessible to public and private transportation, pedestrian and bicycle paths as well as for disabled.
f. Any particular issues related to the usage of site by citizens;
The site is not attractive to the citizens.
g. Social structure of local neighbourhood (real estate value, education levels, ethnicity/diversity, etc);
We neither have nor collect any specific data on this topic.
h. Are there **similar sites to the demo site in the neighbourhood**? If YES, what is the advantage of the chosen location in comparison to the other ones?
1 maja pogonowskiego I parki kieszokowe
i. **Are there programs** / functions on the site or nearby supporting visits now (cultural institutions or programs, commercial activities, recreational activities?
No, there are not.
j. **Have any citizen activities** taken place on the site(s) and its vicinity during the last few years?
We neither have nor collect any specific data on this topic.
k. What is **the strength of the local community in the neighbourhood of the demo site**? 1. strong / motivated / organized or 2. uninterested / passive / non-visible
We neither have nor collect any specific data on this topic.
l. Are there any Community Support Officers or public institutions active in the area that can be "ambassadors" of the euPOLIS project's messages and can reach out to larger audience / users of the site? If yes, please specify.
-
m. Information of the **urban parameters of adjacent neighbourhood** relevant to stakeholder engagement: land use, functions of neighbouring buildings, housing density, number of citizens living in the neighbourhood, etc.
Indicators for the areas adjacent to the EUPOLIS project area as defined in the local plan: 1) for areas 11.1.MW/U, 11.3.MW/U and 12.1.MW/U: land use: areas of multi-family housing development, service development areas,

multi-storey garage areas,

the building area ratio - max. 65%,

installation intensity - minimum 1.0, maximum 3.2,

biologically active area indicator - minimum 20%,

front height - minimum 12 m, maximum 23 m, cornice from 12 m to 18 m;

2) for the area 12.3.UO:

designation of the area:

areas for the development of science and education services,

areas of collective housing related to science and education services,

nursery grounds,

the building area ratio - maximum 40%,

installation intensity - minimum 0.3, maximum 0.9,

biologically active surface area indicator - minimum 30%,

front height - minimum 12 m, maximum 23 m, cornice from 12 m to 18 m.

Indicators for the areas covered by the EUPOLIS project area as defined in the local plan:

1) for areas 11.2.ZP and 12.2.ZP:

land use: areas of public greenery with additions:

sports and recreation areas,

by bicycle paths,

surface parking lots (only in 11.2.ZP area);

development area ratio (temporary buildings only) - maximum 4%;

development intensity (temporary buildings only) - maximum 0.04;

biologically active area ratio - minimum 60%;

height of temporary buildings - maximum 4 m.

3. Demographic criteria (and why we need them)

(Relating to the citizens living in the demonstration site's neighbourhood or living elsewhere but have sporadic or permanent contact with that site)

We neither have nor collect any specific data on this topic.

- **City of Piraeus**

  (a) Report on the first meeting of stakeholders

  (b) Identified Stakeholder groups

  (c) Questionnaire response

(a)   Report on the first meeting of stakeholders (Piraeus)

In the Covid Lockdown era, on 23.11 Monday, the Piraeus euPOLIS online workshop meeting started at 9.30 Athens local time. The participation reached an active peak around 10.00, and the meeting was concluded with an active participation of 39 online participants.

There was a short speech from the Mayor, Mr Moralis and the Vice Mayor, Mrs Zarakeli. These speeches reflect the Piraeus Municipality broad interest on the blue green growth NBS actions that will be implemented in the case study area Microlimano – Akti Dilaveri – Ralleion Complex of Schools.

The active participation of the Primary School Director and the President of the schoolchildren parents on matters relevant to the NBS solutions, the green terrace, the gray water recycling and the children interaction, given that the school had already started informing and communicating to the children the proposed solutions and consequently putting them in an active position that will allow them in the future to participate in the planning, was an interesting surprise. During lockdown, the online school is promoting actions that can strengthen the interest or the schoolchildren to the euPOLIS project and the collaborative perspective. The participation of the schoolchildren is of great interest since the specific stakeholder group is composed of the future adults who will face the climate change consequences. Furthermore, a group of Municipality engineers, planners and social scientists were also participated in the online workshop.

Also, the Nautical Clubs (NOEF) and the Peace & Friendship Stadium staff participation and interest to the blue actions and the combined green NBS actions to be taken was considered being very important. In particular, the area of Akti Dilaveri is close to the Peace & Friendship Stadium and the consolidation of the blue green growth NBS actions, is for great interest.

Moreover, the participation of the Cavo Doro hotel demonstrated that the commercial market can be attracted in the future by the euPOLIS initiatives and become active.

Last but not least, the participation of the Mikraciatic Union with some input in the chat for new business-to-business actions was considered as highly valuable.

All groups asked questions and commented. Interestingly, most of the participants asked questions regarding the foreseen business-to-business meetings in order to clarify the next steps.

The participants also asked whether euPOLIS will consider actions for studying problems related to "noise and smoke".

Overall, it was decided to schedule business-to-business meetings and new smaller team workshops to be organized.

The audience asked for the workshop material. The material will be available via the Municipality website under the euPOLIS dedicated tab, whereas a form of interest will be prepared and become available too, in order to approach more e-friends/supporters.

We asked the audience to inform family and friends, so in the next workshop more people to participate.

Note: The Greek mentality prefers live interaction instead of digital. Also, these neighborhoods have older people as residents, so the participation of clubs-unions can become a "bridge" for spreading the euPOLIS news, e.g. the Mikraciatic Union, and consequently secure a wider interaction of the citizens.
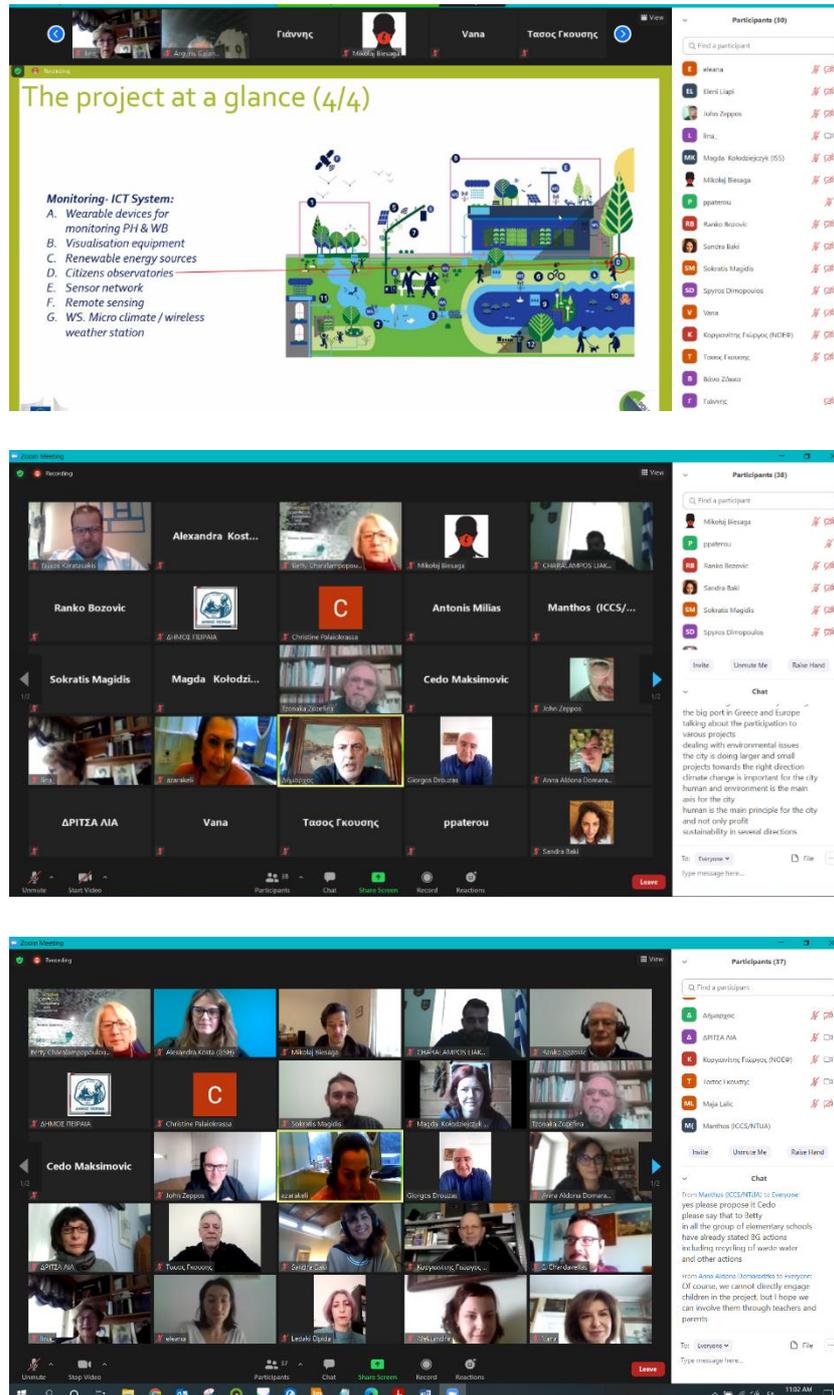
Figure 1. Indicative screenshots taken during the online workshop

(b)   Identified Stakeholder groups (Piraeus)

- **Stakeholder's mapping/identification**

We have mapped and identified (attached xls) who the stakeholders are, the individuals and groups that will be affected by the outcomes of the planning process and may be able to influence the outcomes of a planning process. The current mapping outcome is dynamic. It provides the current mapped stakeholders, and it will be updated at the next stages of the project.

Also, we have categorized them based on their impact, level of interest and their influence on local community.

- **Stakeholder's engagement in participatory planning**

All the mapped stakeholders were invited to the tele-workshop in Piraeus, in order their attention to be drawn to the purpose and general effect of the project.

They were informed about the purpose and the pursued effect of the proposed interventions, the details of the social survey and the scope of the engagement to this.

During the workshop process, the President of the 3rd Municipal Community of Piraeus and the President of the Ralleion educational community and NOEF Sailing Club were willing to contribute to the co-process and the implementation of the project, engaging the members of their communities, according to its requirements.

Some of the stakeholders, such as the above three (3) mentioned - 3rd Municipal Community of Piraeus, the Ralleion educational community and the NOEF sailing club - have a high level of interest and high influence in the local community, so they should - and they will - have a higher priority in our engagement strategy at this stage, as the key stakeholders.

- **Definition of stakeholders' needs for capacity building/training**

We need to develop tools that will be accessible to all stakeholder groups and community members, so that they are informed about the engagement process and encouraged to participate.
Also, we need to choose tools that will appeal to diverse groups within the community, and a cross-section of the population, helping us to reach all community members, including those with specific needs (e.g. people with disability, older people, younger people), such as focus B2B groups, e-questionnaires, mobile app or personal interviews.
A toolbox for stakeholders would be useful too.

- **Potential roles of the mapped stakeholders**

Attached Piraeus Stakeholders mapping.xls

- **Next steps**

The stakeholder's engagement is an ongoing process.

Next steps
- o   Communication channel (newsletters, and other communication material on a regular and systematic basis) with stakeholders that will encourage open and inclusive dialogue
- o   Separate business-to-business meetings with key stakeholders at this stage
- o   Selection of the appropriate volunteers to support the social survey of the project
- o   Collection of information (questionnaires, interviews, observation, etc.) about the needs of demonstration area users

Stakeholder Name / Group	Category	Impact of the project	Influence on the project	Concrete interest / motivation	Potential Role	Engagement actions
Environment and Greenery Division of the Municipality of Piraeus	City Planning Authorities	High	High	Management / implementation of the NBS for Piraeus case study.	Management / implementation of the NBS for Piraeus case study.	Participation in the implementation of the NBS for Piraeus case study.
Programming & Development Division of the Municipality of Piraeus	City Planning Authorities	High	High	Management of the NBS for Piraeus case study.	Management of the NBS for Piraeus case study.	Participation in the implementation of the NBS for Piraeus case study.
Architectural Design Department of the Municipality of Piraeus	City Planning Authorities	High	High	Implementation of the NBS for Piraeus case study.	Implementation of the NBS for Piraeus case study.	Participation in the implementation of the NBS for Piraeus case study.
Piraeus Municipal Radio - KANALI 1	Media Partner	Low	Low	Legal entity of Municipality of Piraeus	Communication Provider	Newsletters, Communication material Participation in the dissemination process of the project
Public Benefit Municipal Enterprise of Piraeus (KODEP)	City Organizations	Low	Low	KODEP implements a series of social services to support vulnerable groups in the city, in the context of strengthening the municipal social solidarity structures of the Municipality of Piraeus.	Social Services Provider - Existing channel for consultations and communication with the local community	Newsletters, Communication material Participation in the dissemination process of the project

Volunteering Office of Municipality of Piraeus	City Organizations	Low	Low	Volunteering Office implements voluntary programs, aiming at the improvement of the quality of life in Piraeus, and in parallel contributing to the cultivation of solidarity among its residents.	Voluntary Organization - Existing channel for consultations and communication with the local community	Newsletters, Communication material Volunteers engagement to participate in the co-design process and the social survey
Culture, Sport and Youth Organisation (OPAN PIRAEUS)	City Organizations	Low	Low	OPAN PIRAEUS is charged with the responsibility of promoting sport and awareness of social and cultural issues among all citizens, and youth in particular.	Culture, Sport and Youth Services Provider - Existing channel for consultations and communication with the local community	Newsletters, Communication material Participation in the dissemination process of the project
Consultants and designers that will be selected in the local tender process by the Municipality of Piraeus.	Local Professionals	Low	Medium	These professionals are taking actions in the area of Piraeus and will be benefited from the project, as potential contractors	Technical Solution Providers	Newsleteers, B2B meetings, questionnaires Representative on the Local Action Grooup
3rd MUNICIPAL COMMUNITY OF PIRAEUS	Demonstration Areas Citizens / Residents	High	High	Residents of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	Newsleteers, B2B meetings, questionnaires Representative on the Local Action Grooup Interventions co-design Volunteers engagement to participate in the co-design process and the social survey Participation in social survey (questionnaires,
2nd MUNICIPAL COMMUNITY OF PIRAEUS	Demonstration Areas Citizens / Residents	High	High	Residents of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	
Residents of Mikrolimano - descendants of refugees of Asia Minor 1922	Demonstration Areas Unions	High	Medium	Residents of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	

Parents Association of Ralleion Schools of Piraeus	Demonstration Areas Unions	High	High	Students of the Ralleion primary school will be directly benefited from euPOLIS actions. Parents & Teachers association of Ralleion Primary schools of Piraeus will be the representative for Ralleion.	Channel for consultations and communication with the local community	personal & group interviews, wearable sensors for monitoring health and wellbeing, etc.) in order to measure the impact of the NBS on well-being and health
Educational & Local Improvement Society of Neo Faliro	Demonstration Areas Unions	High	Medium	Residents of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	
Local Improvement Society of Neo Faliro, "The Renaissance"	Demonstration Areas Unions	High	Medium	Residents of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	
Neo Faliro Association	Demonstration Areas Unions	High	Medium	Residents of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	
Association of Restaurants and Related Professions of Piraeus	Demonstration Areas Unions	High	High	Restaurants and related business entities will be directly affected / benefited from euPOLIS actions.	Channel for consultations and communication with the local business entities.	
Association of Professional Fishers of Mikrolimano "The St. Nectarius"	Demonstration Areas Unions	High	High	Professional fishers will be directly affected / benefited from euPOLIS actions.	Channel for consultations and communication with the local fishers.	
SEF Stadium	Demonstration Areas Unions	High	Medium	SEF is a sighificant sport facility located in Akti Dilaveri and they are	Channel for consultations and communication with	Newsleteers, B2B meetings Interventions co-design

				interested in taking part in the development of the planned project's actions.	the local sports community	
1st System of Naval Scouts of Neo Faliro		High	Medium	Sport / athletic clubs and unions are located in Akti Dilaveri which is one of the 3 microlocations that will be upgraded through euPOLIS. These unions will be affected/benefited from euPOLIS actions and planned NBS. So, they are interested in taking part in the development of the planned project's actions. The associations regarding the local improvement are strongly tied with the Piraeus upgrade through euPOLIS project.	Channel for consultations and communication with the local sports community	Newsleteers, B2B meetings, questionnaires Representative on the Local Action Grooup Interventions co-design Volunteers engagement to participate in the co-design process and the social survey Participation in social survey (questionnaires, personal & group interviews, wearable sensors for monitoring health and wellbeing, etc.) in order to measure the impact of the NBS on well-being and health
Panhellenic Open Sea Sailing Club	Demonstration Areas Unions					
NOE – Navy Group of Greece	Demonstration Areas Unions					
IOP – Sailing Club Piraeus	Demonstration Areas Unions					
Hellenic Rowing Federation of Navy Club Fans	Demonstration Areas Unions					
Navy Club of Delfinario	Demonstration Areas Unions					
Navy & Sport Club Irinis-Filias (NOEF)	Demonstration Areas Unions					
Zefyros	Demonstration Areas Business Entities & Professionals	High	Medium	Local business entities of the area will be directly benefited from euPOLIS actions.	Channel for consultations and communication with the local community	Newsleteers, B2B meetings, questionnaires Representative on the Local Action Grooup Interventions co-design Volunteers engagement to participate in the co-design process and the
Zorbas						
Mira						
Paragka						
Dourabehs						
Cartel						
Fraoula						
Bizz						

Phidias Cavo D' Oro Carol Hotel						social survey Participation in social survey (questionnaires, personal & group interviews, wearable sensors for monitoring health and wellbeing, etc.) in order to measure the impact of the NBS on well-being and health

(c)   Questionnaire response (Piraeus)

Questionnaire
Contact details Please provide the contact details of the person completing the questionnaire
0.1 Name: Tassos Karatasakis
0.2 Organization: Municipality of Piraeus
0.3 Country: Greece
0.4 Address: 12 Dragatsi Str., Piraeus, 18535
0.5 Telephone: +30 697 242 9559
0.6 Email: tassos@doingbusiness.gr
0.7 Your institution is: ■ city authority ☐ urban planner ☐ technical partner ☐ other (please specify) _____
0.8 The sector you work in: ☐ urban planning department ☐ health ☐ environmental ☐ IT field ☐ designer /consultant ☐ training and research institution ■ other (please specify) management consultant _____

1. City's experience in engaging with stakeholders

The relevant city to provide information on:

a. City's experience in the **existing methods for citizens participatory planning**, engaging and training (if any)

The Municipal Consultation Committee is set up in Municipality of Piraeus, with a view to fostering social partners' and citizens' participation in the development policy of the city. The Committee expresses its opinion to the municipal council on critical issues, on ways of solving local problems and making use of the development possibilities of the municipality.

b. **Existing channels of communication** with citizens and recording their opinion / needs / perspectives (mobile apps, periodical local community meetings, specialized city offices?)

The Municipal Consultation Committee is the main channel of communication with the local community. The local representatives of the Committee convene public meetings of residents and local community entities (professionals, unions, etc.) at least once a year with a view to discussing local community issues (environmental, economic, social etc.) and suggesting actions to be taken by the municipality.

c. Any **specialized departments** of the FR City and any of the stakeholders (as per enclosed stakeholders list) for consultations and communication with other stakeholders (businesses, academia, others)

- The Public Benefit Municipal Enterprise of Piraeus (KODEP) implements a series of new social services to support vulnerable groups in the city, in the context of strengthening the municipal social solidarity structures of the Municipality of Piraeus.
- Volunteering Office. The Municipality of Piraeus, since 2012, has commenced the implementation of a number of voluntary programs, through the Volunteer Office, aiming at the improvement of the quality of life in Piraeus, and in parallel contributing to the cultivation of solidarity among its residents.
- The Culture, Sport and Youth Organisation (OPAN PIRAEUS) is charged with the responsibility of promoting sport and awareness of social and cultural issues among all citizens, and youth in particular.
- BLUE Lab is the first center to promote and support business innovation exclusively for Blue Growth in Greece. It is a flagship initiative of the Municipality of Piraeus, aiming to provide a springboard for developing new ventures, ideas and products using advanced technology, always within the Blue Economy.

d. **Good practices on participatory processes** in planning & design related to DS areas (with some concrete examples, and details on the main actors, who were the "champions" / facilitators, participants, etc.).

No.

e. **Legal framework** for citizen's participation in the "official" urban planning process (laws, regulations, strategies, visions?)

The Municipal Consultation Committee of the Municipality of Piraeus is set up according to the Law 3852/2010 (OG 87 A) "New architecture of Decentralised Administration and Self-government – the Kallikrates Programme" restructuring the administrative organisation of the country for first and second level local government (municipalities and regions) and establishing seven Decentralised Administration Authorities as single decentralised state administration units, which automatically and without any further formality enjoy all the rights and responsibilities /obligations of the abolished regions.

f. **Incentives:** What can cities propose/offer to their citizens in exchange for their data and time devoted to the euPOLIS project? For example, tickets / invitations for cultural events, etc.

- Tickets / invitations for cultural and sport events
- Promotional material
- Competition gifts (smart devices, etc.)
- Awards

g. **Target audiences**: Do cities have experience with reaching a specific group of people? How these people are reached?
During the last 2 years, the Municipality of Piraeus as partner implements the following EU projects ▪ GRESS (INTERREG EUROPE), ▪ BLUACT (URBACT III), ▪ BE SECURE FEEL SECURE (UIA), ▪ MIVA (AMIF), ▪ TECHREVOLUTION III (URB) ▪ GREEN C PORTS (CEF), ▪ PROGIREG (H2020), ▪ DATAVAULTS (H2020), ▪ MINE EMI (ERASMUS), ▪ POP MACHINE (H2020) and ▪ VAI (AMIF). The dissemination practices target specific groups of citizens of Piraeus (residents, local institutions, professionals, business entities, students etc.) and various communication channels are used, such as: ▪ Press releases and public relations. ▪ Websites and Social media presence. ▪ Digital marketing (campaigns, newsletters, banners, video, etc.). ▪ Workshops with local participants (Piraeus Chamber of Commerce and Industry, local business entities and professionals, Social Enterprises, etc.). Info Days and public events. ▪ Distribution of information material (leaflets, etc.) ▪ Research questionnaires

2. Current usage of the euPOLIS demo site (DS) by citizens

Cities to provide information on:
a. Who is visiting the selected site regularly:
i. gender and other groups visiting the site; and approximate number and frequency of gender and other groups' visitors and their age groups;
■ Ralleion Complex Area users of facility (students, teachers and parents) – males and females - on a daily basis, excluding weekends and residents of the neighborhood – males and females - on a daily basis. ■ Akti Dilaveri Area residents of the neighborhood, professionals, athletes and visitors – males and females - on a daily basis. Potential daily visitors could be the residents of the 3rd Municipal District of Piraeus (Neo Faliro) – estimated population 15.066 residents (Population Census 2011).
ii. are there differences between day and night usage;
■ Ralleion Complex Area - Increase of facility usage during the day due to the school operation ■ Akti Dilaveri Area - Increase of facility usage after noon due to the sailing clubs and the seafood restaurants operations.
iii. is it used by locals (neighbourhood) or by all citizens (by-passers or regular users of communication routes);
■ Ralleion Complex is used only by local students on a regular basis. ■ Akti Dilavery Area is used by residents and athletes on a regular basis, and visitors of the area, especially the weekends for leisure activities.
b. What is the **number of visitors daily**, work-days and weekends;
■ Ralleion Complex Area the users of facility (students, teachers and parents) – males and females – o work-days: TBD o weekends: TBD ■ Akti Dilaveri Area the residents of the neighborhood, professionals, athletes and visitors – males and females - on a daily basis. o work-days: TBD o weekends: TBD   Approximate number: Potential daily visitors could be the residents of the 3rd Municipal District of Piraeus (Neo Faliro) – estimated population 15.066 residents (Population Census 2011).
c. If demonstration site is not visited regularly or in any period of day/night, please specify the reasons;
Ralleion Complex is closed during the night.
d. Assessment of current safety (day and night) of location (important for engagement of women) or other social issues or conflicts present;
There are no safety issues.
e. Accessibility of the site' public transportation, connectivity via pedestrian and bicycle paths, accessibility for disabled;
The demo sites are accessible to public transportation, due to the remarkable road network of the area. There are no pedestrian and bicycle paths. Although, there are sidewalks, some of those are not accessible to people with mobility problems.
f. Any particular issues related to the usage of site by citizens;
No.
g. Social structure of local neighbourhood (real estate value, education levels, ethnicity/diversity, etc);
3rd Municipal District of Piraeus (Neo Faliro) ■ Land area: 1.273 acr. ■ Population: 15.066

▪ Households: 6.003
▪ Annual Income (average): € 3.244,93

h. Are there **similar sites to the demo site in the neighbourhood**? If YES, what is the advantage of the chosen location in comparison to the other ones?
No.

i. **Are there programs** / functions on the site or nearby supporting visits now (cultural institutions or programs, commercial activities, recreational activities?
There are facilities and activities of hyper-local interest, such as:
▪ The Delfinario Theater,
▪ the Marina and the sailing Clubs,
▪ the Peace and Friendship Stadium,
▪ the local seafood restaurants.

j. **Have any citizen activities** taken place on the site(s) and its vicinity during the last few years?
No.

k. What is **the strength of the local community in the neighbourhood of the demo site**?
1. strong / motivated / organized or
2. uninterested / passive / non-visible

Many unions are located and are taking actions in the demo site area and probably would be interested in taking part in the development of the planned project's actions.
Many unions are located and are taking actions in the area of Piraeus and will be affected/benefited from euPOLIS actions and planned NBS. So, they are interested in taking part in the development of the planned project's actions.
Specifically, the most sport/ athletic clubs and unions are located in Akti Dilaveri which is one of the 3 microlocations that will be upgraded through euPOLIS- there is an existing sailing boat marina and athletic area there.
Also, the Ralleion primary school is selected in euPOLIS project and will be upgraded with nature-based interventions- Parents & Teachers association of Ralleion Primary schools of Piraeus will be the representative for Ralleion.
Association of professional fishers will be the representative of fishers in Mikrolimano area as fishing is an important economic sector for Piraeus.
The associations regarding the local improvement are strongly tied with the Piraeus upgrade through euPOLIS project.

l. Are there any Community Support Officers or public institutions active in the area that can be "ambassadors" of the euPOLIS project's messages and can reach out to larger audience / users of the site? If yes, please specify.
No.

m. Information of the **urban parameters of adjacent neighbourhood** relevant to stakeholder engagement: land use, functions of neighbouring buildings, housing density, number of citizens living in the neighbourhood, etc.
2nd Municipal District of Piraeus (Center / Kastela)
▪ Land area: 1.940 acr.
▪ Population: 27.652
▪ Households: 22.412
▪ Annual Income (average): € 4.605,68
Land use: residential area – hyperlocal leisure functions and activities - road network
4th Municipal District of Piraeus (Kaminia / Palia Kokkinia)
▪ Land area: 2.214 acr.
▪ Population: 29.506
▪ Households: 21.505
▪ Annual Income (average): € 2.993,40
Land use: residential area - industrial and handicraft activities - road network

3. Demographic criteria (and why we need them)

(Relating to the citizens living in the demonstration site's neighbourhood or living elsewhere but have sporadic or permanent contact with that site)

a. Age and gender structure of the local population;

(to diagnose the needs for NBS as well as to measure the NBS effect on different cohorts and demographic groups)

Population Census 2011 Municipality of Piraeus	Male	Female	Total
0-4	3.723	3.655	7.378
5-9	3.375	3.173	6.548
10-14	3.395	3.228	6.623
15-19	3.765	3.657	7.422
20-24	4.991	4.641	9.632
25-29	6.079	5.81	11.889
30-34	7.094	6.719	13.813
35-39	6.568	6.523	13.091
40-44	6.339	6.487	12.826
45-49	5.309	6.054	11.363
50-54	5.179	6.145	11.324
55-59	4.896	5.636	10.532
60-64	4.815	5.376	10.191
65-69	3.663	4.331	7.994
70-74	3.13	4.367	7.497
75-79	2.765	4.054	6.819
80-84	1.969	3.293	5.262
85+	1.145	2.339	3.484
Total	**78.2**	**85.488**	**163.688**

b. Level of education;

(important factor when analysing lifestyle and health-related behaviour)

Population Census 2011 **Municipality of Piraeus**	Male	Female	Total
Tertiary / higher education (Phd., Master, Degree)	16.368	14.546	30.914
After High Education (College, etc.)	4.981	6.186	11.167
Secondary / high education (Lykeum, Gymnasium, etc.)	22.287	24.942	47.229
After Primary education	12.77	10.131	22.901
Primary education	11.022	17.012	28.034
Non-formal education	10.772	12.671	23.443
Total	**78.2**	**85.488**	**163.688**

c. Employment status: employed, self-employed, student, retired, home-maker, unemployed;

(important factor defining lifestyle, needs and opportunities for engagement)

Population Census 2011 **Municipality of Piraeus**	**Total**	**Economically inactive**	**Economically active**	**Employed**	**Unemployed**
Tertiary / higher education (Phd., Master, Degree)	30.914	7.311	23.603	20.469	3.134
After High Education (College, etc.)	11.167	23.937	34.459	27.309	7.15
Secondary / high education (Lykeum, Gymn. etc.)	47.229				
After Primary education	22.901	13.21	9.691	7.263	2.428
Primary education	28.034	45.679	5.798	4.081	1.717
Non-formal education	23.443				
Total	**163.688**	**90.137**	**73.551**	**59.122**	**14.429**
		55,07%	**44,93%**	**36,12%**	**8,81%**
				80,38%	19,62%

- Unemployment (%) / Economically active population: 19,62%
- Unemployment (%) / Total Population: 8,81%
- Self-employed & entrepreneurs (%) / Total Population: approximately 14%
- Retired & Employees (%) / Total Population: approximately 65%

d. Socio-economic status: occupation structure, income;
(to establish how to best approach users and what type of incentives they will find relevant; also useful for the diagnosis/identifications of needs)

Municipality of Piraeus
- Land area: 9.885 acr.
- Population: 163.688
- Households: 99.404
- Annual Income (average): € 3.174,94

e. Marital status: percentage of single, married, divorced, widowed (family situation / household type);
(important lifestyle factor, useful also for diagnosis of needs)

Population Census 2011 **Municipality of Piraeus**	**Male**	**Female**	**Total**
Unmarried	35.531	29.89	65.421
Married	38.232	38.418	76.65
Divorced	2.648	4.811	7.459
Widowed	1.789	12.369	14.158
Total	**78.2**	**85.488**	**163.688**
With no Children	n/a	29.199	n/a
With 1 Child	n/a	14.784	n/a

With 2 Children	n/a	26.559	n/a	
With 3 Children	n/a	6.011	n/a	
With 4+ Children	n/a	2.107	n/a	
Total	**n/a**	**78.66**	**n/a**	

f. Percentage (%) of households with children; *(defines specific needs and uses of the neighbouring space- including DS)*
Estimated Percentage (%) of households with children: 88%
g. Percentage (%) of households with dogs; *(defines specific needs and uses of space)*
TBD

- **Stakeholders Engagement Guideline (DRAFT)**

INTRODUCTION… WHAT IS STAKEHOLDERS' ENGAGEMENT?

Stakeholders' engagement is key to successful planning, implementing as well as evaluation of euPOLIS Nature-Based Solutions. Stakeholders include both those who will be directly influenced by the given euPOLIS intervention and those who can support the local community in expressing its needs and preferences, turning the intervention into a **co-creation process**.

In our guidelines, we focus on the local side of stakeholder's engagement, which main role is to **build grassroots participation in local planning and monitoring activities**. This includes the engagement of local community members, grassroots groups, and non-profit organizations active in the area, but also local businesses, trade unions, social and for-profit enterprises.

euPOLIS stakeholder engagement approach focuses on the co-creation and co-design of spatial interventions including water and greenery as main additions to the public space and – as a result – to public health and wellbeing. Stakeholders' engagement will involve both traditional as well as new techniques enabling participation, including wearable sensors for monitoring **health** and **wellbeing**. Formal participation processes will be supplemented by informal processes and cooperation so that spatial interventions can be developed and put into practice with the active involvement of residents, citizens, associations, clubs and businesses.

In this guide, we will try to explain the entire process of planning, preparation and implementation of **local stakeholder's engagement**. For us, the euPOLIS partners, the central aspect of the project is to engage citizens and residents in planned intervention to bring nature back to the cities. This guide is a walkthrough of the crucial aspects of planning and implementing a change together with citizens and residents – an approach often referred to as participatory planning.

Participatory planning is based on a set of democratic activities and methods of citizens' engagement in decision-making processes. It aims to identify peoples' needs and solve problems that the local community faces. It is based on the close partnership between the authorities, planners and residents as well as other important local actors.

Participatory planning aims to engage citizens – individuals, families, informal groups, local communities and civil society organizations. It is based on the open conversation between the authorities and the remaining stakeholders, which leads to making joint decisions.

PARTICIPATION can be:

- **Vertical** – The relationship of local or central authorities with citizens and residents.

- **Horizontal** – Collaboration of various groups of people in achieving a common goal.

In the **euPOLIS** project, we will mainly deal with vertical participation, because cities' authorities are leaders of the planned interventions. However, we will also make use of horizontal participation in the process of building local partnerships and engaging the supporting partners and organizations in the decision-making and planning activities. The main aim of those partnerships will be to build an active cooperation between partners in engaging volunteers (residents) to participate in the co-creation process and social survey.

So let's start! How to do it? How to plan participation?

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STEP 1. euPOLIS MISSION

euPOLIS PROJECT BRINGS NATURE BACK TO CITIES

The mission:

Innovative euPOLIS urban planning methodology integrates nature-based solutions to enhance the health and wellbeing of citizens in 4 European cities!

The euPOLIS is an international four-year project initiated in early September 2020. It is funded under the European Union's Horizon 2020 framework. The National Technical University of Athens (NTUA) is responsible for the coordination of the work and interconnecting the knowledge and experience of 28 partners from all around the globe. That includes four European cities which will serve as demo sites: Belgrade (Serbia), Gladsaxe (Denmark), Łódź (Poland), and Piraeus (Greece).

These cities will pilot the citizen-led and nature-based solutions based on the euPOLIS innovative urban planning methodology, while Bogota, Limassol, Palermo, and Trebinje will follow, replicate, and demonstrate the advantages of our innovations through mentoring and coaching.

euPOLIS' Nature Based Solutions-centered urban planning methodology offers the synergy of people and health-centered approach with significant environmental and economic benefits of Blue Green Solutions.

The euPOLIS project aims to replace or combine the traditional costly engineering systems built to protect the environment, with natural systems to create resilient urban ecosystems at lower running costs and simultaneously enhance public health and wellbeing. To address critical challenges such as low environmental quality, fragmentation, low biodiversity in public spaces and water-deprived resources, the project introduces a structured approach to activate the hidden resources and services of existing Natural and Engineered urban systems, and it regenerates and rehabilitates urban ecosystems.

The euPOLIS' detailed objectives are to improve urban resilience through interventions of proper urban planning matrices and co-create livable, inclusive urban spaces by systematically implementing innovative participatory tools, with particular attention to diversity. Gender, age and disability perspectives will be key in designing the process, based on the intersectionality as guiding value. The experts of the euPOLIS team will map the critical challenges that the demo cities encounter, provide holistic solutions and measure their positive impact on the quality of the lives of the citizens: their overall wellbeing, and physical, mental, and emotional health. The participatory planning approach will be part of all those stages.

STEP 2. LOCAL COMMUNITY CONTEXT AND BUILDING COOPERATION WITH STAKEHOLDERS

First, let's focus on building the relationship based on trust and respect between authorities and local institutions and organizations. The aim here is to create a feeling of mutual understanding and shared goals.

BUILDING COOPERATION WITH THE LOCAL COMMUNITY AND THE IDENTIFICATION WITH THE PROJECT GOALS

The basis for conducting participatory activities is the **diagnosis of the potential of the local community**. At the preliminary phase of the euPOLIS project, the initial elements of the analysis had been already conducted, i.e. intervention plans, finding supporting partners.

However, only now the real work begins. We need to broaden our initial knowledge about the communities living around the intervention site. The in-depth analysis of all the aspects of the social environment will allow adapting our Participatory Processes Strategy to the local reality. In order to effectively establish cooperation with other organizations and institutions in the area of intervention, it is crucial to answer following questions first:

➔ What is the local social environment in which we operate?

➔ Who lives here?

➔ What are the needs of people living here?

➔ What organizations operate here? – non-profit and for-profit; environmental, political, charitable, social, cultural, multicultural?

➔ What public institutions are present here? – local government, public services.

➔ What are the traditions of social activity and local engagement?

➔ What activities and functions are missing?

Several selected tools and elements for diagnosing the potential of the local community are described below:

1. **Space analysis:** *What is the space of intervention like?*

2. **Impact analysis:** *How can we influence the residents/citizens?*

3. **Analysis of the available resources:** *What do we have to offer?*

4. **Important institutions and organizations:** *Who can support us?*

5. **Demographic analysis:** *Who lives here?*

6. **Tradition and social experience:** *What is the cultural capital of the local community and their style of engagement?*

7. **Analysis of communication channels:** *What are the main communication channels in the local community?*

8. **Social network analysis:** *What are the dependencies between potential stakeholders?*

9. **SWOT analysis:** *Strengths and weaknesses, opportunities and threats that may affect your actions.*

1. What is the space of intervention like?

Have a look around the site of the intervention, preferably at the scale of the neighbourhood or city district. First of all, we analyse the space nearby. This is crucial for understanding what already exists on the site and what is missing. However, we should not limit ourselves to just the closest neighbourhood. It is also worth taking a look at a slightly broader area around the site, reachable in 15-20 minutes by foot, bike or public transport. Especially in the context of the location of green spaces, parks and squares people may travel to those locations from other districts. This will allow us to calculate the distance to the closest green areas that will "compete for citizens' presence" with solutions implemented under the euPOLIS project.

In the centre of the spatial map, there will be the site of the planned intervention along with a possibly broad description of the area. Around the central place, we will mark all the existing characteristic elements of space that are important to the community:

➔ green, recreational and sports areas;

➔ cultural and gastronomic facilities, leisure centres, places where people tend to spend free time;

➔ public transport stops, stations, etc.

➔ old buildings, modern buildings, landmarks;

➔ results of urban development strategy of the city / lack of urban development strategy.

It is worth considering all places that make the local community **unique**. This will allow you to better understand the needs of the local community and how to best adapt the intervention and stages of stakeholders' involvement, both the entire local community and the volunteers selected among them. These might be the places which are outside the touristic routes but are important for the local community (for example the ruins of old defence walls, remains of orchards, forgotten graves outside the cemetery etc). Often, it is hard to find them unless you are really familiar with a given neighbourhood. It is good practice to invite stakeholders and residents to complete this spatial analysis.

2. How can we influence the residents/citizens?

This tool will allow you to have a look at the local institutions in your environment. You should be able to position identified stakeholders in the given community in terms of the influence. Do they have an influence over the people living there? Is the voice of the given institution taken into account in the decision-making process?

We would like to introduce two new indicators which allow an assessment of practicality of the institution, for example in joint activities, partnerships, etc. They indicate the power and social impact of these institutions.

Influence on authorities – the power an institution has to influence the political decisions in a given community. An influential institution has a voice in the decision-making process at the level of local government. We can distinguish two types of impact: formal and informal. For example, a pub owner who is a brother of a mayor might have an informal influence over the mayor, while a think tank which

works for the city council might have a formal impact on the decision-making process. In other words, we try assess the influence of the institution on the policy makers.

Social impact – this is the strength and position that a given institution has in the community, regardless of its official / statutory function. A school might be influential by raising children, similarly the Volunteer Fire Department that activates residents by organizing workshops and teaching citizens how to behave in case of emergency. On the other hand, a major and other local authority shape the life of citizens by implementing certain policies. In other words, we try to answer the question of what the influence of the institution on the community is.

3. What do we have to offer?

Next step of analysis is checking what we the local government/authorities or an organization/institution that operates in the environment have at our disposal. To be able to plan the participation process we need to know what we have first.

We understand resources very broadly – both tangible and based on knowledge. The size of the office or the number of computers is important, but let's not ignore the number of employees, volunteers, education level of key figures or tasks that the institution must perform to achieve its basic goals. It is also important to check the budget available for participatory activities and for social research.

4. Who can support us?

The city, as the euPOLIS project partner, has a local supporting partner to assist you in planning and implementing the participatory process. However, you should not limit your local partners just to the project partners. To start planning participatory activities, you will need additional stakeholders organizations, institutions, and businesses from the site of intervention.

The knowledge about other local institutions present in the area is useful when working in the local environment and building cooperation, establishing partnerships and carrying out specific activities. List all public institutions, cultural institutions, social organizations, self-help groups, informal groups, local businesses, community centres, libraries, sport clubs, women groups, charities, etc. It will be helpful to identify specific institutions and organizations as stakeholders of the project. We need stakeholders who have local impact as well as these, who want to engage.

In euPOLIS, we distinguish **two groups of stakeholders** – the ones responsible for the project internal processes (all **project partners**) and the second group of **local stakeholders** in all front runner cities. The former do not have to be identified or encouraged to support you because by definition as project partners they will be involved. With the latter it is different, because you are responsible for their identification and recruitment.

The group of local stakeholders include specific categories of institutions, organizations, groups and individuals that we want to engage to ensure the project meets its goals in a best possible way:

1. **Residents of the local community (both individuals and families)**, where the Nature Based Solutions are going to be implemented

2. **Regular and potential users of the Natural-Based Solutions' site** (people working in the area, people who use local services or spend their free time in the area, visitors)

3. **Community groups, neighbourhood initiatives and urban movements active in the area** (representing users' needs, lobbying for interests of the local residents, trade unions)

4. **Local organizations and charities** specialising in supporting vulnerable members of the community: homeless, poor, refugees, migrants, women, elderly, disabled, youth etc.

5. **Community-based organization(s)** which will support the diagnosis of the local needs, recruitment and coordination of study participants (aka volunteers) – the best partner should be identified during the mapping exercise

6. **Local businesses and employers, social enterprises** (especially those responsible for gastronomy, creating meeting spaces or other sites that are magnets for visitors)

7. **Local public institutions** including schools, universities, kindergartens, care homes, hospitals, health clinics, social assistance offices, police, city guard, post office, park authorities, etc.

8. **City planning authorities**, e.g. the department of urban planning in the city office

9. **Consultants and designers for the final planning and design of Nature Based Solutions.**

Out of group 1 and 2 we will recruit the volunteers (participants) for a study which will monitor the Nature Based Solutions' / Blue-Green Solutions' impact on Public Health and Well-Being. We will gather physiological data from wearables and qualitative and quantitative data from social science tools.

Identified stakeholders will take part in workshops that will prepare them for future activities. **After selecting the stakeholders, it is worth considering specific people from the given institutions that you know, with whom you have already cooperated, who could be helpful.** Often, informal (built in the previous projects), or vertical contacts (outside of the hierarchical flow of documents), allow facilitating the process.

5. Who lives there? (demographic analysis of the area)

In this step, you will try to describe the local community in terms of socio-demographic variables. The more detailed and precise the description, the easier it will be to engage people. The detailed characterization will allow you to use a tailored approach for all identified groups of citizens/residents. Additionally, it will allow you to understand the neighbourhood better and to plan adequate measures of the impact brought with the Nature Based Solutions implementation.

How many residents live in your community? What is their demographic structure: age, gender, level of education and household income? What is the unemployment level and main sources of income? What kind of households are there (how many members)? In what type of houses/dwellings do they live (blocks of flats, single-family houses, municipal housing)?

Finding answers to these and similar questions will allow you to better tailor your offer to your audience.

Demographic criteria, that will be needed to implement the project:

1. **Age and gender** structure of the local community – it will help to identify peoples' needs as well as compare the results of the Nature Based Solutions' effects between different cohorts and demographic groups.

2. **Level of education** – important factor when analysing lifestyle and health-related behaviour.

3. **Employment status** – important factor defining lifestyle, needs and opportunities for engagement (full-time position, part-time position, self-employed, student, retired, home-maker, unemployed).

4. **Socio-economic status** (occupation, income) – these data will allow you to tailor the approach to citizens and decide what type of incentives they might find relevant; also useful for the identification of their needs.

5. **Marital status** (family situation / household type) – important lifestyle factor, useful also for diagnosis of needs (single, married, divorced, widowed).

6. **Type of residency** – private renters, private owners, municipal flat renters, business owners, publicly-owned (could also include tourists, Airbnb, students, short or long-term residents).

7. **% of households with children / disabled / seniors** – defines specific needs and uses of space.

8. **Other place specific factors** like: % of families on welfare, % of households below poverty line, % of municipal flats, % of households with dogs – defines specific needs and uses of space, etc.

6. What is the cultural capital of the local community?

The cultural capital that the inhabitants of the space share, include local customs, traditions, and common – good and bad – experiences, influencing the essence of problems and needs.

The level of trust, integration and readiness to engage in joint action, potential to participate in the life of the community – all these are **intangible features** that are difficult to include in terms of indicators. But they cannot be ignored.

Try to answer the following questions:

➜ What is the origin of the local community? Are these people living here "forever"? Or maybe they only moved here several years, decades ago?

➜ Do you know about any events particularly important from the point of view of the local community, which either already constitute a reference point for it or may become an integrating factor? It may be, for example, the fact that 300 years ago an important battle took place in the area, a famous person was born, the inhabitants were affected by a natural disaster etc.

➜ What is the ethnic composition of the local community? Are there only people of local origins or are there also representatives of other nations, ethical or racial minorities? Can you define the proportions between the groups?

➜ Is religion an important aspect of life for the studied community? What religion is dominant and are the inhabitants believers or also practitioners? What religions, apart from the dominant one, find their followers here? What is the proportion of different religious groups?

➜ Are there any special local customs / traditions associated with the studied community or the whole region that are still cultivated by some inhabitants (festive and wedding customs, folk dances, etc.)

➜ Is there any long-standing problem in the studied community that may affect the activity/degree of integration of residents and mutual trust?

➜ How active is the local community? Are people willing to cooperate with each other and voice their interests or do something together? What type of grassroots activities are present and/or popular here?

➜ Is it a community that has a sense of identity, a special relationship with the area (place attachment)? Is the community involved (actively or passively) in local events, or is it rather a

community of people with no special relationships or ties? Why do you think so and what shows it?

7. What are the main communication channels?

Any activities in the environment, including those related to creating a map of resources and needs, will not bring the desired results if there is no efficient promotional campaign. Its scale depends on the size and structure of the community, but you should never forget to inform your fellow residents about what is going on.

How to do it?

Identification of communication channels existing in the environment will help. Your task is to assess all communication channels that exist in the area covered by the project. Think broadly about local / regional press, radio and TV channels, internet portals, community newsletters, social media pages and internet forums. Also, do not forget about more traditional tools: notice boards, showcases, as well as important places for people in your community – churches, cafes, pubs, cultural venues, etc. You should try to identify both formal and informal channels of communication. If you succeed that will make reaching out to citizens / residents much easier and much more efficient.

Examples of useful channels for reaching potential participants include:

➔ Individualized letters containing an invitation to the study and a leaflet with a description of the project illustrated with graphics;

➔ Leaflets available in public institutions and meeting places;

➔ Posters and banners;

➔ Broad promotion in social media, e.g. local groups on FB – city, district, housing estate, thematic groups; but also targeted ads on social media;

➔ Other internet tools: e-polls; blogs; websites, interactive tools etc.;

➔ Promotion in local media – press, radio and television;

➔ Information in churches and religious assemblies, community centres, cultural centres, local residents' clubs and libraries, cafes, bars and restaurants or shops;

➔ Events – a festival, happening, promotional action in the euPOLIS location;

➔ Visits of animators who interact with local residents, institutions and companies in pubs, cafes or other meeting places of the local community.

More information on methods and tools can be found in Step 4.

8. What are the dependencies between potential stakeholders?

This tool will allow you to look at the institutions mentioned in step 2 as stakeholders in the common "market" and to map their relationships with one another. Certainly, there is some kind of cooperation between some of them, maybe even a partnership? Perhaps, some of them are completely indifferent to

your institution – you have nothing in common, you don't share common interests, because you operate in completely different spheres? Or maybe, there are institutions that compete with you? If so, you need to assess whether it is a positive competition that mobilizes you to make more effort, improves the quality of your work, or is it negative competition that causes you to lose something, undermining your efforts?

We can distinguish stakeholders who are:

➔ **Cooperating** – partners;

➔ **Accepting** – supporting our actions but don't get involved – a great chance for cooperation;

➔ **Indifferent** – neutral, perhaps they deal with completely different activities – there is a chance for cooperation if we find a common goal;

➔ **Positive Competitors** – they undertake similar activities, but it is motivating for both parties – there is a chance for cooperation;

➔ **Negative Competitors** – there are conflicts, difficult relationships, problems with communication.

➔ **Opposition** – people and institutions that are against the project, whose interests are threatened, may actively seek to jeopardize the activities.

9. SWOT analysis

It is time to prepare a SWOT analysis of your organization in the context of the given local environment, i.e. to look at your strengths and weaknesses, see the opportunities and threats that may affect your actions.

SWOT analysis: **S** – strengths / **W** – weaknesses / **O** – opportunities / **T** – threats

SWOT analysis will allow you to see areas to use in your work, but also those that require special care and attention.

Remember! Strengths and weaknesses relate to the internal features of your organization, while opportunities and threats relate to the "outside" world, e.g. changes in legal regulations, the influx of people from another place due to the opening of a new workplace, etc.

STRENGTHS	**WEAKNESSES**	**Internal**
OPPORTUNITIES	**THREATS**	**External**

STEP 3. PARTICIPATION THEORY AND PRACTICE

PARTICIPATION STEP BY STEP

After analysing the potential of the local community, it's time to plan the participation process. We already have groups of stakeholders that we invited to participate in the project and co-create the involvement and participation of the local community.

Participation in planning can take various forms, with varying degrees of citizens' involvement in the decision-making process. For example, Sherry Arnstein's typology of **citizens' participation** is presented as a metaphorical **ladder**, with each ascending rung representing the decrease in the level of citizen agency, control, and power.

Arnstein's Ladder of Citizen Participation describes how those in power (eg. public institutions or investors) can either deny citizens' voice or, preferably, increase their agency and control. The concept was coined in 1969, but is still used today in different variants.

The Ladder of Citizen Participation 8 rungs:

Source: https://www.vpaunpacked.org/participation
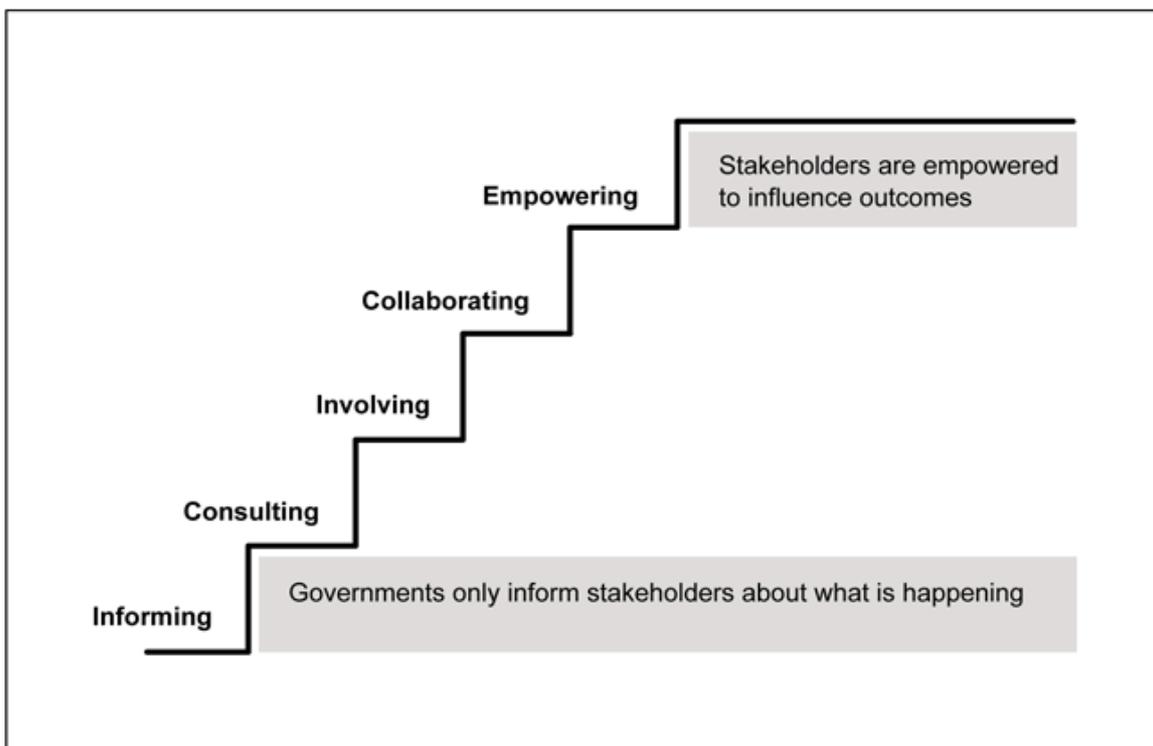
Engaging participants as partners in a co-design and co-creation process is crucial for the euPOLIS approach. Therefore, it is very important to **plan and conduct real, ethical and long-lasting processes of local stakeholders' engagement in all pilot sites.**

To ensure high quality stakeholders' engagement we can employ **different methods depending on the stage of planning**:

Information is the simplest form of engagement, ensuring that citizens have access to information about planned activities and therefore the opportunity to get involved. Authorities inform citizens about plans and decisions concerning them, but there are no actions required from the citizens.

Consulting is another "step" on the participatory ladder. In addition to informing, the government gives citizens the opportunity to comment on the planned activities. Persons participating in consultations act as advisors and social experts, who are asked for their opinion on a specific matter. Citizens' votes are considered by authorities, but not necessarily taken into account in the decision-making process.

Co-decision is the highest level of participation when the full partnership between the authorities and citizens is established. Citizens are trusted to have competences and the right to be involved in the decision-making process. However, they are also co-responsible for the outcomes. As a result, the citizens have a real influence on the planned activities that affect them (directly or indirectly).

Participation tools:

INFORMING	RECEIVING INFORMATION FROM THE LOCAL COMMUNITY
• Leaflets, Posters with catchy slogans	• Probes
• Blackboards, Information boards	• Polls
• Maps with graphic documentation	• Individual and group interviews
• Letters	• Observations on site
• Local media	• Analysis of complaints, requests, comments
• Internet portals	• Expert opinions
• Social media	• Protests
• Meetings (in church, school, local café, library, with scouts, local senior's club, local sports club, etc.)	• Happenings
	• Ambassadors recruited from the members of local community
• Visits (in local libraries, local cultural clubs, schools, etc.)	• Facebook events with probes or polls
• Education (trainings, presentations)	• "Local post" – post boxes for citizens to write questions or share information with the local government
• Gadgets as a form of project promotion, building identification with euPOLIS	• Technological tools (see Step 7)
• Street festivals	
• Happenings	
• Cultural events, sport events	
• Technological tools (see Step 7)	
CONDUCTING PUBLIC CONSULTATIONS	CO-DECISION, CO-MANAGEMENT, CO-IMPLEMENTATION
• Public meetings	• Advisory and initiative teams
• Open days	

● Workshops	● Local initiative, citizens' initiative
● Working teams	● Referendum
● Debates	● Implementation of the commune's own tasks
● Civic café (possibility to talk with representant of government in informal atmosphere with cup of tea or coffee	● Volunteering
● Open Space	● Community committees
● World Cafe	● Design thinking workshops
● Seminars	● Games (card game, strategic game)
● Conferences	● City game
● Consultation point	● World cafes, charette workshops
● Research walks around the site of the planned intervention – before – during – after	● Local expert panels
● Consultation forum – regular team meeting of the City and supporting partner, stakeholders with the participation of the public or by online tools – with the possibility of answers and questions by residents	● Contacts with the media – who report, interview, and audition, e.g. television or internet program about project and the change planned
● Meeting with an expert by the map three – dimensional mockup of the intervention site meeting with an expert / available to residents	● Peer research – the research is carried out by a person from a stakeholder group or volunteer, after prior preparation. It is easier to talk honestly with someone you know. Moreover, it is a double commitment – stakeholders also become co-creators of research or participatory activities
● Modern technology tools (see Step 7)	● Civic budget/ participation budget
	● Modern technology tools (see Step 7)

E-participation (aka digital or electronic participation) is one dimension of e-governance which is often understood not only as the use of ICT tools to inform the public about the government operations or support public policy, but also to engage citizens in participatory processes (Scholl, 2008). With the coronavirus pandemic in full swing, we would like to propose **methods and tools which do not require physical presence from the participants**. However, before we move any further, we need to discuss opportunities and challenges which ICT tools and methods bring to the table. You should be aware of the fact that while they might be of much use, they come at a certain cost.

Opportunities:

1. **Democratisation** – with some countries declaring the internet access as a human right, the world wide web became available for the majority of citizens (especially in big cities). This means that the majority of citizens have an opportunity to gather information about policymakers' actions or participate in online meetings and discussions. Cities either use dedicated platforms to interact with their citizens or do it over their social media profiles.

   ○ These new channels of communication allow citizens or communities to have their voice heard.

- On the other hand, from the perspective of the cities it allows them to reach out to people who wouldn't participate in traditional public opinion polls or other forms of stationary participation processes.

- Often, higher turnout in **online participatory processes** is due to the lower entry-barriers. Regardless whether they are objective or not, for some people especially in bigger cities it is just more convenient to join an online meeting or complete an online survey than participate in person. That is especially true now when meetings in person bring a risk of coronavirus infection.

2. **Transparency** – online participation processes tend to be seen as more transparent than traditional ones, because every internet user can see the conversation under the post or track the record of the policy implementation (from the online discussion to making the final decision). This makes the decision-making process more accessible and understandable for participants.

3. **Targeting groups** with tailored messages – although micro-targeting has a bad reputation because of the Cambridge Analytica scandal, it remains a useful technique if we want to reach certain groups of citizens with specific information. It is based on segmentation of the diverse population into more consistent groups of people who are similar to each other on certain dimensions (location, interests, personality traits or beliefs). New technologies, especially social media platforms, deliver tools which enable cities to reach out to certain people with tailored messages with ease. The hardest and usually the most difficult part of segmentation is performed by the social media platform itself, therefore, cities just need to create the message to convey to local communities or even more specific groups of people.

4. **Social aspect** – if planned right, online participation gives the opportunity for **more diverse participation than traditional methods**. Therefore, not only cities have the chance to hear the voice of people who usually do not participate, but also other citizens can benefit from social interaction around a certain solution or issue. Especially now, when people are locked down in their homes and lack social interactions with people outside their social bubble, meeting new people who share similar interests or ideas might be also beneficial for mental hygiene.

5. **Gamification** – the success of popular sport-tracking websites lies in two aspects. First, they allow you to share and compare your results with friends. Therefore, the objective level of performance is not that important as beating friends or other users. Second, these websites usually have the points system with which they award every activity. Scoring points and unlocking personal records (or achievements) works as motivation for long-lasting involvement. Points system and also comparison with others is a strategy used also in participatory processes. To maintain the engagement of the citizens, cities can create communities of participants and let them share and achieve different awards in the e-participation processes.

Challenges:

1. **Exclusion** of some groups of citizens – although ICT tools might attract new participants, it might also exclude people who would normally participate. For people who are not able or willing to use new technologies, moving participatory activities online might create a high entry barrier. Cities need to make sure that all citizens have necessary tools and skills to be able to participate.

This is especially important in case of some older citizens, people with lower income, language or technological skills.

2. **Adjusting the tools** for all citizens – citizens less accommodated to new technologies might find the language or concepts necessary to use ICT tools hard to understand. Therefore, cities need to convey the message in the form and language as accessible as possible. However, not only the instruction needs to be clear, but also hardware and software must be understandable and intuitive.

3. Adjusting the tools for **hearing and visual impairments** – although many modern ICT tools allow users with disabilities to access them, cities must also adjust the conveyed messages to standards like WCAG.

4. Choosing **segmentation criteria** – to be able to convey a message to specific groups of participants it is necessary to select right criteria for segmentation and also draft the message that will be appealing. Cities can count on supporting partners or social horizontal partners in this regard.

5. **Low commitment, plug-in / plug-out engagement** – maintaining the commitment of citizens is a challenging task even using ICT tools. Due to the coronavirus pandemic a lot of people spend most of the day in front of the screens, are tired from the blue light and not eager to invest more time online. Therefore, cities should also prepare tangible incentives that might be granted in the 'real' world.

6. **Lack of physical contact** – with the coronavirus pandemic in full swing and citizens spending most of the time at homes the level of frustration and anxiety skyrockets. Although online meeting or participatory processes have many advantages, people lack physical contact with other humans. This notion is important not only in regard to citizens but also all stakeholders. However, not much to be done other than trying to offer participants diverse forms of social interactions and empowerment to make up for the lack of physical contact.

Using ICT tools in participation brings also to the table a very important notion of the **data security policy** and **ethical concerns** of its usage. The former is a complex issue because among euPOLIS partners we have stakeholders from outside of the EU, where the GDPR regulates data management. However, it is crucial to remember that for processing citizens' data they need to give informed consent (unless there is at least one legal basis to do otherwise. The exempts are listed in Article 6 of the GDPR). Furthermore, institutions responsible for data management must ensure that the following rights are respected:

1. *Information and access* – is the right of the citizen to access the data at any point and to be informed how it is processed. It is regulated in detail by Article 15 of the GDPR.

2. *Rectification and erasure* – is the right "to be forgotten". Every citizen might ask to erase their record from the database within 30 days. It is regulated in detail by Article 17 of the GDPR.

3. *Right to object and automated decisions* – is the right to ask the data controller to stop processing the data of the citizen. However, there are some instances where this objection does not apply. For example if:

   - Legal or official authority is being carried out.

- 'Legitimate interest' where the organisation needs to process data in order to provide the data subject with a service they signed up for.

- A task being carried out for public interest.

This rule is especially important in case of usage of third-party software or services (including bands producers).

4. *Pseudonymisation* – the data controller has to provide a method for anonymizing the data in such a manner that it is impossible to retrieve personal information allowing identification of the citizen.

The detailed procedures of data management are subject to the local national regulations.

In regard to **ethical concerns about the usage of ICT tools** in participatory processes we have to ensure that it empowers diverse participation and overrides the social divisions. Not only those who are familiar with the technology and use it on daily bases should be our focus, but also those who may be reluctant or new to this type of involvement. The access to Internet or devices should not be an entry barrier for any citizen, and cities should make as much effort as possible to ensure that **no one is left behind**. The more detailed information about the ethical procedure in social studies is described in chapter 4 of this document.

Here you can find interesting examples of techniques, forms and good practices from Poland and abroad:

partycypacja obywatelska.plx

Here is a database of websites of organizations and institutions dealing with participation in various European countries, incl. Austria, Poland, Great Britain:

partycypacja obywatelska.pl/strefawiedzy

Organizations involved in planning spatial participation:

Project for Public Spaces

communityplanning.net

COMMITMENT OF STAKEHOLDERS AND LOCAL COMMUNITY

In joint projects, maintaining the engagement of all partners is a challenging task. It requires a high level of motivation and commitment from all involved sides. In this chapter, we would like to present tools that aim to help you maintain a high level of both. However, first, we would like to introduce short definitions of both concepts.

MOTIVATION

You need to remember that motivation is key to partners' engagement. If you can't motivate citizens or institutions to participate, they will not engage in your planned activities.

What is motivation?

Motivation, in simple terms, is a reason for people's actions, goals, and willingness. It is a strong force that prompts us to act, strive, make progress, and achieve goals in life. It gives energy and drives us for

action. However, motivation is hardly a unitary phenomenon. People have not only different levels of motivation but also different kinds. That is, they vary not only on the strength dimension of desire to perform an action but also its source might be different. Therefore, we can distinguish **intrinsic** (coming from the individual) and **extrinsic** (coming from the environment) motivation (Self-Determination Theory, Ryan & Deci, 1985).

Intrinsic motivation is always subjective. What motivates one person not necessarily will motivate someone else. Action is performed because it is inherently interesting or enjoyable. It is caused by internal needs, desires, or emotions that a person finds inside themselves. Intrinsic motivation might lead to a particular action or lack of action and perseverance (Ryan & Deci, 2000). The internal motivation in the euPOLIS project will be related to the **satisfaction of personal needs** as having the voice heard, improving health (personal but also members of the local community), being part of something bigger, feeling responsible for the local community, willingness to improve the quality of life (both the local community and own), local patriotism/sense of belonging to a place, and much more. However, the crucial aspects of enhancing the intrinsic motivation lie in the **feeling of competence and internal perceived locus of control** (deCharms, 1968). Therefore, **people must experience self-efficacy and that their behaviour was self-determined**. In other words, to maintain high intrinsic motivation people need to feel competent and at the same time successful in their actions.

➔ In terms of the euPOLIS project, we should ensure that tasks people are asked to perform are in the range of the expertise and also that their voice/opinion is really considered when the decisions are being made.

Extrinsic motivation, although intrinsic motivation is an important factor of human behaviour most actions are performed to attain some separable outcome. Therefore, people perform certain behaviours because they are **motivated by external forces or benefits**. However, extrinsic motivation varies on the level of autonomy – the level on which people perceive their behaviour as the result of external incentives. People tend to internalize and integrate values and behavioural regulations that influence their actions (Deci & Ryan, 1985). Internalization is the process of taking in a value or regulation, and integration is the process by which individuals more fully transform the regulation into their own so that it will emanate from their sense of self. In other words, motivation of some externally induced behaviours might be posteriori revaluated as intrinsic because people would adapt regulations or values behind the behaviour as their own (Ryan & Deci, 2000). While the extrinsic motivated behaviours are usually not that interesting and therefore must be prompt externally, the primary reason people would engage lies in **social appropriation**. People might be willing to continue performing an action if their behaviours are valued and respected by **significant others**. Therefore, the key to internalize external goals is in providing the **feeling of belonging and connectedness to the group**.

➔ In terms of the euPOLIS goals, it is important to build a community of people who will be primarily **motivated by attractive incentives**. It will help to maintain their motivation on a higher and more intrinsic level. Furthermore, similarly to internal motivation an important aspect of maintaining external motivation is competence (Deci, Eghrari, Patrick & Leone, 1994). **People need to understand the reason why they should act or engage** in particular behaviours and also **feel competent in doing so**. Therefore, in the euPOLIS project we should make sure that the aim

of the project is explained in understandable terms and the task citizens are asked to do lie in their range of competence.

4-FACTOR COMMITMENT MODEL

GOALS	INFLUENCE
COMPETENCES	APPRECIATION

People show the greatest engagement when they:

➜ **KNOW AND UNDERSTAND GOALS AND VALUES** – they know what tasks they have to carry out and in what direction they are going.

In practice, this means, first of all, keeping the stakeholders and the local community **INFORMED**. You should think of a diverse approach to this task because nowadays people are inundated with information. **Think outside the box and be creative in crafting the message!** Think which channels of communication you should use so the message reaches the target audience and is presented in an attractive way. A wide-ranging information campaign is the most effective way to get citizens involved. So that the stakeholders, citizens – as a group or as an individual -- feel that they understand what the goal is, what actions will be taken, what the difficulties they might face, and foremost what the end result will be.

The message conveyed by the project should include not only description of the actions but also propagate values shared by the project's stakeholders.

Motivating factors: Substantial input. People want to be a part of a group with which they share common values and beliefs.

To sum up, you should **use appropriate language when communicating the project's description and goals to citizens**. Avoid overcomplicated technical jargon which might discourage participants. Try to be as clear as possible when explaining the project to the public. You might try to take Einstein's approach and test whether you are able to explain the project's goals and benefits to 4 years old in such a manner that they will understand and will be eager to engage. Detailed methods and tools for implementing this concept you will find in step 4 and step 7.

➜ **HAVE AN INFLUENCE ON THE ACTIONS TAKEN –** and at the same time **take responsibility for its implementation**. Building a sense of influence on the outcome is usually done by inviting stakeholders to participate in the whole process. Therefore, it comes not only with power but also with responsibility (Lee & Ditko, 1962). You have to show that the opinion of a team or a specific person is important, that everyone's voice is heard in the decision-making process, in promotion, in informing, in disseminating.

Everyone should feel that they can support the project by taking part in social research or even conduct part of it. **Residents and citizens should feel appreciated for sharing their knowledge, needs, and concerns with the euPOLIS partners**. They should feel they are important and influential stakeholders of the project. To build a sense of influence and importance of all partners you should **pay attention to the activities performed by all project stakeholders**. Ensure that everyone has the opportunity to express themselves, listen to what they are saying rather than discuss their point of view, take care of the good flow of information between partners and remember that you are responsible primarily for the time management and organization of work.

Motivating factors: shared ownership of the process. People support what they create or co-create. It is important to give them the feeling of appropriation and that their voice is heard. Don't forget that with power comes also a great responsibility (Lee & Ditko, 1962).

➔ **HAVE THE APPROPRIATE COMPETENCIES** – that is, an appropriate diagnosis of the skills and the use of their potential in a given field.

The tasks and responsibilities of stakeholders should be related to the area in which they feel confident and have appropriate competences. The action plan should be jointly agreed, and the tasks should be divided accordingly. Define clearly the procedures and rules and convey your needs and expectations towards the teams supporting the project implementation in easiest possible words.

The tasks and responsibilities of volunteers will be related primarily to participation in research.

Both the group wearing wearables and the group participating in wider research are necessary and without them the project will not succeed. Their role is inevitable. They will have an impact on the shape and course of the intervention, they will provide knowledge that will help to improve the project implementation and will also raise the quality of the implementation process in other cities.

Motivating factors: clear expectations. People find motivation when they know exactly what they are meant to do and are confident that they can do it; the activities themselves – performing work or part of it; the possibility of development – be it competence or for example, improving one's lifestyle.

➔ **HAVE A FEELING OF BEING APPRECIATED FOR THE CONTRIBUTION –** when people know that their contribution is appreciated by others, they feel that the effort was worth it.

Proper appreciation is based primarily on recognizing what motivates a given group or person that is, recognizing what will make them feel truly appreciated. Some of the prizes will be intangible and some of them will be incentives.

Internal motivating factors: They are subjective and depend on each individual. Therefore, intrinsic motivation is hard to induce directly. However, you might try to maintain the level of

motivation people came by ensuring that tasks people are asked to perform are in the range of the expertise and also that their voice/opinion is really considered when the decisions are being made.

External motivating factors: You might consider them twofold. On one hand, **attractive tangible incentives** might be primarily a good motivation to engage in the initial participatory processes. However, to maintain the level of engagement you should try to **encourage the citizens to internalize and integrate the goals and rules of the euPOLIS project**. Therefore, you should provide a feeling of belonging and connectedness to the group. In terms of the euPOLIS, it is important to build a community among people who will be primarily motivated by attractive incentives. It will help to maintain their motivation on a higher and more intrinsic level. Furthermore, similarly to internal motivation, an important aspect of maintaining external motivation is competence (Deci, Eghrari, Patrick, & Leone, 1994). People need to understand the reason why they should act or engage in particular behaviours and also feel competent in doing so. Therefore, in the euPOLIS project, you should make sure that the aim of the project is explained in understandable terms and the tasks that citizens are asked to do lie in their range of competence.

In euPOLIS, incentives will be part of the appreciation but also the method of commitment. The main incentive, also essential for research, will be wristbands. Other incentives depend on cities' budgets and willingness to cooperate with local businesses and institutions.

EXAMPLES OF INCENTIVES TO BE ADOPTED IN EUPOLIS PROJECT

- free tickets to cultural institutions like public museums, cinemas, theatres
- free tickets to sports events, fitness clubs, sport facilities (swimming pool, gym, etc)
- free tickets for the local public transport
- invitation to participate in special event (online or stationary)
- gadgets (for adults and teenagers) and toys (for kids) connected with NBS theme
- giveaways produced by the local cooperative
- offer of free medical tests / prophylactic program
- draw or raffle with some prizes
- free cup of tea or coffee from the local cafe (attractive for seniors!)
- coupon for shopping in the local cooperative
- box of healthy food (fruits and veggies)
- newsletter with health advice
- sports equipment

- doctor appointment notebook/calendar, medicine box with logo

- photo session for all participants in the local photograph shop / photo booth coupons

- interviews in the local newspaper, radio, TV

Matching the incentive to the target population as well as to the project topic would be essential. Parents may value toys or attractions for kids more than those directed to adults. Dog owners may want to receive something that makes their everyday walks more fun. Older people may be interested in certain cultural activities, while youths in sport events or interactive games. Local businesses could be involved as sponsors or providers of incentives.

Incentives could include gifts that facilitate participation, such as transport vouchers, things to use in the space or gadgets that remind about the project. These incentives may involve extra effort to procure and implement but may add value by specifically targeting barriers to participation.

Social incentives, such as peer encouragement or mentorship from other community members would also be a good idea. Researchers can contact friends and family and leverage these social ties as sources of participant motivation. Also, we could partner with civil society organizations to recognize consenting participants at community events like picnics, fun runs or through social media phenomena, raising awareness of the project and helping participants to feel like part of a larger movement. Such efforts may change social norms and attitudes toward the project (and the involved social research), make other incentives for participation seem even more attractive, and encourage potential participants to seek out enrolment opportunities. Other non-material rewards include providing participants with tests results or health and wellbeing reports based on the collected data.

PARTICIPATION IN PRACTICE (work in progress)

This is the moment. We start the participatory process!

First thing – important information – **you have a great start because you are not alone.**

Summing up, what do you already have?

✓ 2 institutions – that's a lot – the city council and the supporting partner – an NGO.

✓ A total of 28 international institutions that have joined forces to change a part of your city.

✓ Support provided by the euPOLIS project – knowledge, experience, experts for each category of activities that will be undertaken.

✓ European Commission funding under the Horizon 2020 program.

✓ Support in action – consultation with partners, preparatory workshops, experienced social researchers.

✓ Guidelines.

That's a lot of resources and support to get you started.

If you do not feel confident yet, read some good practices from the experience of participation in other cities.

Now is the time. We act!

✓ **Step 1**. We know the goals of euPOLIS. Think about what exactly you want to achieve in your city during the project – these will be your goals. The specifics of each city are different and that's why you know best how to communicate and cooperate with your local stakeholders. Each action begins with setting goals.

✓ **Step 2**. Carry out a step-by-step analysis of the local community. Then, equipped with a wide knowledge about the community and the place where you plan your activities, you will be able to verify whether your goals are realistic or require a moment of reflection. It is also the moment when you can start engaging stakeholders who will best support the implementation of the project. They may also help you to define more detailed goals and gather necessary information. Creating a partnership will also continue in step 3.

✓ **Step 3.** We know about the place and people, maybe we already have several stakeholders involved. Now it is necessary to plan the participation process.

  o Consultations and workshops within euPOLIS partners;

  o Commitment to the participation of all stakeholders;

  o Consultation and arrangements with the research team to establish a social research agenda;

  o Plan specific tasks;

  o Timetable of activities;

  o Institutions and specific persons responsible for carrying out the task in a timely manner;

  o Preparations – information and promotional materials, permits for events and anything that should be prepared in advance;

- o   Preparation and planning of the information and promotion strategy (these activities should also be included in the schedule);

- o   Planning and checking the budget for the activities.

✓   **Check one more time – WHAT – WHEN – WHO**

And now, when everything has been planned and prepared – it's time to start the process of social participation – that is, invite the local community to co-decide how to intervene in their environment and to participate in the process of social research.

STEP 4. SOCIAL RESEARCH (work in progress)

There are many definitions of social science. Below, we decided to offer you a slightly broader view on this topic.

Social Science: "Officially, this is the study of societies and the relationships between individuals within those societies, but the 'science' part of it is misleading – it's a label tacked on a long time ago by people who thought it would lend their pursuits an air of credibility. They thought that if they were just smart enough, and if they just collected enough data, they could figure out a set of established rules governing human behaviour. The truth of course, is that humans aren't particles in an accelerator or chemicals in a tube. We're irrational, emotional, unpredictable and equally capable of dizzying genius and mind-blowing stupidity. That doesn't mean social science is useless, nor does it mean we should stop using the scientific method to try and figure out why groups of people behave the way they do. Instead of calling it science though, we should call it what it is: pattern recognition. That's a far better description of what sociologists, historians, geographers, economists and anthropologists *actually* do. And once you make that admission, things suddenly get a lot more interesting; once you start thinking in terms of patterns, rather than rules, your time horizons expand and events suddenly don't seem as frenzied or random as they appear at first glance." [Future Crunch 15.10.2020]

Ethical Aspects of Social Studies

"Ethics review of all scientific projects start with the question of whether the research objectives raise any ethical questions. From the scientific point of view, every research proposal must address the question of why the planned research needs to be conducted, whether there is any new knowledge to be gained, and whether it is worth spending the time and money to obtain it. Justifying the conduct of any proposed research project means demonstrating that it will offer benefits to scientific understanding, to policy and/or to practice, or to social actors in general, thus making the resources spent on research worthwhile." (Iphofen, 2009, p. 19)

"The basic ethical principles that have evolved to protect human participants from harm, which have their origin in clinical research, apply to all fields of research in which humans participate by contributing time, effort, insights and personal data for researchers' use. These overarching ethical principles in the context of EU-funded research include:

➔ respecting human dignity and integrity;

➔ ensuring honesty and transparency towards research subjects;

➔ respecting individual autonomy and obtaining free and informed consent (as well as);

➔ assent whenever relevant);

➔ protecting vulnerable individuals;

➔ ensuring privacy and confidentiality;

➔ promoting justice and inclusiveness;

➔ minimising harm and maximising benefit;

➔ sharing the benefits with disadvantaged populations, especially if the research is being;

→ carried out in developing countries;

→ respecting and protecting the environment and future generations." [Annotated Model Grant Agreement, Version 4.1., 26 October 2017, 258].

ASSUMPTIONS OF SOCIAL RESEARCH UNDER euPOLIS

General approach:
We will work in different countries, cities, and thus in different local communities. At this stage, it is difficult to say who lives in places where we will intervene as the euPOLIS. Therefore, we need the **socio-demographic characteristics** of local communities to best define the criteria for selecting volunteers (respondents) or local NGOs. More specific data needs will be defined after the meeting with cities.

In regard to volunteers (respondents), we would like to first propose a distinction between users of the space and the people who live nearby. In our view, this is crucial because both groups are not always redundant. While reaching out to people living in the neighbourhood should not be an issue, it might be much more difficult to identify and contact other users of the space during COVID. Moreover, it will be challenging to control if they visit the place of intervention on a regular basis.

With this in mind, our main criteria for selecting volunteers should be **age + gender, socio-economic status (occupation, income, education), and having children**. However, we know that usually in such studies the main criteria tend to be the willingness to participate. We would like to avoid this common constraint that such studies reach only proactive citizens. We should also reach people who, especially with the pandemic crisis, might feel excluded and left alone. To do so, we need to know what we can offer them and how we can reach these people. From our experience, we know that a **local agent / local NGO**, which already has built trust relations in the desired population, is crucial to achieve this ambitious goal (e.g. Łódź used to employ "lamplighters" – people who were working with local communities over longer period of time and facilitated revitalisation projects). That is why we asked so many questions about the incentives and the bands. If we want to reach a diverse population of people, we need to have an individual approach to every single group, because they will value incentives differently. Young tech savvy might value a new ICT tool, but for older and/or tech-reluctant, face-to-face contact or health advice will be of much more value.

Remembering the distinction between the space users and local inhabitants, and following the proposal logic, we need to design an approach complementary to the physiological one (based on sensors), with social studies grounded methods to measure the impact of the NBS on well-being and health. We think that using a combination of qualitative and quantitative approaches will enrich our insight. Therefore, we plan on incorporating: quantitative surveys as the main source of data, but complemented with on-site observations, in-depth qualitative interviews, and maybe focus interviews (after pandemics?).

COVID makes it all much more complicated. We thought that it would be best to interview space users and recruit some of our volunteers in situ, but it may be difficult due to the pandemics. We can consider a Facebook survey targeted at local residents, but space users are harder to reach this way. Although it might seem trivial, the simplest methods tend to be the most efficient. Observation of the location and description of how the profile of visitors, their number, and their activities changed as the result of the NBS is a valuable insight which otherwise might be difficult to capture. However, COVID restrictions create a huge bias here. Otherwise, we can think about analysing place-related social media content (Instagram pictures, check-ins, etc), but this is rarely enough to obtain measurable results.

Last but not least – we are mainly interested in places and people who use them (or are somehow influenced by them). Therefore, we think that the right approach is to conduct a **longitudinal study**. Although it is usually the most challenging research framework, it allows to track a real change in multiple time points. We would like to have a chance to reach the same people several times with our questions and more social science grounded methodology to see the dynamic of their self-described well-being and health. However, we think that we can evaluate the success of the NBS not only based on participants' data but also based on the e.g. observations of nearby areas. If our NBS solution will be successful we should see not only improvement in the participants' health and well-being (measured with different methods) but flow of users from other similar locations.

Social study in euPOLIS pilot locations:

Dividing it into steps should help clear the role of different partners in the process. We put ISS where we have a leading role, the rest needs to be done in collaboration with other partners.

Step 1: Get socio-demographic data for all locations to design sample

Step 2: Work with cities to plan the study

- map stakeholders for each city

- identify main partners who can work as links to local community

- identify main barriers to conducting a study

- identify main groups of interest

- identify difficult-access groups (space users and people who live in the neighbourhood, how to distinguish and reach both groups?)

Step 3: Plan the social study for each location (ISS)

- design the sample (as diverse as possible)

- define the main target group and the control group (IF FEASIBLE)

- prepare the study protocol

Step 4: prepare research tools (ISS)

- questionnaire for community members

- questionnaire for recruitment

- questionnaire for band users – including user experience and potential problems with data (tech problems, battery life, other people using the band etc.)

- questionnaire for space users (not members of local community)

- tool for qualitative interviews (pre, post and ongoing) – interview guide

Step 5: Pilot / test of the tools (ISS)

Step 6: Conduct study with local community members

Step 7: Recruit band users

Step 8: Data collection from band users and the analysis (by technical partner?)

Main questionnaire modules:

1. experience with location and **attitudes towards location** among space users (+additional detailed questions for community members)

2. type of **space usage** / activities performed in the location (regularly, occasionally / include activities that are children-related, dogs-related, health or work-related, etc.)

3. **evaluation of location** in terms of user-friendliness, cleanness, accessibility, safety, functionality, sociability, health-related qualities, amenities, quality of green and blue

4. **place attachment** and rootedness (length of residency)

5. detailed questions about the local community for community members only

6. **lifestyle** – activities, sports, diet, recreation, stress, work-life balance*

7. **health** – illnesses, general health, prophylactics, drugs, interest in health-related issues*

8. **wellbeing** – general wellbeing and life satisfaction

9. interest and experience with technologies

10. **main needs** (connected with location and surrounding area)*

11. demographics and phase of life – marital status, children etc.

12. economic situation*

13. housing situation, plans for moving in the next three years

14. *influence of COVID on life situation and lifestyle

Main challenges:

➔ ensure participation of all age groups in online meetings and studies

➔ ensure diversity of participants to reflect the community needs and lifestyles

➔ engage the marginalized members of the community

➔ overcome the passivity of community members – go beyond 'the involvement of the involved'

➔ ensure technology is not a barrier

➔ address privacy concerns

➔ sensitive health data and its protection

➔ prevent 'grateful respondent' behaviour – if we give them an attractive present (band) some may feel they need to change their behaviour to repay

➔ COVID-related limits to personal contact makes it difficult to build trust relations

➔ technical challenges (even the best technology tends to fail #Apollo13)

→ identification of space users (it is relatively easy to reach people from the local communities. However, it is much harder to have access to other users of the space. Here, we will need to work with local NGOs and cities)

Step 6. MODERN TECHNOLOGIES IN STAKEHOLDERS ENGAGEMENT

(work in progress)

Nowadays, modern technologies are everywhere – in our work, study, everyday life. They are also present in participatory processes.

In contemporary participatory processes, it is extremely important to plan activities in a diverse manner. Some of them require direct contact with residents to build long-term relationships. Others require use of modern technologies the use of ICT tools, social media, and online social research. Both live meetings, activities taking place in public space and activities based on modern technologies are necessary to conduct a participation process that will reach the broadest possible local community.

It is important that we remember about the possibility of combining various tools and methods – so that all social groups – including those at risk of exclusion – are reached. Modern technologies if available might improve the accessibility and participation in the project. However, the important note here is that people should have equal access to them. Not only in terms of possession but also in terms of knowledge on how to use them efficiently. Therefore, we need to make sure that first the target group of citizens have access to the ICT tools, second, they know how to use them properly (they are adjusted for their needs). If any of these two points is not met the use of ICT tools will lead to a bias in our results. Therefore, to make sure that it does not happen euPOLIS will equip participants with the wearables and cities with the support of other stakeholders will prepare workshops with detailed explanations on how to use them and what are the incentives for users.

However, let's remember about diversity! Even with the pandemic in full swing we can't only use modern participation tools. To keep the audience's attention, you should alternate the techniques not only in terms of used tools but also the communication channel – visual, audio-visual, written text, recordings, drawings, and live performance tasks.

Data protection

Data protection and data management policy will have to be adjusted to local regulations. In the case of partners from the EU, it will be the GDPR. SENTIO, BIOPLUS, BIOASSIST as partners who will deliver not only devices but also services of data transformation and storage will be responsible for meeting adequate measures of security in each of the partner countries. However, other partners involved in gathering data from citizens should also review the local procedures and implement data protection and management plans. Below we describe key points which need to be taken into account in terms of data protection and storage:

➜ Transparency and information to data subjects – data gathered from citizens should be processed transparently and fairly to the subject of the research. Therefore, all participants before the start of gathering data should not only give informed consent to participate but also be informed how and who is going to store and process the collected data.

➜ Purpose limitation and presumption of compatibility – in general data should be collected for specific, explicit, and legitimate purposes only. Therefore, it should not be processed in a manner that is incompatible with those purposes. This is especially important in the case of using collected data for other than scientific research purposes. In the euPOLIS case, the sole purpose of data collection is in assessing the impact of Natural-Based Solutions on well-being and public health.

➔ Data minimization – we should only collect data that is necessary to properly (with enough statistical power) answer our research questions. Besides, by default anonymization protocol should be implemented unless there is a specific and legitimate reason why not to do it.

➔ Storage limitations – collected data should be stored securely to ensure that only authorized users have access to it. Data collectors should implement a data management plan to prevent a personal data breach and data loss. Therefore, appropriate technical and organizational up-to-date measures must be implemented to ensure a sufficient level of security.

➔ Data transfer – the data collector is responsible for adopting adequate security measures to protect the data during transfer. This is especially important in case of a transfer outside the European Union because personal data might only be transferred to countries that are recognized by the European Commission as complying with adequate security measures.

It is crucial to implement a data protection plan complying with local regulations and to adopt such a data management plan that prevents personal data breach data loss.

Modern technologies in social science (work in progress)

With the context of social research, the new technologies shed a new light on already existing theories and enable them to ask new questions, test new hypotheses. Relatively easy access to ICT tools enriched traditional ways how social scientists conduct research. Often new technologies allow us to not only broaden existing questions but also to ask and pursue new.

Band research

We will equip participants with wearables which will gather physiological data from their wrists. Bracelets will be provided by leading companies in the field – SENTIO, BIOPLUS, BIOASSIST. The devices will measure heart rate of the participants and with the use of advanced machine learning algorithms return the measure of well-being. Apart from the hardware the companies also will provide multifunctional web application and customer service including online doctor appointments who will analyse the results of the participant.

Wristbands itself are an attractive incentive for citizens, which hopefully will lead to engagement in participatory processes and social research. Users will be required to wear wristbands until the end of the project and to participate in social surveys. After the end of the project, they will keep the bands. The data gathered from the bands will be processed and managed in line with local data protection policy (see step 3 and the description of the data management and data security concerns for more details. In short, we will meet the regulations of the GDPR). With the use of dedicated software citizens will be able to assess their physical condition based on data from the wristbands.

Tools for technologically excluded people:

➔ A mix online and offline;

➔ Meeting in park with computers stations;

➔ Bring a digital to your citizens;

➔ Place your own computer;

➔ Events with sharing computers or tablets –for people without new technology;

➔ Interactive points – interactive device, blackboard.

Tools for people who are excluded, e.g. because of a language barrier, disabled people:

➔ Creative workshops or meetings – especially useful at work with people with a language barrier or in areas of "sensitive";

➔ Applications;

➔ Graphics with "picture" language;

➔ Audio information;

➔ Information with sign language or braille alphabet; technologies involving deaf, blind and hard-talking people.

Specific methods and techniques for using ICT in the participation process.

Participatory tools with the use of new technologies:

INFORMING	RECEIVING INFORMATION FROM THE LOCAL COMMUNITY
- Informing by SMS; - Informing by e-mail; - Online newsletters to facilitate participation; - Running a blog; - Youtube videos / clips - Blogs to facilitate participation; - interactive website; - Audio webcasts - Facebook fanpage - A social campaign by social media - Electronic posters, banners - Flashes	- Online chats to facilitate participation; - Social networking sites; - Web surveys or polls; - interactive website - e-polls; - e-mails; - SMS

CONDUCTING PUBLIC CONSULTATIONS	CO-DECISION, CO-MANAGEMENT, CO-IMPLEMENTATION
- Online chats - Discussion forum - Audio webcasts - RSS - Social networking sites; - Video sharing sites; - Video webcasts; - Wikis; - Quiz on-line; - The visualization – is available for evaluation and gathering opinions of the inhabitants, which influences the more effective presentation of the concept and its future functioning in the existing environment. - Virtual walk in the park	- Co-creating the film; - Interactive map – place of planned intervention current status, changes, possibility of commenting, editing, etc.; - City game – application

Participatory tools with the use of geolocation new technologies:

PGIS – a participatory IT tool based on open geospatial software, created for a specific process, serving to learn about the expectations, preferences and needs of residents, and to present their spatial concepts. The tool gives you the opportunity to express your opinion on the planning proposals and present your own variant using simple graphic techniques (based on shared spatial data). As part of data visualization, the resource of the Geo Referential Database of Topographic Objects (GBDOT) and other resources, including the elevation model of the terrain, current and archival photographic materials, are used.

Geo questionnaire Internet survey supplemented with the geographical graphic context – carried out on-line. Users can mark lines, areas, shapes, comment and add comments to planning documents.

Here you will find good practices of participation using new technologies:

The Change Handbook
Be learning
Citizenlab
SocialPoint
Getsocial Gamification

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