

MEETING TO SET UP THE MULTISTAKEHOLDER FORUM

BIZKAIA PROVINCIAL COUNCIL – 29 MAY 2018

Agenda	<ol style="list-style-type: none"> 1. Setting up of the Multistakeholder Forum 2. Approval of the governance model of the Forum 3. Presentation of the OGP Basque Country web layout 4. Sharing and comparing the Open Government baseline diagnosis 5. Forthcoming tasks and allocating dates for meetings
Length	Scheduled length: 11.00 a.m. to 2.30 p.m. // Real length: 11.00 a.m. to 2.30 p.m.

1. WELCOME AND SETTING UP OF THE MULTISTAKEHOLDER FORUM

After welcoming all the delegates to the meeting and thanking them for their willingness to participate in this project, each delegate was asked to introduce him/herself, indicating whether they were there on their own behalf or representing an entity and if they were there as full or alternate members. Furthermore, if they were representing the citizenry, they were asked to state whether or not they would be nominating an alternate member. **The Multistakeholder Forum had a valid quorum as the majority of its members were present:**

ENTITY	FULL MEMBER	ALTERNATE MEMBER	PRESENT
Basque Government	Luis Petrikorena – Open Government Director	Javier Bikandi - Director of Citizen Services and Innovation and Improvement of the Administration	Yes
Álava Provincial Council	Nekane Zeberio – Director of the Provincial Chair’s Office	César Rodríguez – Transparency and Participation Technician	Yes
Bizkaia Provincial Council	Maitane Leizaola – Behatokia General Manager	Nerea Martiartu - Good Governance and Transparency General Manager	Yes
Gipuzkoa Provincial Council	Joseba Muxika – Director of Citizen Engagement	Goizeder Manotas – Director of Modernisation, Services and Systems for the Information Society	Yes
Bilbao City Council	Gotzone Zaldunbide – Councillor responsible for Citizen Services, Participation and Districts	Amagoia Ibarrodo – Director of the Quality and Assessment Office	Yes
Donostia/San Sebastián City Council	Edorta Azpiazu – Director of the Mayor’s Office	Mike Esnal – Head of the Support Unit to the Mayor’s Office	Yes – alternate <i>Ibon Ramos attended</i>
Vitoria City Council	Vale Tena – Mayor’s Office advisor	Blanca Guinea – General Manager of the Mayor’s Office	Yes
Eudel	Roberto Cañon – Eudel Head of Organisation		No
Innobasque	Gotzon Bernaola. - Public Innovation Director	Goizalde Atxutegi – Project Manager	Yes
	Alberto Ortiz de Zárate	<i>Alternate member would be proposed. Proposed alternate member: Antxon Gallego</i>	Yes
Asociación Mestiza	Ana Molina	<i>Alternate member would be proposed. They decided not to propose an alternate member</i>	Yes
Osoigo	Eneko Agirre		No <i>Would join the meeting once the Forum had been set up.</i>
Women’s Council	Arantza Otaolea		Yes

Euskadiko Gazteriaren Kontseilua	Maialen Olabe	<i>Alternate member would be proposed.</i>	Yes
Sareen Sarea	Mikel Barturen		Yes
Councils of the Municipality of Vitoria-Gasteiz	Miren Fernández de Landa		Yes

The following were also present at the meeting:

- Javier Bikandi, DACIMA Director, as a member of the promoter group is in charge of the Euskadi.eus website, and would be the one to unveil the website layout to be created as the OGP Basque Country platform.
- Koldobike Uriarte, as the technical manager of the project, together with Goizalde Atxutegi (the Innobasque Public Innovation Project Manager), were proposed to be the technical secretariat of the Multistakeholder Forum, as would be addressed in the Governance proposal of the Multistakeholder Forum.

2. APPROVAL OF THE GOVERNANCE MODEL

A [governance system proposal](#) containing the following points was included with the notice convening the meeting:

- Co-chairing the Forum, shared between a representative of the Basque administrations and another person representing civil society. The administrations had already proposed that the institutional Chair be Luis Petrikorena, the Open Government Director. The organised and non-organised citizenry were asked to propose their own nominations.
- Participatory and advisory functions. The Multistakeholder Forum is not a representative participatory space, but rather *implicative* where the aim is to co-design an action plan for the Basque Country through the shared assumption of commitments. This design process must ensure the incorporation of sensitivities and views that we wish to bring to solving the challenges identified in the diagnosis. In turn, the Multistakeholder Forum is the disseminator and driver of the action plan, its main driving force.
- With values and guidelines that foster a collaborative approach and transmit exemplarity, transparency, accountability, steering and influencing... Communicating those values in each step of the Plan will be important throughout the process.
- A flexible headquarters and way of operating:
 - With monthly meetings until the plan is designed (2) and quarterly to monitor the plan
 - With a collaborative platform
 - With a technical secretariat, consisting of the members named above for that role.
 - Adoption of unanimous agreements
 - Payment of travel and meal expenses as appropriate (compensation for service regulatory decree)

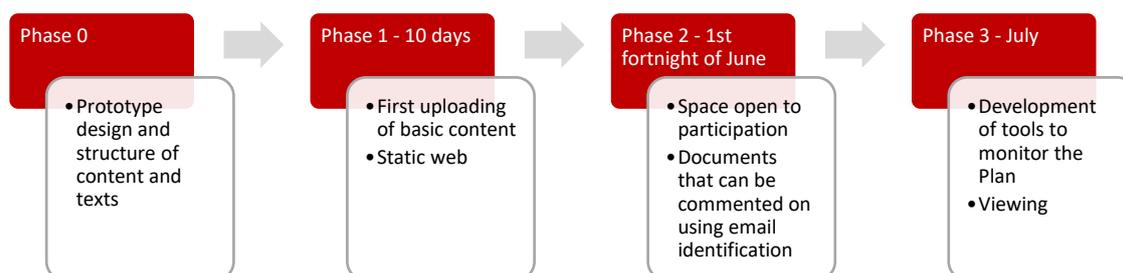
The organised and non-organised **citizenry were asked to submit their own nomination for the Chair. Arantza Otaolea** was put forward as a candidate and **it was unanimously accepted**.

The proposed governance model was approved in its entirety, with the co-chairship (Luis Petrikorena and Arantza Otaolea), the operating model, the values and the proposed technical secretariat were ratified.

3. PRESENTATION OF THE OGP BASQUE COUNTRY WEB LAYOUT

OGP requirements are very demanding as regards the communication and transparency not only of the results of the process, but also of the process itself. In this regard, the decision was taken to develop a specific website for the project that allows it to comply with the OGP standards and to communicate and collect citizen contributions both when designing and implementing the plan.

An area has been set up in [Irekia](#) where transparency is being given to the process and the material prepared so far has been compiled so that it is accessible and comments can be made (preferably prior to the meetings). Reader-friendly versions of the news published on the Action Plan are also being used. This area in Irekia will be kept as a further participation window, but the process will continue in a more structured and detailed way on the OGP Basque Country website. These are the stages / times submitted:



4. COMPARISON AND CONTRIBUTIONS TO THE DIAGNOSIS: OPEN GOVERNMENT CHALLENGES

During the Basque Country’s candidacy to join the OGP, the Promoter Group worked on [diagnosing the challenges facing the Basque Country regarding Open Government](#). The aim was to generate a shared narrative and a joint positioning by the Basque institutions. The diagnosis was performed by lines of action, starting by analysing the existing framework and initiatives to identify the challenges and thus outline possible commitments.

That diagnosis was submitted to the Multistakeholder Forum to be studied and enhanced in order to:

- Gather their contributions and nuances, both regarding the baseline situation and the challenge

- Validate the diagnosis as a shared starting point in order to begin to work on the Action Plan commitments to respond to the identified challenges

Diagnosis contributions and nuances (*they will be contained in a new shared diagnosis document*)

Transparency

There is stringent legislation that has to be met in addition to the assessments by external agencies (such as Transparencia Internacional). The *items* need to be identified that allow Basque institutions to comply with the legal requirements and which also incorporate those aspects that are externally assessed.

Approval of the autonomous government legislation, highlighting the rights of the citizenry and fostering a single supervisory body, is pending. As regards planning, the challenge is to address it collaboratively by sharing tools and platforms and designing based on the needs of the citizenry (same models and interfaces and sharing structures, as the Provincial Councils are doing by offering that services to their local councils).

The implications of a good transparency assessment vs. a low use of the portals by the general public were discussed. On the one hand, it was noted that the Basque institutional complexity (distribution of powers) does not help to pinpoint where which information has to be sought; but, in turn, confidence in the Basque institutions does not generate a reactive attitude based on mistrust (*when the response functions, there is no formal application to access information*).

In any event, it was stressed that even if the use is low, transparency requirements help administrations to have the information in a format that requires a very positive internal cultural change. Greater efforts need to be made to:

- Mainstream transparency in the government websites – beyond the transparency portal and not duplicating but rather linking data
- Improve the quality of the information, make it more accessible and automate and mechanise its publication
- Transform the hows, for examples, by providing views

In this regard, three factors were put forward that may be critical to provide a greater use of the transparency portals:

- Communicating and fostering the use of the information that there is on the portals by means of citizen segmentation exercises as done in communication or advertising, by also opting for traditional channels and not just social media (for example, reference was made to advertising on Mexican state radio that uses jingles to raise awareness about its citizens' right to access the information).
- The joint work with the data intermediaries, particularly with those self-organised civil society groups that actively contribute to generating public value (for example, the work of Bilbao Data Lab about school segregation in the Basque Country).
- Analysing success cases in country regions where the consultations and use of the portals is great (where this change has already been promoted for years) to establish in which way that change has been fostered. In that regard, the OGP and its network has

laid the way to access what other governments are going from a learning community approach.

Open Data

It was considered there is sufficient information, although consumption is low or it is even questioned whether that is they want to consume. Another thing is whether or not it is consumed, or if it is what they want to consume... In general, citizens are not considered to usually consume sets of open data. It is therefore necessary to work on intermediate levels (*citizen readings*) to help to consume the data and which serves the interest of the general public and the scrutiny of public action. In this regard, special mention is made of the importance of:

- Publishing that information that is most interesting for citizens (vs. the information that is easier for institutions to publish) and offer services associated to that most sought-after information
- Taking into account that the information cannot be only available online – there are rural areas where we do not have access to the Internet and the digital divide also exists for other factors (age, training, etc.)

The proposal is also to include the accountability mechanism of Vitoria-Gasteiz and the civil servant ethics code preparation process in the diagnosis.

Accountability

The starting point is a self-critical exercise that falls within the scant assessment culture in the Basque Country. Institutional development is very disparate in this regard as there are many local councils that do not have a Mandate Plan, therefore making it difficult to be subject to accountability. Furthermore, it should be noted that *Chapter 1* sometimes obscure public action, as it usually reports back on budgetary items such as subsidies, programmes, etc., without including investment in staff expenditure. The case of the Basque DNGO Coordinator was given as a good practice as she has called on public administrations for an emphasis on staff to contrast the 0.7 commitment to cooperation. It would important to quantify and ensure the transparency of the real effect made on own staff for full accountability.

Participation

Participation is sometimes standardised and regulated by means of formal bodies. The proliferation of those bodies does not provide a real guarantee of participation, as there is often no public record of their activity, background information is not provided or they are seen as spaces for implementing activity and not as shared construction, collaboration and coordination bodies. Structures where there is no participation, but rather a feeling of participation.

Furthermore, there was a certain shared concern regarding the lack of habit and skills for the participation to be constructive and generate public value. They discussed how certain inertias and ways of participating generated in those formal bodies can even discourage a broader participation by the organised and non-organised citizenry.

Therefore, the need was raised to develop forums and processes that allow us to test and learn, and try out new experimentation formulas. In that regard, the proposal was to implement a new innovative action linked to democracy chosen by lot in the framework of the action plan

(experiences that have already taken place in the Basque Country, for example, by means of the Metro Bilbao construction panel).

In any event, the need was stressed for two models to coexist, as when the matter to be addressed is complex and a long-term view is needed, it is necessary to ensure continuity for citizen participation and the value of the formal bodies is there clear provided that they work openly and transparently (for example, the citizens oversee and manage the participation bodies in Vitoria-Gasteiz). The need for clear differences between the different practices and conditions to participate (for example, it is not the same to run a world café to discuss a Plan and to run a public innovation laboratory) was also mentioned.

Apart from the complementarity between experimental and standardised participation, the following questions were raised.

- How we can proactively ensure the information is disseminated to get people to participate and how to make the participation attractive
- The possible model/framework or conceptual difference between the different Basque administrations and the need to share what we have, what we are doing well to improve and innovate
- The different types of participation to be fostered according to the theme and institutional proximity: the level of participation (citizen/expert profile, volume...), intensity, what we need, what we are doing, how we approach it...
- The need to break self-protection barriers
- Accessibility: rural/urban, there are also sectors of the population that require in-person channels... we need to study how to adapt and reach out, and, above all, how to go to where the citizens are and participate, rather than trying to attract them to our spaces, which means time, trust, etc.

Integrity.

The important of focusing on integrity vs. fighting corruption was stressed. Starting from a constructive proposal aimed at creating greater trust in institutions. In recent years, institutions in the Basque Country have provided tools (such as codes of conduct and ethics, or comparative alerts) that have been effective and lay the way to develop more preventive (and not reactive) measures.

The need to legally establish greater protection of the whistleblower (guaranteeing their anonymity in the investigation) and corruption risk mapping to make more efficient use of prevention resources was mentioned. It was likewise stressed that, regarding public value, apathy or lack of coordination has a greater impact than the minor cases of corruption.

In turn, it was proposed to incorporate the Vitoria-Gasteiz and Gipuzkoa Provincial Council best practices in that regard (codes of conduct) that had not emerged in the diagnosis.

Digital Culture

The shared feeling was that we sometimes make things difficult for the general public. The Basque Citizen's Folder project, a common point of entry for any citizen that each institution then manages would be a great step forward in that regard, even though it has its complications

(the entry platforms for each institution that do not always have a single folder would first have to be unified). It would be a *gut* project where the users would have to be included one way or another to produce a share design. Advancing towards open big data was also considered to be of interest.

Finally, the need to stop using technical language that hinders the relationship with the citizen was mentioned. *Madrid – Clear Communication* was given as an example of a practice where the emphasis is not only mechanisms as reader-friendliness, but also whether or not legal-technical language is needed in each communication, thus avoiding the double formats (when it can be written in simple language, that happens, without double versions).

Advanced Public Management and Citizen Services

The challenge lies in spreading advanced management in the true integrality of the support services.

5. COMPARISON AND CONTRIBUTIONS TO THE DIAGNOSIS: OPEN GOVERNMENT CHALLENGES

- A 10-day period was agreed to submit more contributions to the diagnosis. At the end of that period, the contributions will be included and the diagnosis document will be considered to be closed. There will also be the possibility to make open comments.
- The list of commitment will be sent out in order for each of the members of the Multistakeholder Forum to send at least one possible commitment in the framework of the Action Plan to the technical secretariat.
- Information on the OGP Summit to be held in July will be sent out in case any entity/individual of civil society belonging to the Multistakeholder Forum is interested in attending and to decide on the institutional presence and participation.
- The calendar and meeting for the coming meeting was decided:
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	Date and time	Venue
Multistakeholder Forum	14 June, 4.00 p.m.	Gipuzkoa Provincial Council
Open Forum*	3 July, 4.00 p.m. ???	Bilbao, to be established
Multistakeholder Forum	12 July, 4.00 p.m.	Álava Provincial Council

* *An open meeting needs to be held to meet the co-creation standards of the Plan. The purpose of the session (comparison and prioritising commitments) must be specified and the continuity of the discussion and online participation guaranteed by streaming. The dates are not the most suitable and great emphasis will need to be placed on communicating the importance of the open session.*