

<b>C3 – ILAB, INNOVATION LAB FOR CITIZEN ENGAGEMENT</b>	
<b>SEPTEMBER 1, 2018 – AUGUST 31, 2020</b>	
Lead implementing agency/actor	<p>Basque Government. Department for Citizen Services and Administration Innovation and Improvement Gipuzkoa Provincial Council Provincial Department for Citizen Engagement Innobasque Basque Innovation Agency</p>
<b>COMMITMENT DESCRIPTION</b>	
What is the public problem that the commitment will address?	<p>Everything changes, including the societal needs and demands that we face. Which is why, moving forward, we need a new way of shaping policy in order to stay ahead of changes, based on trust, shared responsibility and commitment to all citizens. Addressing “the common” and “the collective” implies citizen participation but also an open government. It means finding a joint solution when we raise our concerns and needs in the best possible way.</p>
What is the commitment?	<p>The creation of a joint laboratory to research, test, learn and build concrete and usable solutions.</p> <p>It involves developing a stable work space for institutions and citizens to innovate in engagement and bring all limits and milestones to the table. We want to create services and procedures with transparency and rigor in order to boost citizen participation in the Basque Country. We want to focus not only the result, but also the process, and recognize the value of the individual and collective engagement of countless Basque citizens.</p>
How will the commitment contribute to solve the public problem?	<ul style="list-style-type: none"> <li>• Agree on the problems that require joint efforts (among institutions, among institutions and citizens, etc.).</li> <li>• Incorporate different perspectives on participation to ensure diversity (ideological, political, etc.).</li> <li>• Build more confidence and be more transparent, working ethically.</li> <li>• Improve coordination and concentrate efforts on participation.</li> <li>• Experiment and better adapt to a constantly changing reality.</li> <li>• Test new participation channels, methods, common tools and models that are flexible and updated.</li> <li>• Disseminate and facilitate its use to generate real change in our environment and organizations..</li> </ul>

<p>Why is this commitment relevant to OGP values?</p>	<ul style="list-style-type: none"> <li>• In terms of transparency: it will result in more and better information (what we want to participate in, how to participate, etc.).</li> <li>• In terms of participation: we can “influence” the building of general interest (regardless of whether participation serves for decision-making or not, we are interested in helping to build what we call general interest, because making key decisions to manage “the public” is based on this general interest).</li> <li>• In terms of accountability: we will help explain how “the public” is managed (citizen education</li> </ul>		
<p>Additional information <i>Commitment budget</i></p>	<p>Internal resources:</p> <ul style="list-style-type: none"> <li>• Interinstitutional task force at a technical level formed by three project managers, one per institution (Basque Government, Gipuzkoa Provincial Council and Innobasque).</li> <li>• The Basque Government, the Gipuzkoa Provincial Council and Innobasque will finance the expenses incurred for outsourced work.</li> <li>• Four institutions/departments will assume the costs derived from implementing the pilot projects.</li> </ul> <p>Outsourcing budget</p> <ul style="list-style-type: none"> <li>• Contract for iLab revitalization, administration office and governance model (€18,149).</li> <li>• Contract for iLab mapping and conceptualization (€18,149).</li> <li>• Contracts for the design and implementation of pilot projects (cost to be determined).</li> <li>• Contract for support in the registration and evaluation of iLab’s results (cost to be determined).</li> </ul>		
<p>Milestone activity with a verifiable deliverable</p>	<p>Start Date:</p>	<p>End Date:</p>	<p>Status (to be initiated / /initiated/ underway/ completed)</p>
<p>1) Mapping of innovative practices, including:</p> <ul style="list-style-type: none"> <li>- Visits to leading centres to learn from mistakes/successes and generate high-value relationships</li> <li>- Data on relevant participation processes in</li> </ul>	<p>October 2018</p>	<p>December 2018</p>	<p>Pending</p>

<ul style="list-style-type: none"> <li>- the region (binding or deliberative)</li> <li>- Compare and contrast with expert agents and local OGP network members (São Paulo and Paris laboratories)</li> <li>- Mapping at the international and state level</li> </ul>			
<p>2) iLab conceptualization – what is it?</p>	<p>October 2018</p>	<p>February 2018</p>	<p>Pending</p>
<p>3) iLab governance model</p>	<p>October 2018</p>	<p>February 2018</p>	<p>Pending</p>
<p>4) Identification of two pilot projects, taking into account: citizen interest, area in which citizen involvement is needed (due to the existence of a prior conflict, for example) and institutional commitment to addressing the projects. Pilot projects must be transformative and challenging.</p> <p>An open process that involves civil society will be launched in order to identify pilot projects. Said proposals will be tested with public institutions to adjust the scope and methodology of the possible pilot projects. Two of the proposals will be implemented and each pilot project will be financed by the institution that leads it. Likewise, a public/private group will be formed to ensure that the project is implemented correctly. It is proposed that these two pilot projects be promoted by the Basque Government (avoiding election years at the municipal and regional level).</p>	<p>February 2018</p>	<p>March 2018</p>	<p>Pending</p>

5) Implementation of the two pilot projects (preliminary dates)	January 2019	December 2019	Pending
6) Identification of two pilot projects, taking into account: citizen interest, area in which citizen involvement is needed (due to the existence of a prior conflict, for example) and institutional commitment to addressing the programs. Pilot projects must be transformative and challenging.  An open process that involves civil society will be launched in order to identify pilot projects. Said proposals will be tested with public institutions to adjust the scope and methodology of the possible pilot projects. Two of the proposals will be implemented and each pilot project will be financed by the institution that leads it. Likewise, a public/private group will be formed to ensure that the project is implemented correctly. It is proposed that these two pilot projects be promoted by a City Council and a Provincial Council.	September 2019	October 2019	Pending
7) Implementation of the two pilot projects (preliminary dates)	January 2020	June 2020	Pending
8) In-house evaluation	January 2020	July 2020	Pending
9) Guidelines for generalization	January 2020	July 2020	Pending
10) Institutionalization of good practices	January 2020	July 2020	Pending
11) Dissemination and awareness-raising	OCTOBER 2018	JULY 2020	LAUNCHED
Process and result – what and how?	Impact (to be measured as of 2020) – why?	Relevant data	

<ul style="list-style-type: none"> <li>- There is a map of innovative citizen engagement processes (experiences, projects and agents) at a local and international level.</li> <li>- There is a common laboratory model on citizen engagement (management and operation model) that can be used in other regional environments.</li> <li>- Level of participation of groups with barriers to participate in public life (the disabled, migrants, the unemployed, children, women, youth, etc.) in the design of the iLab model.</li> <li>- An open process has been carried out to identify pilot programs with criteria of citizen/institutional interest; feasibility in terms of leadership and time frames, etc.</li> <li>- Four pilot programs have been implemented.</li> <li>- Degree of participation of groups with barriers to participate in public life (the disabled, migrants, the unemployed, children, women, youth, etc.) in the pilot programs.</li> <li>- The results and impacts of the four pilot programs have been jointly evaluated.</li> <li>- The guidelines for the generalization of good practices have been documented.</li> <li>- Good practices have</li> </ul>	<ul style="list-style-type: none"> <li>- A forum has been set up as a citizen engagement iLab in the Basque Country (diverse composition, with the integration of different institutional levels, as a space for exchange, experimentation, co-creation, etc.).</li> <li>- Level of iLab stability following the completion of the 2018-2020 Plan (Sustainability).</li> <li>- Degree of implementation of participatory processes in accordance with good practice guidelines (level of generalization of good practices).</li> <li>- Number of collaborations /alliances with other OGP governments for the experimentation and</li> </ul>	
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<p>been disseminated.</p> <ul style="list-style-type: none"> <li>- A catalogue model of suppliers involved in the promotion of citizen engagement for the proper management of the interest groups has been analysed.</li> <li>- Number of people participating in the implementation of the commitment/ number of work sessions.</li> <li>- Level of satisfaction of the members of the commitment-based group (coinciding with the iLab) with the processes and products of the joint work.</li> <li>- Level of satisfaction of the Regular Forum with the processes followed and the final products.</li> <li>- Level of citizen satisfaction with the pilot programs in which they have participated.</li> <li>- Support material has been prepared and published for dissemination</li> <li>- Number of channels through which the material has been disseminated</li> <li>- Accessibility of the language in which it has been communicated</li> <li>- The evaluation has been published</li> <li>- Number of tools/good practices disseminated and how</li> <li>- Number of institutions that have shown interest in learning more about the good</li> </ul>	<p>testing of innovative citizen engagement projects (exchange of good practices).</p> <ul style="list-style-type: none"> <li>- The iLab's incorporation of new proposals, content, and methodologies</li> <li>- The modification of the iLab's design and operation throughout the process</li> </ul>	
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<p>practices and models developed in the iLab (requests for information, meetings held, etc.)</p> <p>- Number of institutions that have implemented a good practice or model developed in the iLab</p>		
<b>Contact information</b>		
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<b>People and actors involved</b>		
State actors involved	<p><i>Basque Government</i></p> <p><i>Álava Provincial Council</i></p> <p><i>Bizkaia Provincial Council</i></p> <p><i>Gipuzkoa Provincial Council</i></p> <p><i>Bilbao City Council</i></p> <p><i>Donostia-San Sebastián City Council</i></p> <p><i>Vitoria-Gasteiz City Council</i></p> <p><i>Eudel</i></p>	
CSOS, private sector,multilaterals	<i>Innobasque</i>	
Working groups	<ol style="list-style-type: none"> <li>1. Joseba Muxika – Gipuzkoa Provincial Council</li> <li>2. Javier Bikandi – Basque Government</li> <li>3. Koldobike Uriarte – Basque Government</li> <li>4. Gotzon Bernaola – Innobasque</li> <li>5. Goizalde Atxutegi – Innobasque</li> <li>6. César Rodríguez – Gipuzkoa Provincial Council</li> <li>7. Nerea Ollokiegi – Zarautz City Council</li> <li>8. Jonatan Moreno – Bizkaia Provincial Council</li> <li>9. Itziar Solozabal – Bilbao City Council</li> <li>10. Elsa Fuente Do-Rosario – UNICEF</li> <li>11. Mikel Barturen Nuño - Sareen Sarea</li> <li>12. Olatz Jiménez-Eguizabal – Hirukide</li> <li>13. Xabier Barandiaran</li> <li>14. Ana Viñals</li> <li>15. Diana Franco – Hirikilab</li> </ol>	

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|  | <ol style="list-style-type: none"><li>16. Aitzol Batiz – Kultiba</li><li>17. Marixe Noya – Oreka</li><li>18. Danel Alberdi – Coach and Play</li><li>19. Mikeldi Zeberio – Emun</li><li>20. Antxon Gallego – Ibatuz S.L.</li><li>21. JonAbril – ELHUYAR</li><li>22. José Luis Roncero – Úbiqua</li><li>23. Diego Fernández – Kualitate Lantaldea</li></ol> |
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