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Project Catalogue



European Institute of Public Administration
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Explanation of symbols:



Award Nominee (15)



Best Practice Certificate Recipient (43)



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THE SANT BOI DE LLOBREGAT'S OBSERVATORY – VIRTUAL SPACE OF KNOWLEDGE AND RELATIONSHIP

Submitted by Sant Boi de Llobregat City Council

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Administrative level of lead applicant

Local

Size of organisation

>100

Number of people involved in the project

11-15

Type of sector

Public administration, modernisation, institutional affairs, reform; Information society, technology, media and audiovisual

Key words of project

Citizenship participation, planning, knowledge, new technologies, governance, transparency, proximity, relational policy



Case description

The project is based on developing a tool that creates and spreads knowledge about the city, as well as the implementation of new areas for citizenship participation and the way this whole structure interacts and contributes with improving the policies that the city council must deliver. This tool is what they call the observatory of the city: a virtual platform in web format that contains updated city indicators (territorial, demographic, economic and social indicators), as well as studies and monographs about a variety of policies and topics (such as road safety or standards of living for different age groups). It also publishes periodical bulletins, especially about the labour market.

The observatory of the city also works as a relationship platform in order to share documentation, exchange opinions amongst the members of the new citizenship participation spaces and give continuity to the analysis and the discussion that take place into them. The new participation processes and spaces are characterised by incorporating new economic and social agents into participation dynamics (the business and trade sector in the business forum or the local agreement for social inclusion), by opening citizenship participation to new fields (the Security Participative Local Committee) and by implementing new work methodologies (in the city council).

The participation processes and spaces mentioned above work essentially as areas where information points of view are exchanged, contact and relationships are promoted and the city's main policies and projects are analysed. To sum up, the aim is to enable citizens to contribute with their knowledge, experience and perceptions in the design, implementation and evaluation of local policies, as well as creating new opportunities and initiatives resulting from the relationships that take place into them.

The observatory of the city and the participation spaces are articulated in the following way: the observatory feeds the most significant information into their work according to their requests and work plan. In turn, these spaces contribute with new knowledge, so it can be extended to all other citizens. On the other hand, the observatory works as a virtual space where the members from every participating area can be connected with each other, hold open debates, share knowledge and make progress with the job and goals for their respective spaces of reference (a pilot test is in progress at the city council in the form of work commissions). With this structure, the city council permanently has a rich and updated knowledge base, it facilitates and enhances relationships amongst social and economic agents, institutions and associations of any kind, and finally it puts the right conditions in place to reorient and improve current policies and to design future ones. This new space creates new opportunities to provide services and provides answers to the needs and demands which have been identified.