



DIALOG
Interreg Europe



European Union
European Regional
Development Fund



DIALOG
Dialog for Innovation And
Local Growth



Presentation of the Interreg Dialog project

The project lasts 48 months (01/08/2019 – 31/07/2023)

The overall objective of the DIALOG project is to improve the effectiveness of innovative policies through the involvement of all the local stakeholders, and in particular of the citizens, in the design and in the implementation stages of the policies.

<https://www.youtube.com/watch?v=aPsfGQk8JLk>



European Union
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Partners

**Autonomous Province of Trento
as coordinator (IT)**



PROVINCIA
AUTONOMA DI TRENTO

ESF Flanders (BE)

INVESTEERT IN
JOUW TOEKOMST



Chamber of Commerce and Industry (BG)



CHAMBER OF COMMERCE
AND INDUSTRY- VRATSA



European Union
European Regional
Development Fund



**Ticino Canton Education, culture
and sport
department VET Division(CH)**



Dipartimento dell'educazione,
della cultura e dello sport

**Lower Saxon Ministry for
Federal and European Affairs
and Regional Development (DE)**



Niedersachsen

**Junta de Comunidades de
Castilla-La Mancha (ES)**



Castilla-La Mancha

Trentino Federation of Cooperation (IT)



Cooperazione Trentina



PHASE 1 – 6 SEMESTERS

August 2019 – January 2020

Kick off meeting 21-22 November 2019
Partnership agreement

Identification of stakeholders to be involved in the project

Identification of good practices of social innovation deriving from instruments of participation and active involvement of citizens in political decisions with a high level of social innovation



PHASE 1 – 1st SEMESTER

CASE STUDIES IDENTIFICATION CRITERIA

- Effectiveness of actions (in terms of achievement of expected results);
- Ability to reproduce the innovative process in different contexts;
- High quality of the actions and of the implementation process (needs analysis, monitoring and self-assessment activities, quality control);
- Ability to create, valorise and strengthen the role of partners and of the potential project beneficiaries;
- Attention to sharing experiences and temporal sustainability through the involvement of stakeholders and the dissemination of actions;
- Professional knowledge and skills of the promoters/implementers of the observed policies



PHASE 1 – 2nd - 3rd SEMESTERS February 2020 – January 2021

6 online peer review

- 05/05/2020 Autonomous Province of Trento
- 23/06/2020 Ticino Canton
- 11/09/2020 ESF Flanders
- 26/11/2020 Lower Saxon Ministry for Federal and European Affairs and Regional Development
- 10/12/2020 CCI Vratsa
- 26/01/2021 Castilla La-Mancha





PHASE 1 – 2nd - 3rd SEMESTERS

Good practices analyses

21 case studies - 10 good practices

- DCooP – Digital Cooperative Platform
- Inner area of Tesino
- Fondounimpresa
- Entrepreneurship for non-profit organizations
- The solidarity economy in practice - B4B Hub
- The Governing Association of Castilla-La Mancha Crafts Fair (FARCAMA)
- Lower Saxon Social Innovation Funding Instrument
- Pact for the Economic Recovery of Castilla-La Mancha 2015-2020
- SERV - Social partners on the digital fast track
- Sustatool - getting SDG's in companies through social dialogue



PHASE 1 – 4th SEMESTER (February 2021 – July 2021)

Project Partners and stakeholders surveys

The field survey aimed at identifying methods and tools perceived by stakeholders as efficient in terms of ‘their’ involvement in the development of policies and/or project

148 surveys collected and analysed



PHASE 1 – 4th SEMESTER

Project Partners and shs Questionnaire

- To define methods, methodologies, techniques and tools that stakeholders perceive as effective for their active involvement in projects that may produce social innovation
- Prepare to the experimentation of an Action Plan in each partner country

- The **first section** (A) aims to outline the profiles of the interviewees (for example, socio-personal data, role/function, possible experience in participatory processes) in order to obtain useful information for subsequent interpretative analyzes of the data collected.
- The **second section** (B) focuses on the participatory process and aims to investigate the following aspects:
 - ✓ relationship between the phases of the participation process and the level (spectrum) of stakeholder involvement;
 - ✓ criteria in the process of identifying and mapping stakeholders;
 - ✓ relevant elements in planning a participatory process;
 - ✓ effectiveness in the different phases of an intervention / project, of the types of methods, tools and techniques in relation to the different levels of stakeholder involvement.
- The **third section** (C) aims to investigate which methods and tools are perceived by the stakeholders as most effective in the different phases (Design and Implementation) of the participatory process.



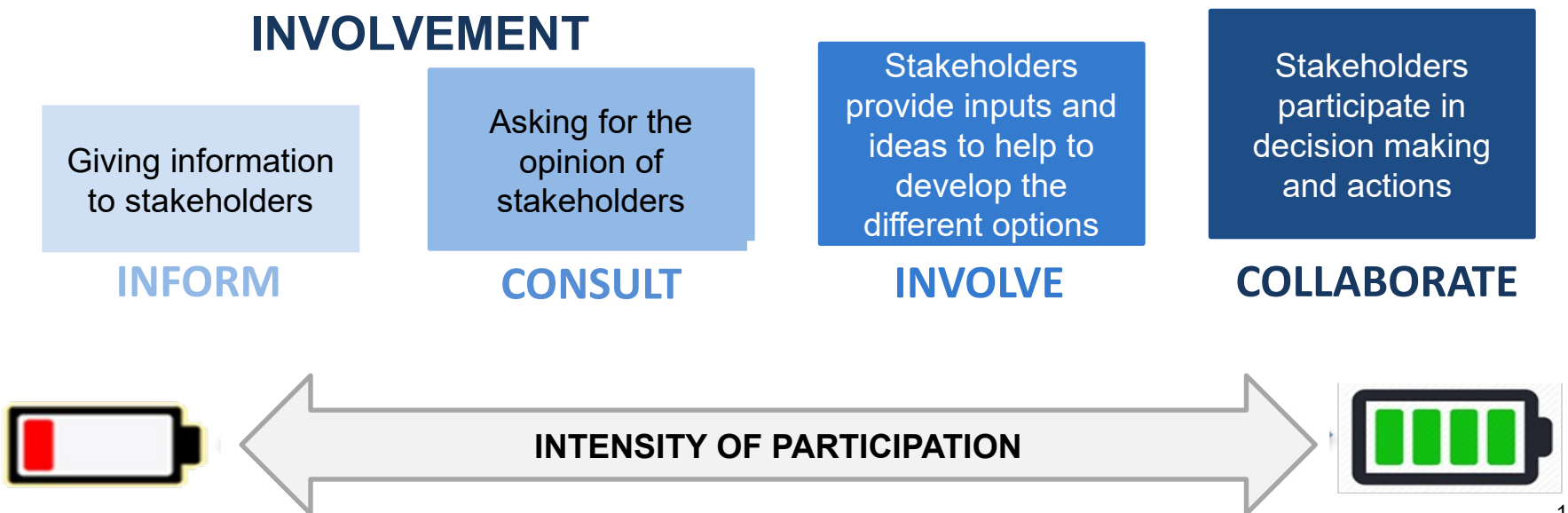
PHASE 1 – 4th SEMESTER

Synthesis working document on best practices benchmarking

ANALYSIS

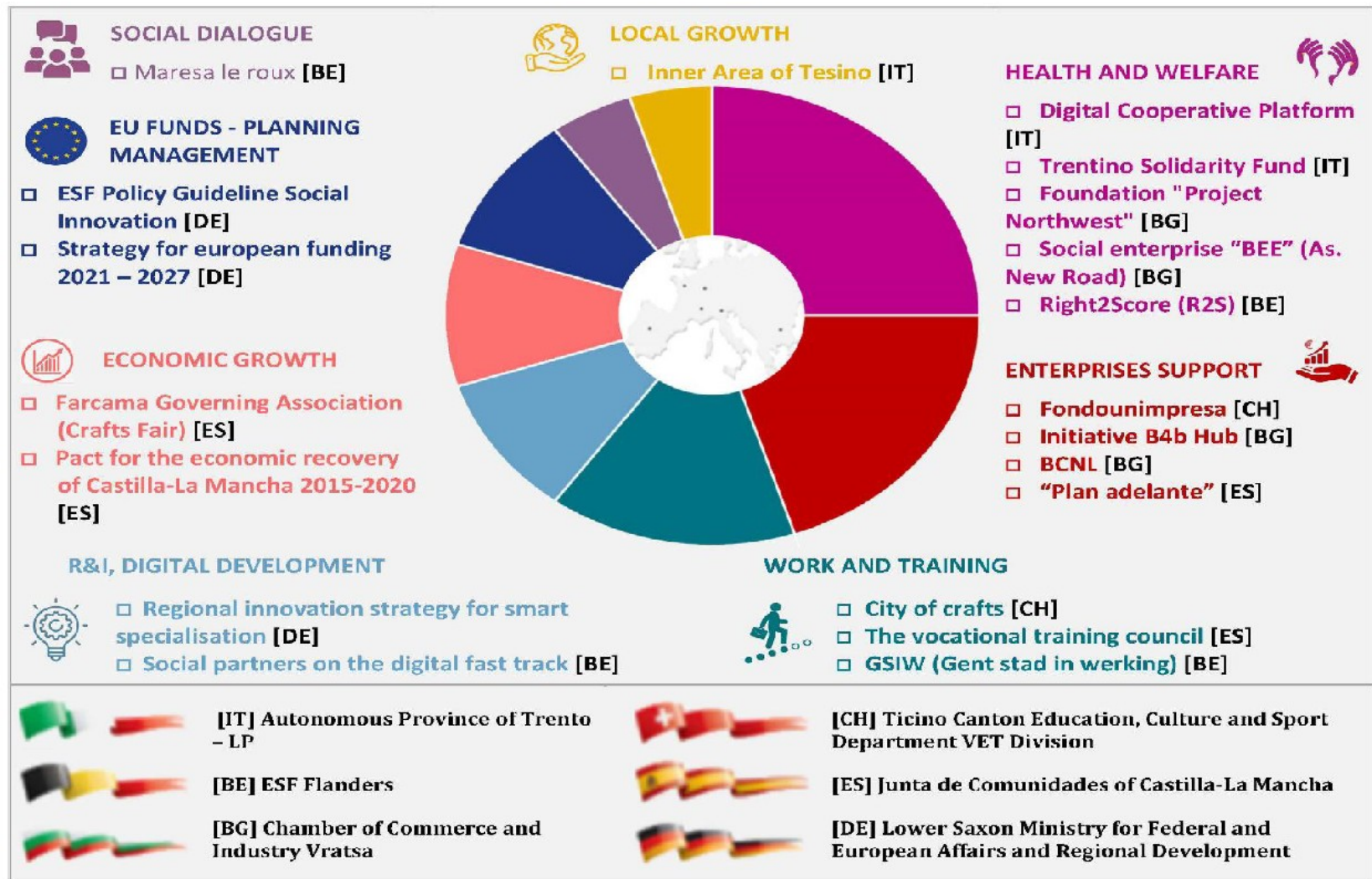
- What are the best ways to organize stakeholder engagement?
- What forms can stakeholder involvement take?
- How can stakeholder involvement be encouraged and supported?

TYPE OF STAKEHOLDER INVOLVEMENT





MAPPING OF ENGAGEMENT OF STAKEHOLDERS





TYPES OF STAKEHOLDERS INVOLVED BY POLICY AREAS AND CASE STUDY

POLICY AREA		BEST PRACTICE	TYPE OF STAKEHOLDERS								
			a	b	c	d	e	f	g	h	i
	Enterprises support	ES Plan adelante		■	■			■			
		CH Fondounimpresa	■	■		■	■	■			
		BG Pavleta aleksieva - BCNL					■				
		BG Initiative B4b			■		■				
	EU Funds	DE Esf policy guideline social inn.			■	■					
		DE European funding strategy 21-27	■	■		■	■	■		■	
	Economic growth	ES Farcama Governing Association	■	■			■				
		ES Pact for the economic recovery		■	■	■	■	■	■		
	Social dialog	BE Maresa le roux-Sustatool				■				■	
	Health and Welfare	IT Trentino Solidarity Fund				■	■				
		IT Digital Cooperative Platform			■		■		■	■	
		BE Right2Score (R2S)						■			
		BG Project Northwest							■		
		BG Social enterprise "BEE"							■		
	Local growth	IT Inner Area of Tesino	■	■	■		■	■	■	■	
	R&I, Digital development	DE RIS for smart specialization	■			■	■	■		■	
		BE S.P. on Digital fast track	■				■				
	Work and Training	CH City of craft	■	■	■	■	■				
		BE GSIW (Gent stad in werking)	■	■	■	■	■	■			
		ES Vocational Training Council	■			■	■				

LEGEND - Type of stakeholders	
a) Other public department	f) Other societal representatives (including informal or unorganized groups)
b) Public Institutions (Chamber of Commerce, healthcare services, ...)	g) Specific population targets
c) Non profit organization	h) Citizen
d) Trade unions	i) Scientific community (University, Research institution)
e) Enterprises and/or their representatives	



Communication tools e-seminars

8 June - 10:00 to 11:30 CET - Communication tools I: Communication

15 June - 10:00 to 11:30 CET - Communication tools II: Types of negotiation and consensus

29 June - 10:00 to 11:30 CET - Communication tools III: Co-building, co-management

Draft of the model on participatory methods.



PHASE 1 – 5th SEMESTER (August 2021- January 2022)

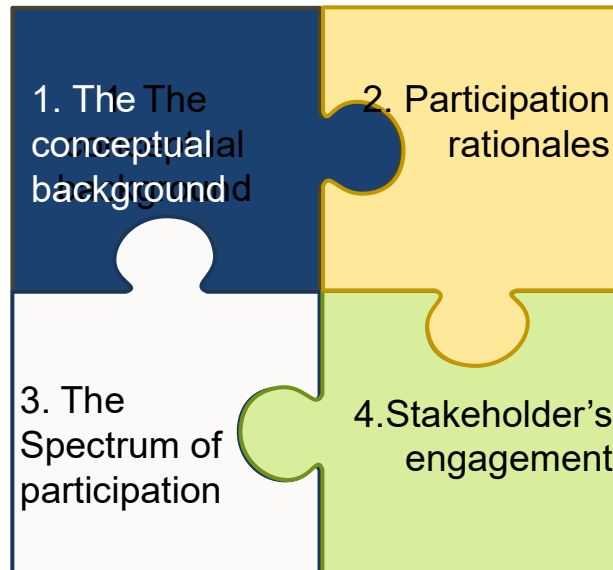
Presentaion and approval of the model on methods of participation by partners

Web meeting on participatory methods 23/09/2021

Based on the literature review and on results and suggestions of survey participants, a stakeholder participation framework has been elaborated.

This framework could be harnessed to assist each Partner in understanding how stakeholder participation could be employed to meaningfully influence Action Plans definition and implementation.

It includes 4 key elements.





6 meetings with local stakeholders of each partner to present and discuss on the model on methods of participation

Type	Forms	Purpose	Examples of tools and techniques
Stakeholder inform	<i>Mostly one-way flow of information from initiator to stakeholder</i>	Promote awareness among the stakeholders and the public opinion on the project/intervention to be promoted; diffuse a shared vision of the working object and of the problems to be faced	Fact sheet, Brochures and leaflets, Websites, Announcements, Newsletters, Press releases, Newspaper, Articles, News on social media, E-conferences and forums, Public meetings and assembly, Open houses, Educations programs
Stakeholder consult	<i>Two-way flow of information, mainly aimed at gathering opinions and proposals (without obligation to integrate stakeholders' views in decision-making)</i>	Foster the exchange between technicians and beneficiaries, paying attention to languages and knowledge of the different participants	Public comment, Focus groups, Brainstorming, Surveys, In dept interviews, e-Consult, Public meetings, Internet interactive techniques
Stakeholder Involve	<i>Stakeholders have crucial role on generating knowledge, often in a research-led participation process</i>	Promote and manage the exchange and negotiation between board members and beneficiaries to ensure that public concerns and aspirations are consistently understood and considered	Deliberative polling, Participatory scenario development, District laboratories, open space technology, World Cafè, Laboratories in project design, Metaplan, Solution focus, Working parties Taskforces, Forums, Deliberative polling, Panels , e-Consult
Stakeholder collaborate	<i>Stakeholders are involved in analysis, action-planning, decision-making or the preparation of political decisions Co-Design: stakeholder involvement in identifying and framing societal challenges, participatory development of research agendas, questions, funding schemes</i>	Support a positive climate of trust between administration and stakeholders; develop common scenarios; implement and share proposals for strategic options and to define project conclusion and/or products and/or services foreseen by the project	Citizen advisory committees, Multistakeholders decision-making boards, Facilitated consensus building forums, Participatory decision-making, Deliberative polling, Reference groups, Advisory committees, Policy roundtables
Stakeholder empowerment	Stakeholders are the owners of the political decision	Enable communities and stakeholders to decide and implement solutions/ outcomes [often within specified guidelines].	Citizen juries, Ballots, Delegated decision, Steering committees, Quality committees, Boards, Participatory governance, Standing strategic committees, Hackaton



PHASE 1 – 6th SEMESTER (February 2022 – July 2022)

Study visit in Ghent - 22nd and 23rd of March 2022
Study visit in Trentino - 11th and 12th of April 2022
Study visit in Castilla La-Mancha 3- 4 May 2022
Study visit in Vratsa and final event 17-19 May 2022

Approval of the Guidelines on the model on methods of participation





PHASE 2 – (August 2022 – July 2023)

Development and implementation of 6 action plans

Action plans were developed on the basis of the method and the operational indications of the guidelines for the implementation of the participatory processes

- It will be stressed out that the objective is the transfer of lessons learnt from the project into the policy instruments addressed and that stakeholders are the key actors at this point
- The action plan should not be long
- It can include only one action if it is clearly defined and relevant to produce a policy change
- Purpose of an action plan is to achieve the improvement of a specific policy instrument (ideally those addressed in the application form)
- Describe how each action is linked to the project and how it derives from the interregional learning process (i.e., which good practice from one of the partner regions, which learning from a project activity inspired the action)





Interreg Dialog proud

The OECD Observatory of Public Sector Innovation (OPSI) and the UAE Mohammed Bin Rashid Centre for Government Innovation (MBRCGI) recognized Interreg Dialog as an transnational best practice.

<https://oecd-opsi.org/innovations/dialog-interreg/>





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Thank you for your attention