

● Making Co-production Happen

# 4. Promoting Citizens' Engagement

 14:00 – 15:00

Languages  

*Presented by*



**Ajuntament  
de Barcelona**



**Ayuntamiento de  
FUENLABRADA**

# Promoting Citizens' Engagement



**Moderator Ana Buñuel**

Senior Social Affairs Advisor, Madrid City Council -  
Area of Families, Equality and Social Welfare, Spain



**Sonia Fuertes Ledesma**

Commissioner for Social Action,  
Barcelona City Council,  
Spain



**Javier Bokesa**

Councillor for Citizen Participation and Foreign  
Cooperation, Fuenlabrada City Council,  
Spain



# Promoting Citizens' Engagement



## **Sonia Fuertes Ledesma**

Commissioner for Social Action,  
Barcelona City Council,  
Spain



**acord  
Ciutadà**  
per una  
Barcelona  
Inclusiva

*A shared space between  
the city government and  
civil society for social  
inclusion*

Promou:

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Barcelona**



# The Citizen's Agreement

The Citizen's Agreement was born in 2006 within the framework of the Municipal Plan for Social Inclusion 2005-2010. It was the first plan.



# Who is part of the Agreement?

Ensemble of actors of social inclusion:



## GOALS

- To build a more inclusive Barcelona, to promote social rights
- To generate proposals in **participation, public-private cooperation and joint action**
- To strengthen the organisational capacity with the social sector.



# What does co-production mean?

Co-production is a **creative and social process**, which in the field of public policies is developed between the administration (in our case, the local administration, the one closest to the citizens) and social entities.

It necessarily implies the existence of a shared vision, overlapping goals and common values:

**cooperation**

**trust**

**complicity**

**dialogue**

**consensus**

a sense of **community** and **networking**.

acord Ciutadà



## Why is co-production so important in public policies?

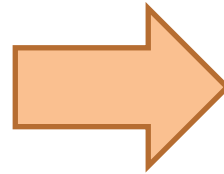
- To involve more stakeholders, in order to build a stronger community.
- To provide **legitimacy** to public action.
- To share knowledge, processes and creation in order to push **new ways of doing things**.
- To be more horizontal, more participatory, and more effective. That's why we want to deepen this line.
- To strengthen democracy.

**Co-production involves citizens in decision-making processes and in the design of public policies.**

# How do we do it?

## Social organisation process

- Mutual knowledge
- Trust
- Legitimacy
- Cooperation
- Citizen culture of social commitment



## Ability to respond to social inclusion challenges

- Development of the Strategy for Inclusion and the Reduction of Social Inequalities 2017-2027
- Joint collaborative projects between various organisations
- Volunteering and Mutual Aid Projects
- Action Networks between social entities and the public administration

# The role of the networks

- Network for Assistance to **Homeless** People
- Inclusion **Housing** Network
- Network of **Open Care Centers for Children and Adolescents**
- **Children's Rights Network**
- Network for the Support of **Caregiving Families**
- Network of Social Entities for **Legal Advice on Immigration**
- **Accessibility and Independent Living Network**
- Network for an **Active and Committed Citizenship**
- Network for the **Right to Adequate Food** in Barcelona
- Network for **Labour Inclusion** in Barcelona
- Nust Network - **New Uses of Time**

## What does being part of the network imply?

Joining the Agreement means being part of a network that implies, among others, the following commitments:

- ✓ Actively working for **inclusion**, jointly with other organisations in the city.
- ✓ Sharing and **exchanging information and knowledge** of all types of initiatives, experiences and actions.
- ✓ Contributing from each organisation to the construction of a **shared city project**.

# The Citizen's Agreement: an example of social innovation in public policies

- It's a new way of **doing public policy in the social sphere**.
- Promotes **public-private collaboration** and the co-production of public policies.
- **Builds social capital** by developing network programmes and projects.
- Promotes a **Strategy for inclusion and reduction of social inequalities in Barcelona 2017-2027** between social organisations, social movements and institutions in Barcelona.
- Promotes **driving projects** to boost co-production on key issues in the city.
- Promotes the implementation of **policies and more creative and innovative ways of doing things**.



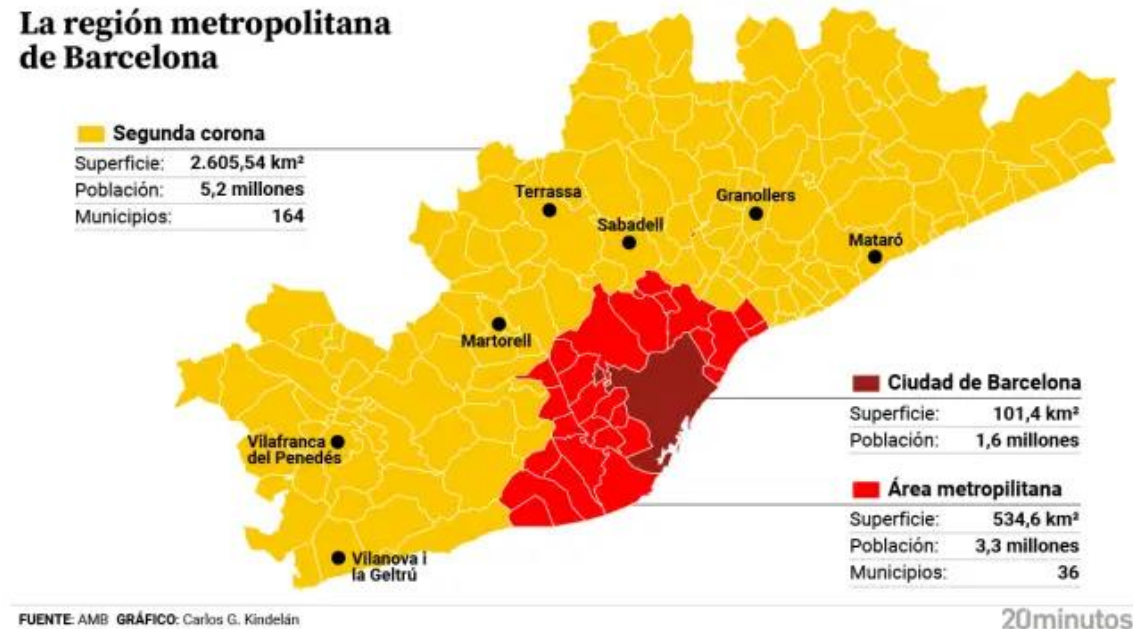
# The impact of the Citizen's Agreement: challenges and key lessons

- Participation and co-production of public policies requires a **cultural change**.
- It facilitates the **reaching of agreements**, the creation of opportunities, the coordination of projects and the definition of shared goals.
- Promotes active and committed **citizen participation**.
- Provides shared information and **communication services and knowledge**.
- It **opens spaces for debate** to reflect on or highlight key social issues for the city.
- It makes **public statements** related to social inclusion in Barcelona



# A step forward: The Metropolitan Social Forum.

## Why is a Metropolitan approach necessary?



## The metropolitan social forum, our vision

- We replicated the Citizen's Agreement involving NGOs from the Metropolitan Area and also some municipalities as Santa Coloma, Terrassa, Hospitalet, Mataró.
- The aim is to identify and address **metropolitan social challenges**, deploying social action both at the inter-municipal level and in the field of social initiatives.
- The Forum provides social actors who are members with greater **knowledge of the context** that surrounds them, **mutual learning** and the **co-production**. It has a **Promoting Group** that proposes and coordinates the activities of the Metropolitan Social Forum. Metropolitan Network for Residential Inclusion.
- **First network: metropolitan network on residential inclusion.**
- Children's rights and social promotion, work in progress.



# The Metropolitan Social Forum. Advantages

The Metropolitan Social Forum allows social entities and city councils to:

## KNOW

identify social challenges

## CONNECT

Generate knowledge and mutual trust between social entities



## SHARE

Work and agree on frameworks or models for joint action

## CO-PRODUCE

Promotion of metropolitan co-production networks

## COMMUNICATE

The analyses, strategies and actions developed by the Social Forum

## To conclude

- We have to work together, **to be more effective but also to strengthen our democracy.**
- The City Council has to be flexible and listen to the proposals from civil society, but it's not enough. **It's important to act together.**
- The borders of European cities are increasingly blurred. **We need a metropolitan approach.**

*Alone we go fast,  
together we go far.*

*Thanks!*

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# Promoting Citizens' Engagement



## **Javier Bokesa**

Councillor for Citizen Participation and Foreign Cooperation, Fuenlabrada City Council, Spain



CAMUS



## JAVIER BOKESA ABIA

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COUNCILOR FOR CITIZEN PARTICIPATION  
AND INTERNATIONAL COOPERATION

City Council of Fuenlabrada

CAMUS



Cofinanciado por  
la Unión Europea

2024



PROJECT CAMUS

**Citizen Auditors and  
Municipal Services  
against structural  
discrimination**

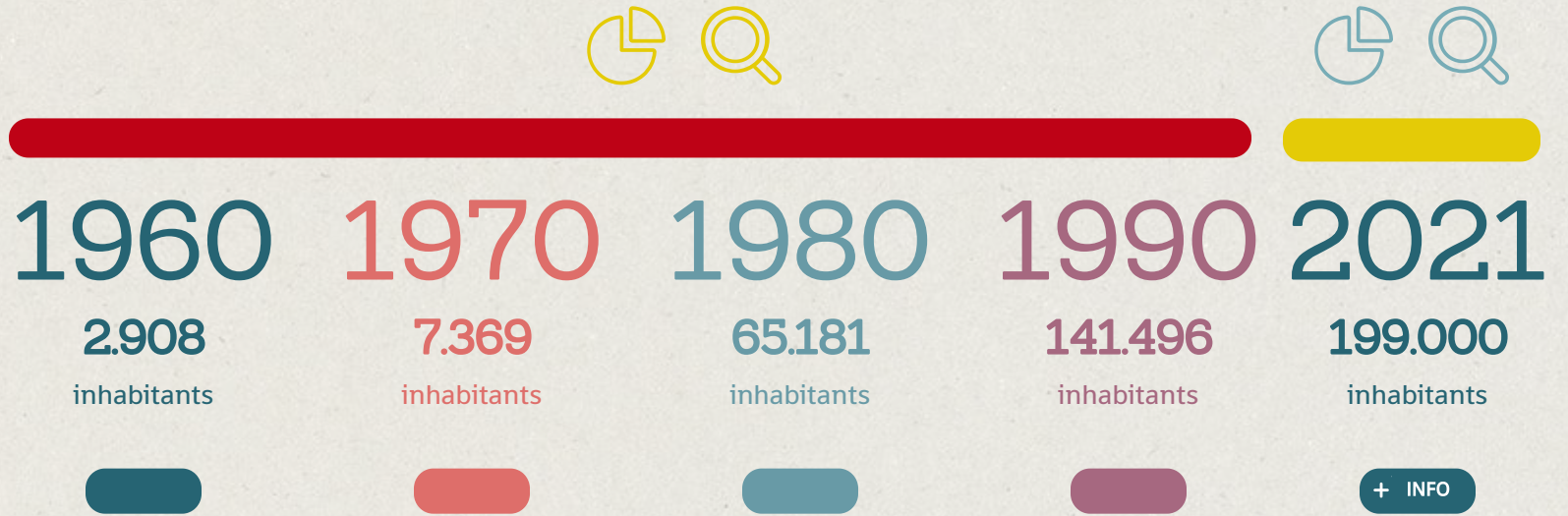


Ayuntamiento de  
FUENLABRADA

# CAMUS

## WHERE DO WE COME FROM...

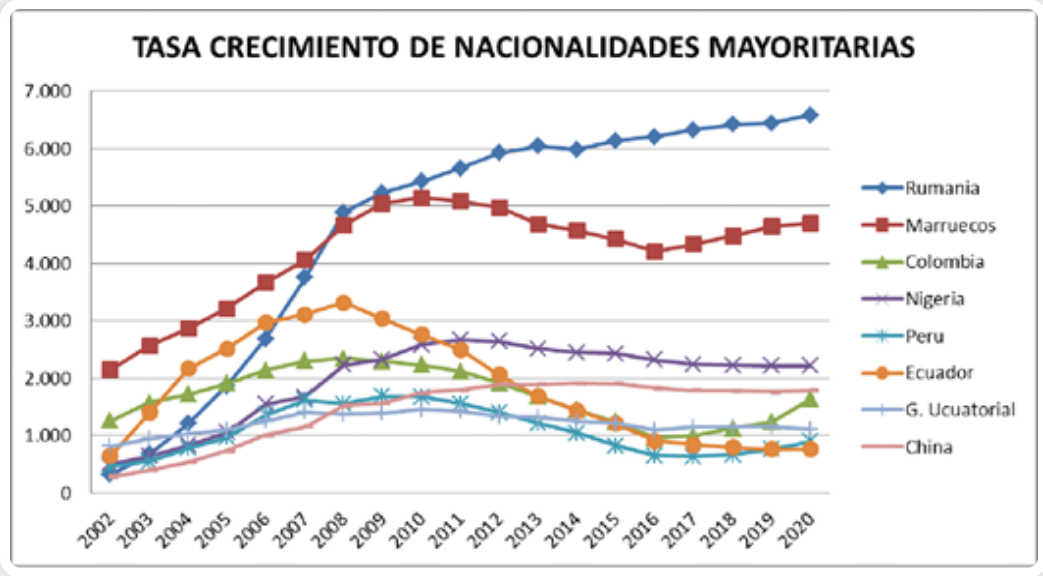
Fuenlabrada is a working class city with a population that came from internal and external migration



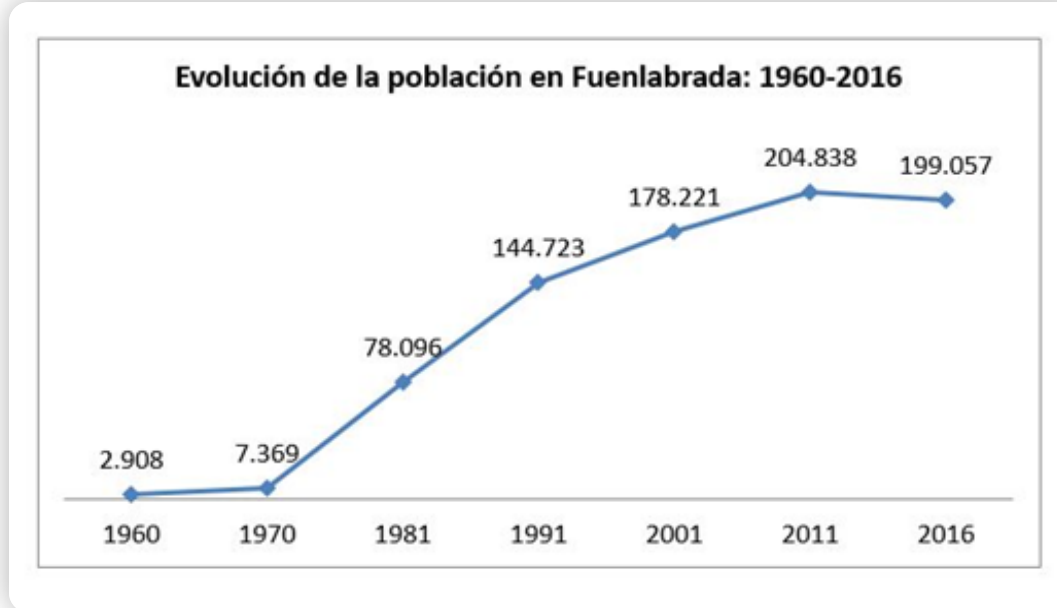


**14%** Migrant Population  
**128** Nationalities





**Since the mid-1990s**, most of the population growth has come from external migratory flows (**Romania, Morocco, China, Nigeria, Equatorial Guinea, Ecuador, Ecuador, Peru, Colombia...**).



**Years 60-80:** Growth characterised by internal migratory flows from (**Extremadura & Andalusia**)

# CAMUS

## COMMUNITY PARTICIPATION

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- The fast growth of the population led the inhabitants of Fuenlabrada to organise themselves socially in order to improve their city.
- Associations became a valid interlocutor with the local government.
- People from other countries as well as from other regions of Spain began to create associations.
- 1000 associations of different types
- In 1974, the first neighbourhood association was created.
- In 1997 the first migrant association was founded. My association, the Cultural Bubi Association, was founded in 1998.

1

Loranca neighbourhood

2

Fuenlabrada's Hospital

3

Network of health care centres

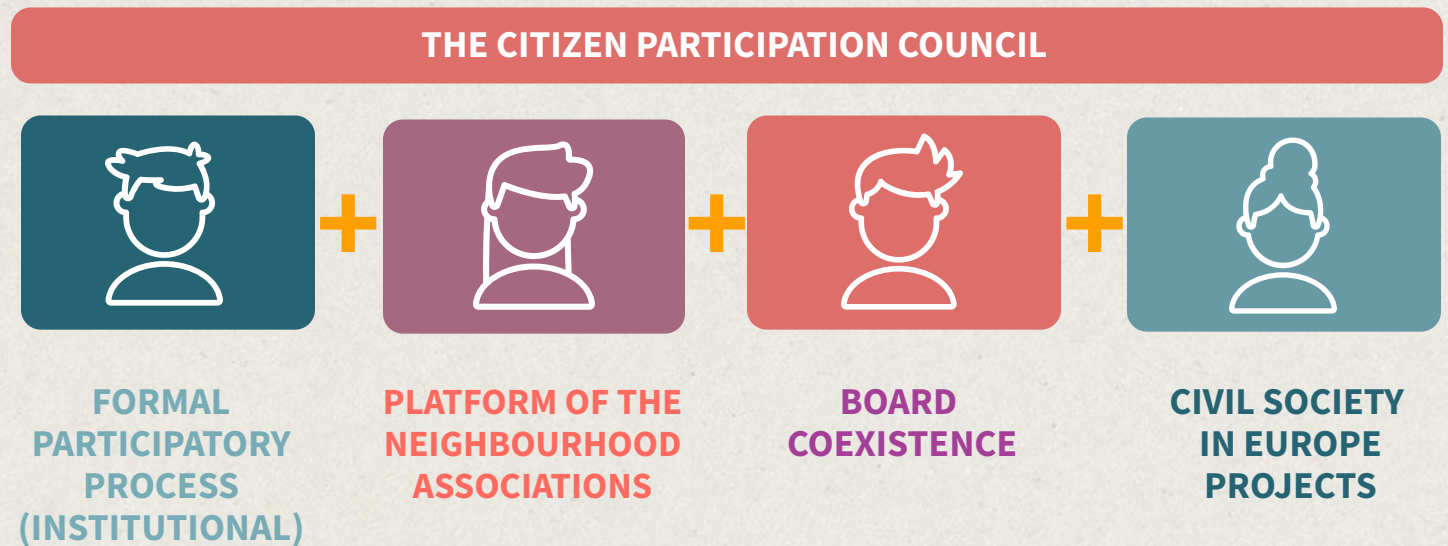
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New forms of commuting

# CAMUS

## Form of government CO-GOVERNANCE

The different local governments understood that a strong associative network and a local strategic direction, based on the demands of the neighbours, would democratise the city and further legitimize their actions



# CAMUS

## DIVERSITY AND INTERCULTURALITY

**Social Welfare**  
**Antirumors Network**



**Welcome**  
**and Social**  
**support**



**Red**  
**Fuenlabrada**  
**Solidaria**

**Citizen**  
**Participation**



**Active**  
**participation**  
**in the social**  
**life of the city**



**Getting**  
**involved in**  
**policymaking**

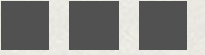


**Social**  
**discourse**  
**changes**



# CAMUS

 CAMUS PROJECT



"DO NOT PUT YOURSELF IN THE SERVICE OF THOSE WHO MAKE HISTORY; BUT AT THE SERVICE OF THOSE WHO SUFFER IT."

**ALBERT CAMUS**

# CAMUS



## CAMUS PROJECT

The project "**Citizen Auditors and Municipal Services against Structural Discrimination (CAMUS)**" aims, in collaboration with citizens, to identify and fight against structural discrimination in municipal services.

The **Citizens' Audit Network** was created to collaborate with the municipal administration in identifying any bias that does not favour equal opportunities in municipal services.

This Network also serves as an antenna to receive particular situations of discrimination by people who are unwilling or unable to denounce it to the public administration.

# CAMUS

To design and validate a model for diagnosing and mapping structural discrimination in public services at the local level, focusing on the detection of discrimination in access to public services together with citizens:



## KEY ELEMENT ONE

An innovative model of citizen audit

## KEY ELEMENT TWO

Empower and support the capacity and role of civil society organisations.

## KEY ELEMENT THREE

Improving public services

## KEY ELEMENT FOUR

Local Action Plan against Discrimination, Challenge:  
ZERO Discrimination



# CAMUS

## Stakeholders involved



**Citizens**



**Civil associations**



**City council workers  
and managers**



**The coexistence  
board**



**A public university**

# CAMUS

## MAIN RESULTS —



Establishing a Citizen Audit Network



Generate a working methodology for the identification of discrimination in public services



Establish an Action Plan that responds to the needs identified by the Citizen Audit Network



Improve the service provided to citizens, moving closer to the objective of zero discrimination



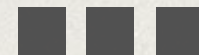
Adopt the methodology applied in the internal structure of Fuenlabrada City Council

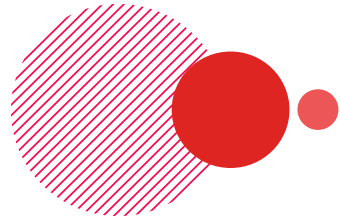
CAMUS

— 2024



THANK  
YOU





# Questions & Answers





# GALA DINNER



THE HORTA GRAND CAFÉ  
& ART NOUVEAU HALL  
Hopland 2, 2000



19:30 - 23:00