

TESTING ACTIONS CATALOGUE

**Inspiring stories from
URBACT III cities'
testing actions**



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**What if we give
youngsters a
voice in order to
foster
participative
actions?**

01



WHAT WAS DONE CONCRETELY?

Groups of young people were engaged to explore their neighbourhoods and document the places where they spend most of their free time with geo-referenced photos and a detailed assessment. While sharing their favorite outdoor locations and public spaces in the city of Dinslaken-Lohberg, youngsters were also asked to provide descriptions and a rating, according to their needs. While carrying out these activities, young people had the chance to collect ideas and suggestions on how these places could be improved. As an incentive, youngsters were given a "Certificate of engagement", and by the end of the activities they were asked a feedback.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

Among the challenges of Active Citizens network, the city of Dinslaken identified 4 main challenges, basis for building the IAP and underlying the hypothesis to be tested with the Testing Actions.

These are: (1) Developing a culture of participation (2) Co-creating solutions city & citizens together (3) Enlarging and diversifying active citizens (4) Developing participatory urban planning. This testing action specifically addressed the challenges of diversity and culture of participation, by testing whether a specific target audience, in this case youngsters, when questioned about relevant topics in their lives, would be engaged enough to participate in collective process.

WHAT WERE THE RESULTS?

The collected georeferenced data were analysed and shared within the municipality to be able to identify additional interventions on the public space in the community management and streetwork agenda. The groups of young people were able to take part in a participatory activity and measurement for the first time, having an active role and contributing with their perspective and ideas. The cooperating streetworkers were able to deepen contact with young people and to find out about leisure time and places where young people spend their time, being then able to prioritize public space interventions.



SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

"..we need a place in Lohberg where we can do what we like to do.."

"..I didn't know that Lohberg had such beautiful trees.."

"..it's dangerous here at night.."

Young participants in the photo expedition

How did you like the action today?

09. Wie hat dir die Beteiligungsaktion insgesamt heute gefallen?



Would you participate again?

10. Würdest du an weiteren Beteiligungsaktionen teilnehmen?



Do you have a suggestion, who should see the results?

Die Bürgermeisterin
The Mayor

CONTEXT



DINSLAKEN, GERMANY



SMALL CITY



MORE DEVELOPED
REGION

LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Survey, space activation, event

KEY TAKEAWAYS

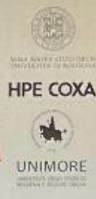
- More target audience need to be addresses, especially females from muslim community;
- the very good feedback on participatory actions tells that community members wish to be involved, especially on topics they consider relevant

**What if we
collectively come
out with ideas to
make industrial
sites in our cities
more
sustainable?**

02



μηχανή



WHAT WAS DONE CONCRETELY?

In the context of the challenge of Climathon launched by Climate-kic international activism group, a local Climathon was organized by the Urban Local Group, intended as an idea generation process to address the next challenges that the renovation project of Torrazzi industrial site would face in the upcoming years. The Climathon "Smuoviamo i Torrazzi" (let's move Torrazzi site) involved students from the Department of Service Design from the Faculty of Architecture of Bologna and Environmental Sciences from the Faculty of Engineering of Modena, and was structured as a 2-days workshop. The workshop included the presentation of URBACT program, of the ZCC network, of the objectives of the project, and of AESS, the european funded agency focused on sustainable development. During the workshop, students had access to documents about the site, did a walk through of the site, while also having the chance to meet with some resident companies and worked in teams to generate innovative ideas.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

Torrazzi is an industrial site, located outside of the city, planned to undergo a regeneration process. The site, in good structural conditions but old, does not respond to a good efficiency

in terms of energy, hosts about 350 companies and is located outside the city. Modena Urban Local Group had already identified, by applying the innovative approach of backcasting, the priority actions to reach their Modena 2050 zero emissions plan objectives. Even though well structured, Modena ULG is mostly composed of professionals and middle-aged working people, who contribute to the project with passion and knowledge. The Testing Action was based on the hypothesis that the most radical and daring proposals to tackle one of the most urgent challenge would need fresh and disruptive ideas and contributions, and that real and applicable solutions could be generated by the vastest portion of population reachable, composed of professionals, public administration, students, companies and general public. In order to test this hypothesis, creative and generative methodologies were chosen, exploiting their collaborative potential.

WHAT WERE THE RESULTS?

The student's participation was remarkable and during the two days of workshop they came out with fresh ideas and new inputs for the regeneration of the pilot site that included new approaches to transportation, traditional and green, to and from the site, increase of green areas, introduction of systems to monitor the quality of air.

The study visit to a young company settled in the area which develops innovative solutions and sustainable projects was a useful example on how private industries can invest in mitigation projects to support a just development.

**What if we
promote through
a video the
possibility for
private home
owners to help
the homeless?**

03



DES
PROPRIETAIRES
SOLIDAIRES

WHAT WAS DONE CONCRETELY?

Toulouse Métropole gathered 6 different stakeholders to co-create a promotional video to encourage private owners to offer affordable housing for the homeless. The Local Group was involved to decide what the key messages were and to design the script with the help of a professional. Thus, the 6 stakeholders who are actually implementing rental intermediation were invited to select a private owner and a tenant for the video. The stakeholders were invited to view the video for approval before it was released.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

The public social housing offer is not sufficient for the number of homeless households, therefore, increasing the social offer in the private market resulted very important for Toulouse Métropole. There are many tools available for the private rental sector but it lacks one single communication channel that makes them all comprehensible and accessible. The different tools include: fiscal deductions, rental intermediation, rental management mandate, social rental agency, sliding rental contract and more. The testing action aimed at the creation of a unique campaign to attract private renters and guide them to the single communication channel with the overview of solutions.

This action tested if better communication tools actually increase the affordable private housing offers and if it is possible to work on the whole metropole area with the same tools. The same informative tools may also have a communication and advocacy effect on the general public. This was also to be verified by the Testing Action.

WHAT WERE THE RESULTS?

The final video was put online on the Toulouse Métropole website in April 2022, uploaded on Youtube and sent to rental intermediation actors, social rental real estate agencies. An evaluation of its efficiency was organised for the following months, asking all new private owner proposing affordable housing if they saw the video and if it influenced their decision.



SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

" ... we managed to summarize very well our intermediation services in this video, by working all together on defining the content."

ULG member

" ... co-creating the video was not easy, for examples deciding who will represent the owners and the homeless people. but doing it together we know our stakeholder reached an agreement ... "

Municipality Director

" ... The video needed to speak in the name of all 6 stakeholder involved in the action ... "

ULG member

CONTEXT



TOULOUSE MÉTROPOLE,
FRANCE



XL



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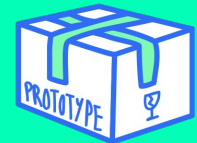
LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

communication campaign
workshop

KEY TAKEAWAYS

- The video was part of an important action in the Action Plan, promoting more social housing in the private market. Working with local stakeholders in the video allowed to frame better the action plan.
- Experimenting creative communication tools will continue to be part of the municipality working flow

**What if we
tackle loneliness
by prescribing
sociality
instead of
medication?**

04



WHAT WAS DONE CONCRETELY?

Thanks to the collaboration of General Practitioners, 35 elderly patients, whose symptoms were not (only) connected with health issues, but mainly with loneliness, were identified and put in contact with a neighbourhood connector, the Buurtschakel. The neighbourhood connectors are professionals who visited the patients in their homes and engaged in a very informal conversation. Slowly they tried to understand together what was the cause of the loneliness and how it could be tackled. The goal of the project was to connect people and let them participate in neighbourhood activities, for example in the neighbourhood centre. At first the neighbourhood connector joined the elderly when going to activities, but later on the participants were able to go to the activity by themselves. Socialization, especially on a local level, was tested as an alternative approach to fight loneliness. The same Testing Action was conducted in 2 different neighbourhoods, characterized by different features in terms of health situation, income and education level of the residents.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

The city of Heerlen has the highest number of inhabitants living on social assistance benefits, and as the population is rapidly ageing, among the many challenges connected, loneliness seem to be one the most urgent. In order to tackle the vulnerability of elderly people in the city, it is necessary to

involve who is mostly aware and directly knows who these lonely persons are: the health system. General practitioners often detects problems that are not only related to medical issues; at the same time, these patients do not attend the already existing activities in their neighbourhood, and grow a sense of loneliness, that is often perceived as health related.

The SSA leveraged on the trust relationship that is established among doctors and patients to test whether an increased sociality might tackle loneliness better than medication, lead to more attended neighborhood activities, and lower costs on the side of the health and welfare system.

WHAT WERE THE RESULTS?

Reaching 35 participants has meant testing the full capacity of the service. As a first result, all of the 35 participants reduced what were considered as superfluous visits to the GP, keeping the necessary ones. As Dr. Lutgens tells, some patients with issues, like diabetes, come to his office 60/70 times a year; after half a year since the SSA was conducted, the visits were reduced to 20. Most of participants engaged in activities in the neighbourhood, started volunteering, made new friendships and even 2 loves were born. Results were different in the 2 neighbourhoods. The participants were less lonely at the end of the SSA, but the elderly in the city centre (better health situation, higher income) needed less time to battle loneliness than the participants in Heerlen North (multiple problems, lower income).

"..we knew there were many lonely people - Heerlen is in the top 3 cities in the Netherlands in terms of loneliness - but we didn't know who they were.

We could find them thanks to the engagement in the ULG of health institutes and GPs.."

Project Coordinator

"..as a GP I am very happy with this project. In my office I see elderly with all kind of complaints, physically and mentally, however the actual cause is often not related to something medical. Of course I can prescribe a pill to sleep better or refer them to a specialist. But it will cost a lot of money and the problem is not solved. So I prefer to tell them to go to the Buurtschakel.."

General Practitioners

"..we can imagine that, if it worked for all 35 participant, it would work on a lot more people. We achieved a big change and this is what we planned with Urbact: to change lives.."

Project Coordinator

CONTEXT



HEERLEN, NL



MEDIUM CITY



MORE DEVELOPED
REGION

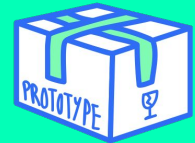
LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Small Scale Service

KEY TAKEAWAYS

- The testing action produced positive results, and strengthened the connection between health and social assistance sector.
- The testing action supports the aim of the network of exploring SIB (social impact bonds) by proving that investments in the social sector can lead to important savings in other sectors (in this case, health).
- The testing action will be conducted in more neighbourhoods and target bigger groups.

**What if we
explore the
potential use of
unused/vacant
urban spaces for
the benefit of
the community?**

05



Vic's Puig dels Jueus green space visit

Image source: <http://urbact.vic.cat/2020/07/09/visita-al-puig-dels-jueus-del-grup-local-que-participa-en-el-pla-daccio-per-millorar-aquest-entorn/>

WHAT WAS DONE CONCRETELY?

This Testing Action aimed at developing a natural space that is currently unused into an urban forest. To achieve this, it was planned to create entrances and paths, to communicate about the forest, to organize activities there; planting, and to manage the planting. The city had never had a clear plan for this area before.

In order to get local residents to know the space, a variety of activities have been organized, such as sports (running), mental health actions (concerts in nature), and biodiversity projects (nest boxes made by a social enterprise). The city will continue to organise similar activities in the future. As a final communication and wayfinding activity, 5 kilometers of streets have been painted with organic paint, leading from the city center to the forest, including information points along the way.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

The project responded to the hypothesis that there is a need to develop and utilize natural spaces in urban areas for the benefit of the local community. Specifically, the aim was to create an urban forest in an unused natural space, with the goal of making it accessible and beneficial for residents. In order to make the urban forest attracting to local residents and to foster a sense of belonging, the action tested different activities held in the open spaces.

WHAT WERE THE RESULTS?

- Raised awareness of the renewed green zone among the population
- Created accessible routes and entrance gates
- Organized events and information panels
- Sparked curiosity and interest in the Puig dels Jueus area
- Put the Puig dels Jueus area in the spotlight

These actions allowed the population to have a better understanding of the green zone and its potential use, as well as creating more accessibility to the area. The events and information panels helped to educate the population on the importance of the green zone and the benefits it can provide. The Testing Action also helped to generate interest and engagement with the area among the population, which could lead to further development and preservation of the zone.



SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

"..collaboration with the URBACT Local Groups (ULGs) has been quite successful overall, as they provide a lot of value to the project and to developing the IAPs.."

"..restrictions made in-person activities difficult and shifted health priorities away from urban planning, limiting available stakeholders. To adapt, partners moved their activities outdoors and got creative with new COVID-friendly ideas such as posting signs, handing out flyers, and tree planting. By limiting COVID risks in their activities, partners made their work safely accessible to citizens and boosted overall engagement.. "

Source of the quotes:
<https://baxcompany.com/insights/halfway-through-healthy-cities-reflections-and-revisions/>

CONTEXT



VIC, SPAIN



SMALL CITY



MORE DEVELOPED REGION

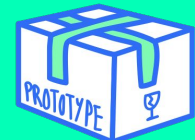
LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Space activation, workshop, events

KEY TAKEAWAYS

- The testing action included multiple actions such as creating infrastructure, promoting and communicating about the forest and implementing activities.
- It was part of a larger Action Planning Network that aims to strengthen the connection between health and the urban environment by planning actions that focus on enhancing the health of the population, while conducting a thorough health impact assessment.

**What if we open
a pop-up shop in
the center of the
town for
regional, rural
food products?**

06



WHAT WAS DONE CONCRETELY?

The Coimbra Region Flavour's Shop consisted in the implementation of a Pop-up shop in Coimbra's historic city centre, providing a window to showcase local food products to a diverse public. The idea behind the shop was to create a unique identity for the Coimbra Region and enhance a sense of belonging in the local producers.

CIM Região de Coimbra carried out a protocol with the Municipality of Coimbra, in order to use a space owned by the municipality, which is located in the city historic centre, with an area of 47m2 .

The whole concept behind the action was a participatory co-design process with the local group members that included the definition of the concept, the narrative, the designation, the interior design for the space, the selection of products and producers and the communication tools, among other design and planning elements.

It was decided to expose the products and allow online purchase with QR codes.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

This action was aimed at testing how a short channel specialized in distributing qualified food (proximity, organic, traditional, small producers, quality certifications...) can work in one or more points of the territory as a link between the rural and urban dimensions.

In other words, the objective was to test the effectiveness of an innovative approach to short distribution food channels, in the form of a regional pop-up shop, as a link between rural and urban dimensions.

The key ideas behind the action were:

1. Visibility - it should contribute to increase the visibility of the Territory and Region.
2. Narrative – it should be built a narrative around the message that the Testing Action is a space dedicated to the promotion of agro-food products and processes.
3. Endogenous Products - the reference and differentiating products of the region should be disclosed.
4. A model should be adopted that allows not only the dissemination, but also the sale of products.

WHAT WERE THE RESULTS?

There was local and international interest in the store and the local products and in the shop. New producers asked to expose their products, hence increasing the community of producers. The online purchase only was an obstacle and some visitors did not purchase due to the impossibility of having the product immediately.



SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

"..the Coimbra Region Flavour's Shop is one of the most effective answer to strengthen local products market and to boost the competitiveness of small-scale producers.

I believe that this can also promote the sustainable development of the rural communities. This pop-up shop will raise awareness of the importance to protect and promote food, culture, art and tourism of these Region, empowering the local communities, improving quality of life the producers and allowing that local populations remain in place.."

ULG Coordinator

"..it was a very important process of construction in which we combined our vision, in a place where the people could discover the rich identity of our Region - from artisanal products rooted in our culture, with more contemporary versions inspired by a territory in constant evolution.."

CIM Região de Coimbra

CONTEXT



COIMBRA, PORTUGAL



MEDIUM CITY



LESS DEVELOPED REGION

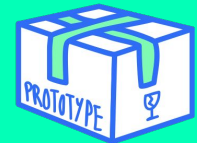
LEVEL OF MATURITY



PROMISING IDEA (EMBRYONIC)



ADVANCED CONCEPT



BETA PRODUCT/ SERVICE/POLICY



> Format of activities

Small Scale Service

KEY TAKEAWAYS

The opening of a pop-up shop has been an excellent way of raising the profile of local and quality products in the heart of the city centre of Coimbra, offering a framework for cooperation between public and private entities as well as a space that will stimulate new actions thanks to the continuity and stability of the shop in the future.

**What if we test
an air quality
monitoring tool
as part of an
awareness
raising
campaign?**

07



Air station, which is installed on the rooftop of the Razlog Municipality building
Image source: Razlog Municipality

WHAT WAS DONE CONCRETELY?

The municipality of Razlog introduced an air station that provides real-time information about air quality in a highly visible location to raise awareness among residents about the importance of air quality and its impact on health.

IoTExchange network is a group of small cities that are using Internet of Things (IoT) technology to improve the quality of life for citizens in areas such as public services, energy, healthcare, and education. The network is focused on prototyping and testing new solutions that can be easily scaled if they prove to be successful.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

The municipality aimed to assess the impact of air quality on the population and to develop strategies to enhance urban development and foster healthier cities. Through a six-month test installation of urban air quality monitoring stations and a data visualization platform, the

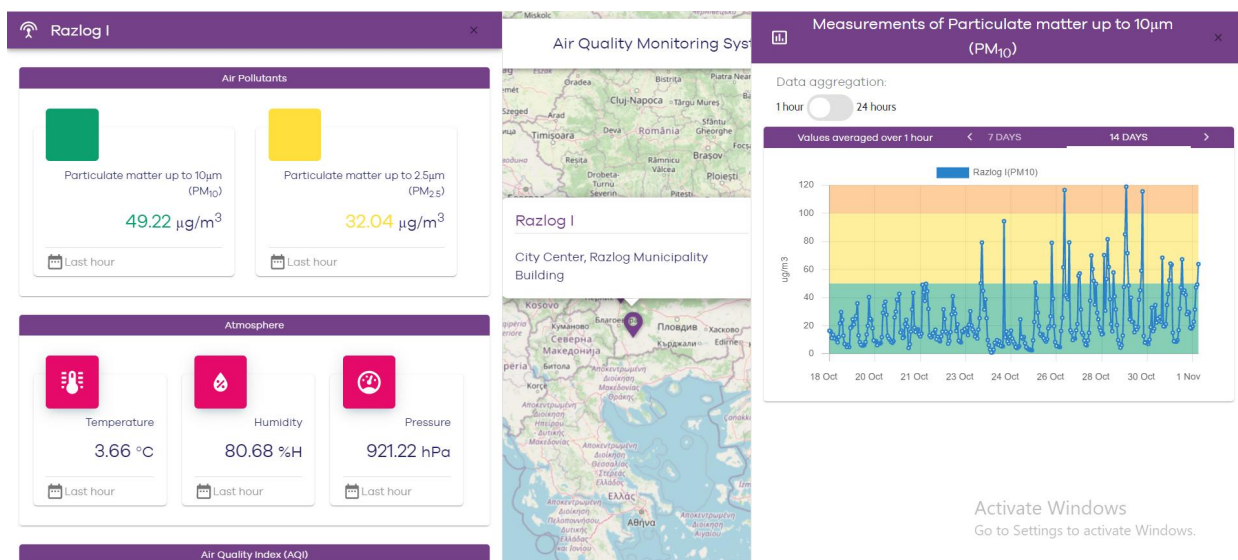
municipality aimed to raise awareness and improve the quality of life for residents.

WHAT WERE THE RESULTS?

The network is focused on testing and making something tangible so that if it works, it can be scaled; besides, the municipality wanted to understand the air quality in their area in order to identify any potential health hazards and take necessary measures to improve it.

The test installation lasted for six months and included a network of urban air quality monitoring stations and a platform for data visualization and analytics. Citizens could access the platform to view current and historical pollution levels and take action to improve air quality. The city is located in a valley surrounded by mountains, and this has led to air pollution problems, particularly in the winter.

The monitoring system revealed that pollution often exceeded local government norms, particularly in terms of fine dust particles.





Make the Air Quality Index easily accessible to citizens



Get a real-time dossier of each station and its readings



Cross-correlate data and analyze trends

"..the IAP plan for the Razlog municipality includes the installation of air quality monitoring stations, training and education for local citizens on air pollution, public initiatives to change heating in residential buildings, exhibitions of innovative solutions for urban development with local community participation, and modification of the school curriculum to include air pollution education.."

CONTEXT



RAZLOG, BULGARIA



VERY SMALL CITY



LESS DEVELOPED REGION

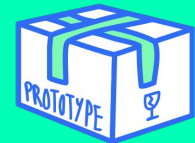
LEVEL OF MATURITY



PROMISING IDEA (EMBRYONIC)



ADVANCED CONCEPT



BETA PRODUCT/ SERVICE/POLICY



> Format of activities

Product, Measurement

KEY TAKEAWAYS

The Razlog Municipality has initiated an air quality program with the installation of an air quality monitoring station. The goal is to give the mayor more control and monitoring power over the air quality. The municipality is also working with the Ministry of Environment and Water in Bulgaria to replace the use of coal and wood for heating in households with more environmentally friendly options. Additionally, the municipality plans to install chimney sensors to monitor emissions from industrial production.

**What if we turn
the local market
into a test-bed to
explore waste
management
solutions for the
city?**

08



ECO

DETERGENTE ECOLÓGICO

AMACIADOR ROUPA

SELO CIRCULAR

modo de utilização

PRECAUÇÕES

RECOMENDAMOS USAR SEMPRE

WHAT WAS DONE CONCRETELY?

Throughout 2021, actions aimed at experimenting circular economy practices took place within the local market of Famalicão. The actions, focused on waste prevention, resource recovery and education, included a “Circular Cabinet” - a repurposed cabinet placed in the market, where market users could both collect and deposit items like bags, jars, cardboard boxes, useful for shopping in the market; a waste management workshop for market vendors, with a focus on waste reduction; a series of on-site workshops for diverse audiences, designed to sensitize the community to a circular perspective; activities that focused on reducing food waste, repairing small appliances, composting, as well as a webinar about circular economy and an exhibition where products and services from local companies and startups were showcased.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

The local market was chosen as a test bed to explore new waste management solutions in the city, a laboratory with the potential to test and implement new practices while involving the market clients, market operators and the Urban Local Group members themselves. The objectives were to understand the feasibility and economic viability of such activities, to investigate the social, environmental, and economic impact that could be generated, and to act as a catalyst for the

development of innovative solutions and business focused on the waste generated in the market through the promotion of collaboration between local producers and other stakeholders.



WHAT WERE THE RESULTS?

Results suggested that the establishment of a Zero Waste Market could contribute to the city's efforts of transition towards a circular economy model, on one hand by increasing awareness among citizens and by providing training on concrete and simple solutions, and on the other hand by involving the local businesses and institutions on circular economy matters, proving their social, environmental and economical potentiality. 250 people participated in the workshops; 34 hours of training were provided; 250 reusable bags distributed in the market, over 950 visitors to the exhibition and 587 views on the “Circular inspiration” webinar.



SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

“The chance to experiment with some ideas in a real world environment has been both insightful and invaluable, providing us with the necessary support, confidence and evidence to pursue our vision of ‘A Circular Path for a Traditional City Market’”

Project Manager of the Resourceful Cities project, Famalicão Municipality



CONTEXT



FAMALICÃO, PORTUGAL



MEDIUM CITY



LESS DEVELOPED REGION

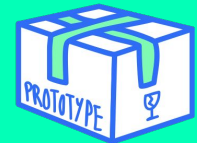
LEVEL OF MATURITY



PROMISING IDEA (EMBRYONIC)



ADVANCED CONCEPT



BETA PRODUCT/ SERVICE/POLICY



> Format of activities

Space activation, small scale service

KEY TAKEAWAYS

- Using an already existing platform, such as the market, to test new actions has been beneficial in terms of feasibility, economics and timing.
- A related action has been included in the IAP, aiming at enhancing and consolidating the Local Market of Famalicão as a robust Urban Resource Centre assuring the necessary link between circular public policies and the related practices that must adopted by the community

**What if we bring
culture to
neighbourhoods
where it is
lacking?**

09



WHAT WAS DONE CONCRETELY?

Culture Bus pop-up days took place one week apart in two different locations. On the first day, taking place in the garden of an old Culture Center, the focus was mainly on children and families. In cooperation with Tallinn Central Library, a tent for kids was set up to draw, to be involved in handicrafts book readings. There was a mobile library for all the guests to borrow books and to take part in the book fair. Youth centre was present to play boardgames. An analogue set up took place one week after that in the garden of an old rubber factory Põhjala, which now hosts multiple cultural events very often. This time, the target group was mainly on senior citizens living nearby, but also children with their parents. A yoga-exercise session for the elderly was hosted and after that a conversation corner with them about the cultural activities and their needs taking place in Kopli. The day was ended by a book presentation of the well-known author Jekaterina Skulskaja

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

Tallinn chose Kopli neighbourhood within North-Tallinn district as a pilot for the ACCESS project.

There is no library nor cultural centre in Kopli – though the North-Tallinn district as a whole is the site of major cultural regeneration, including museums, cultural centres and creative hubs.

The aim of the test action was to collect reactions and opinion on the possibility of having a library or a cultural center. It tested different activities ties for different target groups and allowed data collection through concrete activities.



WHAT WERE THE RESULTS?

The Testing Action allowed the City to confirm the interest of citizens and to refine the cultural proposals for the specific neighbourhood.

The co-design approach with the ULG, created a strong group of stakeholders. City of Tallinn will continue working together with the ULG as a platform to cooperate with stakeholders, share good practices, plan and validate future activities and pilot projects, and to regularly assess the impact of the Action Plan and update its contents.

Each city in the network went through an generation process to better understand the challenges that could be explored with Testing Actions. The main questions are:

1. what is your core challenge?
2. what is the hardest part of addressing this challenge?
3. why do you want to carry out a Testing Action?

By answering to these questions, and especially exploring the intersection between il “what you could do” and “the reason why” fresh new ideas were generated.

CONTEXT



TALLINN, ESTONIA



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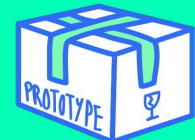
LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Small scale service
Survey or interview
Event

KEY TAKEAWAYS

After the ACCESS project, Kopli Neighbourhood remains a testing ground for piloting new public services, validating innovative approaches and prototyping new cultural products, services and cooperation models. The lessons learned will be then transferred to the other neighbourhoods and districts in Tallinn.

**What if we
improve the city
accessibility by
directly
involving people
with disabilities?**

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WHAT WAS DONE CONCRETELY?

To find out whether the city was friendly to disabled tourists or not, this Testing Action offered people with disabilities a 2-day stay in the city to visit it and to give feedback about their comfort in the city, evaluate its facilities, quality of service and public infrastructures from the point of view of the tourists with disabilities. 40 people participated in the Testing Action, of which 20 were tourists from other cities and 20 were local residents. The chosen tourist experiences included accommodation, travelling around the city, entertainment, orienteering games, skiing experience in indoor snow arena, SPA experience, brain battle and evening concert.

The feedback were collected by filling in the feedback survey provided by the organizers, giving interviews and during the panel discussions with the stakeholders. The collected information were analyzed and discussed with relevant specialists - such as the Urban Development, Tourism Department, the Social Issues Department,..- and the recommendations developed into actions to be presented to the stakeholders and integrated into the strategic documents of the municipality.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

In 2020 at the event "Lithuanian Change 2019" evaluating the approach to the inclusion of people with disabilities in the labor market, "Druskininkai was awarded the nomination of the friendliest city for the people with disabilities".

Druskininkai has longed improved in the field of integration of disabled people. In 2018 four tourist information centres with focus on the disabled people were implemented in the city centre, and in 2021 four more information terminals adapted for the disabled were built in the municipality. People with movement disabilities have access to local lakes, SPA centers, indoor skiing arena has skiing gear that is disabled friendly.

However, a constant review and improvement is necessary. Through this Testing Action, the municipality wanted to test a direct involvement of the local community of people with disabilities to monitor the quality of infrastructure and services developed for people with disabilities, with the aim to make the city more accessible to tourists and to the residents, too.

WHAT WERE THE RESULTS?

Thanks to the Testing Action, it was possible to promote inclusion of people with disabilities, have an assessment on how friendly Druskininkai city is for people with disabilities, understand the problematic aspects of Druskininkai city from the point of view of tourists and local residents with disabilities, and identify needs for further improvement of public and private tourism infrastructure and service, develop recommendations and concrete actions for further development including stakeholders into the decision making process and implementation of measures , and finally promoting Druskininkai as a city caring and friendly for the tourists and local residents with disabilities.

SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

"The city aims to make the services provided here convenient for everyone to use: Druskininkai received the award for the most friendly city for the disabled. We are happy with it, but we do not want to stop - it is important for us to hear first-hand the real experience, to know what else we can improve? Maybe there is a wheelchair ramp somewhere, but it is very inconvenient to use it? Maybe there is a lack of information signs somewhere? Taking into account the comments and suggestions developed during the Testing Action, recommendations will be prepared what has to be included into our strategic documents. We will be able to improve the services and infrastructure knowing the real necessity and needs."

Druskininkai Municipality

CONTEXT



DRUSKININKAI,
LITHUANIA



EXTRA SMALL CITY



LESS DEVELOPED
REGION

LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Survey or interviews
Small scale service

KEY TAKEAWAYS

- This Testing Action is contributing to establishing directions and measures for sustainable and quality tourism development.
- The ULG group is now able to assess how friendly Druskininkai city is for people with disabilities and to include it in the IAP;
- The perception of the city as an all people inclusive city has improved, thus being likely to attract more tourists and strengthen the local culture, based on diversity and hospitality.

**What if we
involve citizens
in deciding upon
the allocation
of the public
budget?**

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WHAT WAS DONE CONCRETELY?

Two workshops were held with key relevant stakeholders in order to co-design a training course on two main topics: co-deciding upon public budget allocations and active participation. Different stakeholders were involved in the action: the Councilor in charge of Municipal budget, a member of the City Council, technicians of the municipality, members of the Neighborhood Councils, members of Associations and citizens. The workshops served as a field of experimentation where participants had to identify the priorities to be achieved, the targets, the main needs and the most appropriate methods for the training, but at the same time as a place where critical issues on participatory budget could be focused and investigated by different stakeholders. The workshops' outcome was a pilot training session: two "video pills", one on the public budget allocations and one on the participation ladder and an experimental training session, open to citizens, focusing on the public budget allocations and participatory budget.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

This Testing Action responds to the main challenge of co-deciding upon public budget allocation. At the basis of the action, the aim was to test and thus understand the awareness level on the topic, public budget, participation and participatory budget, and to arise participation interest in different stakeholders.

The hypothesis the testing action responded to was that by developing with a participatory approach and framework training sessions, these could succeed more in providing the necessary information and involving different stakeholders.

WHAT WERE THE RESULTS?

21 people attended the training sessions: free citizens, members of neighborhood councils, members of associations and civil servants. At the end of the sessions, feedback on the training was collected, together with proposal of the topics that could be interesting to explore in the future.

BILANCIO PUBBLICO E PARTECIPAZIONE

Nell'ambito del progetto europeo di partecipazione
ACTIVE CITIZENS

Incontro gratuito rivolto ad associazioni, consulte
civiche, dipendenti comunali e cittadini interessati

**VENERDÌ 6 MAGGIO 2022
ORE 18:00
Palazzo del Governatore, Cento**

PROGRAMMA

**Il bilancio pubblico: conoscerlo meglio per
saperlo interpretare**
A cura di **CARLOTTA GAIANI**, Assessore al
Bilancio, Affari legali e istituzionali,
Rapporti con le Società Partecipate

Esempi e applicazioni di bilancio partecipato
A cura di **KIEZ AGENCY**
Soc.Cop. esperta in processi partecipati

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Info: tassinatoria@comune.cento.fe.it

SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

"We are here to test this procedure and understand how the neighborhood councils can support similar actions in future!"

"Participation costs lots of effort and a lot of time. But it's worth it. Every minute."

"Communication and training in participatory processes is the key. We should definitely put more effort in it."

Participants in the co-planning phase

"It is useful to know that realities close to ours have a participatory budget!"

"This training session has been useful and pleasant. Hope there will be a following thought about active participation by the public administration"

"I have a feeling of being part of a community".

Participants in the pilot training

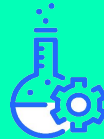
CONTEXT



CENTO, ITALY



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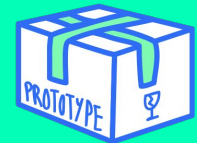
LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Workshop
Training

KEY TAKEAWAYS

The results of this Testing Action relates directly to one of the main action of the IAP: starting up the participated budget program. In order to reach this goal, it is necessary to enable citizens to decide upon the allocation of the public budget, favour their participation in urban planning decisions, rebuild trust between citizens and city administration, and finally arise the citizens' awareness about the functioning of the Municipal machine.

**What if we test
different street
arrangements
that appeal to a
diverse range of
users?**

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All photo credits: City of Turku

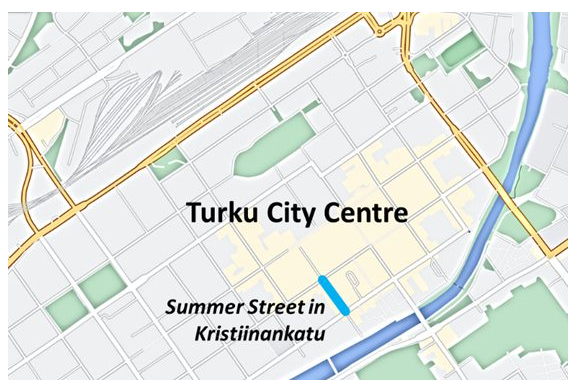
WHAT WAS DONE CONCRETELY?

The network Space4People dealt with the use of public spaces in cities, focusing specifically on transport and walkability. As part of the Space4People network, the city of Turku, Finland conducted a Testing Action called the Summer Street experiment to test different street arrangements to attract people and make the street a desirable place to visit and spend time.

WHAT MOTIVATED THE TESTING ACTION?

In other words, to what hypothesis was it responding?

The motivation for the action was to turn the streets in the city center of Turku into spaces that prioritize people and make them more walkable and liveable. The hypothesis was that by redesigning a street to prioritize people, it would encourage more socializing, visiting, and use of services, and ultimately improve the quality of life in the city center. The Summer Street experiment was a Testing Action to see how citizens and specific stakeholder groups such as retailers or residents would react to this type of street design and to collect data on the effects on people's movement and presence, user satisfaction and experiences, and implementation process, interaction, and communication.



WHAT WERE THE RESULTS?

The Summer Street experiment of 2021 was successful, it created public and political discussions that were strong enough to trigger a renewed and larger Summer Street in July and August of 2022.

Evaluation methods used include traffic counts, a Stationary People Mapping, a healthy street index comparison of the Summer Street setting with the usual road design and surveys to the public, residents and retail and gastronomy businesses on the street. The results showed that the number of pedestrians and cyclists remained similar during the experiment, compared to before its start, which was surprising. The reason was thought to be that Kristiinankatu was already one of the most used connections from the core area of the city center to the riverside by cyclists and pedestrians before the experiment. The survey results from street users revealed that pedestrians and cyclists valued the experiment as it made the street more pleasant than before. The Stationary People Mapping highlighted a clear increase in the use of the street as a place for sitting and socializing. The survey of users of the Summer Street revealed that 75% of the respondents rated the experiment as a success and only one in five saw it as a failure. The survey of entrepreneurs and residents of the street after the experiment revealed a high level of satisfaction with more than 90% of respondents rating the experiment as successful or mostly successful and supported a continuation of the Summer Street in the coming years.

SOME SHORT TESTIMONIALS OF PEOPLE WHO TOOK PART IN THE TESTING ACTION

“Turku employed a set of evaluation methods as well like traffic counts, a Stationary People Mapping, a healthy street index comparison of the Summer Street setting with the usual road design and surveys to the public, to residents and to retail and gastronomists of the street.”



CONTEXT



TURKU, FINLAND



MEDIUM SIZE CITY



MORE DEVELOPED
REGION

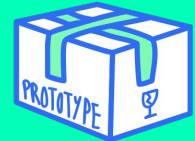
LEVEL OF MATURITY



PROMISING IDEA
(EMBRYONIC)



ADVANCED
CONCEPT



BETA PRODUCT/
SERVICE/POLICY



> Format of activities

Space activation
Workshops
Events

KEY TAKEAWAYS

The evaluation of the experiment revealed a high acceptance rate by the street's retailers and restaurants, as well as visitors and the public.