

# Conselho de Cidadãos

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Lisbon City Council

Relations with Citizens and Participation Department  
Participation Division

# Summary Report

Conselho  
de Cidadãos



September 2022

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## 1. Background

In a political, democratic society, citizen engagement is key to enabling decision-making within the community. Participation plays thus a crucial role, as it allows for decentralised debate and fosters proximity to the citizens.

In actual fact, public Portuguese and European studies concerning citizen participation have revealed that election results do not represent the main barometer of citizen engagement, which can be better assessed based on communication between the citizens and their representatives, as well as citizen engagement in local decisions.

The recent Report on the State of Democracy (International Institute for Democracy and Electoral Assistance, 2021) evidences the devolution in the quality of democracy witnessed in Portugal, which was aggravated by the effects of the COVID-19 pandemic. This trend is also evidenced by the study “The Quality of Democracy in Portugal: The Citizens’ Perspective” (Quality of Democracy Barometer of the University of Lisbon Institute of Social Sciences), where the lowest score was given to political participation and the relationship between citizens and politicians.

This trend was also reflected in a survey conducted by the Calouste Gulbenkian Foundation in 2020, where 57% of young citizens over 15 years of age classed the current functioning of democracy in Portugal as “average” (28%) or “bad” (29%), whereas 55% revealed little or no interest in politics. With respect to participation, about 95% of responders were not affiliated with any political party, social movement, trade union or youth and/or student associations.

On a municipal level, abstention in the 2013, 2017 and 2021 elections exceeded 45%, whereas abstention in the 2021 Lisbon municipal elections reached 49%, reflecting a considerable lack of interest in political participation.

On the other hand, the Major Options of the City of Lisbon Plan for 2022/2026 define the establishment of a participated city as the first priority, which confirms the need to engage the communities in the identification of solutions to their problems. Moreover, several studies refer to participation as key to increasing satisfaction (Ferreira, 2003; Guerra, 2006; Healey, 2006; Ascher, 2010), which is demonstrated by the correlation observed between results and citizens’ aspirations (as quoted in Delgado, 2013).

Given the circumstances, an increased focus on municipal participation projects, citizen engagement and innovative initiatives in this area is key to meeting the challenges posed by the current political and social context. Therefore, fostering participation is particularly relevant to the creation of adequate implementation mechanisms, through governing models focused on the engagement of Lisbon citizens in decision-making processes aimed at developing effective solutions for the city.

In this sense, the Lisbon Citizens' Council (*Conselho de Cidadãos de Lisboa* – CCL), which is based on the “citizens’ assembly” model, seeks to debate several topics and ensure equal participation. This model, which is considered essential to the quality of democracy and has been recognised by the European Union and the OECD, has been implemented in numerous countries, namely Belgium, Ireland, France, the Netherlands, Canada and the United States.

Given this context, the Lisbon City Council has formed a Citizens' Assembly as a participative process, i.e. a decision-making body composed of a group of citizens who are invited to discuss issues of local or national importance and make recommendations about policy (Collins Dictionary, 2022). The goal of this action is to promote citizenship by means of a pilot project focused on the active engagement of citizens, including proposals aimed at supporting innovation in climate change within the Lisbon municipality.

The Citizens' Assembly seeks to promote representativeness and build citizens' trust in political bodies, by ensuring that the citizens involved in decision-making processes are selected randomly, through an independent sampling process, allowing for proposals to be produced based on collaborative discussion (Gerwin, 2018). According to Gerwin (2018), the ideal scenario would be one where each citizen deemed eligible to participate in a Citizens' Assembly would be invited to take part in this process.

The “Citizens' Council” (CC), which represents a change of paradigm aimed at fostering interaction and participation, was thus formed and promoted by the Lisbon City Council.

The event, which took place on 14-15 May 2022, encouraged the creation of proposals related to climate change.

The engagement of citizens, as users of the city's resources with profound insight into the city's needs, is a determining factor to ensuring the accurate identification of local concerns and the improvement of political decisions.

## **The Citizens' Council**

### **1.1 Concept and Objectives**

The Citizens' Council is a group of randomly selected citizens, tasked with debating specific issues and presenting proposals to the Lisbon City Council.

The main objectives of the Lisbon Citizens' Council are the following:

- Promoting debate and the joint creation of proposals for the city;
- Involving the citizens in decision-making processes and promoting proximity to their elected representatives;
- Improving the efficacy of the decisions made by the municipal executive body, though the integration of citizen's contributions and the adjustment of policies to their needs.

### **1.2 Methodology**

The methodology used to form the Lisbon Citizens' Council and manage its operation consisted of a multi-stage process developed by the Lisbon City Council and a series of partners that provided technical and operational support to the project.

#### **a) Enrolment, Selection of Citizens and Data Processing**

All citizens over 16 years of age who reside, study or work in the city of Lisbon were eligible to participate in this process. An online enrolment form was made available on the Lisbon City Council website. Alternatively, citizens could enrol in person at Lisbon Bureaus (*Lojas Lisboa*) and Parish Councils, by filling in a form created for this purpose.

A total of 2351 citizens enrolled in this initiative, of which 6 enrolled at Parish Councils and/or Lisbon Bureaus.

Enrolment took place between 27 January and 22 April 2022, ending about three weeks before the date set for the CCL session, such as to allow the conduction of the citizens' selection and invitation process. Each enrolment corresponded to an entry in the random selection process.<sup>1</sup>

In order to define the sampling model and select participants, the Lisbon City Council (CML) contracted an independent entity specialised in the selection of citizens' assembly participants, the Citizens' Forum association. The randomness and stratification of the sample were ensured through the assignment of a numeric identifier to each citizen enrolled. The data collected upon enrolment did not include names or other personal information, excluding gender, age, academic qualifications, profession and parish of residence, work or study.

The participants were selected using a software developed to produce a random, stratified sample of 50 participants and 50 substitutes.<sup>2</sup>

Within the scope of this initiative, the Lisbon Municipality undertakes the obligation to process personal data in accordance with the rules defined in the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016), hereinafter referred to as "GDPR", and with all regulations defined in Law no. 58/2019, of 8 August, which transposes the aforementioned Regulation to Portuguese legislation.

Whenever personal data processing operations are carried out, particularly during the initial data collection stage, data subjects receive adequate information concerning the processing of their personal data, namely the respective purposes, means, technical, organisational and safety measures, and data recipients, as well as the exercise of their rights.

Declaration of Consent and Personal Data Protection Information (in annex).

1- Demographic data of the selected participants – see annex  
2- View selection video

The data controller(s), if applicable, ensure the production of adequate Data Processing Agreements (DPA), such as to ensure compliance with the GDPR, when applicable.

Data processing within the scope of this project was carried out by a Lisbon City Council Participation Division, who was responsible for ensuring compliance with the aforementioned regulations.

## **b) Transparency**

It was established in the primary pillar of the “Major Options of the City of Lisbon Plan for 2022/2026” that Lisbon is nowadays a European capital with a strong sense of democracy, based on participative, open, transparent governing.

In this context, transparency refers to the fact that all acts carried out by the government and its representatives are disclosed to the public, in a simple, accessible manner, with a view to facilitating scrutiny and encouraging citizenship (More Transparency Portal, 2022).

It was thus sought to ensure transparency in all CC design, development, implementation and assessment procedures. Therefore, the Lisbon governing programme for 2022-2026 focuses on an open data policy, seeking to ensure the availability of all information related to the concept of the project, the partners involved and the supervision mechanisms adopted.

Within this scope and with a view to ensuring transparency within the CC:

- Information was regularly updated on the CML website;
- The methodology adopted was published on the CML website;
- Participant selection was broadcast live, via streaming;
- All agreements between the CC and its partners were duly published in the BASE portal, as required for ensuring compliance with the Public Contracting Code.

### **c) Operation**

An “Operating Charter” was produced, including a description of the objectives, principles and operating model of the first CCL, which was considered a pilot experiment. The main purpose of this document was to structure the project and ensure its development.

The first Lisbon Citizens’ Council took place in the Noble Hall, at the Council House, on 14-15 May 2022, consisting of an experimental session aimed at identifying suitable adjustments. A total of 50 participants and 50 substitutes were selected from the 2351 citizens enrolled; 43 citizens participated in the sessions conducted on each day.

- The Participation Division team was responsible for receiving the CCL participants and providing support during the sessions, organised by Human Fleet, where the participants were divided into 7 working groups, focused on different topics, and invited to present proposals, based on a series of guidelines.
  
- The CCL sessions were organised as follows:
  - o Learning about the theme, debate with consultants<sup>3</sup> and discussion about the CML’s competences regarding the issue in question;
  - o General discussion of the theme and identification of challenges and priorities;
  - o Ideation and creation of proposals;
  - o The participants were divided into 7 groups (each focused on a different topic<sup>4</sup>, named after Lisbon’s seven hills – São Jorge, São Vicente, Santana, Santo André, Chagas, Santa Catarina, São Roque), which produced 7 sets of proposals. As decided by the groups, all proposals were presented by two representatives, designated as ambassadors;
  - o Presentation of the proposals to the Mayor of Lisbon, the Social Rights Councillor and the Municipal Director for the Environment, followed by a debate.

3- Presentations and debate with specialists in the theme addressed.

4- Topics – Housing, Consumption and Behavioural Change, CML Relations with Citizens, Transport and Mobility, Public Spaces, Environmental Education and Energy Efficiency.

## **d) Assessment**

The CML ensures that the CCL is supervised and assessed by an independent entity, namely the University of Lisbon Institute of Social Sciences (ICS), an external, idoneous entity responsible for the production of a report, which included the following sections:

- Methodology;
- Evidence of project objectives, indicators and goals;
- Sampling process;
- Materials used in theme preparation;
- Agenda and facilitation instruments;
- Session management (by independent facilitators);
- Consultive Committee contributions;
- General assessment of project development and impact.

The entire assessment process is available for consultation on the CML channels dedicated to this purpose.

## **1.3 Programme**

### **14 MAY – Day 1**

9:00 Introduction – Mayor of Lisbon and objectives for both days

9:35 Presentation of the teams involved

9:40 Interaction process

10:10 Question related to the theme addressed. Agreements and commitments

10:30 Presentations and dialogue with consultants

11:30 Coffee break

11:50 Presentations and dialogue with consultants

13:00 Lunch

14:00 Participative session

16:30 Coffee break

16:50 Group session

17:30 Closing activity

## **15 MAY – Day 2**

9:00 Opening

9:20 Introduction to session dynamics

9:30 Decisions on proposals and recommendations

10:00 Group session

11:00 Coffee break

11:20 Deliberation session

13:20 Lunch

14:20 Decision-making based on consent

16:00 Coffee break and preparation of presentations

17:00 Proposal presentation

18:00 Next steps and closing

### **1.4 Roles and Responsibilities**

The Participation Division, within the scope of the respective role and responsibilities in municipal management (as published in the Municipal Bulletin, Lisbon City Council, Ministerial Order no. 166/P/2021 – Delegation and sub-delegation of responsibilities, YEAR XXVIII, No. 1446, 4 November 2021), is responsible for the general coordination of the Lisbon Participative Budget, in addition to being tasked with defining and proposing a citizens' public participation strategy, ensuring the adoption and implementation of measures aimed at encouraging participation in matters pertaining to Municipal Services, and ensuring the encompassing nature and integration of actions aimed at promoting public participation.

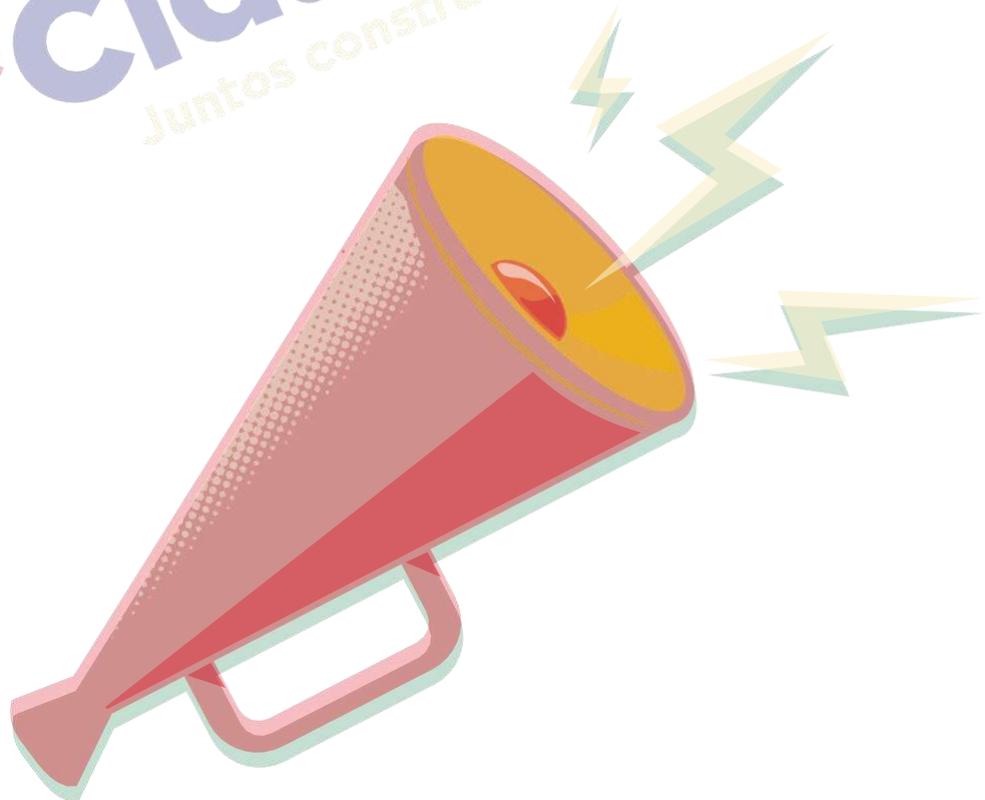
In this sense, the Lisbon City Council Participation Division has supported the design and implementation of this project, based on the following assumptions:

- Formation of a core group that participated actively in all strategic planning, development, implementation, monitoring and improvement stages, composed of Participation Division technicians.

- The work team was also responsible for the following: managing enrolled citizens' data, promoting the initiative in communication channels, managing process logistics, compiling participative process data, gathering opinions and reviewing processes and documents.

In addition to the CML PD, several partners were involved in the CC development process, as described in the following sections.

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## External Partners

### Citizens' Forum

## Functions/Activities

The Citizens' Forum is an association whose mission is to breathe new life into Portuguese democracy.

The association focuses on improving the political system in Portugal, particularly through the promotion and implementation of processes whereby citizens are given the opportunity to voice their informed, **pondered** opinions with respect to major political topics. The Citizens' Forum has been developing multiple participative processes since 2016, based on the methodology used to create and manage citizens' assemblies (or "juries").

This initiative has also been developed in educational establishments since 2020, through the creation of citizens' assemblies in 11 schools, within the scope of a project supported by the Calouste Gulbenkian Foundation.

Regarding the CCL, the Citizens' Forum was responsible for ensuring impartiality with respect to procedures, based on an accredited representative citizen **stratification** and selection model, which allowed the random selection of enrolled citizens.

The University of Lisbon Institute for Social Sciences (ICS-ULisboa) is an internationally renowned interdisciplinary research institution that focuses on Social and Cultural Anthropology, Economics, History, Human Geography, Political Science, Social Psychology, and Sociology, including 7 Research Groups.

Classed as an Institution of Excellence since 1996 by international panels, a status maintained following subsequent international assessments, the Institute became an Associate Laboratory of the Foundation for Science and Technology in 2002.

The ICS coordinates the main infrastructures involved in data collection, analysis and communication, in addition to promoting several information and engagement strategies aimed at different audiences.

The Institute has been a member of the European Alliance for Social Sciences and Humanities (EASSH) since 2018.

The ICS is responsible for CCL monitoring and assessment, in collaboration with the CML, as well as producing the final assessment report.

### Social Sciences Institute

### Human Fleet

Facilitators with extensive experience in the design and facilitation of participative processes involving citizens, communities and organisations.

Facilitation is based on transformation, cooperation, change, dialogue, decision-making and conflict management.

The approach adopted seeks to move from an exclusively hierarchical, linear supervisory logic, characterised by rigidity and confrontation, towards a systematic, collaborative, participative approach, with a view to building trust, ensuring respect, fostering collective intelligence and encouraging the regeneration of our planet.

The Facilitators organised, moderated and supported the CCL sessions.

### **1. Júlia Seixas**

Professor in the fields of Environmental and Energy Monitoring by Remote Sensing and Climate Change. Responsible for coordinating the Energy & Climate area of the CENSE Research Centres, dedicated to R&D for carbon neutrality: integrated energy system modelling, new energy technologies, new political instruments, sustainable cities, climate vulnerability and energy system adaptation. Member of the Scientific Commission of the joint UL-UNL PhD Programme in Climate Change and Sustainable Development Policies.

### **2. Catarina Freitas**

Environmental Engineer and Lisbon City Council Municipal Director for the Environment, Green Structures, Climate and Energy.

### **3. Pedro Barata**

CEO of GET2C, responsible for coordinating the climate, consulting, strategy, politics, energy and carbon areas. More than 20 years of experience in climate policies and carbon markets. Provided regular consulting services to the World Bank, the United Nations and the European Commission in climate change mitigation, having also worked as a team leader in several consulting projects conducted in several geographic areas, namely in countries such as Morocco, Tunisia, Vietnam, Costa Rica, Angola and Colombia.

### **4. Roberta Medina**

Vice-President of Rock in Rio, the world's biggest music event, where several sustainable practices are adopted. A pioneering event with respect to environmental concerns, Rock in Rio has adopted a strategic approach to environmental issues since 2006 and has been a carbon-neutral event for 15 years. The "FOR A BETTER WORLD" project, created in 2001, has strengthened the sense of responsibility in impact management, seeking to accomplish goals aligned with the UN's Sustainable Development Goals.

## 1.5 Proposals

The sessions focused on climate change, based on the opening question: **“What must we do to enable Lisbon to face the challenges posed by climate change?”**

This theme was subsequently presented by 4 consultants. The team of facilitators divided the participants into 7 groups that worked on this theme and presented proposals concerning 7 specific areas: **Housing, Consumption and Behavioural Change, CML Relations with Citizens, Transport and Mobility, Public Spaces, Environmental Education and Energy Efficiency (proposals in annex)**. The executive body committed to analysing the proposals presented and studying the respective feasibility, with respect to CML services and implementation, having subsequently met with the ambassadors of each group.

## 1.6 Meeting with the Ambassadors after the Citizens' Council

The first meeting, which took place in the Councillors' Hall, at the Council House, on 27 June 2022, at 18.00-19.00, was attended by 13 of the 14 ambassadors. The meeting was also attended by Councillor Laurinda Alves, representatives from the Mayor's Office and the Relations with Citizens and Participation Department, Participation Division (PD) technicians and members of the Institute for Social Sciences (ICS).

A brief status report was presented by the Councillor and the Director of the Relations with Citizens and Participation Department, confirming that the Pilot project, and all associated process proposals, are being analysed by the executive body, before being forwarded to the respective services, and their assessment finalised.

The ambassadors were also invited to speak for 10 minutes, in order to present any issues deemed pertinent at that stage. Each group of ambassadors presented their most relevant considerations, namely the following:

- The need to coordinate the implementation of this project with other projects already implemented or in course at the CML, in order to optimise resource management;

- The eventual need to involve specialists from other areas and possible team building with other entities;
- Communication of a calendar/action plan;
- Analysis of proposal feasibility.

It was agreed that all ambassadors would continue to be involved, by liaising with Participation Division technicians.

## 1.7 Promotion

The project was promoted on several channels, with a view to reaching the respective target audience.

Promotional kit – composed of an A3 Poster, an A4 Poster and an information leaflet, including the enrolment form.

Outdoor Advertisement – Stands and Outdoors at several locations within the city and Parish Councils (following prior contact by the Office of Councillor Laurinda Alves, and visits by PD technicians, including delivery of the promotional kit).

Awareness-raising actions – Participation Division (PD) and Citizens' Forum (CF):

- Secondary Schools – Camões, Gil Vicente and Lumiar;
- Senior University, Lisbon City Council Social Services.

CML Website | Lisboa Participa Portal | Social Media – Facebook, LinkedIn, Instagram and Twitter (promotional poster).



# 2

## Summary of the Proposals Presented

Once challenged to identify solutions to respond to the question “What do we need to do to enable Lisbon to face the challenges posed by climate change?”, the 7 groups of participants focused on Climate Change, particularly considering the following areas: Housing, Consumption and Behavioural Change, CML Relations with Citizens, Transport and Mobility, Public Spaces, Environmental Education and Energy Efficiency. The proposals presented after the debate are summarised in this section.

### 1. HOUSING

- a)** Creating better conditions for bringing people to the city;
- b)** Making less expensive housing available;
- c)** Recovering abandoned and social (CML) housing estates in Lisbon by 2025, by focusing on the following:
  - Affordable intergenerational housing (young and elderly citizens);
  - Improved sustainability in Lisbon, by building the adequate infrastructures in areas located within 15 minutes of the city centre.
- d)** Improved energy efficiency in dwellings (1st stage – CML housing estates), through the creation of multidisciplinary teams (CML+ Partners), with the following goals:
  - Performing a diagnostic;
  - Proposing feasible measures;
  - Ensuring adequate support/financing to improving dwellings through the creation of a shared financing platform (CML + Citizens).



## **2. CONSUMPTION AND BEHAVIOURAL CHANGE**

**a)** Making CML accountable for organising activities aimed at encouraging behavioural change with respect to consumption:

- Promoting an information and training plan on consumption issues, involving partnerships and incentives between the CML and universities, with a view to encouraging the research and development of environmental and recycling solutions;
- Educating citizens and making companies and Councils accountable for environmental literacy;
- Publishing advertising and informative contents in the media;
- Organising physical activities in order to attract and raise the awareness of prospective partners.

**b)** Investing in a circular economy.

## **3. CML RELATIONS WITH CITIZENS**

**a)** Strengthening relationships between the CML and parish councils and encouraging team building, such as to facilitate the respective operation;

**b)** Improving communication and coordination between the CML, parish councils and the citizens;

**c)** Appointing a municipal ombudsman, in order to create a complementary communication channel between the CML and the citizens.



## 4. TRANSPORT AND MOBILITY

### a) Improving and expanding the public transport network:

- Extending operating hours and circuits, namely over weekends (bus, underground and tram lines);
- Improving local routes;
- Expanding outer city routes;
- Improving inclusiveness in transport;
- Adopting environmentally-friendly public transport;
- Ensuring free public transport.

### b) Improving conditions for pedestrians:

- Increasing the number of sidewalks and pedestrian areas;
- Ensuring better coordination between the cycle network, sidewalks and roads;
- Encouraging respect between users.

### c) Changing mobility habits, namely through the following measures:

- Prohibiting the circulation of private vehicles in Lisbon;
- Encouraging citizens to walk.

### d) Achieving staged goals until 2050:

- By 2025: super-neighbourhood pilot project, interface timetable coordination, sustainable mobility, loading/unloading timetables. Prioritising pedestrian circulation, sidewalk renovation and implementation of legislation concerning scooters and bicycles;
- By 2034: silos and parks in peripheral neighbourhoods;
- By 2041: radial light railway network;
- By 2048: significantly reducing circulation and the entry of private vehicles into the city and the metropolitan area;
- By 2050: pedestrian day, launch of a sustainable, integrated mobility system.



## 5. PUBLIC SPACES

- a) Creating public spaces – (a garden in every corner);
- b) Reducing the impact of heat in the city;
- c) Reducing the size of hot areas by creating shaded areas;
- d) Informing and encouraging citizens to use public spaces;
- e) Ensuring the adequacy of trees to the various city areas;
- f) Ensuring the operation of drinking water and other fountains, and building ponds, in order to improve the city's water resources (more water);
- g) Improving pedestrian and pedestrian crossing security through adequate information and signs;
- h) Promoting the use of public spaces through the installation of appealing facilities.

## 6. ENVIRONMENTAL EDUCATION

- a) Encouraging adequate attitudes and behaviours, such as to ensure responsible consumption, by promoting the following:
  - Reuse and recycling;
  - Messages aimed at all age groups and social classes;
  - Encouraging citizens to keep plants and flowers in their balconies and windows.
- b) Fostering cooperation with stakeholders in order to improve environmental literacy: municipal organisations, citizens, businesses and school communities;
- c) Prioritising environmental education in schools, on all educational levels;
- d) Gamifying environmental education through the creation of apps.

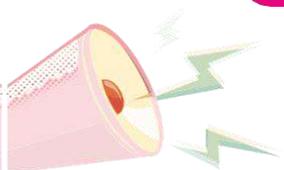
## 7. ENERGY EFFICIENCY

- a)** Organising events and workshops in the various neighbourhoods and council estates, together with parish councils and associations, in order to enable citizens to implement adequate measures for increasing energy efficiency and reducing CO<sub>2</sub> emissions;
- b)** Implementing volunteer work programmes in the city and improving corporate social responsibility for the carbon footprint (e.g. employee travel, production and use of resources, goods and services):
  - Ensuring that companies compensate carbon emissions by implementing adequate solutions in dwellings/council estates, or other housing estates, namely by weatherproofing windows and reducing indoor humidity;
  - Ensuring that the measures implemented lead to a 15% reduction in CO<sub>2</sub> emissions between 2027 (medium-term vision) and 2047 (long-term vision).
- c)** Implementing the following measures in new council estates:
  - Installation of central HSQE systems, complemented by thermal solar and photovoltaic panels;
  - Weatherproofing all windows and doors;
  - Installation of water-reducers in taps and shower heads in municipal buildings and council estates.
- d)** Implementing the following measures in public spaces:
  - Smart public lighting;
  - Sustainable lighting in gardens (e.g. autonomous LED lighting);
  - Reduced use of air conditioning and artificial lighting systems in events.
- e)** Promoting a “Consumption Literacy” programme through digital marketing:
  - Making the Lisbon City Council accountable for the creation of an information programme for parish councils, which can subsequently adjust the solutions identified to local conditions;
  - Fostering reflection and intergenerational debate, taking the opportunity provided by the “Parish Council Day” to promote this topic;

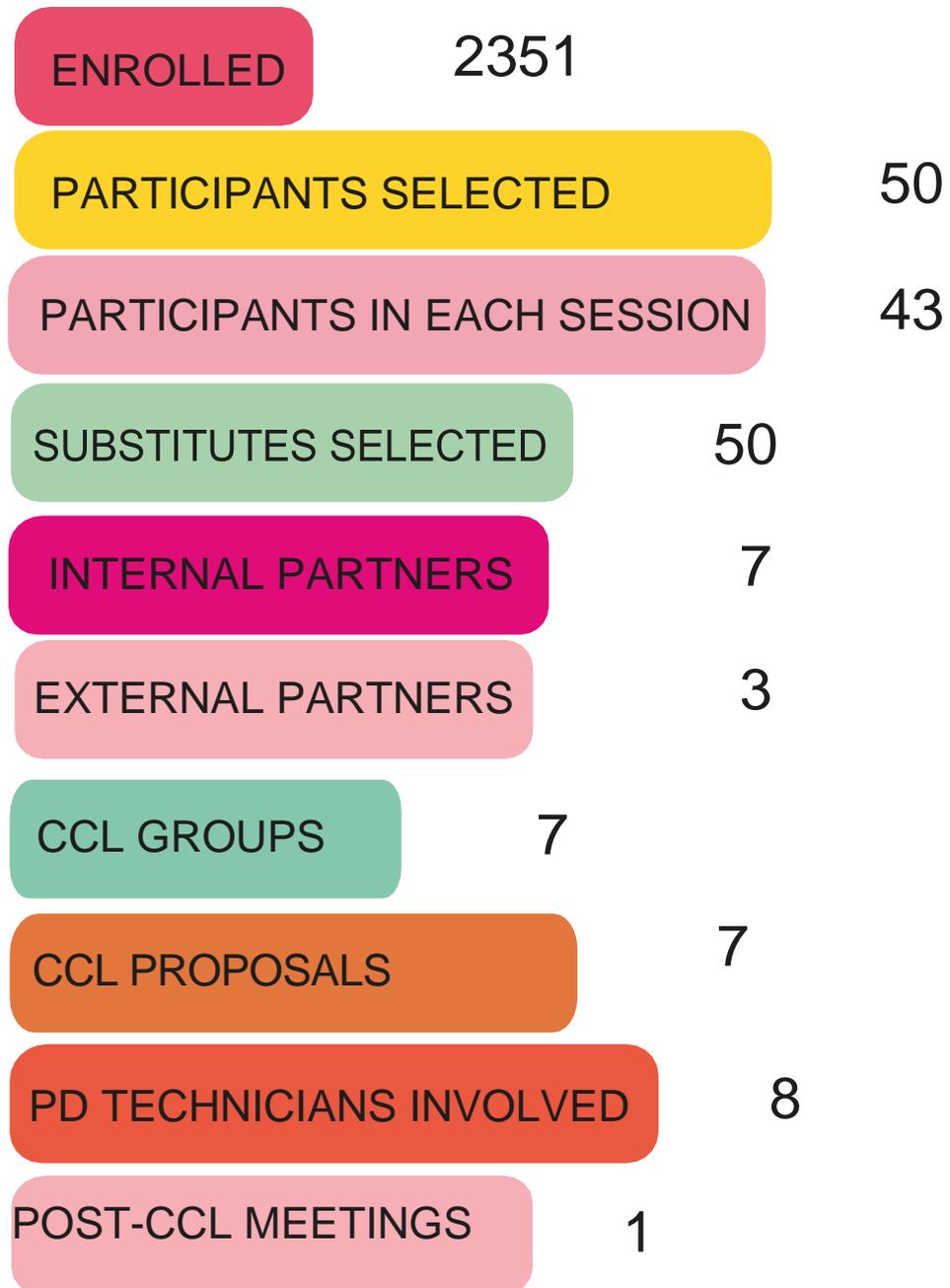
- Introducing the topic in a soap opera, following negotiations between the Lisbon City Council and television channels. Promoting shows such as “The Civil Society” in the media and radio;
- Fostering social responsibility in the city’s sporting clubs and encouraging the latter to promote the topic.

**f)** Involving the academic community in all actions and activity monitoring, with a view to improving process reliability through the use of measurable indicators, namely the following:

- Statistical data – imports;
- Waste reduction calculation;
- Carbon emission reduction calculation;
- Sales indicators for Portuguese products.



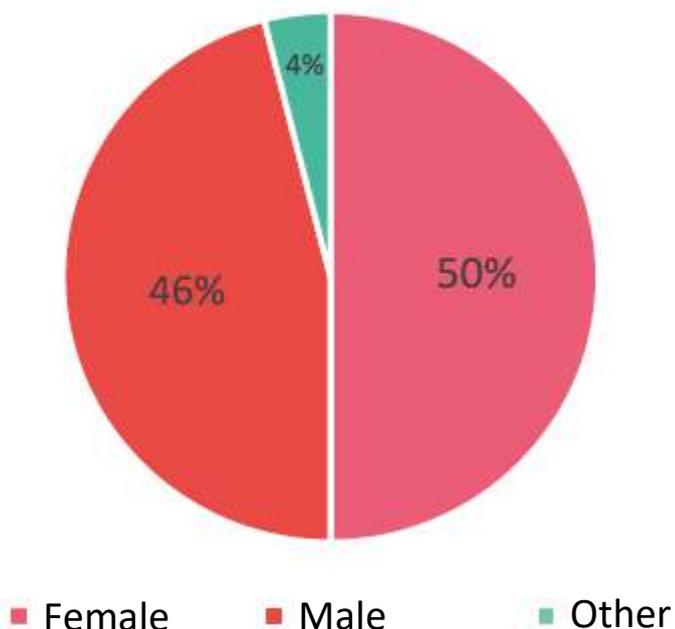
### 3. The Citizens' Council in Figures



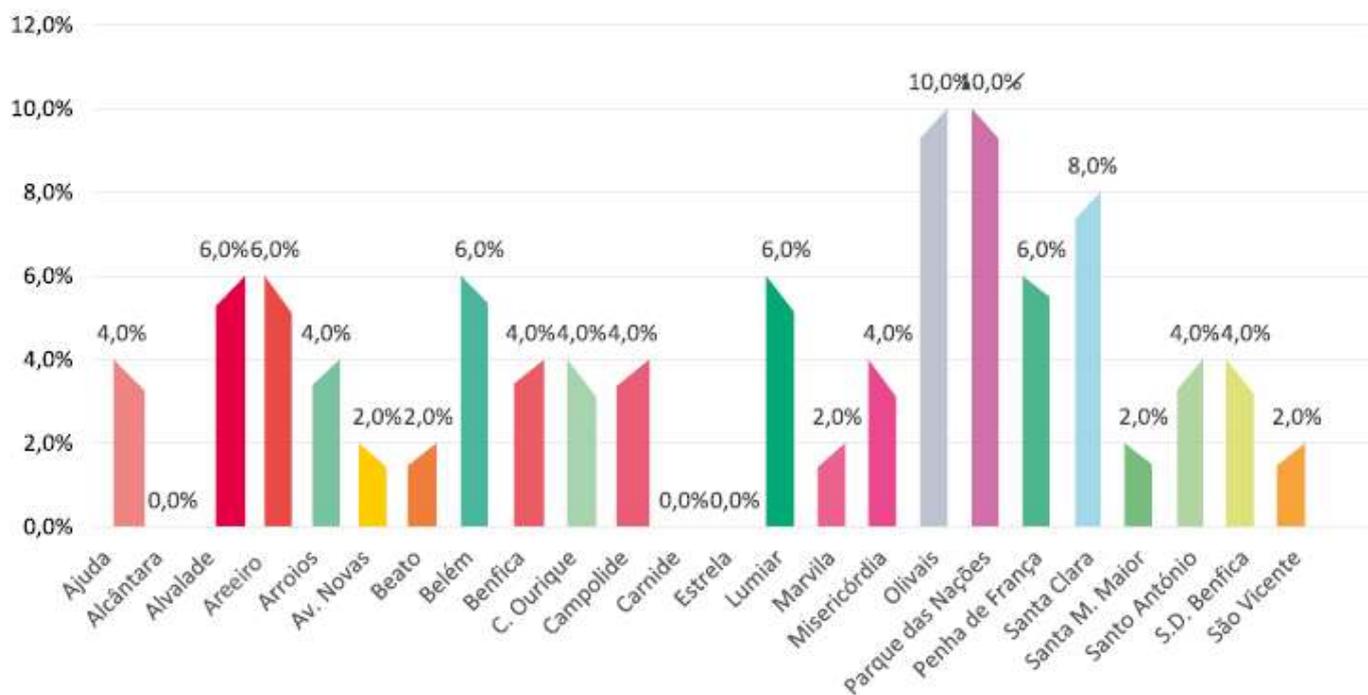
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## Gender



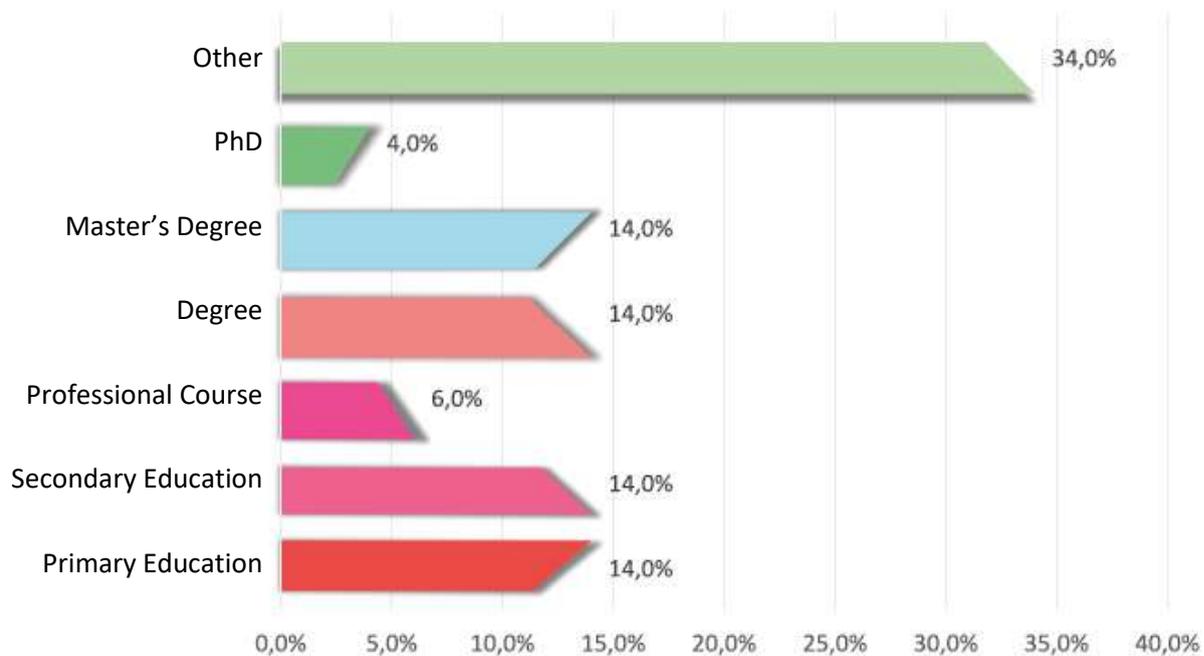
## Parish Councils



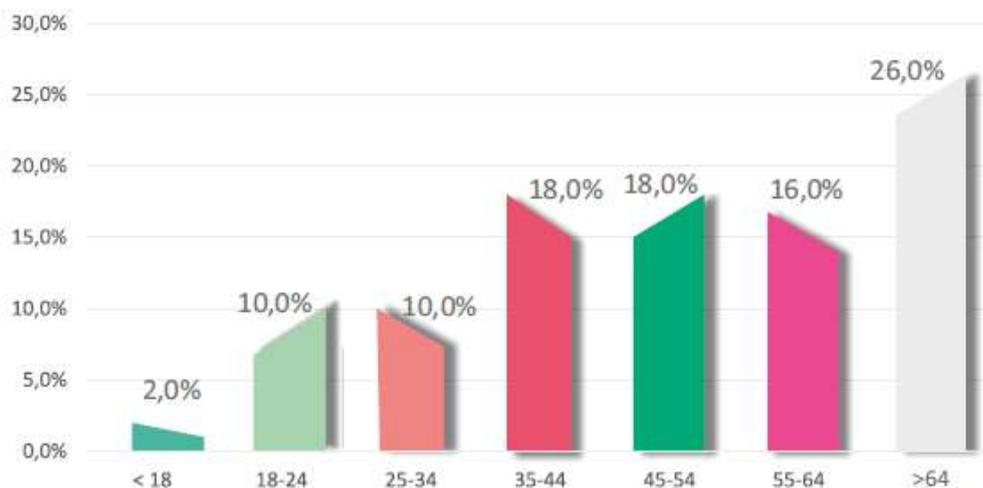
## Profession



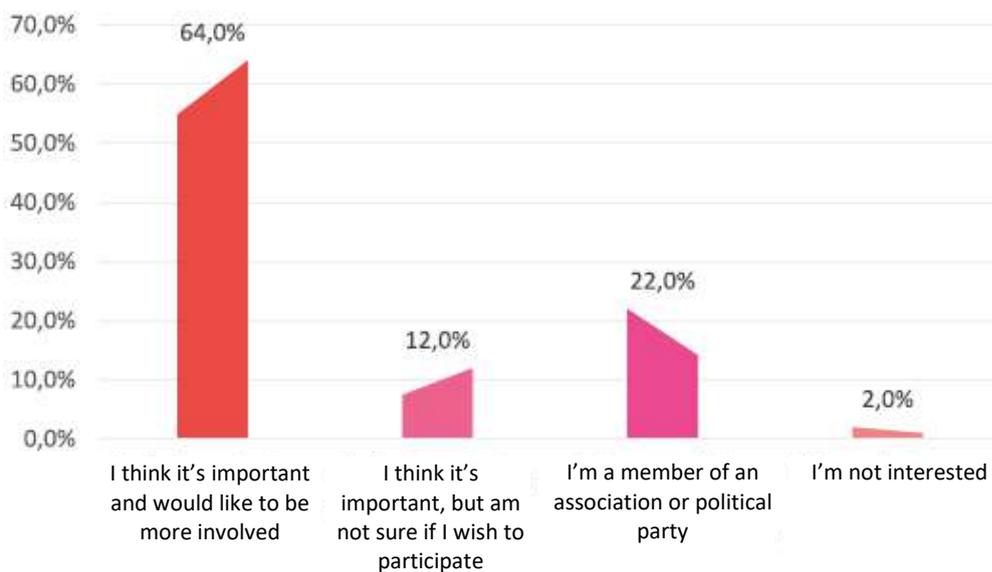
## Academic Qualifications



## Age



## Political Engagement



**Lisbon City Council**  
Secretariat-General  
Relations with Citizens and Participation Department

**Declaration of Consent and Personal Data Protection Information**

The **Municipality of Lisbon** intends to collect data pertaining to the citizens who participate in the **debates and creation of proposals for the city of Lisbon included within the scope of the 1st Citizens' Council**, an event organised by the Relations with Citizens and Participation Department – Participation Division, which will take place on **14-15 May 2022, in the Noble Hall, at the Council House**. Data will be collected through the recording of group and/or individual videos, photos and audio files, including event information, namely the respective name and date, for the **purposes** described at the end of this declaration.

The Municipality of Lisbon is **responsible for data processing**. Data shall be exclusively accessed by duly authorised persons, for the aforementioned purposes.

All data collected will be kept during the **retention period** defined, whose end date corresponds to the end of the term of office of the current municipal council, i.e. between May 2022 and 2025. All data will be deleted after this date, or if consent is withdrawn. This declaration of consent will be kept for as long as required to prove that consent has been granted.

Any citizens refusing to provide the aforementioned personal data will not be able to participate in the debates included within the scope of the 1st Citizens' Council.

The data collected shall not be used in automated decision-making processes, namely profiling, or transferred to non-EU countries or international organisations.

<b>Rights of data subjects</b>	<b>Exercising of rights</b>
<ul style="list-style-type: none"><li>• Right to information;</li><li>• Right to access;</li><li>• Right to rectification of inaccurate data;</li><li>• Right to erasure;</li><li>• Right to restrict processing;</li><li>• Right to data portability;</li><li>• Right to object;</li><li>• Right to withdraw consent, at any time, without compromising the legitimacy of all processing performed based on prior consent.</li></ul>	By contacting the Municipality of Lisbon, through the Relations with Citizens and Participation Department, at Campo Grande, 25, Bloco A, 1.º piso, 1749-099 Lisbon, or by telephone, on 218 171 153/ 217 988 285, or e-mail: <a href="mailto:sg.drmp@cm-lisboa.pt">sg.drmp@cm-lisboa.pt</a>
<ul style="list-style-type: none"><li>• Right to contact the Data Protection Officer with respect to personal data processing and the exercise of the rights granted by applicable legislation.</li></ul>	By contacting the Data Protection Officer (by e-mail, on <a href="mailto:dpo@cm-lisboa.pt">dpo@cm-lisboa.pt</a> , or by letter, to Campo Grande, 25, Bloco E, 2º piso, 1749-099 Lisboa)
<ul style="list-style-type: none"><li>• Right to lodge complaints with a supervisory authority. Complaints shall be understood as defined in article 77 of the <i>General Data Protection Regulation</i>.</li></ul>	By contacting the Portuguese National Data Protection Commission, as described in <a href="http://www.cnpd.pt">www.cnpd.pt</a>

**Lisbon City Council**  
 Secretariat-General  
 Relations with Citizens and Participation Department

<ul style="list-style-type: none"> <li>• Right to bring legal action against a supervisory authority, data controller or subcontractor; and</li> <li>• Right to claim compensation for damages suffered as a result of breach of the personal data protection legislation.</li> </ul>	Through the competent courts
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I declare that I consent, voluntarily and after receiving adequate information, to the processing of my personal data for the purposes indicated below, and understand that I can withdraw my consent, regarding one or several items, without compromising the legitimacy of all processing performed based on my prior consent:

Yes • No

- |   |                          |                          |
|---|--------------------------|--------------------------|
| 1. Publication of event images and information, namely the respective date and location, on social media (Facebook, Twitter, Instagram, YouTube), in order to report news/promote the event in which you participated and promote future participative democracy initiatives (“Participation DB”; “Lisbon Magazine”). | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Promotion of event images and information, namely the respective date and location, on the institutional website, in order to report news/promote the event in which you participated and promote future participative democracy initiatives.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Live broadcasting on YouTube.  | <input type="checkbox"/> | <input type="checkbox"/> |

\* Any missing information shall be understood as a refusal to consent

Name of the data subject

[Preferentially first and last name only] \_\_\_\_\_

Signature <sup>(a)</sup> \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ /22

<sup>(a)</sup> If signed by a legal representative, the name of the legal representative should be added below.

## Summary of the assessment performed by the ICS-UL

The CCL was assessed by the ICS in order to analyse the respective planning, decision and results, through quantitative and qualitative methods, based on the criteria defined for this purpose. The data collected, analysed and presented constitute a key instrument for drawing conclusions concerning the capabilities and expectations of the participants, in what concerns the processes developed. A summary of the data analysed is presented in the following sections, considering the 3 main process stages:

### 1. Before the CCL Session

Comments that evidence the various reasons that led citizens to enrol and participate:

*“Because I believe it’s my duty to help and participate in an event where we all have a say.”*

*“I like to give my opinion in matters that directly influence my life. I hope we reach specific conclusions.”*

*“To find practical solutions that will contribute to the mitigation and adaptation of the effects of climate change.”*

The process design and organisation, as well as political commitment, were highlighted by the participants:

*“Positive: the selection process; being sure I was chosen for no other reason than being selected at random.”* Participant

*“The most positive aspects are inclusion and the acceptance/perception by Political decision makers and elected officials that the citizens, of all backgrounds, represent an asset in debates and can contribute with ideas that may lead to actual changes and improvements in individual and collective life.”* Participant

## 2. CCL deliberation process

This stage included two integrated processes, of which the first consisted of providing information to participants through a series of presentations delivered by expert speakers (see 1.4).

One of the participants affirmed that *“the presentations were great, but failed to address practical aspects.”*

The second stage consisted of a “dialogue aimed at gathering ideas and generating possibilities”, where the participants (divided into 7 groups<sup>1</sup>) engaged in a discussion moderated by Human Fleet, with a view to creating proposals related to the main discussion theme (Climate Change). The following objectives were achieved:

- Interpersonal exchange;
- Group interaction;
- Grounded decisions.

Regarding the strategies selected, the participants considered that the methods used should be adjusted in the future, given the constraints experienced as a result of the roleplay design, where participants were divided into two groups (“people of the present” and “people of the future”), in order to discuss climate change, resulting in three outputs.

Participant satisfaction with the process, including the planning, proposal production and decision-making stages, was considerably high (3.9/5).

Although all proposals presented were validated, in an effort to meet the expectations of participants, the decision process was considered the least positive by the latter.

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<sup>1</sup>The participants were invited to join one of 7 groups, which were formed to work on the following topics: (i) Environmental Education; (ii) Consumption and Behavioural Change; (iii) Energy Efficiency; (iv) Housing; (v) Public Spaces; (vi) CML Relations with Citizens; and (vii) Transport and Mobility.

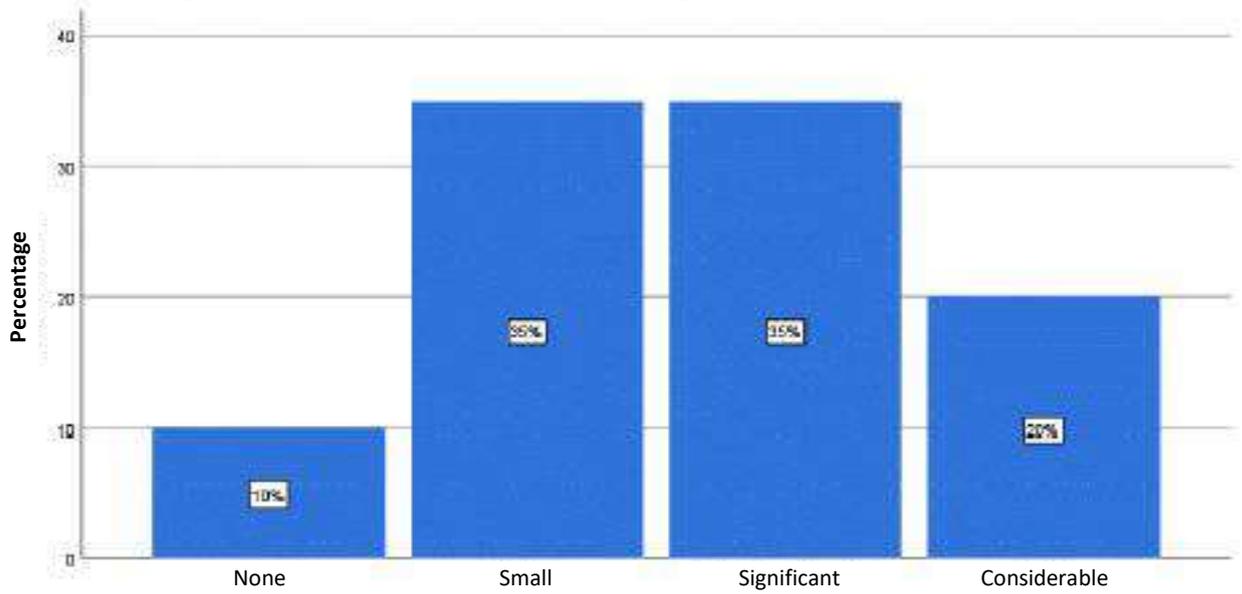
### 3. After the CCL session

At the end of the session, the participants were invited to share their opinions on the sessions, their role in the CCL and their expectations, which resulted in the following conclusions and comments:

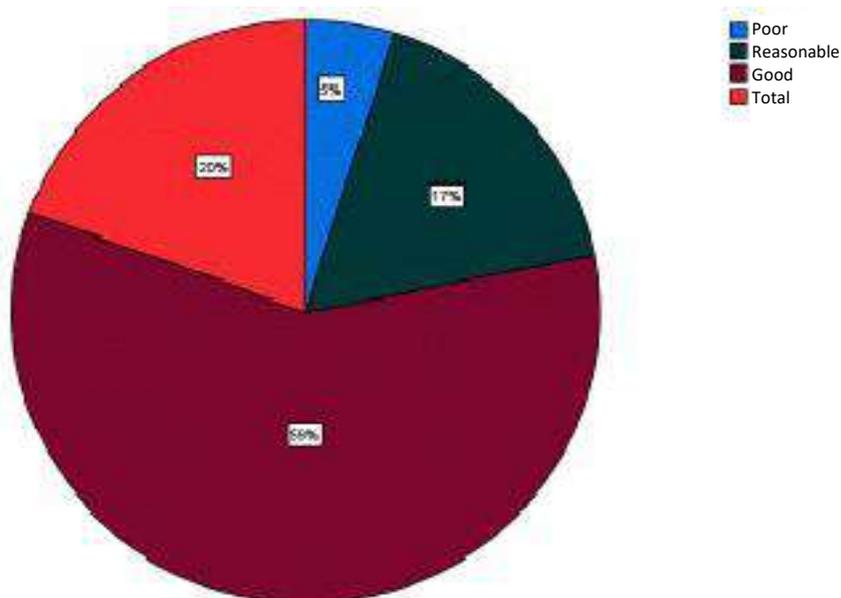
Item	Conclusions and comments:
The role of participants	Approximately 45% of participants reported that their opinions remained unchanged or changed only a little during the CCL.
	65% considered that their opinions were significantly or totally heard, valued and respected by the other participants.
	79% agreed with the final proposals presented to a great extent or totally.
	Change in the opinion of participants between the beginning of the sessions and the decisions made at the end was low (2.6/5), taking information processes into account.
CCL duration	Approximately 40% of participants agreed that a duration of one weekend was reasonably adequate to the collaborative production of proposals.
	<i>"It was sometimes difficult to find common grounds for identifying solutions. Maybe the process would have been smoother if we'd been given more time to discuss the issues."</i>
Strategy	43% of participants considered the strategy to be reasonably effective, while 38% considered it to be very effective.
	The information provided by the CML during the sessions was considered to be reasonably, very or totally useful by 91% of the 38 respondents.
	<i>"Lack of communication about the programme (it was made available to the media but not to the participants)."</i>
	Regarding the clarity of the information provided, 87% of the 36 respondents considered the information to be reasonably, very or totally clear.
	<i>"We were given plenty of time to interact but not enough time to work on the proposals."</i> Ambassador
Location	Some participants mentioned that the reception at the Noble Hall could have been followed by a session in a different, more informal location/municipal building, perhaps outdoors or with green areas that would have facilitated interaction.
Process assessment	Most participants expressed hope and, in some cases, good faith in the good intentions of the executive body and its ability to follow up and implement the proposals. However, the majority of participants was unable to indicate how and when that would be done.
	<b>Other participants stressed</b> the need to assess the feasibility and coordination of the proposals with other proposals already in course.
	<i>"Feasible proposals should be monitored and feedback provided for this public participation model to maintain its credibility, attract interest and encourage citizens to participate and engage with the projects."</i>
	<i>"It would make sense to have scheduled, detailed feedback for each proposal, in order to know what can be done, when and why."</i> Ambassador
Satisfaction with the CCL	56% of participants affirmed to be very satisfied with the sessions, while approximately 32% affirmed to be reasonably satisfied.
	<i>"I enjoyed it a lot and would like to participate again."</i> Participant
	<i>"The existence of the Council is the most positive aspect."</i>
	<i>"To meet new people: I loved it! I loved to listen to the others and give my contribution."</i>

In order to illustrate the opinions of participants, the data collected and analysed by the ICS-UL are presented in a more appealing, legible graph format.

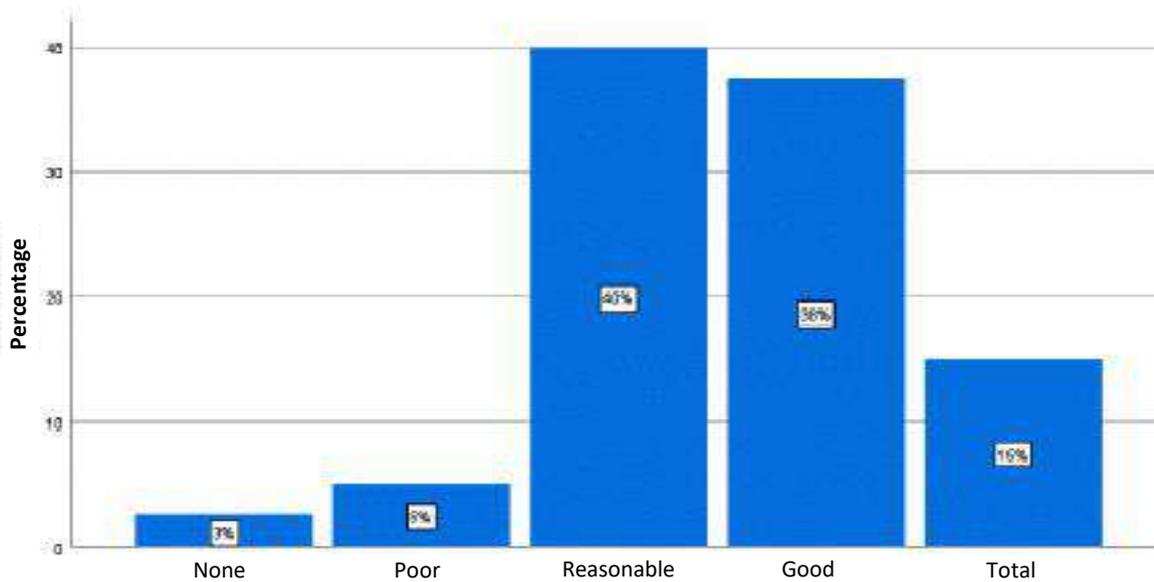
Graph 1: Change in the opinions of participants during the CCL



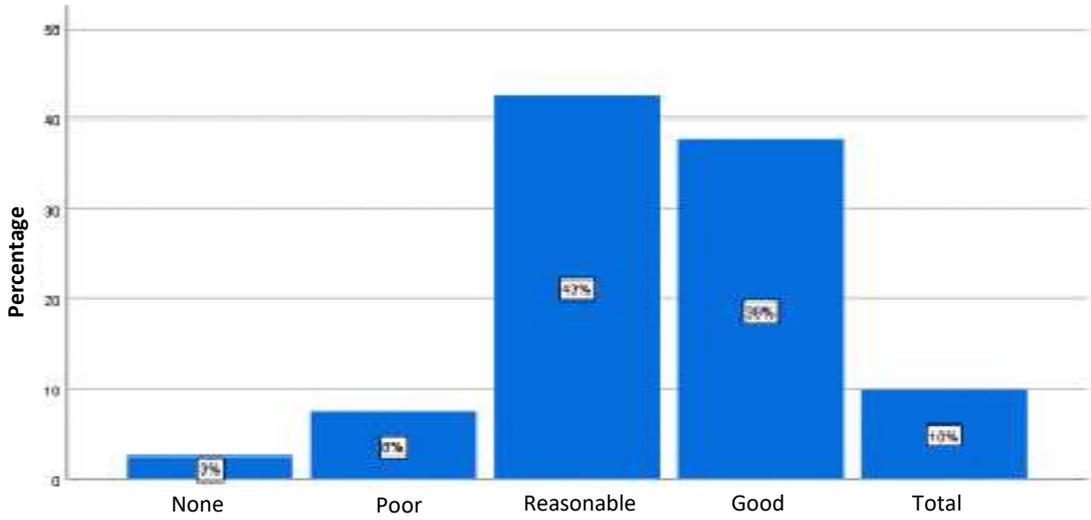
Graph 2: Participant agreement with the proposals



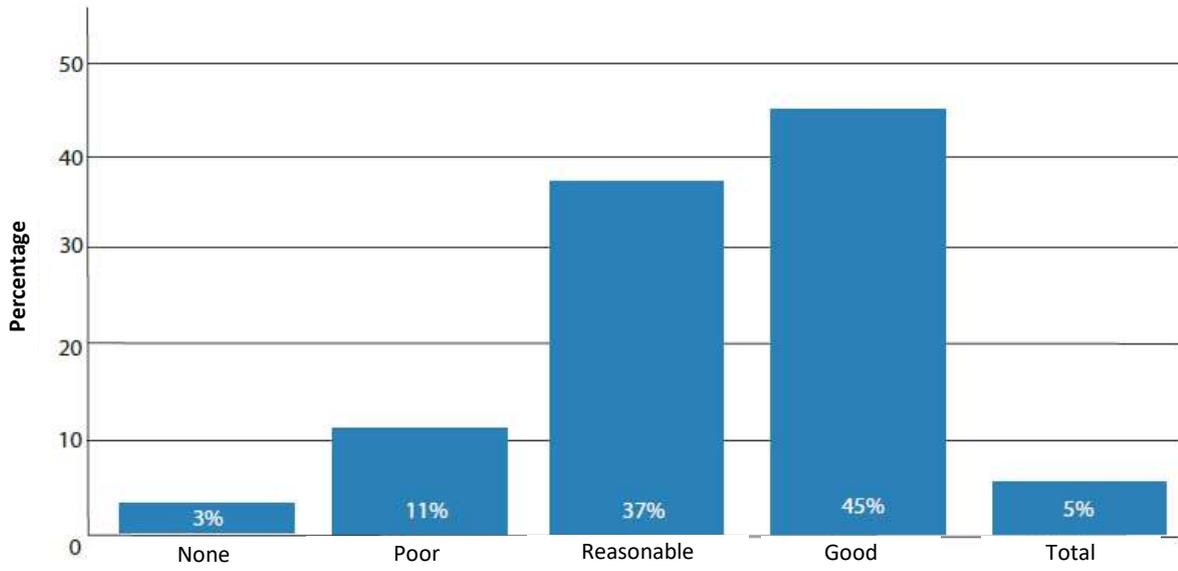
Graph 3: Adequacy of duration: satisfaction



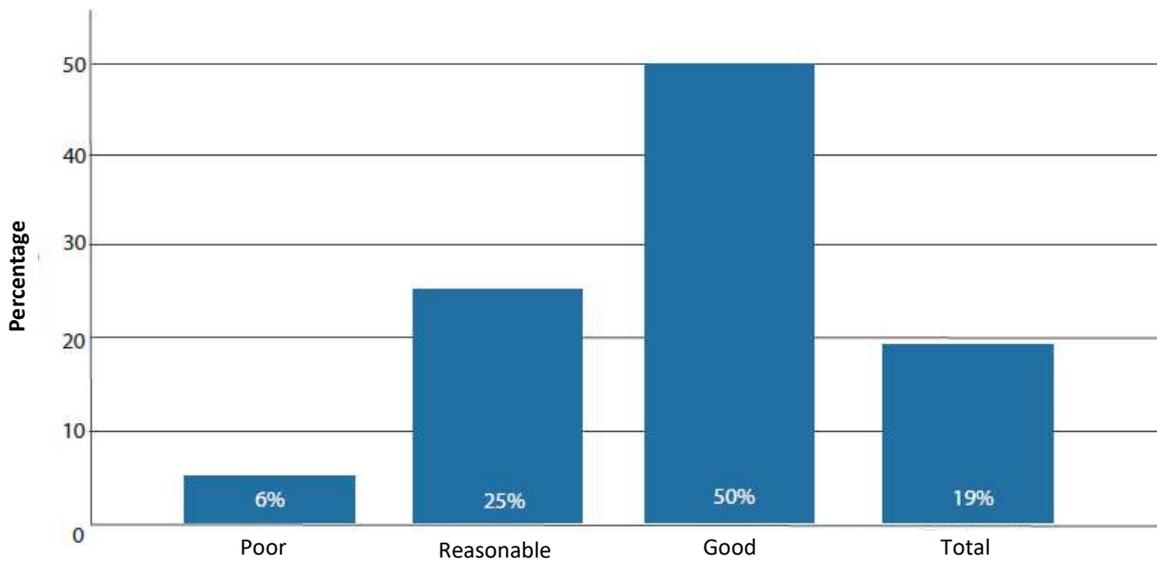
Graph 4: Efficacy of the organisation: satisfaction



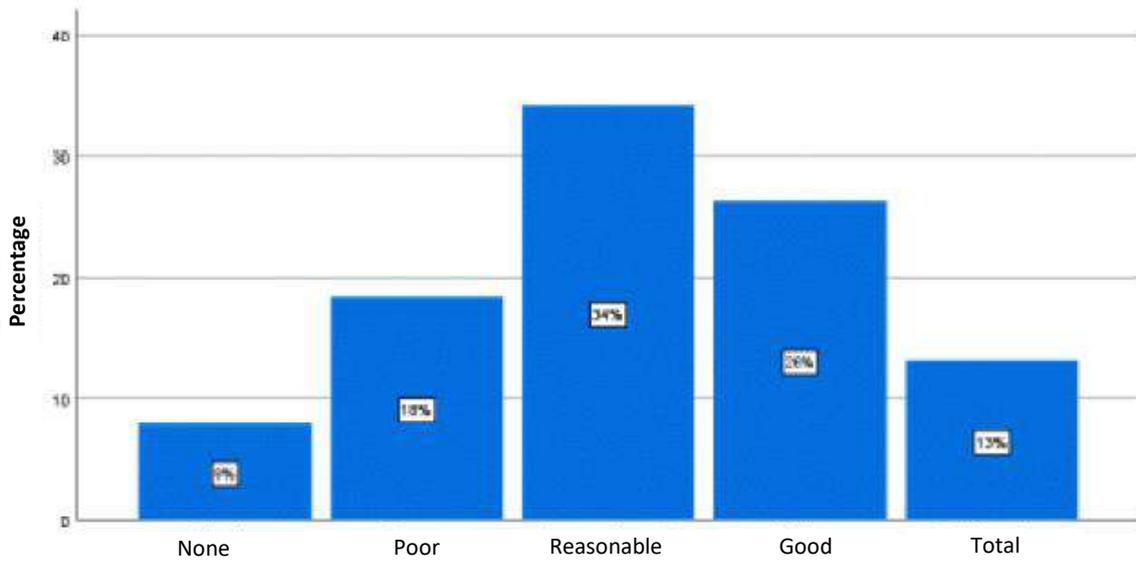
Graph 5: Usefulness of the information provided: satisfaction



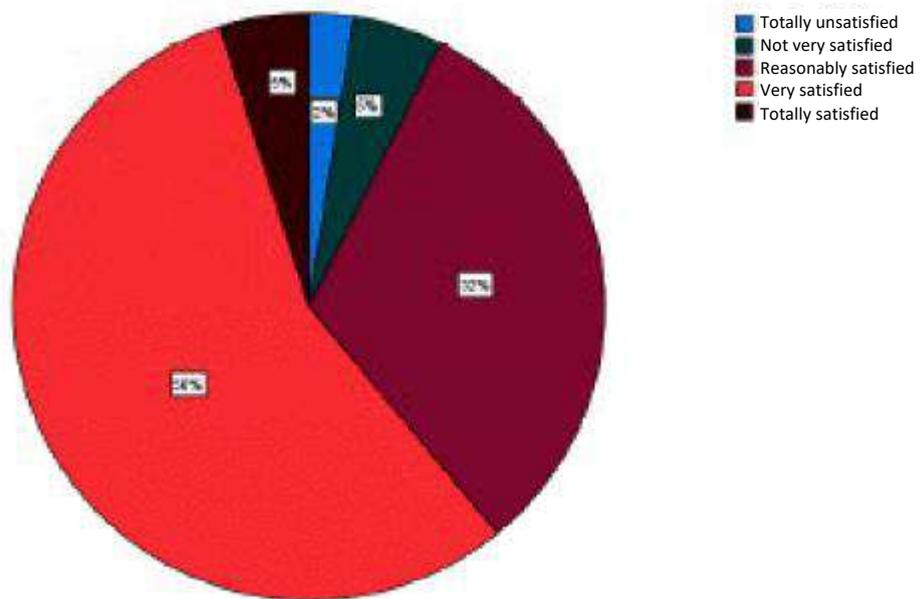
Graph 6: Clarity of the information provided: satisfaction



Graph 7: Adequacy of the amount of information provided: satisfaction



Graph 8: Satisfaction with the session



# Conselho de Cidadãos

Juntos construímos Lisboa

