

REPORT

Project Acronym: Puzzled by Policy

Grant Agreement number: 256261

Project Title: Puzzled by Policy

3rd Feedback Report from Decision Makers, Spain

Editor(s): Elena Sánchez-Nielsen (ULL)

Author(s): Carolina Martín-Vázquez (ULL)
Vicente Zapata-Hernández (ULL)
Elena Sánchez-Nielsen (ULL)

Date of Report: 3 June 2013

Start date of project: 01 October 2010

Duration: 36 months

Leading organisation for this document: ULL

Dissemination Level: Public

Project co-funded by the European Commission within the ICT Policy Support Programme	
Dissemination Level	
P	Public
C	Confidential, only for members of the consortium and the Commission Services

This project has been funded with the support of the
Competitiveness and Innovation Framework Programme (CIP) – ICT Policy Support Programme (ICT PSP) of the European Union

© Copyright by the Puzzled by Policy Consortium

Consortium

	<i>Role</i>	<i>Name</i>	<i>Short Name</i>	<i>Country</i>
	Coordinator	National University of Ireland, Galway – Digital Enterprise Research Institute	NUIG	Ireland
2.	Participant	Zavod Inštitut za elektronsko participacijo	INePA	Slovenia
3.	Participant	Athens Technology Centre S.A.	ATC	Greece
4.	Participant	Città di Torino	CoT	Italy
5.	Participant	Greek Research and Technology Network S.A.	GRNET	Greece
6.	Participant	21c Consultancy Ltd.	21C	United Kingdom
7.	Participant	European University Institute	EUI	Italy
8.	Participant	LUSA – Agência de Notícias de Portugal SA	LUSA	Portugal
9.	Participant	Cyntelix Corporation BV	CCB	Netherlands
10.	Participant	Universidad La Laguna	ULL	Spain
11.	Participant	Dimos Athinaion Epicheirisi Michanografisis S.A.	DAEM	Greece
12.	Participant	National Infocommunications Service Company Ltd. (Formerly KOPINT-DATORG)	NISZ (formerly KD)	Hungary

Table of Content

1 INTRODUCTION.....	4
2 FEEDBACK FROM MUNICIPALITY OF ARONA.....	5
3 FEEDBACK FROM MUNICIPALITY OF SAN CRISTÓBAL DE LA LAGUNA.....	8

1. Introduction

Puzzled by Policy actively involves citizens and decision-makers in the policy-making process. Decision-makers are encouraged to directly participate in the conversations, however, we appreciate that their full schedules doesn't always facilitate that. So to keep decision-makers up-to-date with what is being discussed, the Puzzled by Policy team periodically prepare and distribute consultation reports. These summarise users' opinions on profiler questions, views on topics being discussed and aggregated demographic questions, views on topics being discussed. All consultation reports are available for download and comment on the platform, along with all feedback we receive from decision-makers, allowing collaboration between citizens and decision-makers on policy topics that matter to you.

This document is the third feedback report from decision makers about the third consultation report in Spanish pilot site of the Puzzled by Policy (PbP) project. In order to elaborate this report, a questionnaire has been sent to each decision maker who is collaborating with Puzzled by Policy project.

With the aim of bringing the platform Puzzled by Policy to the citizenship, it has been developed a line of work, focused on disseminating PbP platform to a network formed by immigrant associations, institutions and social organizations in order to promote intercultural dialogue and strengthen integration processes in order to foster social cohesion. To this end, the project PbP, promoted nationally by the University of La Laguna (ULL) has produced the feedback report about the third consultation report in collaboration with the Immigration Observatory of Tenerife and in coordination with the project *Juntos En la misma dirección* (Together in the same direction).

The feedback provided by the local public authorities refers to the joint initiative between Puzzled by Policy, *Juntos en la misma dirección*, and the Immigration Observatory of Tenerife to promote citizen participation in the definition of public policies on immigration. Currently, this initiative is being developed in parallel in El Fraile, in the municipality of Arona in the South of the Island of Tenerife, and Taco, in the municipality of San Cristobal de La Laguna, in the North of the Island of Tenerife. Specifically, the first report was consulted to two Public Administrations: (i) the municipality of Arona (Ms. Eva Luz Cabrera Diaz, Municipal Council for Citizen Participation), and (ii) the city of San Cristobal de La Laguna (Ms. Maria Candelaria Diaz Cazorla, Municipal Council for Health and Taxes).

2. Feedback from the Municipal Council for Citizen Participation (Municipality of Arona)

1. Please, share your general impressions: What do you suggest the results of the top positions in relation to the migration policies of the citizens of your municipality?

After observing the results in relation to migration policies, it should be pointed out that there is a majority in favor of the rights and equal opportunities for immigrants. However, it seems that most of the respondents show agreement in order to carry out migration policies in orderly and even postures wary about giving work permits to the families grouped by immigrants. Furthermore, the discussions emerged in the various meetings that have taken place in our municipality, it appears that is the social cohesion and integration the most discussed topics among the groups, with a positive to deepen proper techniques that will lead to properly manage diversity.

2. On a scale of 1 to 10, where 1 is nothing and 10 is completely; To what extend do you think that the information provided by the Third Consultation Report is useful for the development and definition of integration policies in your municipality?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3. About the information provided, what has been seemed most useful for you?

The full report is useful, but I would like to emphasize the relationship of strengths which Gemma Pinyol has mentioned in connection with the project at El Fraile because the same relationship that exposes us to delve into key principles provides more accurate or appropriate techniques for managing diversity.

4. What would have to be included in the report to increase your score on the scale?

Basic data on respondents and the components of the discussion groups.

5. What relationship do you find between the public policy of your municipality and report's results? Do you find that the positions of the citizenry and the proposals made are consistent with the local policies?

The report helps us to improve the policies currently being undertaken to manage diversity. The same does not contradict, in addition to those designed in the city, helping to deepen most successful methodologies for the proper management.

6. From the results presented, what aspects do you think should be taken into account in the definition of integration policies to strengthen social cohesion and coexistence in your municipality?

Investing in neighborhoods with high concentrations of immigrants, which has declined considerably in recent years. Use joint construction and citizen participation as a methodology to strengthen social harmony.

7. Once you have received the results of the third consultation report, what would you like to suggest about proposals relating to the implementation of future strategies to strengthen social harmony and cohesion, optimizing human and cultural diversity for the development of your municipality?

The work of mediation, knowledge and empathy as necessary elements in these leader groups created to achieve the objectives.

8. In view of the results of the third consultation report, on what aspects do you think would be useful to further deepen?

All issues raised in the report must be addressed always as they are "pillars" necessary for the proper methodology and the achievement of objectives.

9. On a scale of 1 to 10, where 1 is nothing and 10 is completely; To what extent do you think the development of the line of work that continues Puzzled by Policy with other entities in the neighborhoods is useful for strengthening the processes of participation in your municipality?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

10. What would have to happen to raise your score on this scale?

All the objectives at the end of the project had been reached.

11. On a scale of 1 to 10 where 1 is nothing and 10 is completely; To what extent do you think PbP platform with Policy Profiler and U-debate tools is useful to collecting the views of citizenship?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12. What features of the platform do you find most useful?

All features are important and necessary to the same extent.

13. What would have to be included in the platform to increase your scale score?

I would like to see direct communication platform via Internet chat type that generates these discussions needed for reflection and deepening of appropriate methodologies for each time.

3. Feedback from the Municipal Council for Health and Taxes (Municipality of San Cristóbal de La Laguna)

1. Please, share your general impressions: What do you suggest the results of the top positions in relation to the migration policies of the citizens of your municipality?

In both scales, there is much work to do but we are on the path.

2. On a scale of 1 to 10, where 1 is nothing and 10 is completely; To what extend do you think that the information provided by the First Consultation Report is useful for the development and definition of integration policies in your municipality?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3. About the information provided, what has been seemed most useful for you?

Strengthening local coexistence.

4. What would have to be included in the report to increase your score on the scale?

Increase of participation and dissemination because I think it is a powerful report that has to be worked on a regional level.

5. What relationship do you find between the public policy of your municipality and report's results? Do you find that the positions of the citizenry and the proposals made are consistent with the local policies?

From La Laguna is intended that municipal policies are built from the bottom to up, if we do it this way, we will agree with the public.

6. From the results presented, what aspects do you think should be taken into account in the definition of integration policies to strengthen social cohesion and coexistence in your municipality?

Attempting to create or facilitate projects that connect citizens to thereby strengthen coexistence in a natural way.

7. Once you have received the results of the third consultation report, what would you like to suggest about proposals relating to the implementation of future strategies to strengthen social harmony and cohesion, optimizing human and cultural diversity for the development of your municipality?

The diagnosis is made, now we have to go into action. We need to create forums for debate. If two people agree on a joint project that motivates them, the cultural diversity will enrich the project.

8. In view of the results of the third consultation report, on what aspects do you think would be useful to further deepen?

The creation of virtual meetings.

9. On a scale of 1 to 10, where 1 is nothing and 10 is completely; To what extent do you think the development of the line of work that continues Puzzled by Policy with other entities in the neighborhoods is useful for strengthening the processes of participation in your municipality?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

10. What would have to happen to raise your score on this scale?

The participation group that has emerged at Taco district.

11. On a scale of 1 to 10 where 1 is nothing and 10 is completely; To what extent do you think PbP platform with Policy Profiler and U-debate tools is useful to collecting the views of citizenship?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

12. What features of the platform do you find most useful?

The opportunity to share and learn about the opinions of others in an open way.

13. What would have to be included in the platform to increase your scale score?

Increasing access to other citizens.