


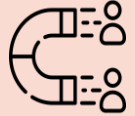
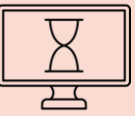







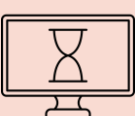










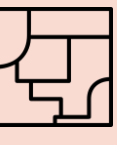
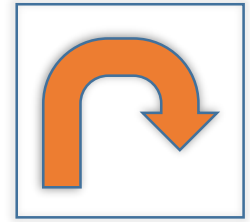


Evaluation scheme – An introduction

Instruction: Clicking in the table fields will take you to the indicator recommendations. From there, click the arrow in the upper right corner to return.

	Basic set	Advanced sets							
Process phase and sub-goals	Start PB	Quality of proposals	Innovation	Feedback & Monitoring	Process delay	Online	Cost efficiency	Co-creation	Inclusiveness
(Re-) Design phase	Setting the parameters of the process	Communication of the proposal restrictions	Preparation of proposal overviews	Setting up surveys in the process	-	Capture of digital information	Capture of time and cost	Integration of citizens ideas for the process	Involvement of NGOs and associations
Proposal phase									
Voting phase			-					-	
Implementation phase		-							



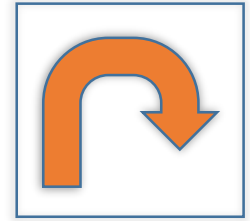
Evaluation scheme

(Re-)Design phase – Basic set

Check framework conditions:

Build process: Proposal and/or voting phase?

- Ensure recording of proposals and voting results
- Set budget for implementations (amount to be adapted to the individual case, measurable via euros/per inhabitant)

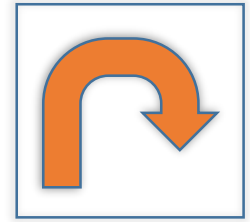


Evaluation scheme

(Re-)Design phase –
Quality of proposals

Check framework conditions:

- Plan communication of proposal restrictions:
 - Topics
 - Budget size
 - Location
 - Realisation
- Communicate reasons for rejected proposals
- Recording the reasons for rejections

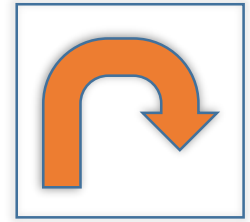


Evaluation scheme

(Re-)Design phase – Innovation

Check framework conditions:

- Request demographic data of the proposing persons (e.g. online accounts)
- Knowledge of the planned projects of the administration

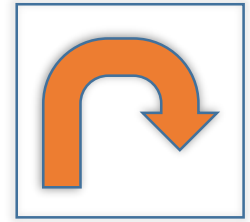


Evaluation scheme

(Re-)Design phase – Feedback

Check framework conditions:

- Embed feedback surveys in the proposal or voting phase
- Continuity of the survey reveals changes over time
(→ create database)
- Ask for consistent content if possible
(consistent questions, scales etc.)
- Set focus points
(Note the length of the surveys (dropout rate))

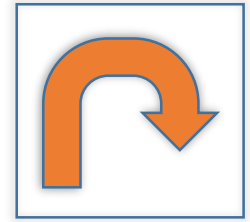


Evaluation scheme

(Re-)Design phase – Online

Check framework conditions:

- Create an online participation platform with appropriate functions (e.g. submit proposals, make comments, award up-votes/down-votes, conduct votes, etc.).
- Use of digital analysis tools (GoogleAnalytics or similar)
- Regularly check the participation platform and its functions (→ create database)

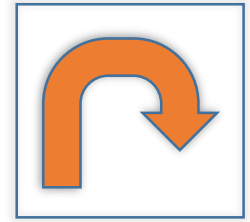


Evaluation scheme

(Re-)Design phase – Cost-efficiency

Check framework conditions:

- provide time recording and check allocation of costs to individual process phases (cost accounting)

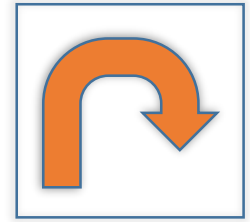


Evaluation scheme

(Re-)Design phase – Co-creation

Check framework conditions:

- Check if citizens influence is possible
- At least: Listen to citizens ideas and wishes for the PB process
- Possible forms of citizens influence:
 - Form a working group of citizens
 - Consult a local NGO
 - Include citizens representatives in a PB board

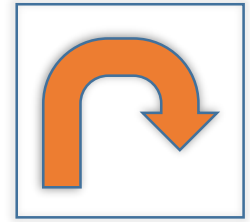


Evaluation scheme

(Re-)Design phase – Inclusiveness

Check framework conditions:

- Define marginalised groups in the municipality
- Implement request of demographic data during proposal and/or vote phase
- Contact associations, NGOs and familiarise them with the concept of PB
- Using organisations as multipliers and supporters
(EmPaci: Train-the-Trainer, [PBbase network](#))



Evaluation scheme

Proposal phase – Basic set

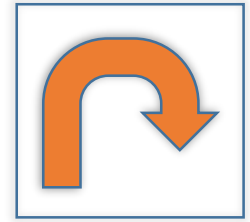
Indicators:

- Number/Rate of proposers
- Number of proposals
- Number of proposals per topic
- Main target groups

Goal:

Recording of proposals and proposing citizen groups over time and focus points of the citizens' proposals.

Assumption: number of proposals **decreases** over time



Evaluation scheme

proposal/voting phase –
Quality of proposals

Indicator:

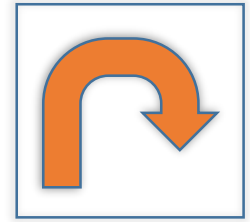
- Number of accepted proposals
- Number of rejected proposals
- Rate of accepted proposals
(for all: aim for comparison with previous year)

Goal:

A review of accepted proposals over time.

Assumptions:

- Rate of accepted proposals increases over time
- Total number of proposals decreases over time



Evaluation scheme

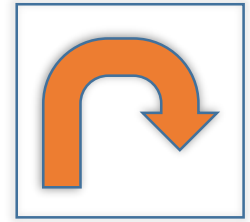
Proposal phase – Innovation

Indicator:

- Number of unexpected proposals
- Citizens group who have innovative proposals (if possible)

Goal:

Checking which new impulses come from the population and which groups are innovation drivers



Evaluation scheme

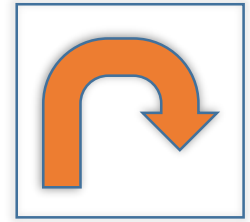
Proposal phase – Feedback

Indicator (if possible):

- Number of citizens reached through activation activities
- Categorisation according to activities (social media, local media, posters, events (NGOs), etc.)
- Categorisation of citizens (age, region, social status, etc.)

Goal:

Checking the visibility ("What made you take notice?") to capture effective activation channels and activities



Evaluation scheme

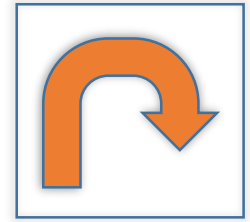
Proposal phase – Process delay

Indicator:

- Number of delayed feasibility checks
- Area of delayed feasibility checks
(infrastructure, cultural events, services, etc.)

Goal:

Identification of time-consuming checks for
prioritisation/adjustment of capacities and resources



Evaluation scheme

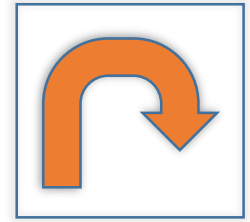
Proposal phase – Online

Indicators:

- Number of accounts on the participation platform
- Number of comments per proposal (positive/negative)
- Number of proposals submitted online
- Number of visitors to the participation platform
- Number of clicks, likes, page views etc.
(also on social media)

Goal:

Recording of user behaviour and analysis of the architecture of the participation platform during proposal submission



Evaluation scheme

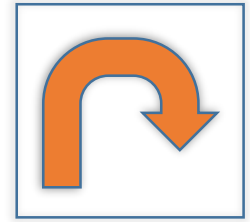
Proposal phase – Cost-efficiency

Indicators:

- Expenditure for the proposal phase
- Expenditure per proposal (accepted or rejected)
- Time required for the feasibility check
(per proposal and in total)

Goal:

Recording of the costs and time spent on proposal evaluation



Evaluation scheme

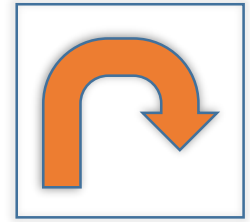
Proposal phase – Co-creation

Indicators:

- Number of jointly developed proposals
- Number of not jointly developed (and cancelled) proposals
- Rate of jointly developed proposal on the overall number of proposals

Goal:

Recording the effectiveness and influence of joint development of proposals by citizens and administration



Evaluation scheme

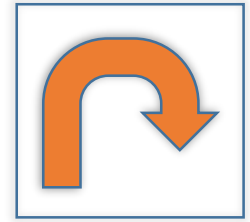
Proposal phase – Inclusiveness

Indicators:

- Number of citizens entitled to propose
- Rate of proposing citizens who are not eligible to vote
- Number of proposals that address the needs of marginalised groups
- Number of proposals coming from marginalised groups

Goal:

Recording the involvement of disadvantaged groups in the proposal phase



Evaluation scheme

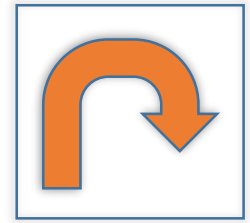
Voting phase – Basic set

Indicators:

- Number/Rate of citizens participating
- Number of votes received (up-vote, down-vote, multiple votes, etc.)

Goal:

Presentation of the voting results



Evaluation scheme

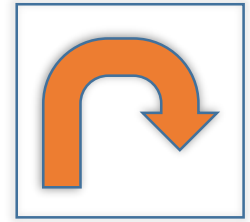
Voting phase – Feedback

Indicators:

- Number of citizens reached through activation activities
- Classification by activities (social media, local media, posters, events (NGOs), etc.)
- Categorisation of citizens (age, region, social status, etc.)

Goal:

Checking the visibility ("What made you take notice?") to capture effective activation channels and activities



Evaluation scheme

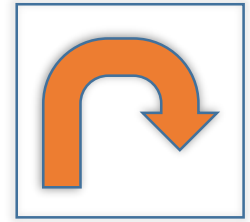
Voting phase – Process delay

Indicators:

- Number of delayed feasibility checks
- Topics of delayed feasibility checks
(infrastructure, cultural events, services etc.)

Goal:

Identification of time-consuming feasibility checks for prioritization/adjustment of capacities



Evaluation scheme

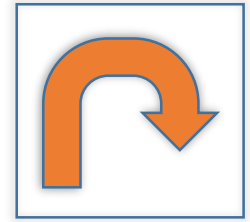
Voting phase – Online

Indicators:

- Rate of discontinued voting processes
- Number of website visitors during the voting period (additionally: recording of the devices used)
- Number/Rate of voting processes online and offline
- Number of clicks, likes, page views, etc. (also on social media)
- Conversion rate (Relation of completed voting process to Website views)

Goal:

Recording of user behaviour and analysis of the architecture of the participation platform of the vote



Evaluation scheme

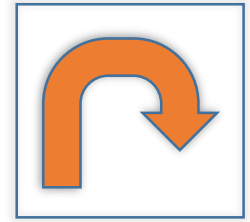
Voting phase – Cost-efficiency

Indicators:

- Expenditures for the reconciliation phase
- Expenditure per proposal (accepted or rejected)
- Time required for the feasibility checks (per proposal and in total)

Goal:

Recording the costs and time spent on the voting phase



Evaluation scheme

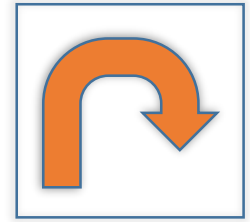
Voting phase – Inclusiveness

Indicators (if possible):

- Number of voting citizens
- Number of marginalized voting citizens (form groups)
- Rate of citizens who are not eligible to vote
- Number of citizens reached through various activities of activation (differentiated by groups: age, region/district, etc.)
- Number of proposals selected that address the needs of marginalized groups
- Number/Rate of citizens involved who did not vote in the last election

Goal:

Recording the involvement of disadvantaged groups in the PB and the impact of the results of the vote.



Evaluation scheme

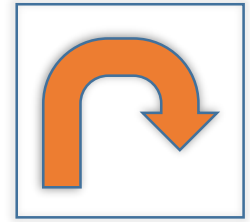
Implementation phase – Basic set

Indicators:

- Amount/Rate of the budget used
- Amount distributed among various topics
- Number of realized proposals after one year

Goal:

Recording the budget utilization and the progress of the implementation of the proposals.



Evaluation scheme

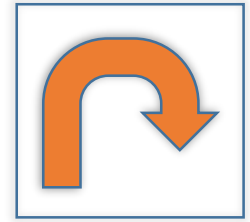
Implementation phase – Innovation

Indicators:

- Number of realized innovative proposals
(unexpected proposals for the administration)

Goal:

Recognition of innovative proposals



Evaluation scheme

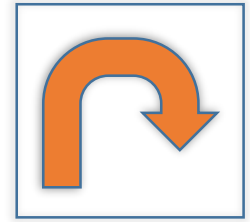
Implementation phase – Feedback

Indicators (if possible):

- Perceived trust/transparency/satisfaction/knowledge of citizens (differentiated according to aspects, e.g. communication, coordination, etc.)
- Number of complaints related to the PB
- Number/Rate of new or returning participants
- Number of new contacts outside the PB
- Number of reports in the media (positive/negative)
- Number of citizens reached through various activities of activation (including the perception of the implemented proposals) (differentiated by groups: age, activities, etc.)
- Perceived satisfaction of administrative employees

Goal:

Recording the perception of the citizens (and administration employees) of the PB and drawing conclusions about effective activation activities.



Evaluation scheme

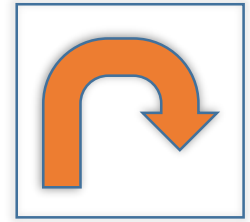
Implementation phase – Process delay

Indicators:

- Number of delayed implementations
- Number of delayed feasibility checks
- Rate of delayed feasibility checks
- Number/Rate of realised proposals after 2 years
- Average duration of implementation per proposal

Goal:

Uncovering the delayed processes and capturing sources of delay



Evaluation scheme

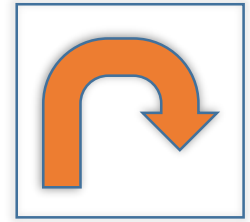
Implementation phase – Online

Indicators:

- Number of "active" citizens throughout the process (suggesting/commenting/voting)
- Number of comments on implementations (positive/negative)
- Average time spent by citizens on the participation platform over the entire process
- Bounce rate (= Leaving the platform after a short time)

Goal:

Recording of active website visitors and assessment of the usability of the participation platform



Evaluation scheme

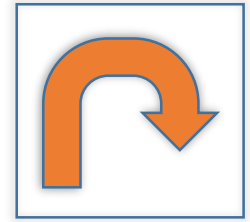
Implementation phase – Cost-efficiency

Indicator:

- Amount of total expenditure until implementation
- Average amount for feasibility check and implementation per proposal
- Amount per process phase
- Average amount for feasibility check and implementation per citizen
- Budget-efficiency

Goal:

Recording the costs of carrying out the implementation and revealing the cost structure in the process



Evaluation scheme

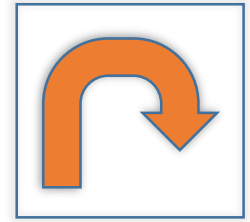
Implementation phase – Co-creation

Indicator:

- Number of implementations actively supported by citizens (including: NGOs, working groups)

Goal:

Recording the influence of citizens on the implementation of the (voted) proposals



Evaluation scheme

Implementation phase – Inclusiveness

Indicator:

- Number/Rate of realized proposals that address the needs of disadvantaged groups (if possible, comparison with pre-PB)
- Amount/Rate of budget used per district/region or per inhabitant of the districts/region

Goal:

Demonstrating the impact on disadvantaged groups and their living space