

# **OpenHeritage: Deliverable 5.3**

# Replicable model of Heritage Points to support the adaptive reuse of heritage assets

June 2022





Project Full Title	Organizing, Promoting and Enabling Heritage Re-use through Inclusion, Technology, Access, Governance and Empowerment
Project Acronym	OpenHeritage
Grant Agreement No.	776766
Coordinator	Metropolitan Research Institute (MRI)
Project duration	June 2018 – September 2022 (52 months)
Project website	www.openheritage.eu
Work Package	WP 5 - Toolbox development
Deliverable	Replicable model of Heritage Points to support the adaptive reuse of heritage assets
Delivery Date	June 2022
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Dissemination level:	Public (PU)



This document has been prepared in the framework of the European project OpenHeritage – Organizing, Promoting and Enabling Heritage Re-use through Inclusion, Technology, Access, Governance and Empowerment. This project has received funding from the European Union's Horizon 2020 research and innovation

programme under grant agreement No 776766. The sole responsibility for the content of this document lies with the authors. It does not necessarily represent the opinion of the European Union. Neither the EASME nor the European Commission is responsible for any use that may be made of the information contained therein.

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# WP5: tasks related and description of D5.3

Work package 5 develops a toolbox that provides support both for the implementation of the inclusive model of adaptive heritage re-use, and for the long-term management of heritage sites in a sustainable manner. It focuses on the 3 axes of inclusion emphasized by OpenHeritage, providing tools for community and stakeholder involvement (web-based Heritage Points, refined crowdsourcing framework and guidelines for public-private-people partnerships), for resource integration (inclusive business models) and for the improvement of regional/territorial integration (a roadmap). The toolbox integrates the findings of other work packages, importantly the lessons from the Observatory Cases (WP2) and the evaluation (WP3), and gets tested in the Cooperative Heritage Labs (WP4). This deliverable focuses on the OH digital Platform and a refined crowdsourcing framework connected to features developed for the OH Platform. The Deliverable 5.3 is also related to WP6 (Task 6.3) and to WP4 (Task 4.2).

# **1.1** Task description and role of partners of tasks related to this deliverable

### Task 5.2 Multi-purpose website creation (M7-M42)

The 6 CHLs will have their own webpages called Heritage Points to facilitate community and stakeholder involvement locally, to provide a platform for crowdfunding, to dedicate a space to upload the results of the crowdsourcing projects, to allow community discussions, and to have an overall documentation of the entire re-use process that provides a reliable source of information for all parties. The webpages will be accessible from OpenHeritage's project homepage (that will be operational from M6 onwards). Heritage Points will be accessible from M12 onwards, and will be developed further to serve the needs of each CHL the best. A more finalized model will be tested starting from M25 onwards. A result of the testing period and the ensuing evaluation a replicable model for a website to facilitate community involvement will be delivered.

Task leader: EUTROPIAN Contributing partners: PLATONIQ, CEU, CML, UNEW, OW SARP, STIFTUNG TRIAS, LUISS, ICLEI Reviewer: MRI, TWBPT

Deliverable 5.3



## Task 5.3: Refining the uses of crowdsourcing in the adaptive re-use (M7-M42)

Crowdsourcing will be an important part of the work done in the CHLs. Widespread in many disciplines, the task will create a refined set of guidelines specifically to support community involvement in crowdsourcing tasks for the adaptive re- use of heritage sites.

Task leader: CENTER FOR URBAN HISTORY Contributing partners: CEU

# **1.2 Description of this deliverable**

# D5.3: Replicable model of Heritage Points to support the adaptive reuse of heritage assets [M42]

Using the experience of the CHLs a final version of the Heritage Points will be created for all 6 CHL webpages providing an easily adaptable model for other adaptive re-use processes. The deliverable is linked to Task 5.2, and is a key deliverable.



# Glossary

CHL	Cooperative Heritage Lab
FHL	Future Heritage Lab
AHR	Adaptive Heritage Reuse
ОН	OpenHeritage
OCs	Observatory Cases



# **Executive Summary**

This deliverable is part of the Work Package 5 of the OpenHeritage project (2018-2022). As part of the Task 5.2, we start by analyzing the concepts of replicability and legacy, to situate the importance of context and learning when assessing the sustainability of developed structures and outcomes such as the OH digital platform and the features developed to adapt and customize the platform for the use of heritage communities.

We proceed to stress the importance of capacity-building in the transferability and successful implementation and sustainability of the OH Platform. Training and support throughout the learning curve with the platform is a necessary condition for its use by heritage communities, also taking into account their previous digital participatory culture experience.

Afterwards, we present a model of multi-stakeholder management and maintenance of the OH platform, emphasizing the importance of local institutional support for heritage communities to install, use and sustain the platform in the long-term. We prepared a local offer, which was presented to policymakers in Barcelona, composed of 3 axes of support (technical support, training and courses and a networking platform - that gathers heritage communities interested - to facilitate exchange, interaction and collaboration).

We proceed by extensively describing the experience of CHLs using the platform in the OH project, delving into their difficulties and strengths identified in the Decidim platform and the developments made to adapt it to AHR use cases and these heritage communities' specific use. The main difficulties encountered by CHLs are related to Decidim's usability, overdesign and accessibility. The main strengths are its modularity, potential use and the new modules that can further generate positive impact in those communities. Knowing that community development processes are long-term efforts and that the OH project allowed for a first iteration of adapting and personalizing the OH platform for AHR use cases, it is crucial to follow the legacy of the OH platform after OpenHeritage to have a more comprehensive picture of its potential.

Furthermore, to be able to validate the relevance of those new developments in different contexts, we also present the experience and feedback by Future Heritage Labs, or labs that are designing, implementing or adhering to principles of circular governance (based on the H2020 project CLIC) and that do not face hindering conditions in the Stakeholder Integration and Governance Mechanisms of the OH Transferability Matrix (see Mieg, 2021).



After holding co-creation and demo sessions with 6 FHLs, we collected positive feedback on the features developed, suggestions to improve them further as well as two FHLs using or planning to use some of the new features developed.

In this deliverable we also detail the Blueprint of the OH Platform, with all the installation requirements, the most used modules and components and the new developments done in OpenHeritage, along with further recommendations for implementing templates and use cases and use journeys into the experience of other heritage communities.

Finally, we delve into practical future uses of the OH platform and how they relate to key governance challenges of AHR projects. Based on those difficulties related to circular governance identified in the H2020 CLIC project, we matched those challenges to Decidim features, illustrating how the platform can facilitate an open, democratic and participatory management of heritage for other communities, which illustrates the legacy of the OH platform. We also present an analysis of two OH Observatory Cases and analyze their context matching features and possible uses of the OH platform with their needs and practices.

We end this deliverable with the extensive description of the modules and components developed by Platoniq along the OH project, all of which are included in the Decidim for Future Heritage Labs blueprint. These modules have been well received by CHLs, FHLs and the Decidim community, some of them having already been implemented by various other Decidim communities outside OpenHeritage.



# 1. From Replicability to Key-learnings Legacy

# Goals of this Deliverable:

Our goals in this deliverable are: 1) to summarize and analyze the experience of the OH CHLs with the OH Platform, 2) to offer a systematic review of the platform's legacy and good practices acquired in the learning process through the project, 3) to identify possible legacy-holders, or Future Heritage Labs that could benefit from the OH Platform, and the new features developed in the OpenHeritage project, 4) to describe the response and feedback from these legacy-holders regarding the OH Platform and to 5) match the OH Platform's features with issues and challenges heritage communities face, articulating this legacy into concrete action. In sum, in this deliverable we present the main findings from capacity-building sessions with CHLs, and co-creation and demo sessions with Future Heritage Labs.

# Defining Replicability and Legacy: from a research principle to policy outcome

Replicability or reproducibility, either as a principle, a methodology, an indicator or an outcome, is often established as key to promote the accumulation of generalizable knowledge (Leonelli, 2018, Guttinger, 2020, Vilhuber, 2020). The notion of replicability, in the scientific method, refers to "the ability of a researcher to duplicate the results of a prior study if the same procedures are followed but new data are collected" (Bollen et al, 2015, pg. 4). Replicability, nonetheless, is different from *an attempt* of replication. As Guttinger (2020) argues, "a replication is an actual attempt to reproduce an earlier finding/experiment (or the outcome of such an attempt), whereas 'replicability' is a quality of an experiment/observation or a scientific finding. Importantly, replicability is often also turned into a norm, i.e. the assumption that a finding or experiment should be replicable in order to be reliable" (p. 9). In this theoretical section, we present a discussion of the principle of replicability and its relevance in the OH project, as well as other principles that respond to the context of heritage communities and fit the approach of the project in light of the learnings we had across this process.

Moving from the scientific definitions to policy works produced at the EU level, in the EU Smart Cities Information System policy paper (p. 8), replicability is characterized as "the possibility of transporting or copying results from a pilot case to other geographical areas, albeit potentially different boundary conditions." Furthermore, the text goes on to say that "if a pilot was proven to work in one community or region, it could be exported to other communities or regions (indigenously or abroad), but taking into account that the boundary conditions could be quite different from those in piloted community or region". This definition of replicability clearly illustrates the importance of taking context into consideration in the process of duplicating or transporting results, indicating that some adaptability and flexibility is necessary to accommodate those differences.

In the field of public policy, replicability has gained prominence as either a goal or an indicator to evaluate the quality of projects developed. However, the drive for replicability has been criticized, for instance, by a group of scholars working on the field of new localisms (Guttinger, 2020). The limits of replicability, then, are related to its possibly damaging consequences to *accumulation* of scientific knowledge (Leonelli, 2018). As Leonelli (2018) explains in detail, reproducibility generates expectations that "researchers can and should be able to exercise a high level of control over the circumstances, environment and materials employed in a study. [...] This can push researchers to place less emphasis on carefully reporting the more idiosyncratic aspects of their research, and instead focus on producing general protocols that do not linger on the specific characteristics of their local situation. It can also be interpreted as incentivising researchers to focus less attention on the variation characterizing their results, and the extent to which such variation can affect the reliability and scope of their conclusions" (p. 13). Consequently, excessively strict replicability norms may be at odds with a careful approach to map and take into account particularities of local contexts when creating innovations and reaching conclusions (Guttinger, 2020).

In summary, an inflexible replicability principle might 1) "skew funding decisions against specific parts of science that are by nature less standardized (but not less important or accountable)", 2) "lead researchers to pursue research protocols that ignore the inherent variation of the local context studied" or 3) "lead scientists to abandon the disciplinary standards of their field and lead to a reduction in the diversity of the findings and interpretations they produce" (Guttinger, 2020, p.9). These are undesired negative outcomes that can be tackled if replicability is combined or complemented with other principles of quality and validity, as we will discuss further below.

Among policy scientists, this critique is also gaining traction. Since accounting for local context is crucial to produce relevant and useful policy recommendations, it is important



to regard replicability as a value when it is compatible with that principle. In an article about citizen engagement, Pereira and Völker (2020) say the following to reposition replicability as a norm: "as for scalability, replicability could turn out to be a great end result, but should not be a guiding criterion for development. However, one should still investigate the contextual conditions for a particular citizen engagement initiative" (p. 95). In this sense, contextual conditions are key to scalability, as much as replicability efforts should be relativized when necessary in people-public-private partnerships.

One of the recommendations to tackle the issues related to non-replicability while maintaining high levels of quality and validity is to focus on processes of debate and learning. As Leonelli (2018) claims, "in consultation with learned societies and experts in qualitative research, funding bodies and research organisations should mirror these efforts by providing researchers with incentives and guidelines to explicitly discuss not only their methods, but also the ways in which they learn from unexpected and incongruent findings" (p.16). We take inspiration from these propositions, aligning collaborative learning with legacy-holding as a path to analyze replicability in the context of OH labs and FHL and other possible legacy-holders. In this sense, this deliverable contributes to describing and establishing the *learned legacy of the OH Platform in the OpenHeritage Project.* 

To analyze OH's digital infrastructure legacy, first we need to define it as a concept. For Rotberg, legacy is "what is left behind, what people remember, what is sustained and sustainable" (2005, p.5). When defining the concept of legacy to measure sport mega-events impact, Preuss (2007) goes further to state: "irrespective of the time of production and space, legacy is all planned and unplanned, positive and negative, tangible and intangible structures created for and by an event that remain longer than the event itself" (p. 211). As a model of analysis of legacy, those dimensions were summarized by the author into a legacy cube. Preuss' (2007) legacy cube has three dimensions (planned and unplanned, positive and negative, tangible and intangible), forming 8 small cubes (see Figure 1 below).



## Figure 1 - Legacy assessment model (Preuss, 2007)



Source: Preuss (2007, p. 211).

Furthermore, compiling the good practices, key-learnings and possible improvements from the OH project as legacy is particularly relevant for communities in their interaction with public institutions, as well as for public policy practitioners and policymakers that intend to promote open, participatory and community management of heritage assets. For instance, Barcelona's City Council Commons Policy diagnosed that "up to now, the city's municipal policies have not answered all the challenges that the citizens raise, and the institution does normally react, case to case, to the new citizens' claims. The Barcelona City Council has now the will to go from 'reactive' to 'proactive', developing a new policy that, *being built on the foundations of existing experience*, could promote a broader openness to citizens participation in the management and use of public assets and services" (Ajuntament de Barcelona, 2017, emphasis added). We can see below the recent event organized by Barcelona's City Hall to reach out to citizens, present and evaluate policies, engaging in this more proactive approach.



# Figure 2 - Citizen Assets Conference in Decidim Barcelona, organized by Barcelona's City Hall

DECIDIM.BARCELONA			Buscar	Q	Castellano 👻	Regístrate	Entra
Inicio	Procesos participativos	Órganos de parti	cipación	Iniciativas ciuc	ladanas	Ayuda	
Patrimonio ciuda #PatrimoniCiutadă e Definamos comunitaria ¿QUÉ ES? PATRIMONIO CIUDADAN	dano: retos y go la nueva agenda de políticas para	Dbernanza a el fomento de la cola P CIÓN JORNADA	boración público-	FASE 1 DE FASE 1 DE Inforr 1/6/202 Ver las	3 mación 2 - 31/8/2022 fases NADA DE PATRIMOT	NIO CIUDADANO	
La <b>Jornada de Patrimonio</b> inicio del proceso participa asociativo y cultural de la c	<b>Ciudadano ⊵</b> convocada p tivo para definir de forma d iudad la estrategia y la gob	oara el 21 de junio consensuada con oernanza del prog	constituye el el tejido rama.		<b>4</b> 18	Seguir	

Source: https://www.decidim.barcelona/processes/patrimoniciutada?locale=es

Barcelona's approach to heritage management points to the relevance of the legacy of the OH Platform for stakeholder integration and inclusive and circular governance of AHR projects after OH is concluded. The key learnings and the structure produced during the project can be recuperated and reused to facilitate the digitalization of AHR projects' governance, as well as offer open source solutions to needs and pains these communities have to manage these assets.

Based on the concept of legacy and the critical approach to strict replicability, in the section 3 of this deliverable the OH's legacy cube is presented and each of its dimensions are analyzed based on the collective learning with CLHs and Future Heritage Labs (FHLs), that is, communities and organizations that are designing or developing AHR processes with potential to uptake the OpenHeritage tools and resources to promote inclusive, just and open governance. In the context of OH, Platoniq tested and presented to FHLs Decidim features useful to implement a transparent, participatory and accessible community governance of such spaces.

Finally, we include in our analytical framework the outcomes generated by other WPs of OpenHeritage. Inspired by the deliverable 3.7 produced by colleagues at the Humboldt University, we analyze the conditions of transferability of the platform and its newly developed modules. Transferability refers to the relations established among actors to share good practices and policies. In this sense, transferability, replicability and legacy are complementary as the transferability matrix presents mechanisms and conditions for the Deliverable 5.3



transporting or transposing of policies, practices and resources, which mediate the possibilities of replication and legacy-holding. As Mieg (2021) explains, transferability "denotes a relational property of an entity E, located at an origin P1 (and somehow connected there), to be transferable to a destination P2. Implicitly, there are other **conditions** associated with it besides entity (E) and places (P1, P2): A **means** of transfer M is necessary (a translation, a means of transportation, etc.). Moreover, transferability is also associated with the time component T: since transferability means the ability to be successfully transferred, a question arises regarding when the success must occur, immediately or after a while?" (p. 16, see deliverable 3.7, emphasis added).

In this sense, we consider the OH Platform to be transferable under some conditions, which require paying close attention to the context of these heritage communities, the needs and profile of participants, and their current and future capacity to maintain the platform, or any support they can get to do it. According to Mieg (2021), transferability means there is an identifiable possibility and opportunity to use tools or resources (in this case the OH Platform) in other AHR projects and contexts, either by transporting, translating or adapting it, or by finding an equivalent element that can fulfill that function. From Mieg's 4M model, in which a transfer has a meaning, a model, means and mechanisms, in our analysis, we conclude that the OH Platform is a technology that, combined with the capacity-building materials and training, can be successfully implemented by FHLs, that is, this transfer's meaning (or purpose) is to implement a technology and train communities to use it and adapt it to their context to facilitate and improve an open, inclusive, participatory and democratic governance. By installing it, by receiving support and training, by participating in translating the text on the platform, by adapting use cases and use journeys to their specific activities and by innovating in the uses of the platform to deal with future needs and pains from those communities, heritage communities can use the OH Platform. Via **material and people's means** of transfer, then, this could take place. Finally, heritage communities should be aware of the mechanisms of Stakeholder Integration and Governance when implementing the OH Platform, aspiring for the highly recommended conditions of early engagement of key stakeholders and support by local authorities (see Mieg, 2021, p. 40).



# 2. Engagement Strategy and capacity-building as a legacy of the OH Platform

### **Progressive Engagement Strategy**

During the OpenHeritage project, Platoniq on-boarded, trained, offered individual coaching sessions and co-designed processes, events and activities on the labs platforms, solving doubts, facilitating the process and offering material, expertise and support for the CHLs. We have concluded that capacity-building and training on the components and features of the OH Platform and its use cases are a necessary condition for the successful transfer, implementation and sustainability of the OH platform. The Progressive Engagement Strategy, prepared by Platoniq, was conceived as a process in the OH Labs Platform. It was a space where partners learned, collaborated and explored the features of the OH Platform, in a step-by-step gamified scenario. Below we describe the steps of the Progressive Engagement Strategy, as documented in the OH Labs Platform.



### Figure 3 - Progressive Engagement Strategy - Process phases

# PROCESS PHASES

# Become a USER (participant)

In order to participate in a process (for example filling out the survey re) each individual must be registered as a User. In The Manual For Users re (under the option 'help' at the top right corner of the platform's menu) are instructions for registering.

# 2019-02-19 - 2019-02-28 Fill out the Survey

After our partners became participants or users, they were able to take part in the Partner Engagement Strategy. At this phase they were given a survey. You can check out their results here, Participation that Motivates You! For information on how to submit a survey check out 'Manual for Users 'and click on 'How to submit a Survey '.

#### 2019-04-23 - 2019-05-06

# Take part in a Consortium Assembly

In this step partners were able to create groups and proposals for the OH Berlin Consortium Meeting in May 2019. In order to learn more about creating a group and group proposal check out the manual P in the 'help' section of this platform (check text 'How to create a Group P' and then read 'How to create a Group Proposal' P). Л



2019-05-06 - 2019-05-11

# Vote for a proposal

Once proposals are created, participants are able to vote or comment on each proposal.

# 2019-05-13 - 2019-06-16 Administrate Your Own Participatory Platform

The OH partners have been given the keys to their Decidim Participatory platforms!

It's up to them to take on the role of Administrator. Administrators prepare the modules (Processes, Assemblies, Initiatives) so that Participants can take part in democratic and efficient decision making on Decidim. Administrators or OH partners fill the role of engaging their communities and strategizing to make their online platforms spaces for communities and actors to learn more and take action on and offline. They will be collaborating with Platoniq to support their work and customize their platforms to fit their contexts and specific needs.

# 2019-06-16 - 2019-09-08 Design a Process

For each OH partner the first task as an Administrator is to create a process in which participants can take part in. Here partners are able to use components and and create processes that best fit their contexts. Check out our 'Help' for how to create or execute some of Decidim's features. 8



# 2019-10-11 - 2019-12-31 Creating a Participatory Text

The OH partners are invited to collaborate on a participatory text where they take what they've learned about heritage and reuse and share their learning through writing together on a text that connects our values within OpenHeritage and giving greater meaning to *OpenHeritage: Organizing, Promoting and Enabling Heritage Reuse through Inclusion, Technology, Access, Governance and Empowerment.* To learn more about how to use this feature, check out guide in the help section linked here. In addition, Platoniq will begin to publish a newsletter to inform our partners about the events and updates within our OH community.

# <sup>2019-12-08 - 2019-12-12</sup> Measuring the Health of your Lab

Now that our labs have been up and running, the next step is to do a health check to see how far they've come and how participatory they have been.

#### Source: https://labs.openheritage.eu/processes/partners-engagement/steps

As we detail in the picture above, it is crucial to have such support from experts to advance in the learning curve to use, manage and maintain the OH Platform. In this sense, we recommend in the next section that local policymakers and practitioners invest in offering a program to train and support heritage community members in adopting the platform. With the strategy developed by Platoniq, other heritage communities can more easily define the steps and resources needed to learn about the platform in an incremental and accessible way. Also, it is important to take into account heritage communities' previous digital participatory culture experience, which will either facilitate its use or may require an additional effort of training and raising awareness.



## Picture 4 - Synthesis of the Progressive Engagement Strategy



Source: https://labs.openheritage.eu/processes/partners-engagement

# Capacity-building: workshops, materials and resources created in OpenHeritage

Creating digital spaces for cultural heritage communities as well as reference for how that looks was the main goal in the creation of the OpenHeritage Platform. In parallel to running activities and meetings on the platform, Platoniq created a help manual that can be used and reproduced, and a blog chronicling how each activity worked and the end result.

### **Help Manual**

With every activity and mode of participation partners took part in there is a 'How to' guide that follows. The Platoniq team has created a manual for administrators and participants on the platform<sup>1</sup>. These materials explain the different digital spaces from assemblies to processes as well as the components attached to them like proposals or blogs. Furthermore, the manual also helps participants explore different uses of each component such as if one wanted to create a map on the platform what components could

<sup>&</sup>lt;sup>1</sup> https://labs.openheritage.eu/pages



be used and how. So far there are 20 different chapters in the manual for partners to access and explore.

### Demos

For different labs that have specific needs within their project, such as the creation of a map for the Praga lab, there are various demos on the platform that show exactly how that could look accompanied by instructions in the Help manual. Different demos are available for partners to see as a template when creating their own processes and assemblies on their platform.

Platoniq also held several workshops during the project development to demystify the platform and much of the ideas that surround it. As part of this effort, Platoniq created 'Decidim, The Game' (see figure 5 below). Decidim, The Game is an analog card game and planning tool created within Platoniq to help groups and participants to think about planning a participatory process and the different phases and facets along the way. The game has helped different labs such as Pómaz navigate the platform and make the most of their online space.

#### Figure 5 - Decidim the Game



Source: Platoniq

In conclusion, as we had already stressed in our analysis of the OH Platform transferability, training and support are key for the implementation and sustainability of the platform in the scope of AHR projects. The materials and resources created by Platoniq in OH facilitate and help to guide this process and step-by-step of such a learning curve.

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# 3. Multi-stakeholder management and sustainability of AHR digital participatory platforms

During the OH project, the 6 CHLs had the support from partners to maintain and use their digital platforms where they documented activities and engaged their community. As much as there is an identified necessity of a multi-stakeholder partnership to support community outreach, sharing risks and responsibilities and promoting sustainable management of heritage assets (Mérai, Miah, Nasya & Szemző, 2021), the development of digital communities and the maintenance of open platforms for collective governance and management also benefits greatly from such partnerships.

In this context, Platoniq has prepared a demo offer for local administrations to engage in co-governance of digital platforms for heritage spaces, setting the basis for such partnerships in the future. To do so, we studied the case of Barcelona and its program of community management of assets, mapping out policymakers responsible for this program and their initiatives related to digital communities and digital governance, to contact them and present the demo offer.

In Barcelona, communitary management corresponds to "the utilities and governance structures of the organizations and their projects, which have to be democratic and open, so the use of the public assets is guided by the links with the territory, the social impact and return of the project, democracy and participation of the project, and the priority for the care of the people's processes and environment" (Ajuntament de Barcelona, 2017, p. 2). In this framework, digital platforms that facilitate multi-stakeholder open governance, collaboration and management of heritage can help fulfill the democratic and participatory values aspired by Barcelona and other cities planning for citizen management of heritage.

In a similar direction, in Barcelona there is a previous experience of institutional support to local organizations, that resulted in a program with a dedicated person responsible to engage the organizations and develop a community, offer assistance, facilitate their feedback to improve or create new modules and assist with doubts and use cases. The *Decidim for Organizations* local program aims at filling this gap between the

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open-source platform and organizations that do not have enough resources to invest on improving their own Decidim instance or who might be struggling with all the different modules, components and features the platform offers.

More specifically, we have identified in the OH project particular necessities heritage spaces and the collectives managing them have regarding installing, maintaining and using a participatory digital platform such as Decidim. Our demo offer prepared for policymakers in Barcelona was composed of three main elements: the local institutions offer **technical support** by subsidizing or coordinating the hiring and management of servers, and the administration offers a program through which heritage communities can consult with developers for a more affordable rate. The second part of the program would be composed of **training and courses** for the heritage communities to learn more about use cases, use journeys, combinations of features and how to build and manage digital communities. The third part would be **networking and maintaining a Heritage Labs Decidim instance for local heritage spaces** in the city, facilitating their exchange, interaction and collaboration.

Our proposal resonated with a previously mapped need from the participation department in Barcelona. While a program mirroring our demo offer needs multi-stakeholder support from associations and other networks that coordinate spaces in Barcelona, which could be articulated in the future, Barcelona's government is trying to develop a governance space for its Commons Policy and Citizen Asset management program<sup>2</sup>. In that scope, the specific arrangement of a public-private governance space the program should have is still to be defined, and would probably have a hybrid form, according to local policymakers. In our meeting, we discussed a mixed model, with a given institution hosting and maintaining the governance space, such as a university, a college or an institute of public policy that holds a legitimized position both from the administration as well as the communities perspective. This governance space could also be hosted digitally, as the policymaker detailed, documenting the decisions and discussions and serving as a transparency and accountability space.

In this setting, at least the third element from our offer (a space that engages heritage communities) was well received by the local administration of Barcelona as a relevant and necessary support from the city, to be managed and co-governed by multiple stakeholders. We plan to present this demo offer to other local governments, sharing the importance of this kind of support so communities can build and develop hybrid communities, opening and engaging in participatory governance of heritage assets, which can benefit from the resources Decidim offers as an open source platform.

<sup>2</sup> 

https://ajuntament.barcelona.cat/participaciociutadana/sites/default/files/documents/barcelona\_city\_co uncil\_commons\_policy\_citizen\_assets\_programme.pdf

The case of Barcelona is far from being an exception when it comes to programs of citizen management of heritage and civic assets, as it became clear in the first workshop held by Barcelona's department of Citizen Rights and Participation in June 2022. As keynote speakers explained, these kinds of programs have inspired and could prosper in other cities as well, such as Berlin or Naples.

# 4. The experience and evaluation of OH CHLs: strengths and necessary improvement on the OH Labs Decidim instances

In this section we detail the results of the feedback gathered with Living Labs that participate in OpenHeritage (CHLs). We start by offering an exploratory overview of the labs in comparison, to get into the details of their issues with the platform, their future vision and their needs, in terms of digital platforms and features, to achieve that vision. The table below describes their general feedback.

Table 1 - CHL's general Feedback to the platform

CHLs	Platform's Usability	Platform's Modularity	Platform's Potential Use	New Modules
ACT ROMA	Needs further iterations of	Positively evaluated	Depends on possibilities of	Positively evaluated



	improvement		technological integration	
Lisboa Lab	Needs further iterations of improvement	Positively evaluated	Depends on changes in community's digital literacy	Positively evaluated
Pomáz Lab	Needs further iterations of improvement	Positively evaluated	Positively evaluated with more integrations	Positively evaluated
Praga Lab	Needs further iterations of improvement	Positively evaluated	Positively evaluated with more integrations	Positively evaluated
Sunderland Lab	Needs further iterations of improvement	Positively evaluated	Positively evaluated with more integrations	Positively evaluated

Source: Platoniq

Platoniq held capacity-building sessions with 5 CHLs, gathering feedback on their perceptions, uses, needs and suggestions, and going into details of all the modules developed and installed to improve their experience in the platform. The Labs widely recognize the advantages of the platform's modularity and see as useful the new modules developed by Platoniq. Considering the exploratory use of the platform in OpenHeritage by heritage communities and the first iteration of new developments to adapt the platform to these new uses, the platform's potential use in the future depends on the context of each of these communities. This potential depends either in the development of a participatory culture and practices, digital literacy or socio-demographic profile of participants, in the possibilities around the integration of Decidim with other platforms being adopted in a context of rapid digitalization after the worst moments of the Covid-19 pandemic. Finally, Decidim's usability needs further systemic improvements than those made possible by Decidim Awesome. The Decidim Association is in the process of redesigning Decidim, which could have a positive impact regarding those issues.

As identified along the OpenHeritage project, these are the main challenges and difficulties faced by CHLs:

Deliverable 5.3



### Translations

During this process of working with various labs, some issues or challenges have come up in the use of the platform. One consistent challenge has been to create and update definitions of different terms on the platform in different languages. At the beginning of the project partners were encouraged to join translation teams or send lists of words they would like to translate. The platform has been updated with a 'Text customization' feature where administrators can change text on their platform without mediating a translation or sending translations to Platoniq. Instructions for using this new tool have been added to the manual available on the Meta OH platform.

### Mobile app in development

Another consistent challenge that became more obvious during the Covid-19 pandemic has been that without a computer it is difficult to fully access the platform, and the platform has yet to develop a mobile application. This application is in development however there is no set date for its release.

### **User Interface**

A critical issue faced during much of the OpenHeritage project was working around the design of the platform with the needs of the partners and labs. First and foremost, Decidim was designed by the city of Barcelona to create a digital platform for democratic participatory processes. The ethical principles behind Decidim are as follows:

- Open collaborations
- Transparent, traceable, integrity
- Democratic quality guaranteed
- Privacy and security

Importantly, Decidim is an open-source platform that allows anyone who hosts it to be the sole manager of any personal data of its users, not depending on third-party private corporations. Due to its orientation towards practical tools for transparent democratic practices, there is a significantly lower priority for design aesthetics and at times the best user-experience approach, even though this has been changing with the ongoing redesign process. A major constraint was reorienting users and participants towards a platform that was oriented around processes and participation and less around clicks, impressions, and comments which is how a vast majority of digital engagement works online. Answering to many of the partners' needs, there is an extensive 'how-to' section in the Help section of the OH Meta website<sup>3</sup>. In addition, there are several demos that mimic exactly how a lab might create something they have seen on another website on their own platform. For example, while there is not a mapping component immediately available, there is a demo on the OH platform which shows how a lab might create a map with categories and even have participants add to it to map heritage sites or stories of a given neighborhood. Much of the advancement of the OH platform and the use by different labs also has to come with a certain degree of understanding that the platform is a possible space to work and collaborate but unlike private corporations, cannot operate with the same speed or aesthetic.

More specifically, from the capacity-building sessions held with CHLs regarding the use of Decidim for heritage communities, the main issues CHLs identified were:

- There is still room for improvement in making Decidim more customizable and usable
- The platform competes with many other commercial ones participants knows and use, which requires incentives for sign-up
- Different levels of literacy among sociodemographic groups make it less accessible for certain groups
- The platform has many features that not necessarily apply to its different uses, making it over-designed for communities such as in the heritage sector, impacting its usability
- Issues with the quality of translation to less hegemonic languages by the community maintaining the platform, which can improve as it gets used by more communities
- Lack of more features similar to blogs or digital archives, which have been partially offered by the developments done by Platoniq during the project

CHLs vision of their community's future of participation resonates with the key learnings that partners acquired during the OH project, and can be summarized as follows:

- More accessible
- Decentralized or bottom-up, based on multi-stakeholder co-governance
- Stable and continuing the current momentum
- Digital
- Open Access
- Collaborative practices, based on exchange
- To foster collaboration in their ecosystems

<sup>&</sup>lt;sup>3</sup> https://labs.openheritage.eu/pages



Regarding the communities' needs, considering digital tools and their features, to make the future happen, the CHLs mentioned:

- Integrating a pdf reader, which can be also done via iframes, a feature Decidim Awesome integrates
- More social media plug-ins, besides Twitter and Facebook. There is an Instagram plugin available in Decidim that can be improved
- Systemic improvements to Decidim's accesibility, which are also substantially improved as well by Decidim Awesome. More improvements can be done in the process of redesign of Decidim, currently in place, led by its community
- Use of VR for mapping and visits. The Blueprint Navigator created by Platoniq offers a 2D view of floor plans, which partially responds to this demand
- More interactive features
- To facilitate registration and access to features that do not need registration for safety and privacy of participants
- To upload files more easily, which can generate more organic engagement. Decidim Awesome also improves this possibility for at least images, videos and embeddable content
- More integrations with other video conference platforms. This was identified as a necessity amidst the Covid-19 pandemic and the lockdowns that were adopted across the EU.

Considering the needs and vision for their future, there are challenges to maintain the platform and to engage their community, especially regarding different levels of digital literacy, participatory and digital practices and diverse socio-demographic profile of participants, as we mentioned above as well. Heritage communities deal with a learning curve to manage and use the platform, limited resources (material and immaterial) to distribute across the different activities and a continuous effort needed to engage their communities online across platforms. These are not trivial challenges, and the more institutional support communities can have, the better to be able to maintain and use open source participatory platforms in their projects to promote democratic, inclusive and accessible collaboration. Nonetheless, the platform and Platoniq's developed features do respond to needs and envisioned futures, having fulfilled the goals for a first iteration and experimental adaptation of Decidim to heritage asset management by communities.

Below we will analyze the evaluation each CHL did of the features developed by Platoniq, across the axis of effort of implementation and foreseen impact in their communities. As we can see in the graph 1, all features developed by Platoniq require on Deliverable 5.3



average 5,3 out of 10 of effort to implement, according to the evaluation of CHLs. All modules or components require less than 7 out of 10 of effort. In comparison, those features have a 7,8 out of 10 of foreseen impact on those heritage communities, indicating CHLs evaluate the effort to more than compensate for the gains these features allow for. The most effort-demanding developments are the Time Tracker and Conversations/Notify, which not only require technical management on the platform, but also implementing routines and practices during activities and meetings, that is, a collective effort to use and implement. Nonetheless, both have higher foreseen impact than the effort estimated.

Graph 1 - Effort and Impact to implement the new features developed by Platoniq for the OH Platform



Source: Platoniq

In the table we present the ratio effort per impact of each module or component. For instance, the Alternative Landing was evaluated as having a 4,3 of effort and 8,5 of impact, which was double of the effort assessed from 0 to 10. The Alternative Landing, Awesome Maps and Blueprint Navigator are the developments with best ratio effort-per-impact.



Table 2 - Ratio of effort per impact (effort divided by impact), in which the closer to 0 the less effort for more impact are foreseen. The closer to 1 the ratio is means that the value attributed to effort is closer to the value attributed to impact.

Feature	Ratio
Alternative Landing	0,51
Awesome Maps	0,52
Blueprint Navigator	0,55
Decidim Awesome	0,67
Comparative Stats	0,69
Social Crowdfunding	0,76
Timetracker	0,81
Conversations/Notify	0,96

Source: Platoniq

In conclusion, this section goes into detail of the experience of CHLs with the OH platform. As we discussed above, usability, adaptability and over-design are the main issues encountered by CHLs, besides limitations related to the current phase of community development, digital literacy and sociodemographic profile of participants. These issues were at the center of the development process of the new features, which were mainly well evaluated by CHLs, specifically the ones that improve visual interaction and the user experience.



# 5. The feedback and suggested improvements from Future Heritage Labs (FHLs)

Besides holding sessions with CHLs, Platoniq opened a call for Future Heritage Labs to come forward for demo sessions of the features developed. Furthermore, we reached out to prospective users of Decidim and the features and use cases developed, which resulted in six FHLs participating and extensive feedback gathered on the work developed in the OH project. In general, most new components were well received by FHLs, as we will detail below.

Regarding the FHL selection criteria, for better results at the co-creation sections, the Future Heritage Labs must have already identified a community and stakeholders with which to develop circular governance processes. This is a necessary condition because without an identified community, the pains, needs and use cases mapped in the co-creation session would not be precise and concrete enough to carry out demo and feedback sessions on Decidim components, modules and features, and other resources from the OH toolbox. We propose to select FHLs in each of the three stages of circular governance development: the selected FHLs must be Designing, Implementing or Adhering to processes that uphold at least 3 of the 7 principles of circular governance (Garzillo, Balenciaga, Izulain, Rangil Escribano, Wildman, 2020):

- Participatory
- Inclusive
- Transparent
- Accountable
- Collaborative
- Circular (Focused and Iterative)
- Fair and Just

Finally, as the last criteria, the FHL must not face hindering conditions (red light in the Transferability Matrix) in the Stakeholder Integration and Governance Mechanisms (Mieg, 2021), which would deeply jeopardize the conditions of transfer and adaptation of the OH



Platform to their context. That is, they must not face widespread lack of social trust or lack of transparency (See Matrix of Transferability table below in the OpenHeritage deliverable 3.7 for more):

	FUNCTION	highly recommended to do / to have / to use
MECHANISM		to avoid (a hindering mechanism)
		important constraint (to take into account)
20	Social	early engagement of key stakeholders
Stakeholder		community integration/building
integration		lack of social trust
		! shared values
		support by local authorities
Governance	Political	multi-level governance
REDA		lack of transparency
		! power relations
	Managerial	(social) entrepreneurship
Project (0)		e team building & timing
Management 00		incompetence
00		intermediaries, the potential of the place
(T-2)	ନ Legal	long-term contract security
Contract		ownership/partnership model
Options		an insufficient legal system
		! contract options limit funding options
-		business model
Engline E	Financial	e sustainable funding
runding		e corruption
Ű		I non-financial resources (resource integration)

Figure 6 - Transferability Matrix (Mieg, 2021)

Source: Mieg, 2021.

Now that we have detailed the criteria to select FHLs, we will briefly present these communities, their background, purpose and challenges below.

### FHL case: Canòdrom (Barcelona)

The Center for Digital and Democratic Innovation - Canòdrom is a historic and valued space in Barcelona. From a dog race track to a new and experimental athenaeum-laboratory, it is open to its neighborhood, the city and the world. At the intersection of digital culture, open source technologies, digital rights, and democratic participation, Canòdrom hosts dozens of resident projects, events and workshops. Those projects and activities are developed focusing on feminisms, human rights, social justice,

diversity, the urban model or sustainability<sup>4</sup>. The space is managed by a cooperative in close partnership with the resident projects, using Decidim and open assemblies to discuss the use and management of the space, including many modules developed in OH.

Figure 7 - Canòdrom's Decidim Canċodrom Cercar Català 🚽 Registra't Entra Q, Inici Activitats Memòries Comunitat Projectes Participa Aiuda Espai de participació Apostem per una governança compartida entre Ajuntament, projectes i persones afins. El Canòdrom - Ateneu d'Innovació Digital i Democràtica és un espai obert a l'experimentació tecnològica i democràtica, i ho vol ser també en les formes en què es decideix el seu funcionament: el què, el qui, i el com del nostre espai. Ens regim per tres principis fonamentals: la construcció continua, la vocació codi obert i amb les cures i la sostenibilitat com a element indispensable. 3 processos 3 PROCESSOS ACTIUS Source: https://comunitat.canodrom.barcelona/processes groups/125

### FHL case: Can Batlló (Barcelona)

Can Batlló is a Community and Neighborhood self-managed space, a social and cultural facility located in multiple warehouses, in the old Can Batlló textile factory in the Bordeta neighborhood of Barcelona. The warehouses were leased by the City Council and occupy a total of 13,000 m2. Thanks to the activist commitment of many people and the neighborhood, the Can Batlló community has been building its own experience of managing a space as a 'common urban good', which has housed hundreds of community initiatives and has contributed, from practical experience, to making grassroots and bottom-up, urbanism<sup>5</sup>. Crowdvocacy<sup>6</sup> innovative practices from Can Batlló has inspired Platoniq to create the Time Tracker component, developing it based on a community's need that is also shared by other heritage projects.

<sup>&</sup>lt;sup>4</sup> https://canodrom.barcelona/ca/el-canodrom

<sup>&</sup>lt;sup>5</sup> https://canbatllo.org/can-batllo/

<sup>&</sup>lt;sup>6</sup> Crowdvocacy is a "distributed but coordinated process among different actors and platforms where civic initiatives increase their influence in public life, from citizens' awareness and engagement to empowerment and wider participation in democratic life" (Hidalgo, Morell, de Alborán & Schulbaum, 2020)



### FHL case: LaFábrika detodalaVida

The initiative of LaFábrika detodalavida (LFDTV) began at the end of 2009 with a small group interested in creating a project out of the abandoned cement factory space. The factory had suffered neglect and vandalism and was in a complete state of disrepair. The original idea was to draw a connection between public intervention and the restoration of the space, though with a focus on political, public art. LFDTV represents an opportunity to rewrite a history of industrial failure in a poor region of Spain. It is a participatory cultural space located in a small municipality in Extremadura, a rural region of western Spain. It is a place of experimentation with various economic, social and cultural processes that strive for inclusive self-management in the region and expanded culture and opportunities in a rural context. LaFábrika detodalavida uses the commons, cooperative production, free culture and DIY construction to develop creative dynamics and methodologies. LFDTV is an Observatory Case from OpenHeritage, and participated in co-creation and demo sessions on the features developed by Platoniq for Decidim for Future Heritage Labs.

### FHL case: La Borda (Barcelona)

La Borda is a cooperative housing project that binds a community of fifty people together. This is a group of people of all ages, related to the Can Batlló project in Barcelona. La Borda's main purpose is to provide decent, social, affordable and ecologically sustainable accommodation to the members of the cooperative and, at the same time, to promote intergenerational relationships and community development, living in community under the values of feminist and solidary economy<sup>7</sup>. La Borda is a reference in Barcelona when it comes to housing projects, **and participated in co-creation and demo sessions on the features developed by Platoniq for Decidim for Future Heritage Labs.** 

### FHL case: The Restoration Toolbox (New Delhi)

The Restoration Toolbox is building a digital participatory platform (a Decidim instance), based on the blueprint of Decidim for Future Heritage Labs. Their goal is to empower people to save their own heritage, connecting city authorities, citizen organizations, practitioners, craftsmen and custodians in New Delhi and nationally in India. It will provide access to necessary technical advice, knowledge and skills in a user-friendly

<sup>&</sup>lt;sup>7</sup> http://www.laborda.coop/en/

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manner through a resource library, support bottom-up public campaigns and host a co-created map showcasing buildings at risk and crowdsourcing information on buildings. The platform will allow the various stakeholders to collaborate, hold meetings as well as plan actions to conserve buildings in their own neighborhoods. Based on OH trainings and the Decidim for Future Heritage Labs, local organizations in New Delhi have recently submitted an application to an European Spaces of Culture call to implement the project and maintain the digital platform.

Figure 8 - The Restoration Toolbox Decidim Wireframe planning, based only on Decidim's basic features



**Decidim Connections** 

Source: internal documents from Jugaadopolis.

### FHL case: Sant Pau (Barcelona)

The Gimnasio Social Sant Pau is much more than a gym located in the neighborhood of Raval in Barcelona, it is a symbol of the fight against gentrification and the feeling of community in that . Because of its configuration, it is very attractive for real estate capital in one of the neighborhoods most affected by gentrification and where there is no public housing. The cooperative that manages the gym launched in 2017 an initiative on Decidim Barcelona with the aim of acquiring the plot of Ronda Sant Pau to "counteract the expulsion of neighbors from the neighborhoods" proposing an ambitious project: the construction of 50 public and inclusive housing and ensuring the continuity of the solidarity and community action of the project.

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In May 2017, Gimnàs Sant Pau promoted a campaign in Goteo to pay its current rent and deal with the judicial process it was facing, going one phase further in the crowdvocacy campaign. With the support of crowdfunding via the Goteo platform, in November 2017 the project's community launched a crowdvocacy initiative in Decidim, to convert the the space into public housing. The community managed to avoid being evicted and having the gym closed, and they are still pursuing the project of public housing in the same space. As a further exercise to promote participatory governance of Gimnàs Sant Pau, in 2019 Platoniq co-created and speculated a process of reuse of the space via a Decidim canvas. Below we see a picture that illustrates the co-creation canvas of a participatory process by the Gimnàs Sant Pau, which was done with a paper canvas during an in-person workshop by Platoniq. From this exercise, this community was able to concretely imagine how, with whom and why this housing project could be designed and managed collectively, an exercise that could be further implemented in a Decidim for Future Heritage Labs.



Figure 9 - Canvas of Gimnàs Sant Pau Participatory Process

Source: https://openspaces.platoniq.net/processes/community/f/115/proposals/137



### Figure 10 - Gimnàs Sant Pau Participatory Process on Decidim Barcelona

DEGIDIM.BARCELONA		Cercar	Q Català 🔻	Registra't	Entra
Inici	Processos participatius	Òrgans de participació		Ajuda	
#HabitemElSantPau inclusiu Sol·licitar la celebració d'una consulta ciut	u: projecte pilot d'ha	bitatge públic	2017 - 26-02-2018		
QUÈ ÉS? QUI SOM? CONTEXT PRO	OJECTE RECOLLIDA DE SIGNATURES O	CONTACTA AMB NOSALTRES			

Source: https://www.decidim.barcelona/initiatives/i-8?locale=es

### FHL case: Arquitecturas Colectivas (Palma de Mallorca)

Arquitecturas Colectivas is a network of people and collectives interested in the participatory construction of the urban environment. This network provides a framework for collaboration in different types of projects and initiatives. Since its inception in 2007, the network has been growing through the contributions of various agents, restless citizens, urban activists, students and teachers, artists and cultural managers, landscapers and ecologists, urban planners and architects, political scientists and lawyers, anthropologists and sociologists, hackers, etc.<sup>8</sup>

In 2019, Platoniq participated in the <u>#AACC\_Mallorca</u>, the XII edition of Arquitecturas Colectivas meeting. During that week, different projects, collectives, and groups came together to share experiences, tools, and methods for co-creating and collaborating in local and neighborhood spaces. We presented our new and improved 'Decidim the Game'. Participants played to learn the ins and outs of creating an open, transparent process of collective decision-making and action online. Also, at Platoniq, within our work with our partners in OpenHeritage we developed new features for the platform, and gathered feedback with participants. Each new feature was introduced in our workshop on September 27, 2019 and was represented within our new deck of Decidim cards. Participants were able to play, debate, and ideate about what worked, what was confusing, and what needed more attention. Working with Decidim is a living and breathing process that we at Platoniq are constantly changing and adapting to create stronger tools for transparent, collective decision-making.

<sup>8</sup> https://www.arquitecturascolectivas.net/ayuda

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Figure 11 - Platoniq participates in XII meeting of Arquitecturas Colectivas

Source: https://twitter.com/OpenHeritageEU/status/1181207410612084737/photo/2

Moving forward after the presentation of FHLs, in the table below we analyze the experience of FHL with the platform and its potential in the development of these communities, according to the same general criteria used before for the CHLs:

Table 3 - FHL's general Feedback to the OH Platform

FHLs	Platform's	Platform's	Platform's	New Modules
	Usability	Modularity	Potential Use	



Jugaadopolis	Positively	Positively	Expected to be	Positively
(New Delhi)	evaluated	evaluated	largely used soon	evaluated
Canòdrom	Positively	Positively	Implemented and	Positively
(Barcelona)	evaluated,	evaluated	in expansion	evaluated
	needs minor			
	improvements			
LFDTV (Los	Positively	Positively	Depends on	Positively
Santos de	evaluated	evaluated	changes in	evaluated
Maimona)			community's	
			digital literacy	
La Borda	Positively	Positively	Depends on	Positively
(Barcelona)	evaluated	evaluated	developing a	evaluated
			multi-stakeholder	
			community for	
			the housing	
			movement	
Arquitecturas	-	-	-	-
Colectivas				
Can Batlló	-	-	-	-
(Barcelona)				
Gimnàs Sant	Positively	Positively	Depends on	-
Pau (Barcelona)	evaluated	evaluated	changes in	
			community's	
			digital literacy	

Source: Platoniq.

CHLs vision of their community's future of participation resonates with the key learnings that acquired during the OH project, and can be summarized as follows:

- Stable and continuing the current momentum
- Decentralized or bottom-up, based on multi-stakeholder co-governance
- To foster collaboration in their ecosystems
- Collaborative practices, based on exchange



Regarding the communities' needs, considering digital tools and their features, to make the future happen, the CHLs mentioned:

- Smoothly manage massive registration in events
- To improve the survey component in Decidim. Decidim Awesome did a first iteration of improvements on this component, making it more user-friendly
- To improve the newsletter component in Decidim
- To measure volunteer's time. Platoniq developed a module that allows participants to clock in and out, and for organizations to set activities for volunteers to participate and measure their time, facilitating building a narrative of impact with other stakeholders
- Shared interorganizational database on management practices of heritage sites.
   OH's toolbox and OH database does fulfill at least partially this need
- To engage with multi-stakeholder governance, advocacy and action planning. Our demo offer to administrations could respond to this need

FHL's better evaluated developments in terms of potential use are Decidim Awesome (see pg. 55), Alternative Landing (see pg. 66) and Conversations/Notify (see pg. 70) (Canòdrom), Timetracker (see pg. 67) (LFDTV), Awesome Maps, Decidim Awesome (see pg. 55) and Social Crowdfunding (see pg. 71) (The Restoration Toolbox). These three FHLs also provided specific feedback to improve these new developments based on their context and needs. Besides Canòdrom and The Restoration Toolbox, the other FHLs envision or see potential in the use of the OH platform in a mid-term to long-term future, depending on other aspects of the specific context of their communities, their relations with other stakeholders or the status of their involvement in the reuse of the heritage sites they participate in.

To conclude, FHLs received well the developments, use cases and use journeys of the features prepared for the OH platform. Some of these developments are already being used by Decidim community members, such as Decidim Awesome, Alternative Landing and Notify/Conversations. Others are foreseen to be more widely used and improved in the next iterations of development from the feedback received, such as the Timetracker, which could be more widely used if an import function is integrated, to allow communities to include historical data of volunteer work into the feature and its calculations.



# 6. OH Platform Blueprint: results of key-learnings through the experimentation with the Platform

In this section we describe the blueprint of a personalized Decidim distribution for Future Heritage Labs, which is based on the developments created by Platoniq in OpenHeritage. Combining the official Decidim distribution with modules and components created from feedback and co-creation with CHLs along the OpenHeritage project, this personalized Decidim bundle automatically includes these new features thought to attend to the needs of heritage communities, and facilitate the installation and maintenance of the platform.

# **OpenHeritage Platform configuration and contributions**

In the OpenHeritage project, before choosing the platform to be used by CHLs, partners did a benchmarking assessment to choose Decidim as the basis platform for OpenHeritage. Decidim has recently been selected as the best Digital Participation Platform among Complex Platforms by People Powered, having Accessibility, Ethics and Transparency and Features as its strengths<sup>9</sup>. In the context of OH, Decidim has been installed in one server configuration and, by taking advantage of its multi-tenant capabilities, was used to provide independent instances to the six CHLs and the "Meta instance" used by the consortium itself. This setup ensures a centralized maintenance and updates for all the sites with minimum effort and cost. As the final intention of this project is to provide a tool useful for the labs in their own final participatory activities, the "Meta instance" of Decidim is being used as a place of training and interaction for all the partners in order to reach agreements in several areas. To that effect, several participatory spaces have been configured, being the most important ones:

<sup>&</sup>lt;sup>9</sup> https://www.peoplepowered.org/platform-ratings

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- The main assembly: https://labs.openheritage.eu/assemblies/consortium
- The Berlin working process: https://labs.openheritage.eu/processes/berlin-meeting

- The Observatory Cases process, which has been used to collect data using surveys: https://labs.openheritage.eu/processes/observatory-cases

Individual CHL websites are all up and running with administrator rights granted to every lab. Every instance has been configured in its own local language as well as English. Each lab has the power to customize its own site (to a certain extent) being the current degree of activities implemented in each platform variable, greatly depending on the maturity of the CHL status, its participatory culture and practices.

# OH Platform Blueprint: a customized Decidim for heritage communities, first iteration

"Decidim for Future Heritage Labs" is a collection of several independent Decidim modules and pre-defined content bundled together and distributed in a single package, freely installable in any existing Decidim instance. By installing this module, administrators will be able to access multiple features added to the basic Decidim and also automatically configure certain spaces or components automatically with a pre-defined, curated content that will easily setup some recommended user journeys when dealing with the shared governance of physical spaces (such as buildings or heritage sites).

Technical characteristics:

The bundle will be developed as a "gem" for the Ruby on Rails framework in which Decidim is based on. Web administrators will be able to install it seamlessly by adding it to the main standard Gemfile existing in any Decidim instance.

Once installed, admins of the instance will be able to use it in two different ways:

 By taking advantage of any of the new modules or features automatically added by this gem. For example: adding the volunteers module to a participatory process and using it to track the work of the people working on certain tasks in the project.



2) The distribution comes with examples and templates of processes, which can be complemented by training, follow-up and onboarding materials. By using one of the proposed user journeys related to a common task regarding the governance of a shared space, heritage communities can take inspiration on the use cases of similar projects. This solution can be implemented as a plugin that will add a custom page in the administration area that will present each user journey along with a description and certain screenshots and a button that will trigger the action to configure content in Decidim for it. This plugin was not yet developed, but would respond to the needs identified by the CHLs along the project.

Modules included in the "Decidim for Future Heritage Labs", which are described in more detail later in this deliverable:

- Time Tracker component

This component tracks Voluntary work on any set task. See more here: <a href="https://github.com/Platoniq/decidim-module-time\_tracker">https://github.com/Platoniq/decidim-module-time\_tracker</a>

- Comparative Stats module

This module allows admins to compare their instance of Decidim with other existing Decidims and generate some graphs that allow them to assess their own activity and performance. See more here:

https://github.com/Platoniq/decidim-module-comparative\_stats

- Decidim **Alternative Landing** module

A module that transforms and simplifies the current homepage of Decidim to accommodate user centric content to facilitate participation. See more here: https://github.com/Platoniq/decidim-module-alternative\_landing

- The blueprint Navigator module

A widget to add to landing pages in Decidim that allows admins to upload any arbitrary image and easily define sensible areas on top of them. Each area can show a modal window with a description and a call to action button to the place where the user can take some action. This module is specially suitable for the governance of physical spaces as admins can upload a blueprint of a building and mark the different spaces with the different activities carried out in them. See more here: https://github.com/Platonig/decidim-module-navigation\_maps

- Notify/Conversations component



A note-taker feature focused on conversations. This module provides a component for any participatory space in Decidim. See more here: https://github.com/Platoniq/decidim-module-notify

- Social Crowdfunding module

A module that integrates Decidim and the Goteo Crowdfunding platform.

Usability improvements and curated improvements to the Decidim platform
 Decidim Awesome includes:

The **Awesome Map** Component which shows in a single page a full-screen map with all the geolocated content in a participatory space. With filtering capabilities with associated categories and hashtags

**Improved user experience** in filling long surveys, drag and drop images in text editors, custom menu items and styling personalization for the Decidim instance. See more here: https://github.com/Platoniq/decidim-module-decidim\_awesome

Besides the new modules and components created by Platoniq in this first iteration of personalizing the platform for heritage communities, they are Decidim modules and components that were also extensively used during OpenHeritage to collect and document information, prepare events and register participants, host trainings and collect feedback.

 From the Process component, Decidim was adapted to host OH trainings by preparing new use cases, structured as a Mini-MOOC, as seen in the picture below:



# Figure 12 - OH training Module 1 Heritage, on OpenHeritage Decidim platform

				Search	Sign Up Sign In
Home	Processes	Assemblies	Calendars	Blog	Help
Module 1 He Training Modules with Plan	ritage coniq and Eutropian				
CONTENTS INTRODUCE	YOURSELF 👋 READINGS	S ONLINE WORKSHOP	VIDEOS 📹		
THIS PROCESS BELONGS TO OF Theme: Heritage In this Module we will can be repurposed and various case studies in practiced in projects for	H Training Modules talk about Heritage: "Are d refused, adapting to lo n OpenHeritage that cen or adaptive reuse.	you eager to know h cal needs?". We will a ter how heritage was	iow heritage sites also work with interpreted and	▲ 11 0c 0c	Follow START DATE tober 13, 2021 END DATE tober 19, 2021
Working on Your To have more indepth conve Introduce yourself Enter the welcome forum ar working on, what is your spe share with us.	OWN arsations we invite you to do s d tell us something about you ccialisation, what are your mo	ome work on your own be irself: where are you from, ivations with this project,	fore the next workshop. which projects your or anything you want to	Reference	: 0H-PART-2021-10-94 Share → Embed ↔
Introductions @ Readings Read up on our case studies Also, try to have time to read knowledge about heritage a	;. I the recommended documen nd adaptive reuse.	ts, which will give you a de	eper understanding and		
Readings tz ONLINE WORKSHO Online Workshop 19 October 2021 - 16:30-19:00	OP 💻 - PAST MEETIN	<b>GS</b> see all meeting	5 (1)		



- Furthermore, CHLs used the Conferences component to organize national events, conferences, visits and others, adapting the feature to its necessities.
- Finally, the survey component was also extensively used to collect information, suggestions and feedback from participants and stakeholders.

In sum, the new modules, process templates, trainings and documentation, combined with existing features from Decidim compose a personalized Decidim instance that can be useful to facilitate co-governance processes, crowdvocacy, crowdfunding, accountability, transparency and collaboration. As we discussed in the previous section, new heritage communities are already using these new developments and others have learned about them and the platform in OH trainings and sessions, evaluating them as useful and usable for their communities.



# 7. Future Possible Uses: an analysis of challenges and opportunities

Based on the Synthesis Report Adaptive Reuse of Cultural Heritage<sup>10</sup> from the H2020 CLIC project (Garzillo, Balenciaga, Izulain, Rangil Escribano, Wildman, 2020), below we analyze future possible uses of the Decidim platform and the Decidim for Future Heritage Labs personalized distribution, anticipating the positive impact this tangible and intangible structure can generate for AHR communities while they design, implement and adhere to circular governance models. In the tables below, we recuperate the key governance challenges previously identified in the CLIC project based on its 16 case studies, and we develop the use cases allowed by the platform and digital participation practices to deal with the challenges. As we detail below, the strong suits of the platform have an impact on accessibility, transparency, inclusivity, collaboration, accountability and impact assessment. With adequate support, as we explained in the section 2, heritage communities can benefit from the resources the OH platform offers to implement good practices in governance, crowdvocacy, financing and community management.

Table 4 - Analysis of key governance challenges and OH Platform solutions

INCLUSIVE	
Knowledge Gap	Creating digital accessible
New actors to cultural heritage may be initially	information can go beyond just
disadvantaged by the lack of appropriate	creating a page or blog, audio pieces
knowledge and require time and resources to	such as podcasts or short videos may
learn about the various legal frameworks,	help more people understand and
governance processes, nomenclature, how	access heritage communities'
cultural heritage can benefit their profession or	knowledge. The OH Platform allows
community of practice, and what is expected of	for embedding videos, images and
them throughout the process.	much external content easily.

<sup>&</sup>lt;sup>10</sup> Synthesis Report. Adaptive Reuse of Cultural Heritage. An Examination of Circular Governance Models from 16 International Case Studies (2020).

https://www.clicproject.eu/wp-content/uploads/2021/01/Adaptive-Reuse-of-Cultural-Heritage\_Synthesi s-Report\_MARCH2020\_web.pdf



Unclear selection criteria for choosing projects Financial considerations often take precedence over the cultural value of the asset or citizens' preferences or needs.✓ Using digital voting or proposal creation can also help publicly clarify criteria and show support for criteria created, helping to balance financial needs and cultural value and other interests. The OH Platform has components that allow for voting.Poor communication Lack of accessible, understandable information available for each phase of the process (adapting to the different audiences: community campaigns, website, radio, face to face meetings, etc.).✓ Creating accessible communications can range from a blog to meetings which you can record and host digitally, documenting and maintaining archives, increasing transparency and accountability. The OH Platform is a tool that allows for	TRANSPARENT AND ACCOUNTABLE	
Poor communication Lack of accessible, understandable information available for each phase of the process (adapting to the different audiences: community campaigns, website, radio, face to face meetings, etc.). Creating accessible communications can range from a blog to meetings which you can record and host digitally, documenting and maintaining archives, increasing transparency and accountability. The OH Platform is a tool that allows for	Unclear selection criteria for choosing projects Financial considerations often take precedence over the cultural value of the asset or citizens' preferences or needs.	✓ Using digital voting or proposal creation can also help publicly clarify criteria and show support for criteria created, helping to balance financial needs and cultural value and other interests. The OH Platform has components that allow for voting.
this kind of documentation.	<b>Poor communication</b> Lack of accessible, understandable information available for each phase of the process (adapting to the different audiences: community campaigns, website, radio, face to face meetings, etc.).	Creating accessible communications can range from a blog to meetings which you can record and host digitally, documenting and maintaining archives, increasing transparency and accountability. The OH Platform is a tool that allows for this kind of documentation.

COLLABORATIVE	
<b>Demanding to manage diverse interests</b> amongst different actors to reach consensus. Organizations of all sizes struggle with cross-sectoral communication and governing bodies may even have inherent conflicts of interest with different mandates and objectives for the same assets.	✓ Transparency and record keeping are key when dealing with multiple stakeholders. Using digital tools can help keep records and share who is making decisions, why and how. The OH Platform can also be a space that offers traceability of the discussions and decisions, helping to navigate priorities and conflicts.
Long bureaucratic and political processes When national government approval is needed for local projects (e.g., change of use, renovation works), the process may be even further delayed when there are political divergences and different priorities at the various administration levels.	XNo amount of high speed internet can cut through red tape.

CIRCULAR	
<b>Over-reliance on volunteerism The long-term</b>	✓ The OH Platform now allows for
<b>sustainability</b> of bottom-up, community-led	recording and tracking volunteer hours
initiatives that rely on voluntary work is	which can be used to help advocate
challenging; however, volunteer structures may	for more funds, demonstrate
also be flexible, with a high attrition rate that may	participation and impact, or find
help avoid burnouts and refresh spontaneity.	different ways to address unpaid labor.



FAIR AND JUST	
<b>Privatizing heritage assets</b> management Many historic assets have been privatized or sold to private investors because expenses to be borne by public authorities are too high.	✓ Organizing a campaign can be a participatory process online that can amplify your impact. The OH Platform facilitates doing that.
Lack of transparent and comprehensive indicators There are few transparent and comprehensive indicators to measure a variety of impacts (e.g. impact on health, well-being, number of jobs created, symbolic value for communities, etc.).	✓ The Can Battló community in Barcelona has famously used from Twitter to Decidim to demonstrate public support and demand transparency and action from the municipality to safeguard the neighborhood against gentrification. By measuring their volunteer's time and impact, they managed to get an extra 40-year lease by the city. Now other communities can do that with the Timetracker module on the OH Platform.

Source: Platoniq and ICLEI, based on the synthesis report on Adaptive Reuse of Cultural Heritage.

As we explored in the table above, the OH Platform has plenty of potential to facilitate and offer tools to deal with most key governance issues, with a clear positive legacy for heritage communities to implement circular governance and promote an open, participatory and democratic management of heritage sites.



# 8. Observatory Cases: OH's cases and possible uses of the OH Platform

In this section we recuperate information from 2 OH Observatory Cases (see Deliverable 2.2), and analyze their context, practices, needs and future plans according to the resources and tools the OH Platform offers, matching those real scenarios with the features available for heritage communities.

# **Observatory case: Cascina Roccafranca**

#### (With text by Levente Polyak, Daniela Patti, Bahanur Nasya (Eutropian))

Cascina Roccafranca was originally a farmstead from the 17th century, a typical structure present in the Italian countryside and particularly in the Piedmont region. The adaptation of Cascina Roccafranca into a venue for collective use by citizens became part of the cultural and social intervention plan of the EU project Urban II. As part of the concept development of Cascina Roccafranca, the Tavolo Sociale di Mirafiori Nord - a social forum promoted by Turin's municipality composed of about 60-70 people - held meetings over the course of a year. The forum included associations, social workers, health services, children organizations. Those discussions with them gave birth to the idea of Cascina Roccafranca as a community venue for intergenerational encounters.

- Ownership: The buildings of Cascina Roccafranca are owned by the Turin Municipality.

- **Management**: The Municipality assigned the venue to the Cascina Roccafranca Foundation that manages it jointly with the municipality and district representatives. Board of directors: 3 members appointed by the city and 2 by the College of Participants (45 associations and groups). Ultimately, it is a Public-private foundation. - **Funding**: Public, the municipality gives the building in use, free of charge, covers some of the costs, payrolls and provided furniture. Cascina's revenues: renting its spaces and holding activities.

- **Governance**: Over more than 11 years of work, Cascina Roccafranca has been adapting to new needs that were not envisioned during the planning phase. Moreover, Cascina holds regular meetings with the associations working there or using its spaces. It relies on the work of volunteers and in-kind service providers. Its model of participatory planning and cooperation brings together citizens and the local administration. For instance, the use of survey tools to gather knowledge from the community and by including the citizens in project development. Cascina is also part of a regional network of 8 other similar spaces.

# **Observatory case: Stará Tržnica**

# (With text by Levente Polyak, Daniela Patti, Bahanur Nasya (Eutropian))

The Old Market Hall of Bratislava was completed in 1910. The building, situated at the edge of Bratislava's historical center and built in connection with the old town's wall, was operating as a municipal marketplace until 1960. The original spaces of the building have been modified at various moments. In the 1990s, the Municipality renovated the market hall and small shops were built along its edges. In 2013, when the NGO Old Market Hall Alliance gained access to the building, the market hall was fragmented into smaller spaces divided by walls. Besides these divisions, the building's new tenants faced many previously invisible problems. The Old Market Hall Alliance created a special programme with a flexible forum where one can put any content one wants according to one's needs and functions. During the week, when there is simply not enough critical mass to attend markets, the building is used as a concert hall, a ballroom for companies, a conference hall, or a workshop space.

- **Ownership**: Bratislava's Old Market Hall is a nationally protected cultural heritage building. It is owned by the Bratislava Municipality.

- **Management**: The NGO Old Market Hall Alliance is the main tenant of the market hall: 10+5 years contract with the Municipality. In turn, it rents out the building's spaces to businesses and events.

- **Funding**: Rent-to-investment scheme: economic sustainability with no public subsidies: the Alliance pays a symbolic 1 euro rent/year to the Municipality and has to invest 10.000



euros/month in the renovation of the market hall for the duration of the contract: 120.000 euros/year and almost 2mi euros by the end of the contract. Revenues come from rental fees, marketing cooperations and large events.

- **Governance**: Although there is no formalized structure to bring together the tenants besides one-to-one contracts, the Old Market Hall Alliance organizes regular meetings with the tenants to focus on how they can cooperate with one another in a mutually beneficial way. The Alliance is planning to establish a new association focusing on the public spaces around the market hall: the association, to be joined by all tenants of the market hall, will safeguard the public spaces and provide specific services such as cultural events. Furthermore, the new association will act as a platform to organize competitions and channel ideas and proposals towards the municipality.

# Possible uses of the OH Platform

OH Observatory Cases	OH Platform for Governance practices	OH Platform for Funding practices	OH Platform for other uses
Cascina Roccafranca	The OH Platform can be used to boost transparency, document results from meetings with associations, or to collect and discuss proposals for uses of the space.	The Platform could be used for crowdsourcing campaigns, helping diversify its funding practices.	The Platform can be used to carry out surveys with citizens and to reach out to them. It can also be used to track volunteer's time spent in activities.
Stará Tržnica	The OH Platform can be used to boost transparency, document results from meetings with tenants, or to propose and discuss cooperation among tenants.	The Platform could be used for crowdsourcing campaigns, helping diversify its funding practices.	The Platform can be used to carry out surveys with citizens and visitors, to assess their interest, level of satisfaction and activities they would like to attend.

Table 5 - Possible uses of the OH Platform - Analysis of OCs

Source: Platoniq



# 9. The OH Platform's Legacy

Along the OpenHeritage project, the developments for the OH Platform were assessed and co-designed considering the planned customizations as well as adapting to the needs and issues identified with CHLs and partners. For the Berlin Consortium Meeting in 2019, for instance, a participatory process<sup>11</sup> was conducted in the OH Meta platform to identify those needs, and to collaboratively map new features that could be developed. Going back to the Legacy Cube Model, some of the developments below were unplanned, but according to the evaluation of CHLs and FHLs, they had, will have or are expected to have a positive impact in the usability and adaptability of the OH platform by heritage communities. In this sense, the OH Platform's legacy is positive, and depending on the context, means, mechanisms and conditions of transfer implemented or faced by heritage communities, it can be successfully implemented in the future by other legacy-holders. Furthermore, considering Decidim is used by more than 200 democratic institutions, including 80 cities, 30 governmental institutions and 40 social organizations, there is great potential for the OH Platform's legacy to be reused by many other communities. Below we describe extensively all the features developed and our legacy assessment, for future reference and to serve as means to facilitate such transfers.

# **Planned And Unplanned Developments And Their Description**

# **BLUEPRINT NAVIGATOR (NAVIGATIONMAPS)**

# Legacy assessment: Unplanned, positive outcome

This module provides the installations with a decision area where they can display processes and activities that occur in physical spaces, using maps or images of spaces. This development allows the processes occurring in a managed physical space to be mirrored over images, providing an alternative visual navigation that facilitates the management of physical spaces.

The main goal achieved was, through maps or floor plans, to give contextual information visually to ongoing processes. However, it was not possible to add these visualizations to areas other than the homepage. In order to add them to other parts, the

<sup>&</sup>lt;sup>11</sup> https://labs.openheritage.eu/processes/berlin-meeting/f/36/



Decided platform must provide a method for adding content blocks to other application spaces. Future versions of this module will be adapted to such a change, if possible.

This module allows admins to upload any arbitrary image and draw sensible zones over it with direct links to other places (ie: a specific participatory process) or display a popup explaining something. Maps can be displayed in the homepage or as part of a process group landing.



Figure 13 - Blueprint Navigator

Source: https://github.com/Platoniq/decidim-module-navigation\_maps

Usage

NavigationMaps is available as a Content Block widget (currently for the homepage only).



# Figure 14 - Blueprint Navigator on Hof Prädikow's OH Platform



#### Source: https://praedikow.openheritage.eu/

Results obtained: 3 OH CHLs have been using the Blueprint Navigator, with a positive impact on the visual user experience in participatory processes on the platform. The different uses given have provided the users of the platform a clean and visual approach as to how to link the different physical spaces of their Labs to particular Participatory Processes inside the platform, as we can see in the picture above.

#### **COMPARATIVE STATS MODULE**

#### Legacy assessment: Planned, positive outcome

The Comparative Stats module groups the aggregate module of contents and the submodule of statistics. The goal of this development was to quickly analyze how Decidim is used across instances, organizations and institutions and, by complementing it with external ratings, to improve the effectiveness of future processes. The main limitation encountered is the current status of the Decidim API (version 0.27). This API is not complete and does not provide full access to the entire platform's content. It does, however, provide access to generic metrics and their daily evolution. For this reason, this module has started with the generation of graphs based on global metrics. Participatory processes are currently available as well. Another limitation found is that the generation of metrics must be configured specifically on each Decidim instance and it is common to find that it has not been done correctly (for example, the city of Helsinki shows 0 registered users when they are over

#### Deliverable 5.3



60,000). Thus, this module will remain in a "beta" state until more complete information can be obtained from the Decidim's API.

### Results obtained:

The statistics module has been tested on multiple european organizations, despite the limitations of the module itself described in the previous paragraph. In the context of the OpenHeritage project, we have set up a configuration for the 6 Labs, installing the new statistics module.

# Figure 15 - Comparative Stats



Source: https://github.com/Platoniq/decidim-module-comparative\_stats



#### **DECIDIM AWESOME**

#### Legacy assessment: Planned, positive outcome

#### Usability and UX tweaks for Decidim

This plugin allows the administrators to expand the possibilities of Decidim beyond some existing limitations. All tweaks are provided in an optional fashion with granular permissions that let the administrator choose exactly where to apply those mods. Some tweaks can be applied to any assembly, others in a specific participatory process or even in type of component only. This plugin explores and combines open tools for enriching democracy also for organizations or companies, such as CHLs and FHLs, not only governments. This plugin was developed closely with the core team of <u>Decidim</u>.

#### Usage

Decidim Awesome is a module that hacks Decidim in order to provide more features or improve some aspects of it. It generates an admin module that allows them to choose which hacks to apply. Each hack can be scoped to one or more specific participatory spaces or components.

Tweaks Decidim Awesome does:

#### 1. Image support for the Quill Editor

Modifies the WYSIWYG ('What you see is what you get') editor in Decidim by adding the possibility to insert images. When uploading images, Drag & Drop is supported. Images will be uploaded to the server and inserted as external resources (it does not use base64 in-line encoding). This feature allows you to use images in newsletters as well.



#### Figure 16 - Decidim Awesome Quill Editor



Add images by dragging & dropping or pasting them.

Source: https://github.com/Platoniq/decidim-module-decidim awesome

#### 2. Auto-save for surveys and forms

With this feature admins can activate (globally or scoped) an auto-save feature for any form in Decidim. It works purely on the client side by using LocalStorage capabilities of the browser. Data is stored every time any field changes and retrieved automatically if the same user with the same browser returns to it in the future. Saving the form removes the stored data.

#### Figure 17 - Decidim Awesome Auto-save



Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

3. Images in Proposals

Deliverable 5.3



Even if admins have not activated the WYSIWYG editor (Quill) in public views (e.g.: proposals use a simple text area if the rich-text editor has not been activated for users), they can allow users to upload images in them via Drag & Drop over the text area.

Figure 18 - Decidim Awesome Images in Proposals

EATE YOUR PROPOSAL	
of 4 (see steps)	
le *	
new proposal test	
dy *	
his image has been dragged&dropped in here:	
nttp://localhost:3000/uploads/decidim/decidim_awesome/editor_image/image/2/image- .599826454568.JPG	
t will be rendered in the proposals page.	
d images by dragging & dronning or nacting them	

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### 4. Markdown editor for proposals

This feature allows to use markdown when creating proposals instead of a bare text area.

#### 5. Admin scope configuration

All tweaks can be configured and scoped to a specific participatory space, a type of participatory space, a type of component or a specific component. Many scopes can be defined for every tweak.



# Figure 19 - Decidim Awesome Tweaks for Editors

When uploading images, Drag & Drop is supported. Images will be uploaded to the server and inserted as external resources (it doesn't use base64 inline encoding).  ADMIN BACKEND MODS  Allow images in the full HTML editor This will add a image uploader icon in all the editors WYSIWYG with the full toolbar enabled.  Applicable only in these cases:      Assemblies Edit Delete     Eligendi et repellat occaecati sed. Processes Edit Delete Add case
ADMIN BACKEND MODS  Allow images in the full HTML editor This will add a image uploader icon in all the editors WYSIWYG with the full toolbar enabled.  Applicable only in these cases:  Assemblies Edit Delete Eligendi et repellat occaecati sed. Processes Edit Delete Add case
<ul> <li>Allow images in the full HTML editor</li> <li>This will add a image uploader icon in all the editors WYSIWYG with the full toolbar enabled.</li> <li>Applicable only in these cases:         <ul> <li>Assemblies</li> <li>Edit</li> <li>Delete</li> <li>Eligendi et repellat occaecati sed.</li> <li>Processes</li> <li>Edit</li> <li>Delete</li> </ul> </li> <li>Add case</li> </ul>
Applicable only in these cases:
Allow images in the minimal HTML editor This will add a image uploader icon in all the editors WYSIWYG with minimal options in the toolbar enabled.
<ul> <li>Applicable only in these cases:</li> <li>Meetings Doloribus tempora deserunt voluptates consequatur. Assemblies Edit Delete</li> <li>Page Edit Delete</li> <li>Add case</li> </ul>
PROPOSALS MODS Mods in this section applies to the admin backend and user space
This will allow to upload images in the proposals editor, available to any user.
Applicable only in these cases: Always Add case
✓ Use a Markdown editor in proposals instead of Quill This will substitute the Quill WYSIWYG editor in proposals, and use a Markdown editor and frontend processor (text in database will be saved as markdown text)
Applicable only in these cases: • Assemblies Edit Delete Add case

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### 6. Awesome map component

This is a component which can be added to any participatory space. It retrieves all the geolocated content in that participatory space (meetings or proposals) and displays it in a map. It also provides a simple search by category, each category is assigned to a different color.



# Figure 20 - Decidim Awesome Maps



Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### 7. Fullscreen Iframe component

This is a simple component that can be used to embed an Iframe with any external content in it, filling all the viewport.

#### Figure 21 - Decidim Awesome Fullscreen Iframe

Hor		Assemblies				
Segundo co #congreshabitatge t2	• Primer congreso d	e vivienda de Ca e vivienda de Cataluña	taluña			
THE ASSEMBLY FUL	LSCREEN IFRAME	TIME TRACKER				
B I <u>U</u> <del>S</del> ⊨	e≡≣≣ o	C 📎 Color 🗸		≓ © ★	۰ ج	2251
	Welcome to I sees the sam	Platoniq's Etherpad! This pad text le text. This allows you to collabo	t is synchronized as you type, so that everyone view rate seamlessly on documents!	ving this page	XAT 🌯 0	

#### Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### 8. Live support chat

With this feature participants can have a support chat in Decidim. It is linked to a <u>Telegram</u> group or a single user chat using the <u>IntergramBot</u>. It is possible to invite the bot to



a group or chat with it directly, by using an admin's ID and inserting it into the Awesome settings.

Figure 22 - Decidim Awesome Live Support Chat



Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

# 9. Custom CSS applied only according to scoped restrictions

With this feature admins can create directly in the admin dashboard a CSS snippet that is only applied globally, in a particular assembly or even a single proposal.



# Figure 23 - Decidim Awesome Custom CSS

Editor hacks	Tweaks for styles						
Surveys & forms	Create custom CSS that applies only in certain parts of the public web (use the restrictions editor for that)						
Custom styles	You can use the following CSS variables for organization customized colors: var(primary), var(secondary), var(success), var(warning), var(alert), var(highlight), var(highlight, alternative)						
Proposals hacks	Custom styles #vz45enIm Remove this CSS box						
Live Chat	body {						
System compatibility	<pre>background: blue; } .wrapper {     background: red; } </pre>						
	Applicable only in these cases:         • Processes       Edit       Delete         • Assemblies       Aut et nihil labore vero.       Blog       Edit       Delete         Add case       Add a new CSS box						

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

# 10. Customizing Decidim's main menu

This feature allows admins to hide, modify or add items in the Decidim's main menu. Admins can also change the order, establish some conditions (like showing only for logged users) or open in a new window.



#### Figure 24 - Decidim Awesome Menu Customizing

Decidim awesome								
Editor hacks	New menu	item						
Surveys & forms Custom styles Proposals hacks Live Chat Menu tweaks System compatibility	Label * Blog Translations are URL * https://blog Position 4 Opens in New windo Visibility System defa	n't automatically detected, be sure to fill in all the example.org w	fields!	Save		English   Català   C	astellano	
Decidim awesome	Main menu					Ne	w item	
Surveys & forms	Label	URL	Position	Opens in	Visibility			
Custom styles	Home	1	1	Same window			× 0	
Proposals hacks	Assemblies	/assemblies	2	Same window	Only visible for logg	ed users	× 8	
Live Chat	Participatio	on /processes	3	Same window	System default (usua	lly visible)	× 8	
System compatibility	Blog	https://blog.example.org	4	New window	System default (usua	lly visible)	2 8	
-,,	Help	/pages	7	Same window			e 3	
								_
Hessel Inc					Q	English 🛨	Sign Up	Sign Ir
Home		Participation		Blog 12		Help		1383 X
Hessel Inc			Search	đ	English 👻 🐥	🖾 Shala Rodrig	guez II 👻	🖍 Edit
Home		Assemblies						
							1000	

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

11. Assign admins to specific scopes and prevent them from modifying anything else

This feature converts any participant on the platform (that is not currently an admin) to a limited subset of participatory spaces or event components. Add participants to a box and scope them to some constraints. These participants will see the "Edit" button



everywhere they have permissions. Any access to unallowed zones will redirect the user to the admin index page.

Bernier, Lowe and Gislason		Search Q	English 👻 🐥 🗹 Sonny Lynch 🖵 🖍 Edit
Home		Assemblies	
Edited assembly #sequitz • Modi reiciendis.	×		
THE ASSEMBLY MEMBERS DEBATE	S MEETINGS PAGE PROPOSALS		
Bernier, Lowe and Gislason		Search Q	English 🔻 🐥 🎽 Sonny Lynch 👻
Home	Processes	Assemblies	Help
<b>Edited assembly</b> #sequite: • Modi reiciendis.	×	the state	
THE ASSEMBLY MEMBERS DEBATES	5 MEETINGS PAGE PROPOSALS		
Decidim awesome Editor Hacks	Tweaks for admins		
Surveys & Forms	Promote regular user to admins that can only	administrate certain parts of the publ	ic web (use the restrictions editor for that). Note
Custom Styles	that any user, if already admin, will be ignored	<i>d.</i>	
Proposals Hacks	Scoped admins group #y7wu3z6w		Remove this "Scoped Admins" group
Live Chat	Sidney Eisher 35.0 (@nestor - meeti	ng-registered-user-35-0@exam	
Menu Tweaks	States Hater 55 0 (@nestor - meetin		pretorg)
Limited Admins	Applicable only in these cases:		
System Compatibility	Assemblies Edited assembly Pro Add case	posals Edit Delete	
	Add a new "Scoped Admins" group		

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### 12. Custom fields for proposals

Admins can substitute the body of a proposal with a set of form fields. Editing is done via a Drag & Drop interface in the admin dashboard and can (and should) be scoped to apply only to certain proposal components. Technically, the content is stored in the database as an XML document compatible with normal HTML (it uses the DL/DT/DD elements).



Figure	26 -	Decidim	Awesome	Custom	Fields	for Pror	osals
riguic	20 -	Declaim	Awc30mc	Oustonn	i icius	101 1 104	03013

< Back	
EDIT PROPOSAL	
	* Required fields are marked with an asterisk
	Title _
	Proposal 2, a better on
	at least 15 characters, 127 characters left
	Header
	Age*
	44
	Text Area
	1 2
	2
	Header
	hi, behave here
	Number
	1
	Date Field
	04/11/2021
	Checkbox Group
	Option 1 Option 2
	Radio Group
	Option 1
	Option 2 Option 3
	Select
	Option 2
	Autocomplete
	Option 3
	Category
	Please select a category 🔻
	Create proposal as
	Pres. Rodolfo Trantow
	Send

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome



Custom Styles	NOTE: These features are experimental. Use them with caution!							
Proposals Custom Fields	Create custom proposal fields that applies only in certain parts of the public web (use the restrictions editor for that)							
Proposals Hacks	Data is stored in a XML object using compatible HTML attributes (dl,dt,dd elements) replacing the "body" in a normal proposal.							
Live Chat	Custom fields #to3ryshi	Remove this "custom fields" boy						
Menu Tweaks	Header	💭 Text Field						
System Compatibility	Age	E Text Area						
	· ••	# Number						
	Tavt Area	🛗 Date Field						
		3 Checkbox Group						
		1 Radio Group						
	Header	🗐 Select						
	ki kokaus kore	🖹 Autocomplete						
		H Header						
	Number	¶ Paragraph						
		🗂 Hidden Input						
	Date Field							
	mm / dd / yyyy							
	Checkbox Group							
	Option 1							
	Radio Group							
	Option 2							
	Option 3							
	Select							
	Option 1							
	Autocomplete							

### Figure 27 - Decidim Awesome Custom Fields for Proposals

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### 13. Custom Redirections (or URL shortener feature)

Admins can create custom paths that redirect to other places. Destinations can be internal absolute paths or external sites. It is also possible to choose to sanitize (ie: remove) any query string or to maintain it (so you can decide to use it).

For instance, admins can create a redirection such as:

/take-me-somewhere => /processes/canary-islands

Using a link with a query string (ie: /take-me-somewhere?locale=es) that will redirect the user to:

- /processes/canary-islands if query string is sanitized
- /processes/canary-islands?locale=es if query string is not sanitized

Redirections work only after all other routes have been processed, admins cannot override an existing route. The admin panel comes with a button to check if the redirection works (meaning that no other route is used by the application). Non-working routes will simply be ignored.



T Editor Hacks	Custom Redirections New redirection							
Proposals Hacks	You can define any	You can define any route (starting with 🖊) to redirect any visitor to a destination URL.						
Surveys & Forms	Destination can be an absolute path (ie: <a href="mailto://processes/some-process">process</a> ) or start with <a href="http://decidim.org">http://decidim.org</a> )							
Custom Styles	Take into account that a redirection only works if none other route matches. It is not possible to override original routes (this is by design). If unsure, use the check redirections button to test for incompatibilities.							
Proposals Custom Fields	Active	Origin	Destination		✓ Check redirections			
Scoped Admins	×	/admin	/admin/test	ERR basic (200	)		8	
■ Menu Tweaks	×	/third	http://decidim.org	OK! redirect (	302)		8	
🖆 Custom Redirections		,						
E Live Chat	×	/second	/processes	OK! redirect (	302)		8	
- Live Char	×	/inactive	http://decidim.org	N/A basic (404	)	ø	8	
** System compatibility	×	/admin/assemblies	/admin/assemblies	ERR basic (200	)	ø	8	

#### Figure 28 - Decidim Awesome Custom Redirections

Source: https://github.com/Platoniq/decidim-module-decidim\_awesome

#### Results obtained:

The module has been widely used across the platforms of the different CHLs to tweak the different appearances of the processes. They have created different rules to hide, show and alter the style of the views they wanted. Tweaking the menu inside Decidim has been also common throughout the Admin's behavior when using this module. The improvements of the Quill editor have been also used for the different fields in the components chosen to enable the participation of their community.

Most of the changes can be seen in their platforms, mostly due to the importance given to appearance and the control that the participants have to embed and add new content to publicacions using markdown. Decidim Awesome has also been extensively used by Decidim communities beyond OpenHeritage and well evaluated by the community in public events such as Decidim Fest, setting up a legacy that goes further than the goals established by OH itself.

#### ALTERNATIVE LANDING

#### Legacy assessment: Unplanned, positive outcome

This module provides alternative and additional content blocks for the Decidim Homepage and Process Groups homepages. Content Blocks are Admin-managed blocks that can be freely disposed, currently in the Homepage and in a Process Group Homepage. With this module your Decidim instance will have access to:

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- A Calendar widget for the homepage with active events in it.
- Extra info
- Alternative "Hero" style blocks, with images and text positioned in several ways (horizontal/vertical stacks, tiled, etc)
- Highlighted consultations
- Latest blog posts (with the ability to choose which ones to show)
- Upcoming meetings

# Figure 29 - Alternative Landing



Source: https://labs.openheritage.eu/

Results obtained:

The development of this module has provided the Decidim ecosystem of a powerful, yet simplistic, module to alter the landing of the platform. The use of this module has improved the visual impact of the different labs, giving them the possibility to handle different options to include as blocks.

The admins of the platforms have added new images using either the half-full or full blocks developed in the plugin and, mixing with the Decidim Awesome plugin, have altered part of the presentation by default.



#### TIMETRACKER

#### Legacy assessment: Unplanned, positive outcome

By default, every time tracker component has an attached questionnaire for each volunteer to fill with their personal data and to give their consent to the Terms & Conditions (further referenced as questionnaire for assignees). Activities have also an attached questionnaire for the volunteer to fill when they request to be assigned to that activity (further referenced as questionnaire for activities). This is a very simple questionnaire with questions about how certain tasks may usually be perceived as related to gender roles. This can be useful to have a better understanding of the perception of tasks and more or less equal .

Both questionnaires are enabled by default and can be customized. Admins may also disable the questionnaire shown for activities. However, take into account that administrators can always modify or create custom questionnaires.



Figure 30 - Timetracker Mock-up

Source: Platoniq



# Figure 31 - Timetracker Co-Design on OH Labs Platform



Source:https://labs.openheritage.eu/processes/berlin-meeting/f/36/proposals/13?filter%5Bcategory\_id %5D%5B%5D=21&per\_page=20

#### Results obtained:

The Time Tracker module has been tested and its functionality has been compared to the experience of Can Batlló in the XII Arquitecturas Colectivas event (as we mentioned in the section 6), when Can Batlló members counted the hours their volunteers made and did research on how that time could be estimated into their equivalent value in public investment. Also it has been installed and is being tested in Canòdrom, so that the resident projects can track and share their contribution towards the wellbeing of the community being created in this new phase of reuse of the building as a Democratic Innovation Hub.



#### **NOTIFY/CONVERSATIONS**

#### Legacy assessment: Planned, positive outcome

This is a note-taker feature focused on conversations. This module provides a component for any participatory space in Decidim. It allows admins to add the different users of the platform as, either, participants or moderators of the dialogue. The participation is driven using different sections that contain the questions for each part of the debate, where the moderators write the opinions expressed by the participants.

#### Figure 32 - Notify/Conversations

<b>lihil re</b> sintϥTem	pellendus ut ut velit.	PHASE 1 OF 1 Aut. 2020-12-13 - Process pha	2021-03-13 ases
IE PROCESS	DEBATES MEETINGS NOTIFY PROPOSALS SURVEY		
Chapter Set the cha Author - Author, us Statement *	pter ie the number or name	•	Note Takers
Write the sta	itement	Tip: use CTRL + Enter to publish your note	Participants
	EXTINCTIONS -		
	Gilberto Stehr Jr. (@lionel) Actually, there's more species of birds than mammals currently 13/01/2021 08:45	1 1	
	Carleen Luettgen (@tonita) Dinosaurs are not really extinct, they evolve into birds! 13/01/2021 09-44	1 *	
	Damon Gorczany 4 1 endr0 (@mertie_adams) Dinosaurs when extinct 65 million years ago 13/01/2021 08:29	û ≯	
	Cleora Labadie V 1 4 endr1 (@benton) I love dinosaurs, there where amazing beasts! 13/01/2021 08:28	û *	

Source: https://github.com/Platoniq/decidim-module-notify



### Results obtained:

This Decidim module provided a fully functional note-taking app integrated in the Decidim processes as a component. This module is also being used by FHLs and other Decidim communities, to handle public meetings and take notes of the different public sessions that take place in their spaces.

#### SOCIAL CROWDFUNDING

#### Legacy assessment: Planned, positive outcome

This is a module that translates Goteo crowdfunding campaigns to the Decidim platform. It handles the data of projects inside the Goteo platform and presents them as a component in any participatory space on Decidim instances. With new styles and a new presentation linked to the one of the Decidim instance, the users can get to know campaigns that are being funded and have a user-friendly interface to end up donating to those projects. This module uses the <u>Goteo API</u>, so the admin has to be logged in and have an API Key to be able to extract all the necessary information.



# Figure 33 - Social Crowdfunding Mock-up

Home		
A _		Process phases
THE PROCESS SOCIAL CROWDFUNDING CAMPAIGN		
iLes Mercedes presentan Bol en Bicil Les Mercedes presentan BolenBici Bol en Bici LES MERCEDES	Copy link	not implemented in api In campaign DONATE BECEIVED €13,938 MINIMUM €5,430 €18,330
ELUSABOL HOLON Watch on Wielder	Visioum Optimum	Contributing 65 Example 20 CERO" + AGRADECIMIENTO DIGITAL • Firma del manifiesto "Residuo Cero to 1": se presentarà ante la Generalitat, la AMB y el Avantamiento de Barcelona para seguir
Tasks Coste recompensas, transporte y parte comisión de Goteo Ilustración de "La Mercedes" realizada por Alex Martínez y Elisa Munsó 30 unidades: impresión de la Ilustración en papel reciciado 30 unidades: confección de la bolsa tipo tote bag/ mochila por el taller Monu del Poblesec Servicios de transporte de las entregas Parte de la comisión del 5% de Goteo.	6890	<ul> <li>Agramante por modelos productivos y hábitos de consumo respetuosos con las personas y el planeta.</li> <li>Agradecimiento digital en nuestras redes.</li> <li>Si eres persona física, te puedes desgravar hasta el 80% de esta aportación. Calcula cuánto aquí, te.</li> </ul>
Horas de diseño y arranque del proyecto: Holon, Les Mercedes y Reusabol HOLON: Gestión del diseño de producto, 20 horas asesoramiento (1 mes), 4h por semana, LES MERCEDES: Tareas comerciales, gestión de pedidos (2 meses) y facturación, AH semanales.	€1,560 s	Contributing €12 FURSA MANFIESTO "ESIDUO CERO" - SAUXAPANTALLAS (LUSTRACION BOITAL) • Firma del manifiesto "Residuo Cero Le"; se presentarà ante la Generalitat, la AMB y el

Source: Platoniq

Results obtained:

The module has been developed and it is being evaluated by different FHLs for future implementation, some of which have already held Civic Crowdfunding campaigns with Goteo. They are assessing how to connect the participacion of their community on the Decidim digital participatory platform and the economic boost that a crowdfunding campaign can have to their community and project development.


In this last section of this deliverable, we have described and analyzed the legacy and results obtained from the features developed by Platoniq to adapt and customize Decidim for the use cases, use journeys, pains and needs of heritage communities. Our final conclusion is that overall the OH Platform legacy is positive and well evaluated by CHLs and FHLs, with much potential to be uptaken by other AHR projects and further supported by local institutions interested in promoting tools and resources for an open, participatory and democratic governance of heritage sites. Moreover, the features developed for the OH Platform are already being well-received by other communities using Decidim, setting a legacy for the project that goes beyond its initial goals.



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