

# MONITORING AND EVALUATING THE STATE OF THE RIGHTS TO EUROPEAN ACTIVE CITIZENSHIP

## *Note for a handbook on the implementation of the monitoring process*

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1

## Content

1. The toolbox
2. The Checklist
3. The Matrix
4. Implementation of the monitoring process
5. Future steps of the project

ECAC partners' meeting 20/05/2008

2

## 1. The Toolbox

### OBJECTIVE

- Monitoring and assessing the progress of Active Citizenship Rights at national and EU levels

### COMPOSITION

- The *Checklist*: set of information gathered for each right
- The *Matrix*: set of indicators and related options for their scoring

### STRUCTURE

- A. General framework;
- B. Specific framework.

## THE TOOLBOX: STRUCTURE OF THE CHECKLIST AND THE MATRIX

**A. GENERAL FRAMEWORK** → (1) Cultural and political context; (2) State – citizens' organisations relations; (3) Private sector-citizens' organisations relations; (4) Citizens-citizens' organisations relations

### **B. SPECIFIC FRAMEWORK → RIGHTS (from ECAC):**

- 1) Related to activities → to intervention; to carry out prevention activities; to consultation; to evaluate.
- 2) Related to procedures → to access; to a qualified interlocution; to respect of time and obligation to give a feedback; to trust and equal dignity; to facilitation and support measures.

### **→ DIMENSIONS**

- 3) Formal conditions → From laws; From policy documents; From common practices
- 4) Practices → Detectable activities and their success
- 5) Problems → Implementation gaps and obstacles; Complaints

### **→ INDICATORS**

Indicators that could be considered measures of matters of fact able to give, directly or indirectly, information on the degree of implementation of the rights of the Charter

## 2. The Checklist

- Structured document through which gather and organize information about the general framework in which the European Active Citizenship Rights are implemented (part A) and the existence and implementation of the 9 rights at stake (part B);
- The information could come from different sources:
  - citizens' organisations;
  - public officials;
  - key actors and
  - other sources (CSI report; Previous researches on public policies on civic activism etc.)

## The Checklist and the Form

- Each indicator (and sub-indicator) of the Checklist is defined by a specific question.
- The information that is requested to be synthesized is the answer, positive or negative, to this question and the justification for it;
- An operational instrument, the "Form for gathering the information" has been developed to easy collecting information from the various sources.
- It's structured in the same way of the Checklist, but it refers only to one source at a time.

### 3. The Matrix

- Made by the same indicators of the Checklist;
- Indicators are accompanied by the options for their scoring;
- Has been tested for each country and European Union during the partners' meeting (as for EU on 24 June in Ancona);
- The scoring reflects a "model" implying an evaluation of what is better (score 3) and what is worst (scoring 0) in order a right to be effectively implemented. This model comes from experiences of concrete relations between public institutions and citizens' organizations that have been studied to set up the Charter of European Active Citizenship.

### 4. Implementation of the monitoring process

- It could be developed by subjects interested in monitoring the state of the Rights to Active Citizenship (such as citizens' organisations, public institutions engaged in the development of an actual Active Citizenship policy, experts in the field and so on);
- Roles the process requires to be developed are:
  1. Process Coordination
  2. Collection of the information
  3. Evaluation



## 1. Process coordination

- To identify people who could be the first degree sources of information and the second degree sources from which extract pertinent data;
- To identify people in charge to collect the information;
- To illustrate people in charge of collecting information how to develop their role (the coordinator too);
- To monitor the process of collection of data;
- To synthesise all the information collected in the Checklist (the collector of information too);
- To organise the event in which the scores will be assigned;
- To synthesise the results of the process and use them according to the aims of the monitoring process.



## 2. Collection of information

- To interview first degree sources (or to send them the Form for the gathering of the information to be filled in);
- To fill in the Form in case of second degree sources;
- To participate in the event in which the scores will be assigned as resource people, meaning to present and respond to questions regarding information collected.

## Phases, roles and activities for the collection of information

Phases of the process of collecting of information	Role	Activities
I. Management	Process coordination	<ul style="list-style-type: none"> <li>- To find people in charge to develop the gathering of information;</li> <li>- To train them to carry out the process;</li> <li>- To monitor the process of collection of data.</li> </ul>
II. Search for the sources of information		<ul style="list-style-type: none"> <li>- To find people to interview for collecting information from first degree sources;</li> <li>- To find second degree sources to be used to extract pertinent information.</li> </ul>
III. Filling in the FORM	Collection of information	<ul style="list-style-type: none"> <li>- To interview people and fill in the Form for every interview, indicating in it the kind of source from which the information provided comes from.</li> <li>- To extract pertinent information from the second degree sources and fill in the Form for each of them.</li> </ul>
IV. Synthesising of information	Process coordination/ Collection of information	<ul style="list-style-type: none"> <li>- To synthesise all the information collected in the Checklist, source by source.</li> </ul>

## How to fill in the Form

- *First degree sources:*
  - One Form for every interview;
  - Marking the box specifying the kind of source interviewed;
  - Starting from section B1;
  - Section A is supposed to be filled in with the information coming from the CSI report (or other second degree sources when CSI report is not available).
- *Second degree sources:*
  - One Form for every second degree source available.
  - Starting from the section A, if the source is the CSI report. In case the CSI report is not available, section A will be filled in with information coming from other second degree sources.

Information has to be inserted in every Form:

- Marking the box “**Yes**” or “**Not**” (or **not available**) depending on answer to the question below every indicators (and sub-indicators);
- Reporting the **main explanations** to justify the answer.

## How to fill in the Checklist

- To synthesise the information coming from all the Forms filled in, source by source:
- Marking the box “**Yes**” or “**Not**” (or **not available**) depending on the majority of the answers coming from sources of the same kind, for every indicators (and sub-indicators);
- Report the **main explanations** to justify the answers (even if in contradiction with the majority of the answers).
- Report on the existence of disagreements among the various sources of information. It is necessary to note if there are disagreements (answering “**Yes**” or “**Not**” or “**not available**”) and to take note of the kind of disagreement.

## 3. Evaluation

### 1. Internal evaluation:

- The people coordinating the project have to meet together and score the indicators according to the information collected in the Checklist;

### 2. External evaluation:

- A specific event will be organised.
- Convening several people belonging to different categories (citizens’ organisations, public officials, representatives of mass media, experts and so on).
- Starting from scores already assigned, a final score will be given to the indicators.
- The new scores will be adjustments of the first ones, which take into account opinions and suggestions coming from subjects external to the process.

## Phases, roles and activities for the process of scoring

Phases of the process of scoring	Roles	Activities
I. Management	Process coordination	<ul style="list-style-type: none"> <li>- To organise the event in which the scores from people involved in the process will be assigned;</li> <li>- To organise the event in which the scores from people out of the process will be assigned;</li> </ul>
II. Event for the scoring exercise		<ul style="list-style-type: none"> <li>- To participate as coordinator of the scoring exercise.</li> </ul>
	Collection of information	<ul style="list-style-type: none"> <li>- To participate as resource people, meaning to present and respond to questions regarding information collected.</li> </ul>
	Evaluation	<ul style="list-style-type: none"> <li>- To develop the scoring exercise from the point of view of people involved in the process;</li> <li>- To develop the scoring exercise from the point of view of people out of the process.</li> </ul>
III. Follow-up	Process coordination	<ul style="list-style-type: none"> <li>- To synthesise the results of the process and use them according to the aims of the monitoring process.</li> </ul>

## How to assign the score (1/3)

- Two processes of scoring (internal evaluation - people directly involved in the process; external evaluation - external subjects)
- Using the Matrix
- There should not be an overlapping among the roles of coordination of the process, the collection of information and external evaluation;
- Integrate the roles of coordination and collection of information with that one of internal evaluation;
- The description for each scoring options and
- The information available in the Checklist for each indicator.
- The score to assign is the one (from 0 to 3) better able to describe the information contained in the Checklist.
- As the scoring options in the Matrix are made by different sentences, they have not to be all true to decide to give the score to one indicator → they are alternative options of which only one could represent well the situation described in the Checklist.

## How to assign the score (2/3)

- Decimals (2.3, 1.8 etc.) are allowed only in case the situation related to the indicator to be scored could not be represented by a full score.
- The scores have to be reported in an ad hoc excel file named **SCORES** in the first sheet "scores per indicators".
- Not to score Section A when CSI report is available → report CSI score in the excel file. In all the other cases the scoring has to be done.
- In case of disagreements among sources of information for some indicators → after having scored the indicator considering the predominant opinions, the score has to be modified according to the following table.

Disagreements coming from:			
Key actors	Citizens' organisations	Public officials	Other sources
(+/-) 0,4	(+/-) 0,3	(+/-) 0,2	(+/-) 0,1

## How to assign the score (3/3)

- Change the score only in case disagreement is:
  - **EVIDENT**, meaning that there are relevant contradictions between the sources of information;
  - **MATERIAL**, meaning that the disagreement refers to an actual fact;
  - and **UNAMBIGUOUS**, meaning that there have not to be uncertainties about the disagreement.
- The score has to be decreased or increased, depending on the kind of answer concerning which the disagreement exists (examples in the note)
- First degree sources prevail on second degree ones;
- Citizens' organisations prevail on other sources because they are the subjects of the rights at stake;
- Key actors are supposed to have a better knowledge of the issues at stake and for this reason their answers are considered more trustable than those of the other sources;
- Public officials' answers have a minor value in that reflect their peculiar stance and role towards citizens' organizations.

## Rationale of the project

- Checklist and Matrix = **Toolbox** to improve the implementation of Active Citizenship Rights at European level and in the national context of European countries.
- In their final version, after their finalization (post Ancona) the Toolbox will be available for everyone (citizens' organizations, experts, public administrations and the media), to be used in a wider set of situations.
- Toolbox = concrete exercise of the right to intervention (no. 5) and the right to evaluate (no. 9) of ECAC (on the citizens' organizations' side).

## Next implementation of the process

- Decision of Regione Marche to use the Toolbox for reviewing its own policy towards citizens' organizations in a European framework.
- European, national and local institutions and public administrations → applying the Toolbox as policy instrument.
- Citizens' organisations, active at local, national or European level → monitoring the state of the Rights to Active Citizenship from the point of view of their sector of activity.
- Citizens → to evaluate the public policies in the field of Active Citizenship.
- Experts in the field of Active Citizenship → using the tools as well as in the results of the process of monitoring for their research purposes.
- Role of the partners organisations (train or provide consultancy to people interested in the implementation of the process)



## Future steps of the project

- Translation of the tools in the language of all the countries which participated in the project;
- Meetings at national level involving people interviewed and other stakeholders;
- Presentation of the project and its results during the 2008 and 2009 Civicus World Assemblies;
- Presentation of the project and its results during the 2008 ISTR Conference in Barcelona, on July 2008;
- Putting of the tools on the web, using an ad hoc web page linkable from the web-sites of ACN, FONDACA and partners' organisations