



Web-COSI
Web Communities for
Statistics for Social Innovation
INCREASING TRUST IN COLLECTIVELY
GENERATED STATISTICS

Web-COSI “Web COmmunities for Statistics for Social Innovation”

www.webcosi.eu

SEVENTH FRAMEWORK PROGRAMME

ICT-2013.5.5 Collective Awareness Platforms for Sustainability and Social Innovation
Coordination and support actions (Coordinating actions)

Grant Agreement Number 610422

FP7-ICT-2013-10

Deliverable 2.3

**Report Title: Mapping initiatives and best practice: the results of citizen
dialogue on well-being and societal progress**

Partner in charge: OECD

August 2014

DRAFT



This project has received funding from the European Union’s Seventh Framework Programme for research, technological development and demonstration under grant agreement no 610422

Contract Number: 610422

Project Acronym: Web-COSI

Work Package 2: Mapping and exploiting well-being and societal progress initiatives

Deliverable 2.3

Title: Mapping initiatives and best practice: the results of citizen dialogue on well-being and societal progress

Partner in charge: OECD

Type: Report

Date of delivery: 30 August

Due date of delivery (DoW): end of August 2014

Author/s: Scrivens K. and Gulbahar S. (OECD)

Deliverable 2.3

Mapping initiatives and best practice: the results of citizen dialogue on well-being and societal progress

Summary

The purpose of this report is to set out the preliminary result of an ongoing mapping exercise carried out within the context of the Web-COSI project to identify some of the key initiatives being undertaken by civil society to engage citizens with well-being and societal progress data and statistics. It focuses principally on experiences and best practices highlighted by two online discussions managed by Wikiprogress – the open-source community portal, hosted by the OECD - as well as through discussions on social media and with partners in the Wikiprogress network.

It sets out a simple typology of CAPS for engagement with well-being and progress statistics identified through the mapping exercise and concludes with some lessons learned and best practice highlighted in the citizen dialogue.

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Introduction

The need to look ‘beyond GDP’ and take in a broader range of statistics to measure well-being and societal progress is now fairly widely accepted amongst governments and national statistical offices. It is also being increasingly recognised that finding ways to get citizens and communities more involved in the development and use of well-being statistics is an important objective for data producers wanting to maximise the policy impact and relevance of improved measures. Many national and local initiatives are recognising this by consulting with the public when developing measurement frameworks and selecting indicators. These consultations tend to be principally through face-to-face events and surveys, and these methods can be highly effective. However, new methods, using interactive technology and web platforms allow the possibility to reach out to a much wider audience, and to engage citizens in a number of different ways beyond consultation.

The purpose of this report is to set out the preliminary results of an ongoing mapping exercise carried out within the context of the Web-COSI project to identify some of the key initiatives being undertaken by civil society to engage citizens with well-being and societal progress data and statistics. As Web-COSI is part of the CAPS2020 initiative, which focuses on the use of Collective Awareness Platforms (CAPS) for Sustainability and Social Innovation, an important aim of the mapping exercise was to identify projects using digital technology and online platforms for citizen engagement.

The report is structured as follows. Part 1 describes the citizen dialogue used to conduct the mapping exercise to date, consisting of two online discussions managed by Wikiprogress – the open community portal, hosted by the OECD - as well as discussions on social media and with partners in the Wikiprogress network. Part 2 presents an overview of the findings of the mapping exercise, setting out a preliminary typology of CAPS projects in the field of well-being and societal progress measurement, and discussing relevant examples. Part 3 concludes the report by setting out some lessons learned and best practice from the experiences covered in the mapping exercise.

1. Description of citizen dialogue mapping exercise

Wikiprogress hosted two online discussions in April and June of 2014 in order to crowd-source knowledge from the Wikiprogress community of practitioners, experts and engaged non-experts for the mapping exercise. A number of methods were used to engage citizens in the dialogue, including:

- Blogs: Each online discussion lasted around two weeks and was accompanied by related blog posts on the Wikiprogress ‘Progblog’ exploring themes of the discussion in more detail, which collectively received over 2,400 page views.
- Twitter: over 200 accounts were engaged, whilst tweets related to the mapping exercise reached over 364,000 accounts.
- Facebook: over 1,470 Facebook accounts were reached through posts related to the discussion.
- Wikiprogress network communication tools: more than 1,500 registered Wikiprogress users received notifications of the discussion, and the citizen dialogue was highlighted in the E-Brief newsletter, which is received by over 30,000 subscribers.

- Partnerships with relevant organisations, who then promoted the citizen dialogue through their own networks, including: CIVICUS, Data-Pop Alliance, Partnership for Open Data, PARIS21, Scottish Council for Voluntary Organisations, Ushahidi ‘Making All Voices Count’, the European Centre for Social Welfare Policy and Research, e-Frame Net, Happy City Bristol, Help Age International, Nesta, and the Australian National Development Index, as well as Web-COSI partners Istat, Lunaria and i-Genius.

All together, the discussions received 3,461 page views from over 2,500 visitors, and 153 comments from 52 individual participants were made on the discussion pages. In addition, contributions to the citizen dialogue were provided in the form of tweets, Facebook posts, emails to the Wikiprogress account, and article submissions for the Prog Blog.

The two discussions took different approaches to the over-arching topic of citizen engagement. The first discussion in April 2014, entitled “Engaging citizens in well-being and progress statistics: good practice from Europe and around the world”, acted as a broad introduction to the topic of citizen engagement and technology, and participants were asked to address the following questions:

- How can citizen engagement improve the development and use of well-being and progress statistics?
- Do you have any examples of good practice in citizen engagement in well-being and progress statistics?
- What role can technology – such as mobile apps or interactive web platforms – play in improving citizen engagement with well-being and progress statistics?

The second discussion, in June 2014, entitled “Making Data more Accessible for Society at Large” prompted more specific examples of the use of technology and interactive platforms, and asked participants to address the following questions:

- What role can Open Data play to increase citizens’ engagement with well-being and progress statistics?
- How can data visualisations and storytelling be used to increase our understanding of data?
- What are the best examples of crowd-sourced data related to well-being and progress?
- How else can technology or other innovative methods be used to make data more accessible to society at large?

The content of contributions to the citizen dialogue was wide-ranging and showcased a good balance of initiatives from Europe and from the rest of the world. In addition to providing information about their own experiences and opinions, participants in the citizen dialogue provided links to relevant websites, reports and other resources relevant to the topics being discussed. Overall, the quality of the discussions was very high, and covered the whole range of potential roles of citizen engagement in the measurement process, from the development of indicators/frameworks, to data collection, through to communication, analysis, and the re-use of open data. Participants represented different sectors of society, including government, research organisations, social enterprise, and civil society.

The mapping of initiatives enabled by the citizen dialogue provided a useful initial survey of current work. It allowed for the development of a simple typology of citizen engagement methods

in the field of well-being and societal progress statistics as well as indicating the areas where technology and collective platforms can contribute the most effectively in order to begin to identify best practice. The remainder of this report will set out the main findings of the mapping exercise conducted through the citizen dialogue.

2. Overview of the findings from the citizen dialogue: a typology of CAPS initiatives

The citizen dialogue conducted through the discussions and other tools brought together a diverse range of perspectives. While Wikiprogress is itself an online ‘collective awareness platform’, its activities have not traditionally focused on the role of technology in engaging citizens in measuring well-being and progress, and the citizen dialogue exercise represented the first time that the community focused on this issue in depth. The citizen dialogue therefore served two additional functions, aside the primary objective of mapping initiatives and best practice: it introduced issues such as digital technology, crowdsourcing and Open Data to those in the Wikiprogress community who had not previously considered their value for engaging citizens; and it brought a new wave of more technologically-minded participants to Wikiprogress, who were introduced to the platform and the ‘Beyond GDP’ community for the first time through the outreach activities surrounding the discussions.

Due to this mixing of audiences, much of the first discussion focused on the comparative advantages of more traditional, offline methods of citizen engagement versus the newer potential (and limitations) of digital technology. For many practitioners of well-being and societal progress indicators projects, citizen engagement was understood primarily in the sense of public consultation on the design of measurement frameworks and the selection of indicators. However, contributions from Open Data initiatives and other projects allowed for an initial understanding of the different ways technology can support citizen engagement with statistics and data. The knowledge acquired from the first discussion helped to focus the second discussion more explicitly on the different roles of technology in this area.

Together, the two discussions, and related citizen dialogue activities, helped to map out an initial typology of the different types of initiatives using collective awareness platforms (CAPs) to engage citizens with well-being and societal progress statistics. The different types of initiatives can be grouped as follows:

- Public consultation initiatives
- Communication initiatives
- Citizen-generated data initiatives
- Open data initiatives

2.1 Public consultation initiatives

Public consultation has long been a core principle of ‘Beyond GDP’ initiatives. As far back as 1998, in its Community Indicators Handbook, the NGO Redefining Progress stated that “the process of choosing our measures of progress must be a collaborative process, drawing on the creativity of the whole community”. This focus on collaborative methods and public consultation sprang from the philosophy of the community quality-of-life indicators movement in the United States and other countries, which emphasised the need to select indicators and goals that were representative of the values of community residents, rather than being imposed in a top-down

manner. As the ‘beyond GDP’ movement has gained momentum in recent years, with more and more national projects being conducted, the emphasis on the importance of public consultation has remained despite the increase in scale. Public consultation is seen to be a way to maximise the policy relevance and impact of well-being and societal progress measures, by involving citizens in the discussion of what government should focus its efforts on. This was underscored by the final report of the Commission on the Measurement of Economic Performance and Social Progress (widely referred to as the Stiglitz-Sen-Fitoussi report), which, in addition to setting out a number of highly influential methodological and conceptual recommendations for improving the measurement of well-being, also declared that “If we want Government to be more ambitious and focus on delivery of well-being, wider open and public discussion will be crucial” (CMEPSP, 2009). More recently, the final report of the FP7-funded BRAINPOoL project also identified citizen engagement as a key issue for strengthening the democratic legitimacy of new well-being measures in order to overcome political barriers and increase the political impact of alternative indicators (Whitby et al. 2014).

The importance of consulting with the public in indicator development was emphasised by several participants in the online discussions. For example, Jon Hall of the UNDP, and co-author of a report on the benefits of participative indicator development processes, *People, Participation, Progress* (Hall and Rickard, 2013), stated:

“To my mind, citizen engagement [in the development of new indicators] is important for several reasons. First, it creates legitimacy around the indicators. How can we purport to measure other people’s well-being without asking what they think (“not about us, without us”). Second, it can help to ensure that indicators resonate with a broader audience and generally improve the content. And third, it can create a community support-base around indicators which can help to ensure they are used.

Moreover as we argued in the People, Participation, Progress report, the very process of engaging citizens in the process can yield various benefits above and beyond any set of indicators that are produced. Engaging citizens in these projects can strengthen the machinery of democracy (e.g. through deliberative democracy), make the business of government easier (e.g. by promoting political economy of reform), and improve a society’s capacity to tackle issues, spark innovation and change behaviour.”

(Online discussion, April 2014)

2.1.2 Offline vs online methods of consultation

While public consultation is the type of citizen engagement most closely associated with the new measures of well-being and progress, it is an area where the potential of interactive technology is still to be fully realised. For many in the online discussions, especially those working on smaller-scale community projects, citizen engagement through consultation is more suited to face-to-face events such as focus groups or community meetings, while online methods were seen as more appropriate for the collection and communication of the data. For example, Sam Wren-Lewis of Happy City in Bristol, UK explained:

“The reason we are so keen to use both on- and off-line tools for citizen engagement is because of their different (a) styles of engagement and (b) potential coverage. On-line tools are great because they can do things that cannot be done off-line, such as the collection, visualisation and user exploration of large amounts of data. Their potential coverage is also fairly unlimited – once the tool (e.g. website, app, etc.) has been developed, it can be used by as many people as can access it. In contrast, offline tools (such as workshops, events, installations, etc.) have limited potential coverage, though are key to involving those groups whose primary method of engagement is not through digital technology... workshops and

community events are vital for engagement, in that they provide people with the opportunity to evaluate their well-being with others – their neighbours, kids, etc.”

(Online discussion, April 2014)

Responding to this, Ben Warner of Jacksonville Community Council Inc. (JCCI), one of the longest-lasting and most influential community indicator projects, based in Florida, added:

“One of the benefits of off-line participation is the strengthening of the people involved in the process. We’ve seen people from diverse neighbourhoods gain a feeling of connection and solidarity when they see that the issues they struggle with are not unique to their neighbourhood but are shared by others. Often the real solutions and progress come out of the connections, as shared concerns lead to sharing solutions, or people join together to face an issue that seems overwhelming to face alone. Even more significantly, people want to feel heard – that they are important enough and their concerns are important enough to be part of the community conversation. Being there in person and seeing someone listen – if that makes sense – validates the experience in ways that online participation just can’t replicate. Also people are nicer to each other in person. Online participation is much harder to build consensus.”

(Online discussion, April 2014)

While bringing people together through face-to-face methods allows people to communicate with each other and project managers in a more personalised and meaningful way, the number of people who can actually participate in such events is necessarily limited, bringing up questions of the representativeness of the process. Doug May, a professor of economics at Memorial University of Newfoundland and Labrador, who has a long history of working with community and national well-being measurement projects in Canada, says:

“The challenge...is obtaining a truly ‘representative’ view of what citizens believe is truly important or what their vision of progress is. The process I have witnessed is the use of focus groups that often involve representatives of advocacy organisations; these groups may not be representative of citizens.”

(Online discussion, April 2014)

For public consultations on a national scale, the logistics of ensuring the representativeness of contributions is an even greater challenge than at the community or regional level, and it is perhaps for this reason that there seems to be a greater willingness to complement face-to-face events with online consultation methods amongst the national projects who contributed to the mapping exercise. The UK’s ‘Measuring National Well-being’ programme, managed by the Office for National Statistics, Italy’s ‘Equitable and Sustainable Well-being’ (Benessere Equo e Sostenibile or BES) project, led by Istat, the Italian national statistical office, and ‘Measures of Australia’s Progress’ (MAP), run by the Australian Bureau of Statistics, all used a mix of offline events and surveys, with online consultation tools such as online surveys and social media to reach as wide an audience as possible. Refer to Dec eframe report – description of ONS activities, focus on social media.

A report on best practice for citizen consultation for official statistics, produced for the FP7 project e-Frame (Ebid, 2013) recommended using a mix of methods in order to meet the needs of as wide a range of people as possible, including:

- On-line: Pre-established on-line communities and forums; social media; on-line surveys; dedicated blogs and debate websites.

- Face-to-face: One-to-one consultations; workshops; events; focus groups; debates; stalls in busy places; interviewers for existing social surveys.
- Formal: Consultations (available on-line and accessible off-line); interviews; media; use of existing surveys.
- Other: Dedicated phone lines to take contributions, a dedicated e-mail address to send comments, use of ‘post cards’ with predefined questions for people to leave their thoughts, etc.

2.1.3 Examples of CAPS for consultation

While the value of online engagement platforms for public consultation was recognised in many contributions to the dialogue, actual examples of the use of dedicated platforms was scarce, and there was little discussion of best practice for CAPS for public consultation. One example of the use of interactive technology to consult with users to get feedback on well-being indicators came not from a national project, but an international one: the OECD Better Life Index.

The OECD Better Life Index is an interactive, web-based tool created to engage people in the debate on well-being and, through this process, learn what matters the most to them. The tool invites users to compare well-being across countries according to their own ranking of the importance of 11 dimensions of well-being: community, education, environment, civic engagement, health, housing, income, jobs, life satisfaction, safety, and work-life balance. Once people create their own index, they can see how countries’ average achievements compare based on their priorities, as well as the differences in well-being between men and women in each country. Users can then compare and share their index with other people who have created indices, as well as with the OECD. It is also possible to see the number of responses from users by country, age and gender, and what topics people think are most important for a better life. The Better Life Index (BLI) is optimised for use on portable devices (tablets and iPads) and can be embedded in websites and blogs.

While the main purpose of the BLI is to be an attractive and user-friendly communication platform, the fact that users can share their own, personalised indices with others and with the OECD means that it also is functioning as a rudimentary consultation tool to find out what matters most to people for their well-being. Lorena Sanchez of the OECD said:

“The living database may one day help politicians, policy-makers and other community leaders to better understand what matters most for people’s well-being”

(Online discussion, April 2014)

The Better Life Index has reached a large number of people to date, with over 60,000 indices shared since its launch in 2011, and it has produced some interesting results. For example, Japanese users tend to assign a higher weight to the role of personal safety in well-being than responses from other countries. However, the findings of the BLI must be interpreted with caution, as users are unlikely to be a representative sample of the population in each country. Even in countries that have shared a significant number of indices (such as in the United States, with 8000 indices), people who access the BLI website are likely to be a self-selecting sample of predominantly younger, and more educated people, and therefore not representative of the population as a whole. Nonetheless, the BLI represents an interesting example of the potential for CAPS to reach out to a mass audience in order to gain feedback on a well-being measurement framework.

The government of Rome Province has taken a similar approach to the BLI feedback methodology, in collaboration with the civil society project Sbilanciaomoci, in order to consult with the public on its dashboard of well-being indicators. Through a dedicated website, over 600 participants were asked to assign a weight to 17 components of well-being, in order to gain information about how they perceived well-being.

A final example of CAPs for consultation was given by Michael Hogan of the Health and Wellbeing Cluster on Collective Intelligence and Wellbeing in Ireland, where a deliberative platform was used to compile and order the feedback of conference participants on their preferences and priorities regarding a well-being framework for Ireland.

2.2 Communication initiatives

The opportunities provided by digital technology means that well-being and societal progress initiatives can provide information in a much more innovative and interactive manner. As Doug May said:

“Technology, with respect to communications, is moving from the world of print, which is one of basically arms-length, passive engagement, to an electronic one in which, through the use of computers but also increasingly via smartphones and tablets, citizens can be actively engaged. Citizens can be the “receivers” of information and/or the “producers” of information through these web platforms”.

(Online discussion, April 2014)

Finding innovative ways to communicate the underlying meaning of data by telling a story around the data (or by enabling users to play with the data and find their own stories) is a powerful way of making statistics more accessible to a broader audience. This can be done by the data producers themselves (such as government or statistical agencies) or by intermediaries such as data journalists, civil society organisations or anyone with an interest in finding the best way to communicate the key messages of datasets. Stories can be told in the traditional way, through narrative text, or they can be conveyed in a more visual manner - through infographics and charts that organise the data in such a way that the meaning is immediately apparent. Data visualisations can be very appealing, but their importance goes beyond aesthetics: they provide a unique means of highlighting new patterns in statistics and looking at the world in a different way.

2.2.1 Examples of CAPS for communication

The citizen dialogue highlighted a number of different examples of CAPS for communication, with a particular emphasis on projects that used engaging visualisation techniques.

Gapminder was mentioned more than once as an example of best practice in this field. Gapminder is a non-profit organisation, founded in Stockholm by Ola Rosling, Anna Rosling Rönnlund and Hans Rosling in 2005 that developed a software called Trendalyzer (now acquired by Google and called Gapminder World) which sought to engage a larger public with statistical time series by converting “boring” numbers into enjoyable, animated and interactive graphics. In this manner, animated trends allow users to visualise the evolution in development indicators such as child mortality and HIV prevalence in order to gain new insight and engage more citizens with the data and underlying issues.

- Public reporting: GIS allows citizens to generate data to solve problems in their local area, such as reporting graffiti or potholes in the road.
- Unsolicited comments: GIS-based tools allows to capture Tweets and other social media comments related to a specific issue or event, and post them to online maps to offer a picture of public reaction.
- Public input/solicited comment: Governments can ask citizens for feedback on specific issues and use GIS-based tools to collect and organise their comments.
- Citizens as sensors: Citizens' eyes, ears and technology can be tapped to provide observations on issues affecting their well-being, such as crime in the local area. With citizens as sensors, governments and civil society organisations can tap into a wider net with which to gather information about communities.
- Citizen science: Individuals with specialised skills, hobbies, or interests can be recruited to act as data sensors to help populate scientific research databases.

For many in the discussion, citizen-generated data was of particular interest in the context of the “Data Revolution” that has been identified as necessary by the UN High Level Panel of Experts on the Post-2015 Development Agenda. Given the limitations in coverage and timeliness of official statistics in many developing countries, encouraging the development and use of new forms of data collection has been seen as a core element of the data revolution needed to monitor progress towards the Sustainable Development Goals.

However, while citizen-generated data have a lot of potential for providing useful information and filling data gaps, they also have limitations. As a report submitted to the dialogue on CIVICUS's Datashift initiative points out crowd-sourcing data means seeking out information from people motivated to provide that information, therefore:

“From a statistical perspective, this means people providing information are self-selecting, and the resulting data is statistically biased, that is not statistically representative of a broader population.”

(The Engine Room, 2014)

Donatella Fazio, from Istat, emphasised the issue of data quality in the discussion:

“Citizen-generated data is a very new field for Statistical Offices, but one with a large potential to collect information that is directly relevant to people's well-being. [However], crowd-sourced data cannot respond to the classical statistical framework of quality.”

(Online discussion, June 2014)

2.3.1 Examples of CAPS for citizen-generated data

While this is a new area, a number of examples of crowd-sourced data related to progress and well-being statistics were mentioned in the discussion.

A couple of projects used mobile technology to collect data on subjective well-being measurement. For example, Mappiness is a free app used to monitor levels of subjective well-being in the UK, and is part of a research project at the London School of Economics. Mappiness aims to collect data to support research on how people's well-being is affected by their local environment,

and also provides users with information about when, where and with whom they tend to be happiest. Mappiness currently has over 60,000 participants, and while, as with all crowd-sourced projects, the representativeness of the sample is not ensured, the fact that many participants have stayed with the project over time means that it is possible to track trends in subjective well-being.

Another example highlighted by the citizen dialogue showed the capacity for citizen-generated data to empower groups who are traditionally marginalised by the policy-making process. Older Citizen Monitoring (OCM) is a low-cost and replicable methodology that has been implemented globally by the Help Age network. As described in the discussion:

“It empowers community groups of older people to generate systematic evidence on the situation of older people at the community level. OCM then groups this evidence to engage local and national authorities via advocacy and campaigning through HelpAge’s global Age Demands Action campaign. The OCM methodological approach provides older people with research tools and skills to undertake evidence-based advocacy, project planning and evaluation. Key government commitments are identified, monitors are trained and supported to collect and analyse data and identify issues for advocacy.... The skills gained by communities through OCM monitoring and Age Demands Action campaigning processes are extremely empowering for the older individuals and communities involved. Through their involvement, they become more aware of their fundamental rights, and understand the processes through which they can access and influence government stakeholders. Mobile technology would be a useful complement for OCM.”

(Online discussion, April 2014)

Another group of projects used citizen-generated information to monitor developments that impact on users’ current and future well-being. Examples include: Open Elm Map – which uses community-generated data to track Dutch Elm Disease; Fixmystreet, which is a platform that can be used to collect reports from residents in different towns and cities on problems in their local area (such as graffiti or vandalism); Harrassmap – which uses crowd-sourced data to highlight sexual harassment hotspots in Egypt; and the Ushadi platform, which was originally used to track political violence in Kenya and which now encompasses a number of open-source platforms.

The citizen dialogue also highlighted a new project by the European Commission Joint Research Council (JRC) on new indicators of quality of life in urban areas that aims to take advantage of new forms of data collection, with a focus on public provision of information and sensor networks. The project has already identified a number of projects through a summit on Citizen Science and Smart Cities held in February 2014 (Craglia and Granell, 2014). These projects include EmoMAP: (similar in aim to Mappiness) based at the Vienna University of Technology in Austria, with the aim of linking data on people’s subjective perceptions of their environment to more objective geospatial data, in order to explore how people perceive their surrounding and how it affects their well-being.

2.4 Open Data initiatives

Open data are data that people are ‘free to use, re-use and redistribute — without any legal, technological or social restriction’, according to the Open Knowledge Foundation. By opening up previously restricted data – from government and other sources – for universal use, citizens have the chance to be much more directly involved in decision-making, and to be better informed about issues that affect their own well-being. For example, people looking to move to a new town, can

compare data on air quality, schools, hospitals, or other factors that matter most to them in order to select the best place to live. They can also use the same data to shine a spotlight on areas where improvement is needed, thereby strengthening the accountability of government and other institutions. Duccio Zola, from NGO Lunaria, said:

“Open Data... when coupled with the use of new technologies... are a pillar of social innovation and an essential tool for both raising public awareness and encouraging the direct involvement and activation of citizens in the collection, dissemination and re-use of data and statistical information on the issues and different aspects related to well-being.”

(Online discussion, June 2014)

However, while opening up access to data can be empowering, not everyone has the necessary skills or time to make the most of raw data. Many comments in the citizen dialogue related to open data referred to the need to build capacity amongst citizens. For example, Cordelia Lonsdale from Development Initiatives, cautioned:

“There are some barriers to citizen engagement with this data. A key one is a lack of capacity for using, accessing and understanding data; basically, turning it into information that they can use. This also means a lack of demand for data, which in turn leads to limited publication of data. So... we believe citizen engagement with data can be transformational for societies. But this engagement will not just happen automatically when data is published, without a supportive 'open ecosystem'; and structural incentives to encourage data publishers to engage with data users, support use of their data and gather feedback. Crucially, investment in capacity building is necessary if data is to be an effective tool to support social progress.”

(Online discussion, June 2014)

Ken Banks from the ‘Making All Voices Count’ project at Ushahidi echoed this sentiment:

“I think there are equal amounts of hype and hope around open data for development. We’re beginning to see increasing numbers of projects use open data... to visualise and interpret what’s going on, and to highlight problems and challenges. In real terms, it’s still early days...there’s still plenty of need on the capacity-building and awareness front.”

(Online discussion, June 2014)

Another issue related to the potential of citizen engagement through open data is the need for data to be provided in a format which maximises its potential to be accessed and re-used by engaged citizens. Tin Geber from the Engine Room, a civil society organisation working to close the gaps between advocacy and technology, argued:

“An important intersection to consider when speaking about the efficacy and impact of open data for the social good is the link between the data itself and how it's presented; strategies and means of consumption of that data. The process of opening data by public institutions is of course a laudable and important process. However, it is very important that the data is easily accessible by humans and computers alike, the former through curated stories and semantically tagged information, open formats (.csv) and fully downloadable information, the latter through APIS, machine-readable data structures and rich metadata.

It is an unfortunate, yet regular phenomenon, when institutions publish data online that is really, really hard to get to: locked in PDF files, split between dozens or hundreds of strangely tagged web pages, complex and badly formatted .xls files etc. [...]

If organizations are truly keen on helping citizen interact with their data, the main challenge in my opinion would lie in the information architecture: cleaning, tagging, presenting in a way that is as usable as possible, and flagging those cases in which usability is still out of reach. The two aspects of that challenge are 1) creating a solid, scalable standard for future data publications, and 2) adapting already existing data to follow the common standard.”

(Online discussion, June 2014)

2.4.1 Examples of CAPS for Open Data

There were a range of different projects working with CAPS for Open Data mentioned in the discussion. Practical examples included Open Transport Net and Citadel on the Move, both funded by the European Commission. Open Transport Net Creates collaborative virtual hubs bringing together transport-related data in order to make it easier for citizens and developers to access. Citadel on the Move is a project which aims to make it easier for citizens and application developers from across Europe to use Open Data to create the type of innovative mobile applications they want and need. It aims to make open data more easily accessible to members of the public by defining strategies that make it easier for local government to release data in useable, interoperable formats; creating and providing templates that make it easier for developers and citizens to create mobile applications that can be potentially used and shared across Europe; and, pooling tools and resources into an Open Data Commons that facilitates access to data in different formats by shared templates and applications.

Given the focus on the role of a Data Revolution for achieving the post-2015 development agenda, examples of projects in a developing country-context were also included. These included Open Nepal, which is a collaborative initiative that works to increase the awareness, availability, accessibility, and use of information and data in Nepal, and to build a community of data suppliers, infomediaries and data users to catalyze the information ecosystem in Nepal. The initiative supports a vision for a more open, participative and citizen-centred approach to development by increasing access to information about key development processes, including data about aid, budget, expenditure, public services, demographic information, and much more. We believe that transparency of information, accessibility of good quality data, the capacity to use data, and a sustainable information ecosystem are essential components in improving the effectiveness of all efforts aimed at reducing poverty. Open Nepal promotes increased access to better data; provides tools, skills and support to help analyse and use data; and explores the role of data in supporting development efforts.

In addition, there were a number of projects highlighted in the discussion whose primary focus was to build capacity amongst citizens in order to encourage the development and use of CAPs for Open data. Examples include the Data-Pop Alliance, which focuses on building capacity around the use of big data for social good. ‘Big data’ is an umbrella term that, simply put, stands for one or more of three trends: the growing volume of digital data generated daily as a by-product of people’s use of digital devices; the new technologies, tools and methods available to analyse large data sets that are not designed for analysis; and the intention to extract policymaking insights from these data and tools. The Data-Pop Alliance will work in 5 main areas related to the use of big, open Data:

1. Ethics: to promote the ethical use of personal data within the context of development and humanitarian action, with specific emphasis on strengthening societies' ability to weigh in related debates
2. Literacy: to enhance ordinary citizens and social amplifiers' ability to use and understand data and graphics
3. Capacity: to evaluate, improve, design and/or help apply Big Data methodologies and tools, notably on issues of poverty measurement and sample bias
4. Strategy: to evaluate, improve, design and/or help implement strategies, policies and programs around the use of Big Data
5. Community: to provide an exchange platform and sounding board for all partners and interested individuals to share ideas, information and questions, and more.

Other advocacy and capacity-building organisations focused on opening up all kinds of data, rather than focusing just on big data. Examples include the School of Data of the Open Knowledge Foundation, and the Big Idea project, run by the NGO Restless Development. The School of Data works to empower civil society organizations, journalists and citizens with the skills they need to use data effectively in their efforts to create more equitable and effective societies. Its mission is to teach people how to gain powerful insights and create compelling stories using data. Restless development focuses on young people, equipping them with the knowledge, skills and platforms to effectively interpret and use data and to take action to hold their governments accountable for the issues most important to them.

3. Conclusion: Lessons learned and best practice from the citizen dialogue

The citizen dialogue described in this report only represented the first stage in the mapping exercise of CAPS related to well-being and progress statistics to be conducted through the Web-COSI project. It will be continued through ongoing outreach and cataloguing of projects (on the Wikiprogress website) as well as a number of workshops and face-to-face events. While the citizen dialogue was not an exhaustive mapping of initiatives' experience, it is nonetheless possible to identify some lessons and best practice from the knowledge exchanged.

Lesson 1: Citizen engagement with statistics through technology can take many forms

The overarching objective of the Web-COSI project is to improve citizen engagement with 'Beyond GDP' statistics through digital technology. The citizen dialogue has made it clear this can take many forms. Traditionally, citizens were seen by data producers as mere consumers of data. In more recent years, especially as the 'beyond GDP' movement has gained momentum, there has been a recognition of the need to develop measurement frameworks and indicators in a more inclusive manner that reflected the views of society as a whole. However, with the development of technology, the ways that citizens can get involved in the process of measuring well-being and societal progress has multiplied: citizens can be collectors, interpreters, communicators, developers, and informed users of different types of data, ranging from unprocessed forms of open data, through to official statistics packaged in the form of ready-made visualisations.

Probably the key lesson of the dialogue is that just as there are different types of citizen engagement, there are different types of citizens, and a best practice for CAPS projects is to be clear about the profile and skillset of the groups they are targeting in order to tailor their approach accordingly.

Lesson 2: Digital technology can be a powerful tool for social inclusion, but not everyone has the capacity to make the most of it

An issue that came up several times in the dialogue is that not everyone has the skills or resources necessary to make the most of digital technology. It must therefore be recognised that while CAPS are powerful tools for citizen engagement, more effort needs to be made to combat digital exclusion and to build up capacity in marginalised groups (e.g. the young, the elderly, the poor, and low-skilled). Where CAPS are being used to consult the public on issues affecting their well-being (such as community well-being measurement projects), they are likely to need to be supplemented by face-to-face engagement in order to avoid excluding those not used to using technology.

Lesson 3: Citizens with the requisite skillset can act as data intermediaries, bringing data to an even wider audience

One of the most powerful ways of bringing data to a wider audience is through the use of data visualisation and storytelling, which finds patterns in data and presents them in a meaningful context. It takes a combination of technical, analytical and narrative skills to be able to do this well, and for some in the discussion this was a job best left to professional media organisations. However, many organisations are now making it their mission to train engaged citizens in the skills needed to become amateur data journalists, allowing them to find and communicate stories in open data to share with others. App development is another area where data relevant to people's well-being can be opened up and packaged in a way that can have a tangible impact on people's lives. Citizen engagement in these areas is not just a question of ensuring that people who already have these skills are able to access the data they need, but also a question of capacity-building where necessary, ensuring that more and more engaged citizens can acquire the required programming and visualisation expertise to act as data intermediaries, bringing the data a wider audience in new ways.

Lesson 4: Crowd-sourced data can provide valuable information, but serves a different purpose to official statistics

The area of citizen-generated and crowd-sourced data is an exciting one, which has a great potential to provide information on people's experiences and opinions, as well as to map issues affecting people's well-being in real time and in great detail. However, for the moment, due to the issue of self-selecting samples and lack of representativeness of the data, citizen-generated data cannot serve the same function as official statistics. Rather, for the moment, CAPS for crowdsourcing data can provide useful complementary information, as well as acting as useful information tools for very specific, localised issues (such as Ushahidi tracking political violence in the Kenyan elections).

Lesson 5: Opening up data means more than putting it on a website

For data to be truly open, not only must it be freely available but online, but it should also be presented in a format that maximises its potential for re-use. As Tin Geber said: "[I]t is very important that the data is easily accessible by humans and computers alike, the former through curated stories and semantically tagged information, open formats (.csv) and fully downloadable information, the latter through APIs, machine-readable data structures and rich metadata". For many organisations, to whom open data is a new concept, this is likely to be a gradual process, requiring significant resources. The role of advocacy organisations will be important in order to educate government and civil society of the need to engage more with citizens through open data.

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Annex 1. List of participants in the Wikiprogress online discussions

Name	Project/ Affiliation	Title	Country
Michael Hogan	School of Psychology, National University of Ireland	Co-Leader of the Health and Wellbeing Theme Whitaker Institute for Innovation and Societal Change	Ireland
Caroline Graham	HelpAge International	Communications Officer	UK
Aleks Mihnovits	HelpAge International		UK
Donatella Fazio	e-Frame/ Web-COSI/ Istat		Italy
Staff	Santa Monica Wellbeing		USA
Mike Salvaris	Australian National Development Index, Deakin University	Professorial Research Fellow	Australia
Ruut Veenhoven	De Erasmus School of Economics		Netherland
Stefan Bergheim	Center for Societal Progress	Director	Germany
<i>Amouzou Bedi</i>	Knowledge For Development Without Borders		Austria
Gérard Chenais		Retired Statistician	France
Sam Wren-Lewis	Happy City		UK
Duccio Zola	Lunaria		Italy
Christian Kroll	Bertelsmann Stiftung		Germany
Deanna Zachary	Applied Survey Research		USA
Ben Warner	Jacksonville project		USA
Leslie Budd	<i>Open University</i>		UK
Doug May	Community Accounts		Canada
Linda McKessock	Canadian Index of Wellbeing	Project Managaer	Canada
Orsolya Lelkes	European Centre for Social Welfare Policy and Research	Director	Austria
Silvia Garcia	Coca Cola Happiness Institute	Director	Spain
Francesca Bria	Nesta Innovation lab	Coordinator of the D-CENT project	UK
Cordelia Lonsdale	Development Initiatives		UK
David Skutenko	Australian Bureau of Statistic	Director, ABS - Social and Progress Reporting	Australia
Barry Crisp	i-genius	Communications	UK
Brechtje Kemp	International IDEA		Sweden
Dennis Trewin		Former Australian Statistician	Australia
Lucy Tinkler	Office for National Statistics		UK
Stefano Palmieri	Economic and Social Committee (EESC)	Chair	Belgium
Lorena Sanchez	Publications and Communications, OECD		France
Jon Hall	UNDP		Australia
Amy Taylor	CIVICUS		South Africa
Caroline Giraud	Global Forum for Media Development	Coordinator	Belgium
Oboh Eromonsele	Freelance technologist		Nigeria
Melinda George	Wikichild, OECD		France
Chris Yiu	Scottish Council for Voluntary Services		Scotland
Joseph Hancock	Healthily Behaviour for School Aged Children (WHO funded research project)		Scotland
Emma Samman	The Data-Pop Aliiance, Overseas Development Initiative		UK
Kate Bailey	Durham University	Researcher	UK

Tin Geber	The Engine Room	Project Pirate	Italy
Amparo Ballivian	Development Data Group, World Bank	Lead Economist	USA
Stefanos Vrochidis	Information Technologies Institute		Greece
Shenja van der Graaf	iMinds		Belgium
Trevor Fletcher	Informing a Data Revolution, PARIS21	Senior Project Coordinator	France
Fiammetta Wegner	Big Idea, Restless Development		UK
Eugénie Cornuet	Science Po	Student	France
Estelle Loiseau	Development Centre, OECD		France
Ken Banks	Making All Voices Count, Ushahidi		Kenya
István György Tóth	Tarki Social Research		Hungary
Salema Gulbahar	Wikiprogress, OECD		France
Kate Scrivens	Wikiprogress, OECD		France

Annex 2. List of projects and resources highlighted in the citizen dialogue mapping exercise

Initiative/ Project	Description	Links	Relevant outputs/ outcomes
Aragon Open Data	Aragon Open Data is the open data portal of the Government of Aragón, Spain. The portal is a data catalogue for citizens and businesses.	http://opendata.aragon.es/portal/aragon-open-data#cabeceraRelacionados	
Better Life Index OECD	BLI is an interactive web-based tool created to engage people in the debate on well-being and, through this process, learn what matters the most to them. The tool invites people to compare well-being across countries according to the importance one give to 11 topics: community, education, environment, civic engagement, health, housing, income, jobs, life satisfaction, safety and work-life balance.	http://www.oecdbetterlifeindex.org/	BLI allow one to see the well-being preferences of over 60 000 individual by country or territory and to compare. OECD Regional Well-being tool, allows one to compare, ones region with 300 other OECD regions based on eight topics central to the quality of our lives.
Big Development DataShift <i>CIVICUS</i>	The DataShift is an initiative to leverage the potential of new technologies for more creative and effective social accountability. It is a movement and a tool to monitor and shape progress on the new global development agenda by enhancing coverage of citizen reporting, empowering comparability of data, emancipating tools for campaigning, and Promoting People-Powered Accountability	http://civicus.org/thedatashift/	A DataShift Dashboard will launch in 2016 as a web-based presentation of people-powered accountability initiatives and a new global information system for monitoring and shaping sustainable development goals.
Big Idea Restless Development	Big Idea aims to mobilise young people, equip them with knowledge, data and technology so that they can make a contribution to social accountability at a local, national and global level.	http://restlessdevelopment.org/big-idea	Pilot projects will be focus on Ghana, Nepal and Tanzania and a Country Assessment Tool has been developed covering 5 main categories: <ul style="list-style-type: none"> • Governance & Open Data • Media & Communications • Accountability • Youth-led sector • Internal considerations
BudgIT	BudgIT is a creative start-up driven to retell the Nigerian budget and public data in finer detail across every literacy span. It aims to	http://www.yourbudget.com/	2014 Budget App and visualisation explaining the Budget to citizens.

	stimulate citizen's interests around public data and hence trigger discussions towards better governance.		
Citadel on the Move	Citadel on the Move aims to make it easier for citizens and application developers from across Europe to use Open Data to create the type of innovative mobile applications they want and need.	http://www.citadelonthemove.eu/en-us/home.aspx	Open Data Cities Charter New Mobile Applications
Crowdmap Making All Voices Count <i>Ushahidi</i>	<p>Crowdmap is a simple map-making tool, built on an open API, that allows you and the world to collaboratively map your world. Ushahidi develops interactive online maps, updated during crises with real-time information, and solicits volunteers to help it prepare for future disaster scenarios.</p> <p>Making All Voices Count aims to create:</p> <ul style="list-style-type: none"> • tools to enable citizens to give feedback on government performance • stronger incentives for, and greater capacity within, governments to respond to citizens' feedback • incentives and the capacity for citizens to engage with government to improve their policies and services. 	<p>https://crowdmap.com/welcome</p> <p>http://www.makingallvoicescount.org/what/</p>	<p>Successful example of Crowdmap includes the Haiti earthquake in January 2010, where a Ushahidi crowd sourced map was used by search and rescue teams to find survivors.</p> <p>Ushahidi, implements the Making all Voices Count Grand Challenge, a \$55 million fund.</p>
Data.edostate.gov.ng	Data.edostate.gov.ng is the official data repository for Edo State Government (Nigeria). It provides an easy way to find, access and reuse public datasets from the State Government, international organizations and non- state actors.	http://data.edostate.gov.ng/	
Data and the Guardian	Open journalism at the Guardian means open data journalism. On their Datablog and Datastore, they publish the raw data behind the news one to explore, visualise and debate.	Guardian Datastore Guardian Datablog	
Data-Pop Alliance	Data-Pop's mission is to promote a 'humanistic', people-centered 'Big Data revolution' to foster human development and societal progress. Data-Pop was created to help fill gaps and connect dots and aims to become, as articulated in our launch blog post, a "connecting hub, sounding board, and driving force" in the 'Big Data for social good' space and the "Data revolution" at large	http://www.datapopalliance.org/	<p>Project just started - plans to contribute to 5 strategic outcomes on Big Data:</p> <ul style="list-style-type: none"> • ethics, • literacy, • capacity (to evaluate, improve, design methodologies and tools,)

			<ul style="list-style-type: none"> • strategy • community
<p>EmoMap: Acquisition and Applications of Affective Responses to Environments <i>Vienna University of Technology, Austria</i></p>	<p>To create a “subjective” layer aggregating people’s subjective experiences in space, and overlay this layer on top of existing “objective” geospatial data</p> <ul style="list-style-type: none"> • Crowdsourcing approaches, social media data analysis • Geography (GIScience), Environmental Psychology, Urban Planning, Architecture, Policy Making, Computer Science, <p>An important source for Smart City: as humans are recipients of smart services</p>	<p>http://cartography.tuwien.ac.at/emomap/</p>	<p>Presentation on project: http://inspire.ec.europa.eu/reports/citizen_summit/JRC_Presentation_TUV.pdf</p>
<p>Gapminder</p>	<p>Gapminder is a non-profit venture – a modern “museum” on the Internet – promoting sustainable global development and achievement of the UNs Millennium Development Goals.</p>	<p>http://www.gapminder.org/</p>	<p>Excellent visualisations of time series data and videos: Gapminder World Data in Gapminder World Videos</p>
<p>GeoPoll</p>	<p>GeoPoll is a mobile surveying platform revolutionizing the way data is collected. By asking people questions on their mobile phones without the need for data plans or internet access.</p>	<p>http://research.geopoll.com/</p>	<p>GeoPoll conducted largest poll ever in the Democratic Republic of Congo (DRC) – first via SMS. In March 2011, more than 4 million people in the DRC received a GeoPoll text message: “Would you like to be part of a survey about life in Congo?” They received more than 1.2 million text messages.</p>
<p>Getstats <i>Royal Statistical Society</i></p>	<p>getstats is a campaign to improve how people handle numbers – the practical numbers of daily life, business and policy.</p>	<p>http://www.rss.org.uk/site/cms/contentChapterView.asp?chapter=25</p>	<p>Statistical literacy for parliamentarians, journalist, schools etc.</p>
<p>Global Peace Index <i>Vision of Humanity</i></p>	<p>The GPI measures peace according to 22 qualitative and quantitative indicators</p>	<p>http://www.visionofhumanity.org/#/page/indexes/global-peace-index</p>	
<p>Happy Planet Index <i>The new economics foundation</i></p>	<p>The HPI measures the extent to which countries deliver long, happy, sustainable lives for the people that live in them. The Index uses global data on life expectancy, experienced well-being and Ecological Footprint to calculate this.</p>	<p>http://www.happyplanetindex.org/</p>	

<p>Harass Map</p>	<p>The project crowdsource SMS and online reports of sexual harassment and assault in Egypt and map them. They try to support on-the-ground community mobilization to activate the public to be watchful against sexual harassment and to take action by speaking up against it</p>	<p>http://harassmap.org/en/</p>	
<p>Informing a Data Revolution (IDR) <i>PARIS21</i></p>	<p>The IDR is a PARIS21 Project that aims to improve the production, accessibility and use of data to support and strengthen evidence-based decision-making, identify ways in which the data needed to monitor progress on international goals and targets can be made available, and support the design and implementation of policies, programmes and projects.</p>	<p>http://www.paris21.org/advocacy/informing-a-data-revolution</p>	<p>A Road Map for a data revolution, supporting the Post-2015, that will be supported by a review of the situation of statistical systems in developing countries and a limited number of case studies of innovations in statistics.</p>
<p>Legatum Prosperity Index <i>Legatum Institute</i></p>	<p>The LPI is a unique and robust annual assessment of global wealth and wellbeing, which benchmarks 142 countries around the world in eight distinct categories</p>	<p>http://www.prosperity.com</p>	<p>Report: The Prosperity Index 2013</p>
<p>Mappiness</p>	<p>Mappiness maps happiness across space in the UK. It is a free app iPhones and is part of a research project at the London School of Economics.</p> <p>The app provides individuals who participate with information about their own happiness— including when, where and with whom you're happiest and, researcher with data on how people's happiness is affected by their local environment.</p>	<p>http://www.mappiness.org.uk/</p>	<p>Paper: Happiness is greater in natural environments, 2013.</p>
<p>my Society</p>	<p>my Society invent and popularise digital tools that enable citizens to exert power over institutions and decision makers.</p>	<p>https://www.mysociety.org/about/</p>	<p>They Work For You keeps tabs on UK Politicians Fix My Street is a problem reporting site; reports automatically go to the people who are in charge of fixing them. Freedom of Information makes it easy for people to request information from public bodies in the UK</p>
<p>Monithon</p>	<p>Monithon is an initiative to promote citizen monitoring of development projects in Italy</p>	<p>http://www.monithon.it/</p>	<p>Toolkit Geo mapping of monitoring reports already posted (based on Ushahidi tool)</p>

Openpolis	Openpolis develop and implement projects to enable free access to public information on political candidates, elected representatives, and legislative activity thus promoting transparency and the democratic participation of Italian citizens.	http://openpolis.it/eng/	Among other things they produce an annual report, called Camere Aperte (Open the Houses of the Parliament), which presents independent account of one year of Italian politics. Camere Aperte is linked to The Parliamentary Productivity Index , which aggregates data on single politicians to show the intensity of their activity in the parliamentary debate and legislative action. The website allows for the main data included in the report to be constantly updated and offers a unique database for data-driven journalism
Open Data Burkina Faso	This is a government of Burkina Faso open data initiative that born from the exchange between the Ministry of Economy and Finance and the World Bank.	https://www.facebook.com/opendataburkinafaso/info	Still in the early stages
Open Development Toolkit	The Open Development Toolkit is a centralised hub around open development, bringing together tools and training materials with the aim of promoting use and re-use of online tools which make development data available.	http://opendevtoolkit.net/en-US/	
Open Nepal	Catalysing the open data ecosystem in Nepal through raising awareness of data, improving its availability, accessibility and use, and learning lessons from this process.	http://opennepal.net	
Office for National Statistics UK - Well-being interactive content	Interactive charts and maps allow you to explore national well-being data in the UK.	http://www.ons.gov.uk/ons/guide-method/user-guidance/well-being/interactive-content/index.html	- National Well-being interactive wheel of measures and interactive graph - Personal Well-being interactive graph, map and interactive bar chart
Open Elm Project	The aim of the project is to harness the power of the public to help create a detailed profile of the isle of Man's elm tree population, and to help identify and report trees which may be infected with Dutch Elm Disease	http://www.openelm.org.im/map/	
openlaws	openlaws helps you find legal information more easily, organize it	http://www.openlaws.eu/	

	the way you want and share it with others, taking legal information systems beyond closed and static databases to an open and interactive level.		
Sbilanciamoci! Campaign	Sbilanciamoci! is a campaign involving 51 associations, NGOs and networks. Since 2000 Sbilanciamoci! has proposed alternatives to the Italian budgetary policies, arguing for social and environmental priorities.	http://www.sbilanciamoci.org/	Capitale Metropolitana is the new well-being indicators that monitor development in the Rome Province
School of Data <i>Open Knowledge</i>	School of Data works to empower civil society organizations, journalists and citizens with the skills they need to use data effectively	http://schoolofdata.org/	
Social Progress Index <i>Social Progress Imperative</i>	SPI offers a framework for measuring the multiple dimensions of social progress, benchmarking success, and catalyzing greater human wellbeing.	http://www.socialprogressimperative.org/data/spi	Video Full Report
Spaghetti open data	Group of citizens interested in the Italian release of public data in open format, so as to make it easy to access and re-use (open data).	http://www.spaghettiopendata.org/	Interact primarily via mailing list
Sustainable Governance Indicators <i>Bertelsmann Stiftung</i>	The SGI is a platform built on a cross-national survey of governance that identifies reform needs in 41 EU and OECD countries and helps stakeholders navigate the complexity of effective governance.	http://www.sginetwork.org/2014/	
The Engine Room	Support innovation in advocacy by matchmaking between existing support networks of technologists, support organizations and advocates. They work with a unique model that integrates applied research and a wide range of partnership	https://www.theengineroom.org/	Responsible Data Forum is a series of collaborative events, convened to develop useful tools and strategies for dealing with the ethical, security and privacy challenges facing data-driven advocacy. TechScope is the first empirical global data set on technology use by civil society. Social Tech Census is an online, searchable database of support for advocates around the globe looking to make better use of digital media and mobile phones.

<p>The Open Budget Initiative</p> <p><i>International Budget Partnership(IBP)</i></p>	<p>The Open Budget Initiative, part of IBP is a global research and advocacy program to promote public access to budget information and the adoption of accountable budget system.</p>	<p>http://internationalbudget.org/what-we-do/major-ibp-initiatives/open-budget-initiative/</p>	<p>Open Budget Survey—a comprehensive analysis and survey that evaluates whether governments give the public access to budget information and opportunities to participate in the budget process at the national level. The IBP works with civil society partners in 100 countries to collect the data for the Survey.]</p> <p>Open Budget Index</p>
<p>UN Economic Commission for Europe (UNECE) project on “Statistical dissemination and communication (DissCom)</p>	<p>Promote good practices in dissemination and communication of information by statistical organizations. This work focuses on issues such as:</p> <ul style="list-style-type: none"> • communicating with the media • managing customer relationships and outreach • gathering and analysing feedback • statistical literacy • managing the dissemination and communication functions within a statistical organization 	<p>http://www.unece.org/stats/communication.html</p>	<ul style="list-style-type: none"> • Making Data Meaningful guides (2009) • Communicating with the Media: A guide for statistical organisations (2004) • A guide to the websites of national and international statistical organizations (2001) • Best practices in designing websites for dissemination of statistics (2001) • Recommendations on formats relevant to the downloading of statistical data from the Internet (2001)
<p>Visualising Information for Advocacy</p> <p><i>Tactical Tech</i></p>	<p>Visualising Information for Advocacy is the result of Tactical Tech's experience over the past ten years working to help campaigners and activists around the world to use information, visual representation and digital technologies in their work.</p>	<p>https://tacticaltech.org/about</p>	<p>Publication: Visualising Information for Advocacy</p> <p>Online review of free-to-use data visualisation tools.</p> <p>Bankwatch Interactive Dataset</p>
<p>Young Scot</p>	<p>Young Scot is a youth information and citizenship charity in Scotland, that provides young people, aged 11 - 26, with a mixture of information, ideas and incentives to help them become confident, informed and active citizens</p>		<p>Young Scot and Skyscanner offered 500 Raspberry Pi mini computers and accessory kit to Young Scot cardholders aged 12-15; to inspire the next</p>

			generation of computer programmers in Scotland.
Papers and reports			
Freedom of Expression and Access to Information Post-2015: Measurable Targets for Goal 16	By Global Forum for Media Development	http://gfmd.info/images/uploads/Indicators_Goal16_statement_signatories_18_June_2014.pdf	
Potential Benefits of Nigeria's Proposed Open Data Initiative	By Oboh Eromonsele Samuel Freelance Creative Technology Enthusiast	http://www.blcomper.com/wp-content/uploads/2014/04/Potential-Benefits-of-Nigeria%E2%80%99s-Proposed-Open-Data-Initiative.pdf	
Principes de management de la qualité	By ISO (International Organization for Standardization), world's largest developer of voluntary International Standards.	http://www.iso.org/iso/fr/qmp_2012.pdf	
Statistics Explained: 5 years after opening, where are we?	By Fabienne Montaigne, Eurostat for UNECE Work Session on the Communication of Statistics. Note: Statistics Explained is the fully electronic publication system of Eurostat.	http://www.unece.org/fileadmin/DAM/stats/documents/ece/ces/ge.45/2014/papers/Fabienne_Montaigne.pdf	