Tools for Citizen Inclusion in Policy Processes:
Mapping and Analysis

Summary Report
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Is it possible to increase inclusion and involvement of people in public policy related processes and problem solving on complex topics that require the involvement of scientific expertise?
According our study, this is indeed possible. We have identified and classified 64 participatory and deliberative tools and practices that support such engagement. These tools/practices can be distinguished in relation to what purpose they have (e.g. *inform-consult-deliberate*), which social actors they involve (e.g. *citizen-expert-policymakers*) and what role the citizen has (e.g. *passive-intermediate-active*) (See Figure 1.).

Is the implementation of these tools sufficient to guarantee the effective inclusion of citizens in the public sphere and democratic choices?
No, these tools/practices, although studied with specific purposes and processes, are just tools. To deepen the knowledge of the practical use of these tools, we interviewed 50 experts from European countries. The survey revealed a complex landscape with many variables. Namely, the *geopolitical, cultural and historical context* (e.g. ex-socialist bloc or neoliberal tradition), and the *dynamics of power* among social actors appears to be crucial factors in shaping the use of engagement tools. The national mindsets offer different meanings of basic concepts such as democracy and participation and thus forms the conditions for civic engagement. Furthermore, the combination of political system, infrastructures and funds proves to be a crucial *factor of success* because they realize the articulation of democracy. In this context, trust and openness constitue crucial components. In fact, it is essential that participants in civic engagement processes feel recognized and listened to and, in the meanwhile, it is necessary for those who manage the processes to approach them with open mind and active listening. Finally, the elements that characterize the *participation path* (e.g. aim, direction of influence and role of technology) should be balanced in relation to the topic and hybrid solutions can be taken into account (See Figure 2.).

What follow-up work will ISEED do to support practices of inclusion in democratic process?
To improve and disseminate the use of participatory and deliberative tools/practices, the next step for ISEED is to create a typology of them. Based on our research, we suggest paying attention to five dimensions: *Context* (democratic space and factual conditions, also online/offline environment); *Power relationships* (who is involved and what role play); *Skills and knowledge to apply tools*; *Topic*; and *Purpose*.
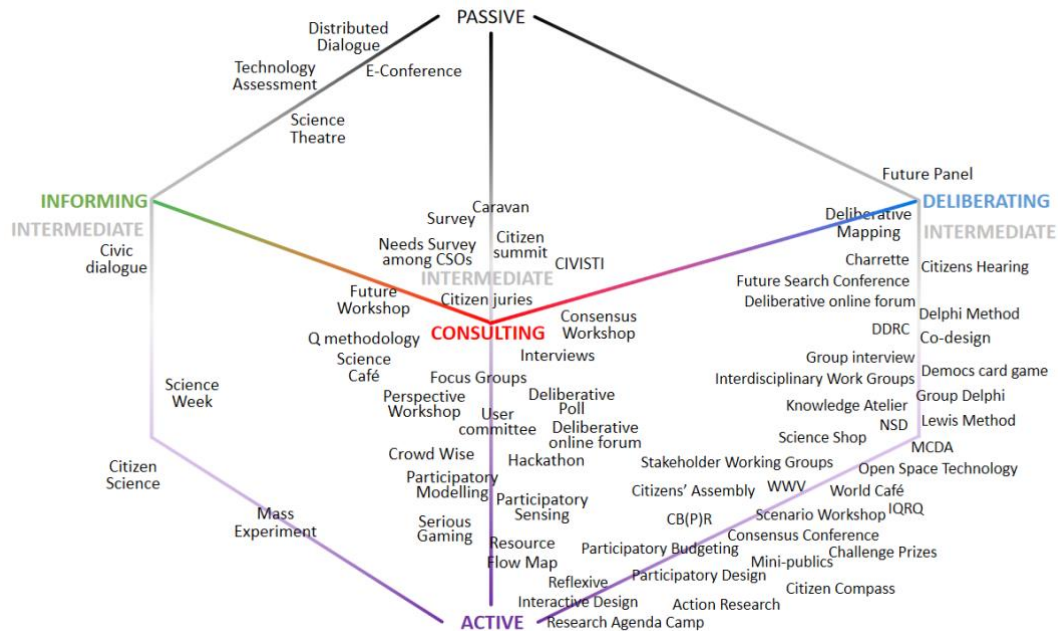
Figure 1. **Main results of the mapping** - Graphic transposition on two categorization criteria: *purpose* (ranging from informing to consulting and deliberating) and the *role of the citizen* (ranging from passive to active).
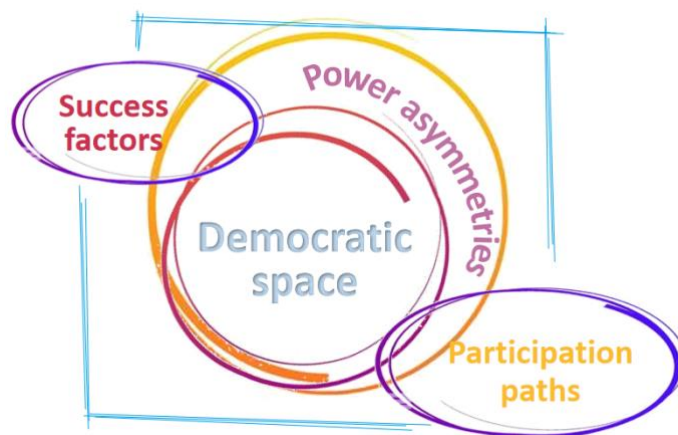

Figure 2. **Main results of the interviews** - The four macro factors explored in the text are interconnected and summarize the different variables for the implementation and success of a tool/practice: *Democratic space* (e.g. geopolitical, cultural and historical context), *dynamics of power* among social actors, *factors of success* (e.g. political system, infrastructures, funds, trust and openness) and *participation path* (e.g. aim, direction of influence and role of technology).