Insights from ORBIS.

Advancing AI-Enhanced Democratic and Inclusive Deliberations: From Co-Creation to Scalable Solutions

Grazia Concilio, Full professor, Department of Architecture and Urban Studies, Politecnico di Milano
Ilaria Mariani, Assistant professor, Department of Design, Politecnico di Milano

ORBIS has received funding from the European Union's Horizon Europe Framework Programme under grant agreement No 101094765.

ORBIS.
Augmenting participation, co-creation, trust and transparency in Deliberative Democracy at all scales

HORIZON-CL2-2022-DEMOCRACY-01-02
The future of democracy and civic participation

https://cordis.europa.eu/project/id/101094765

This project has received funding from the European Union's Horizon Europe Framework Programme under grant agreement No 101094765.

Project Information

ORBIS
Grant agreement ID: 101094765

DOI
10.3030/101094765

EC signature date
6 December 2022

Start date
1 February 2023

End date
31 January 2026

Funded under
Culture, creativity and inclusive society

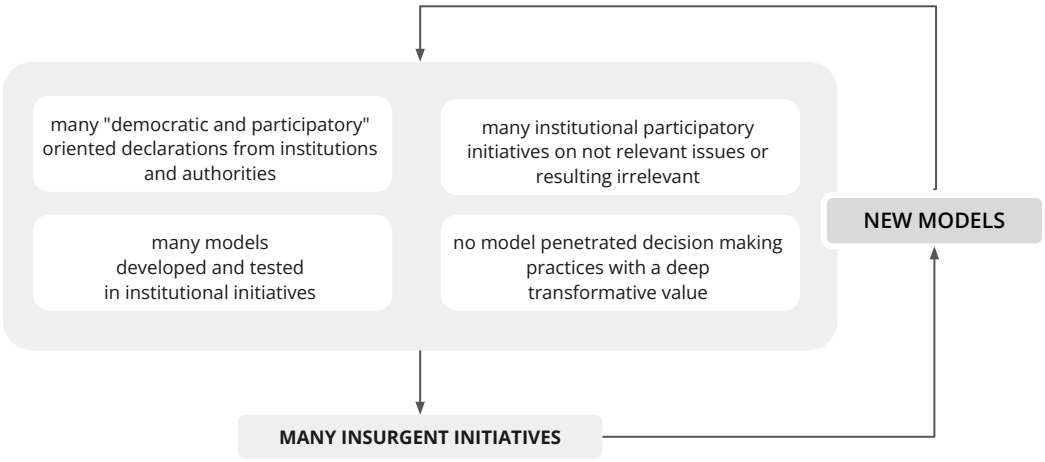
Total cost
€ 2 498 882,50

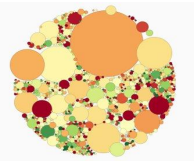
EU contribution
€ 2 498 882,50

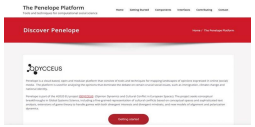
Coordinated by
POLITECNICO DI MILANO
Italy

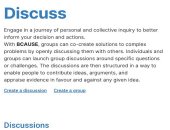
Challenge

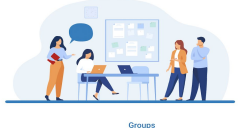
Lack of **democratic ecosystems** that are both expansive and inclusive
Issues of **effective and inclusive engagement**
Failure to meet **user expectations**
Gap between deliberation and outcomes **implementation**
Misalignment between democratic needs and tech features





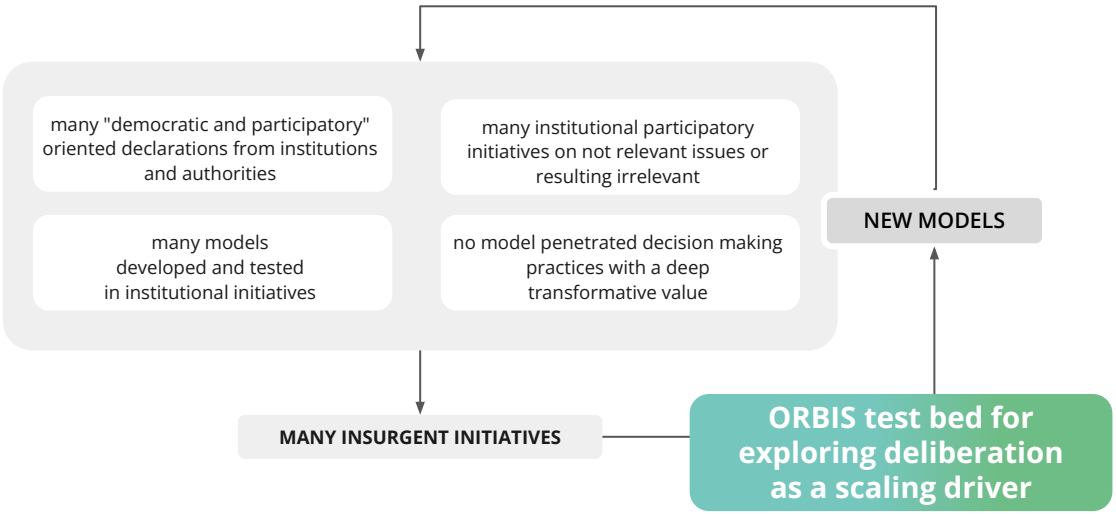


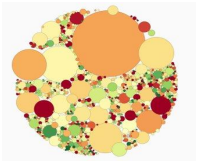


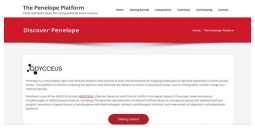


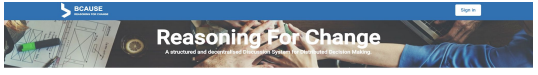
Challenge

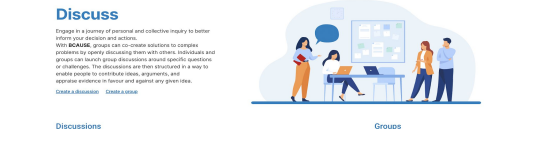
Lack of **democratic ecosystems** that are both expansive and inclusive
Issues of **effective and inclusive engagement**
Failure to meet **user expectations**
Gap between deliberation and outcomes **implementation**
Misalignment between democratic needs and tech features











MAPPING ACTIVITIES AND NEEDS OF

Pilots

TO UNDERSTAND HOW TO SUPPORT THEM IN THEIR DEMOCRATIC PROCESSES

Democracy

LEVERAGING AND TAILORING A TOOLKIT OF TECH SOLUTIONS

Technology

HOW DO WE INFORM AI-ENHANCED DEMOCRATIC DELIBERATIONS ENSURING AI INCLUSION IS TRUSTWORTHY?

- **Co-creation with pilots' communities**
  > requirements, deliberative and scaling journeys
- **Ethical approach with cross-disciplinary fundations**
  > ethical task force
- **Inclusivity of less engaged population**
  > toolkit and guidelines
- **Privacy, data protection, explainability**
  > pseudonymisation, minimisation, clear communication
- **Iterative, participatory design**
  > cycles of co-design

EXPERIMENTATION

6 use cases for piloting, where to experiment with AI-enhanced deliberative democracy tools, methods and processes

	UC1	UC2	UC3	UC4	UC5	UC6
	REIMAGINING THE BUILDING BLOCKS OF DEMOCRACY	**TEENS FOR DEMOCRACY**	**YOUNG THINKERS AND EU DECISION-MAKERS**	**FUTURE4CITIZENS**	**TRANSITION MECHANISMS FOR A DEMOCRATIC CITY**	**ALLIANCE FOR ENTREPRENEURSHIP AND DEVELOPMENT IN WESTERN GREECE**
Scale	International	Initially European, to scale out to a global level	European	Initially national, to scale out to a European level	Initially local, to scale out to the national and EU level	Initially regional, to scale out to the national level
Distinctive character of the case	Deliberation on the building blocks of democracy; leveraging the experience of DCF and its external network including partners such as the newDemocracy Foundation, Future Consensus Institute, Konrad Adenauer Foundation, Sapienship, and The Bertelsmann Foundation; to be broadly promoted through the Athens Democracy Forum	Participation of teenagers (13-17 years old) in deliberative processes carried out within the municipal councils of 5 European municipalities; collaboration with Sapienship to set up an edutainment document on democracy that will be launched under the auspices of UNICEF	Young people engage in deliberative processes with high- level EU policymakers and leading experts in the field of Citizen Science and Public Participation; built on the successful Young Thinkers initiative carried out by CEPS; to be widely promoted through the annual CEPS Ideas Lab	Employment of RIE Innovative Narrative Methodology and a variation on SITRA's Futures Frequency Workshop method to conduct a series of citizen dialogues; run by RIE in partnership with prominent foundations; focus on issues related to inequality and fiscal reform, and the role of innovation in realizing SDGs	Inclusion of less skilled and marginalized segments of local civil society and group of activists; participants of multicultural origin, high percentage of young and elderly residents, institutionalization of deliberative processes between civil society and local authority; focus on urban planning issues	Deliberations at the regional level involving diverse types of stakeholders; positive attitude of stakeholders to wide and inclusive participatory processes on innovation actions; focus on social and female entrepreneurship issues

RESEARCH HYPOTHESIS: DELIBERATION AS DRIVER FOR SCALING DEMOCRACY MODELS

Step 1

WORKING WITH PILOTS

- STAKEHOLDERS' ECOSYSTEMS
- DELIBERATION MATURITY
- USER SCENARIOS
- SCALING OPPORTUNITIES

PLATFORM DESIGN

TOWARDS THE ORBIS DELIBERATION ENVIRONMENT

- PLATFORM GENERAL REQUIREMENTS
- PLATFORMS INTEGRATION

DESIGN EXPERIMENTS

DESIGN EXPERIMENTS

TOWARDS DELIBERATION EXPERIMENTS

- USER JOURNEY
- TESTING SCALING MECHANISMS

CONCEPTUAL FRAMEWORK

ASSESSMENT

RESEARCH HYPOTHESES

VALIDATION OF THE RESEARCH HYPOTHESES

RESEARCH HYPOTHESIS: DELIBERATION AS DRIVER FOR SCALING DEMOCRACY MODELS

Step 1

WORKING WITH PILOTS

STAKEHOLDERS' ECOSYSTEMS
1st informal

DELIBERATION MATURITY

STAKEHOLDERS' ECOSYSTEMS
2nd formal

USER SCENARIOS

SCALING OPPORTUNITIES

Step 1

ONE-TO-ONE ACTIVITIES WITH PILOTS

WP2

1. INTERVIEWS
2. ELABORATION OF SCENARIOS
3. WS IN PRESENCE

Step 2

ONE-TO-ONE CO-DESIGN WS PILOTS

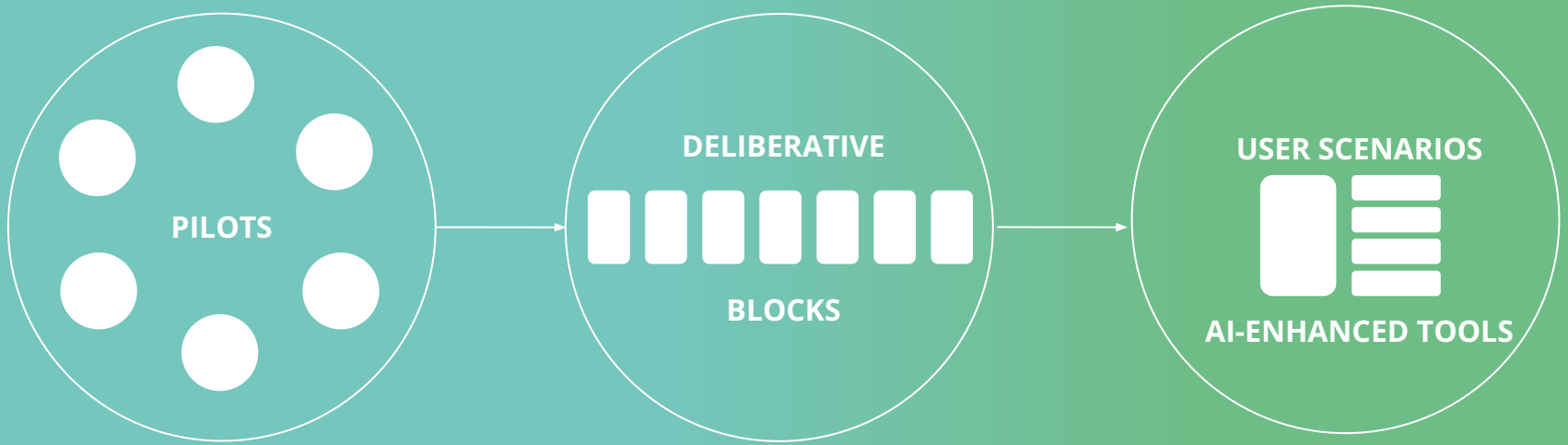
WP3

1. PILOTS INTERPRETATION THROUGH SCALING
2. CO-DESIGN SESSIONS
3. REALABORATION BY PILOTS

Step 1

first one-to-one activities with pilots

The deliberative processes are broken down and framed in seven modular building blocks, understood as components support the engagement and participation of citizens in issues of public concern.
Deliberative Blocks are used to understand Pilot deliberative features and have been used as starting point to create User scenarios



Which are pilots **activities and practices** towards democratic deliberations?

How are they positioned against **Deliberative Democracy Building Blocks**?

Q1 What are you deliberating on? What are the issues/actions you are discussing?

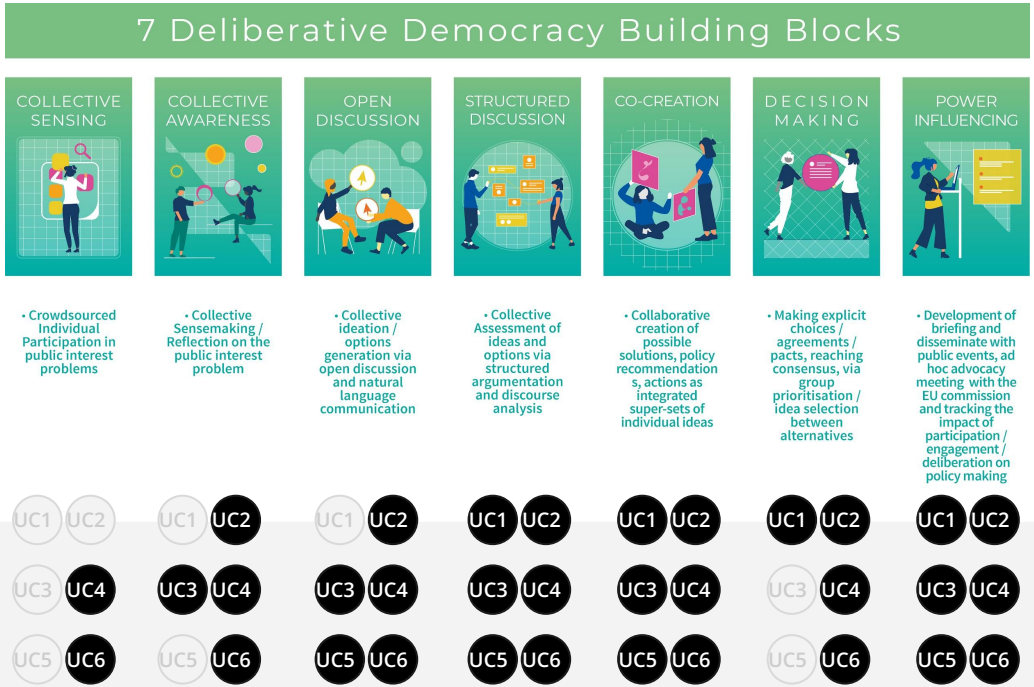
Q2 Who/When started the process?

Q3 Which are the institutions and other stakeholders involved (network)? Which are their roles in the pilot's participatory process?

Q4 What kinds of interactions (in person, online, hybrid...) are ongoing? Eventually, what technologies are already in use (to do what)?

Q5 Which are your key achievements up to date?

UC1 UC2 UC3 UC4 UC5 UC6

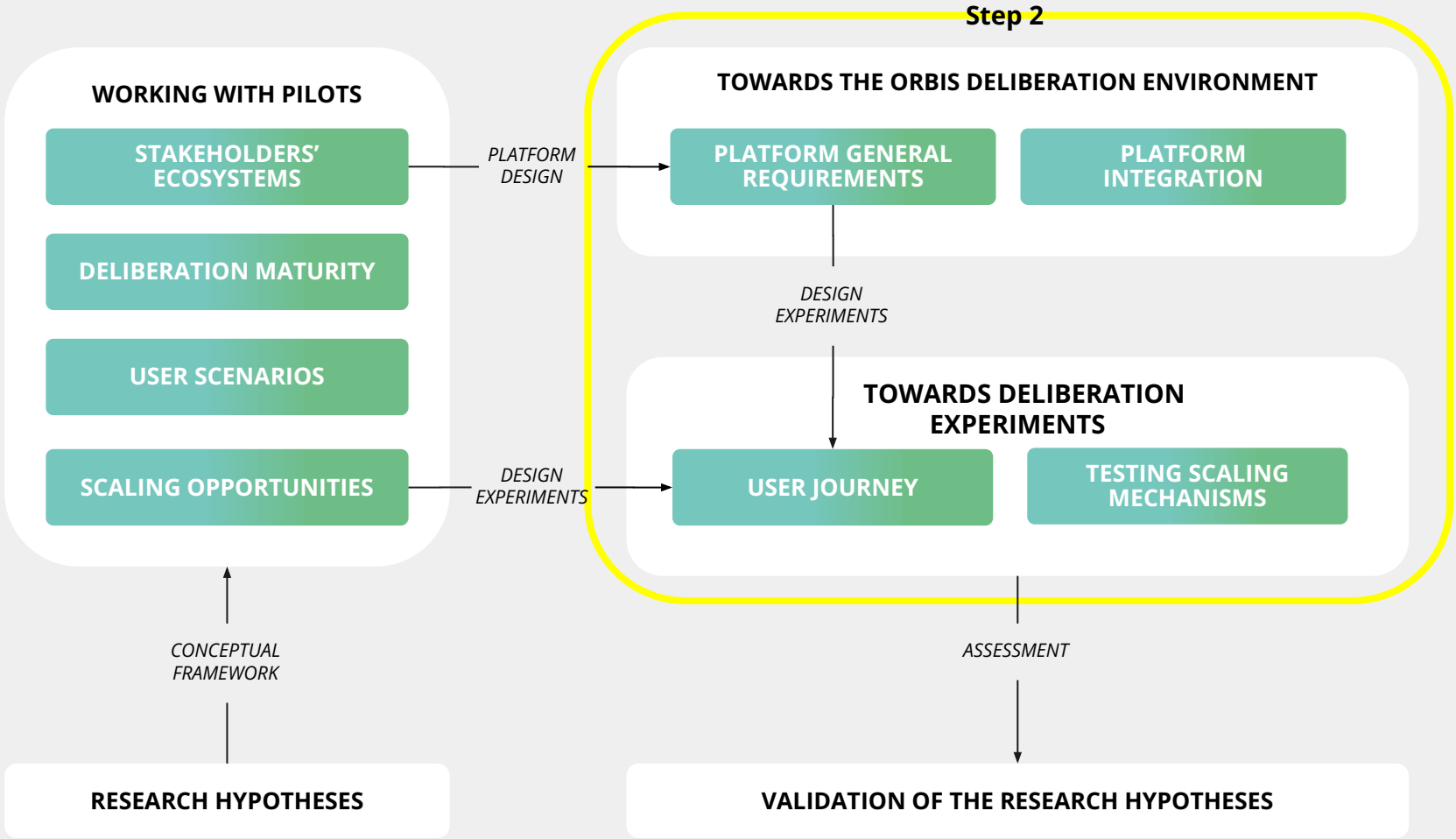


Step 2

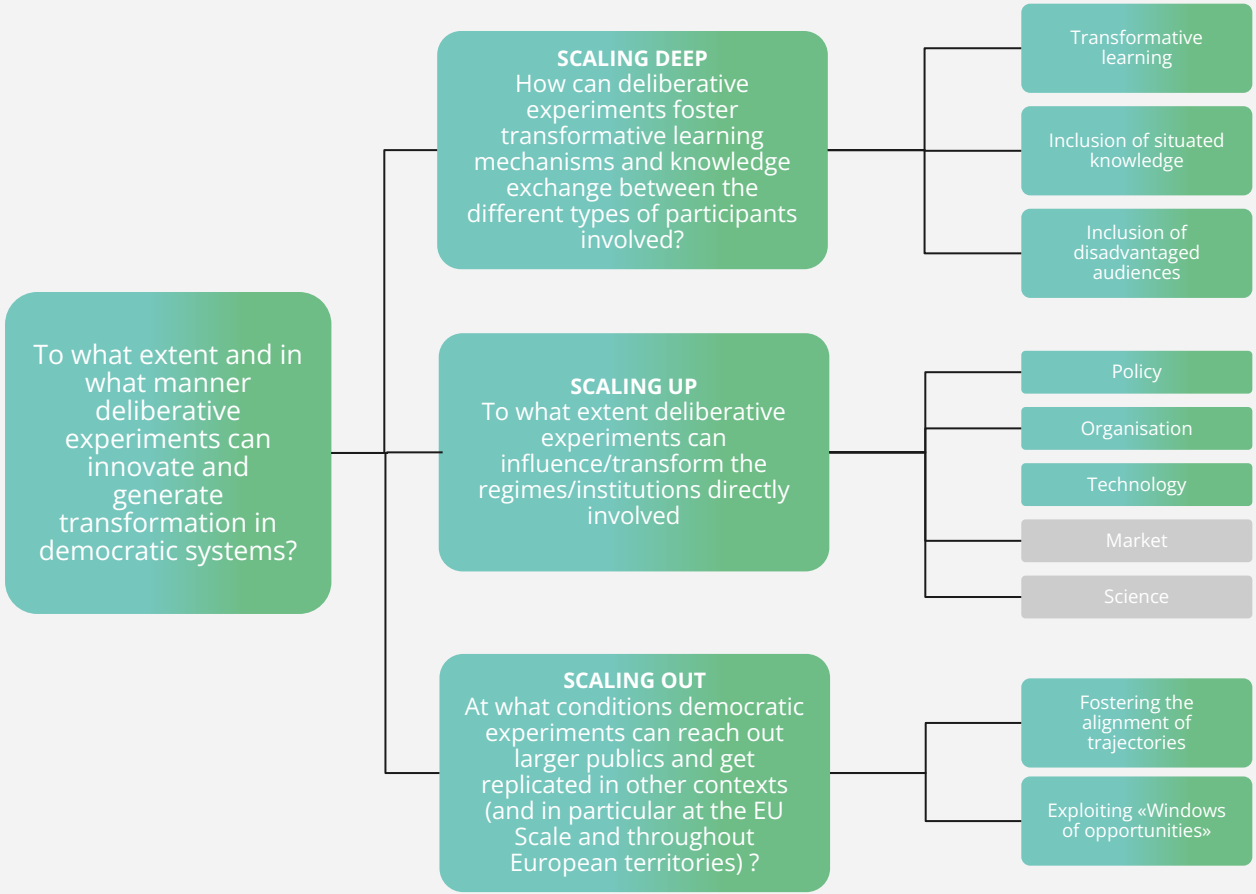
second one-to-one activities with pilots

The scaling perspective produces a complementary narrative of pilots macro-and-micro deliberative processes, described through two dedicated tools: the Ecosystem Map and the Process Graph, co-designed with pilots representatives

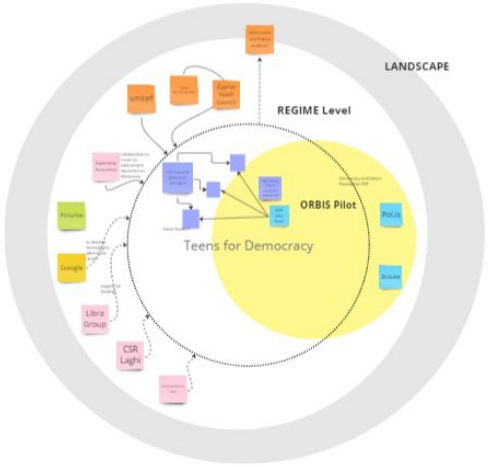
RESEARCH HYPOTHESIS: DELIBERATION AS DRIVER FOR SCALING DEMOCRACY MODELS



How are pilots situated as per **scaling mechanisms**?

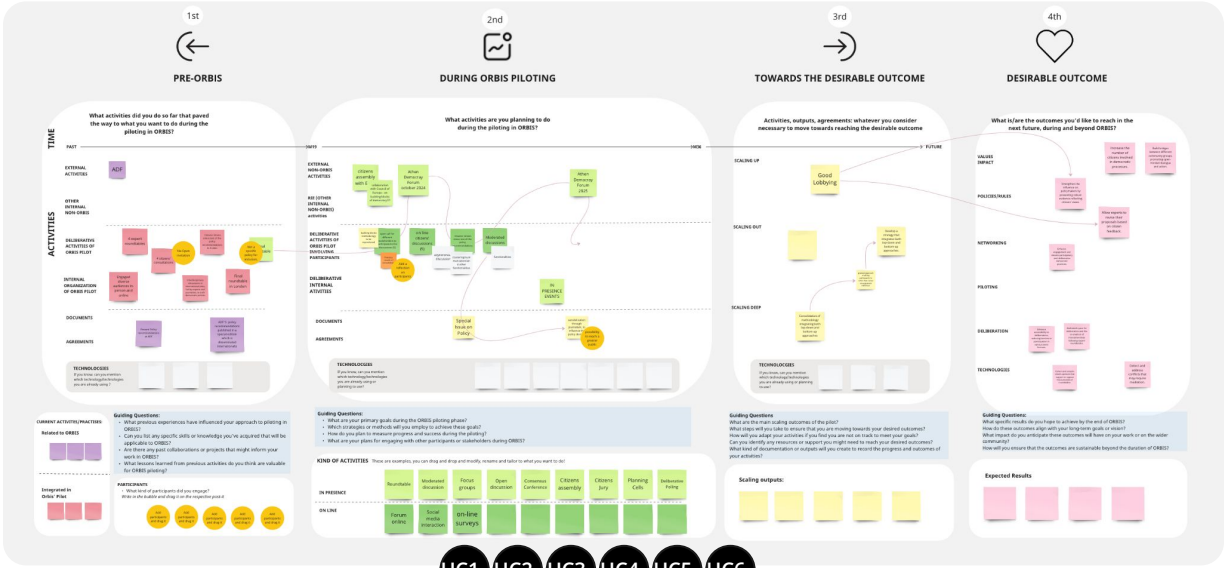


Which is Pilots' **ecosystem of stakeholder**?



UC1 UC2 UC3 UC4 UC5 UC6

Which are pilots **activities and practices** towards democratic deliberations?
How do they interpret **scaling trajectories** in their settings?



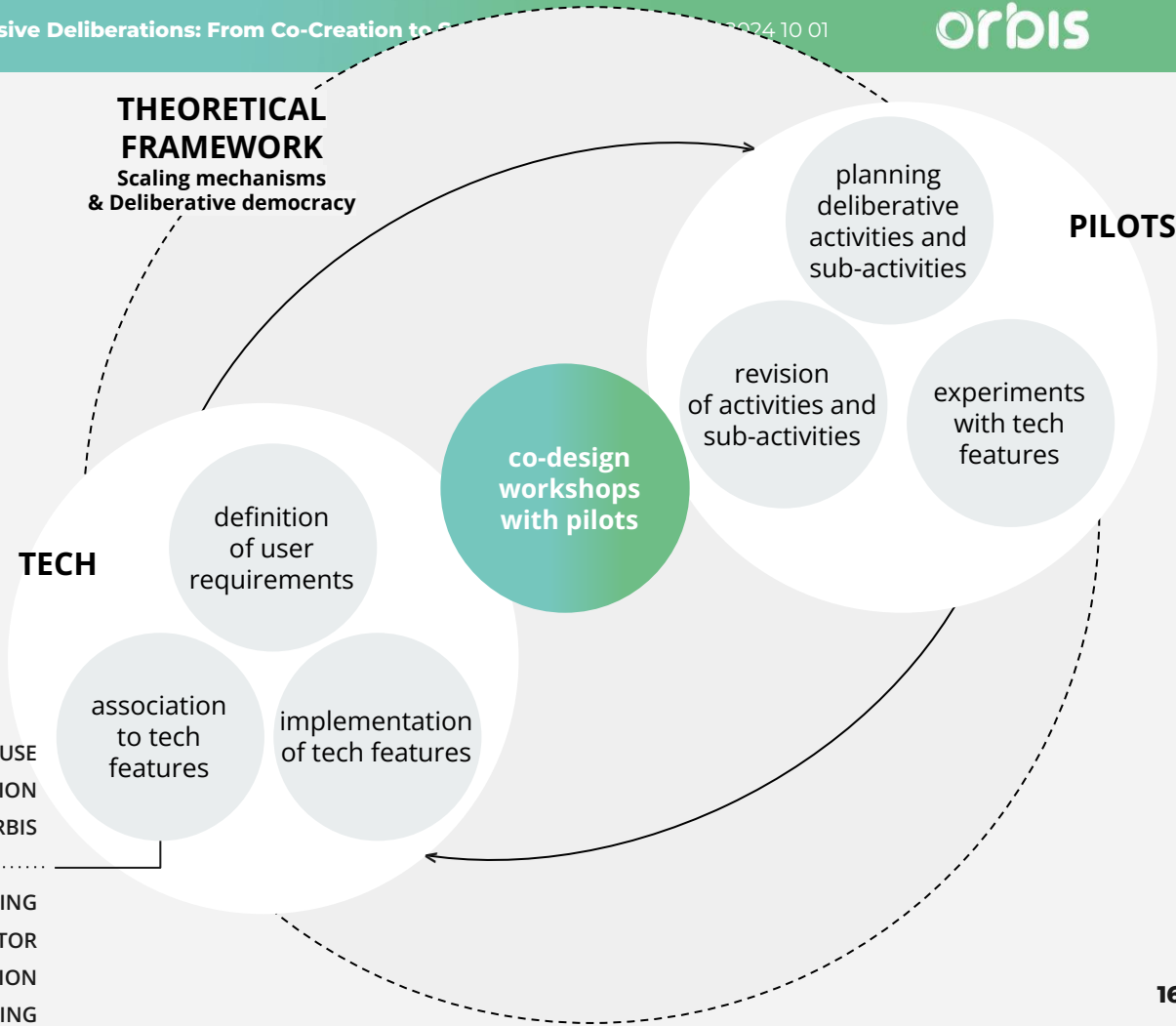
UC1 UC2 UC3 UC4 UC5 UC6

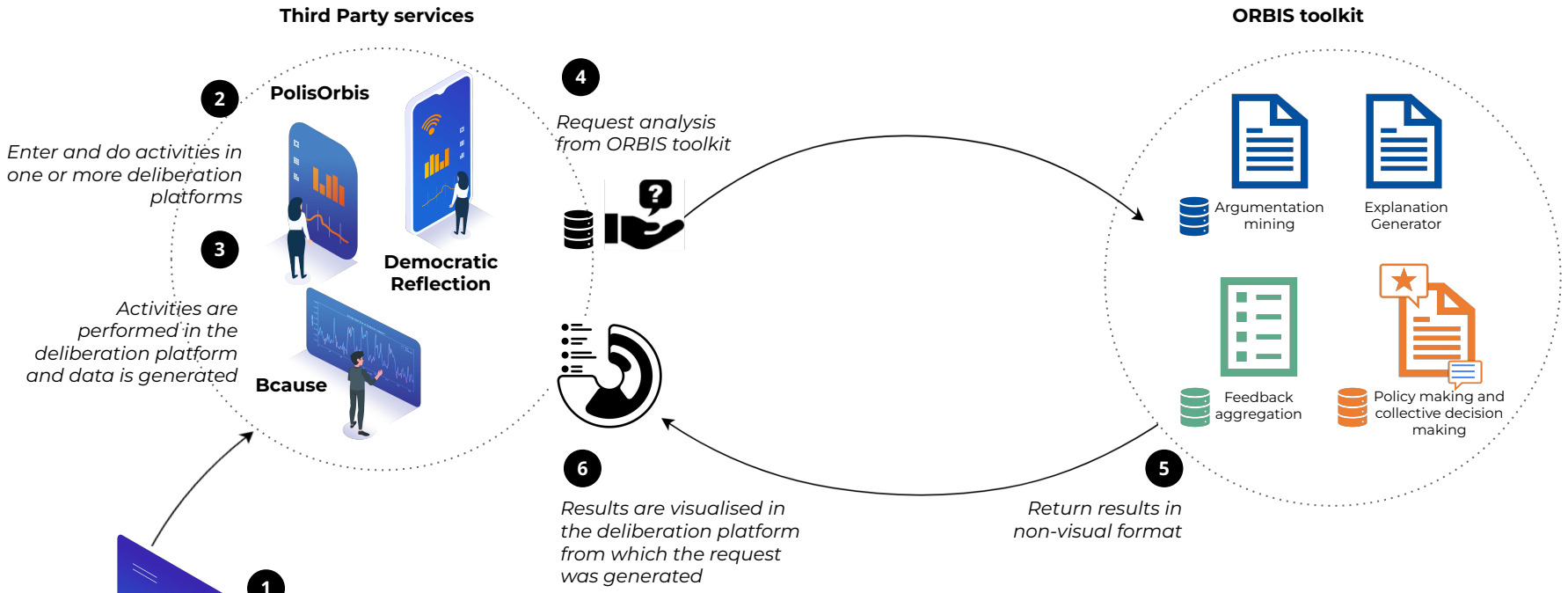
Step 3

The co-created user scenarios are used to derive tech requirements and initiate the design of the toolkit.
They also serve as the starting point to create user journeys for each pilot, which in turn offers input for the components' development.

How can **pilots inform technologies?**

How to **improve and develop socio-tech solutions** to answer real needs and **support scaling**?

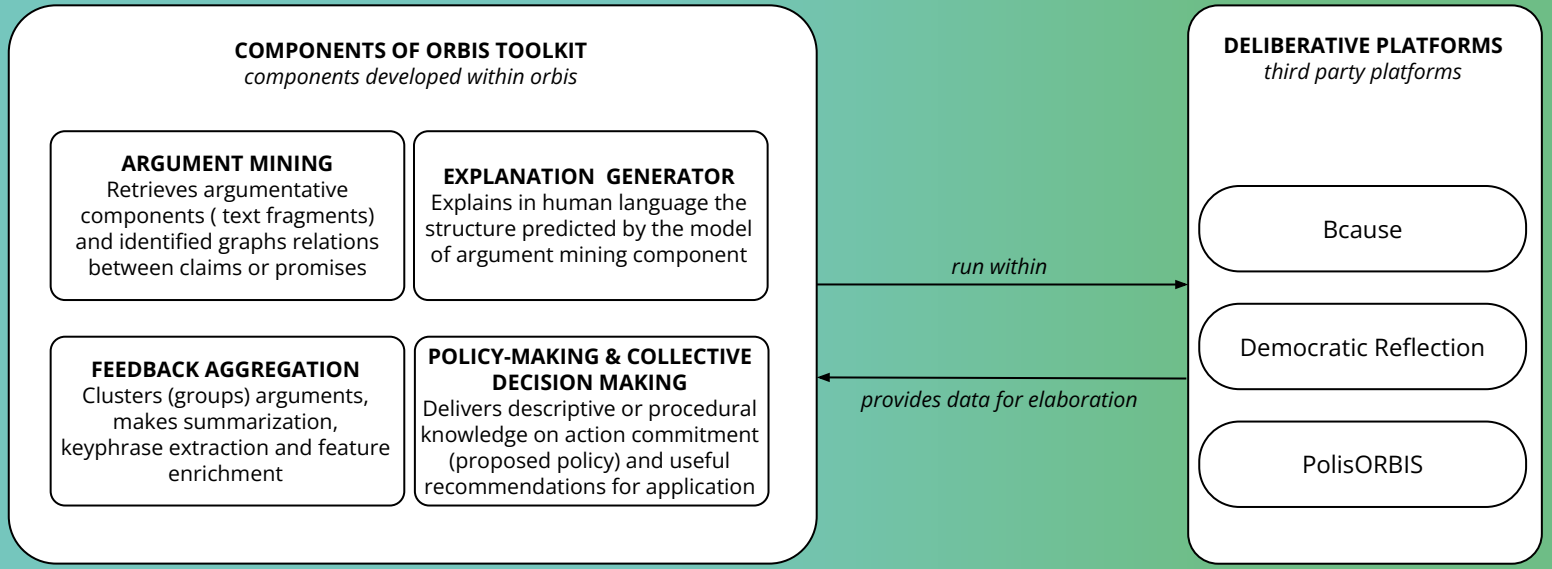




User Journey

- Ethical foundations and data protection
- Constant engagement and oc-design
- Transparency and explainability
- Continuous monitoring and iterative adaptation

ORBIS technical solution



Thanks :)

Grazia Concilio, Full professor, Department of Architecture and Urban Studies, Politecnico di Milano
Ilaria Mariani, Assistant professor, Department of Design, Politecnico di Milano

ORBIS has received funding from the European Union's Horizon Europe Framework Programme under grant agreement No 101094765.