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RESISTIRÉ

Reducing gendered inequalities
caused by COVID-19 policies

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Report on open studios cycle 3

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List of acronyms

Abbreviation	Meaning
COVID-19	Coronavirus Disease 2019
CSO	Civil Society Organisation
EU-27	European Union (27 countries)
GBV	Gender-Based Violence and sexual harassment
GEP	Gender Equality Plan
INGO	International Non-Governmental Organisation
NGO	Non-Governmental Organisation
OS	Open Studio(s)
WP	Work Package

Summary

The aim of RESISTIRÉ is to understand the unequal impacts of the COVID-19 outbreak and its policy responses on behavioural, social and economic inequalities in 31 countries (EU-27 plus Iceland, UK, Serbia and Turkey) and to work towards individual and societal resilience. It does so by collecting policy data, quantitative data and qualitative data, and by analysing and translating these to insights to be used for designing, devising and piloting solutions for improved policies and social innovations to be deployed by policymakers, stakeholders and actors in the field in different policy domains. The project relies on a ten-partner multidisciplinary and multisectoral European consortium, and a well-established network of researchers in 31 countries.

This report provides an overview of the four Open Studios that were conducted in the third cycle of the RESISTIRÉ project and their respective results. The Open Studios constitute the co-creation step in the RESISTIRÉ process, with results from the consecutive research cycles (WP2-4) being interpreted in this multidisciplinary format. The Open Studios are action-oriented, which means that their ultimate output consists of ideas for concrete action, input for recommendations to reshape policies, and unanswered questions (missing insights or knowledge) that can form the foundation of a future research agenda.

Four Open Studios were organised with a mix of participants from the consortium and invited participants. Each Open Studio (OS) had a different thematic focus: the first OS focused on inequalities related to older persons and the various hardships this group faced during the COVID-19 pandemic. The second OS looked at the concept of 'Ecosystems of Care' that was previously established in RESISTIRÉ and tried to find ways of scaling it up and multiplying it in different contexts, as well as opportunities for advocacy. The third OS reflected on creative civic responses to the pandemic (including RESISTIRÉ's own pilot projects) and drew lessons for inclusive responses to future crises. Finally, the fourth OS looked at the increasing movement towards widespread digitalisation and how this evolution can be made more inclusive.

For two days, participants went through a creative process inspired by better stories and by personas that were prepared for most Open Studios based on results of the research activities of the project. The result is a set of 22 action-ideas that will be further used and developed in the RESISTIRÉ project to:

- Formulate recommendations towards different target groups including policymakers, civil society organisations (including NGOs), employers, and other kinds of stakeholders.
- Feed the research agenda of RESISTIRÉ, which is promoted to research funding organisations.

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Introduction

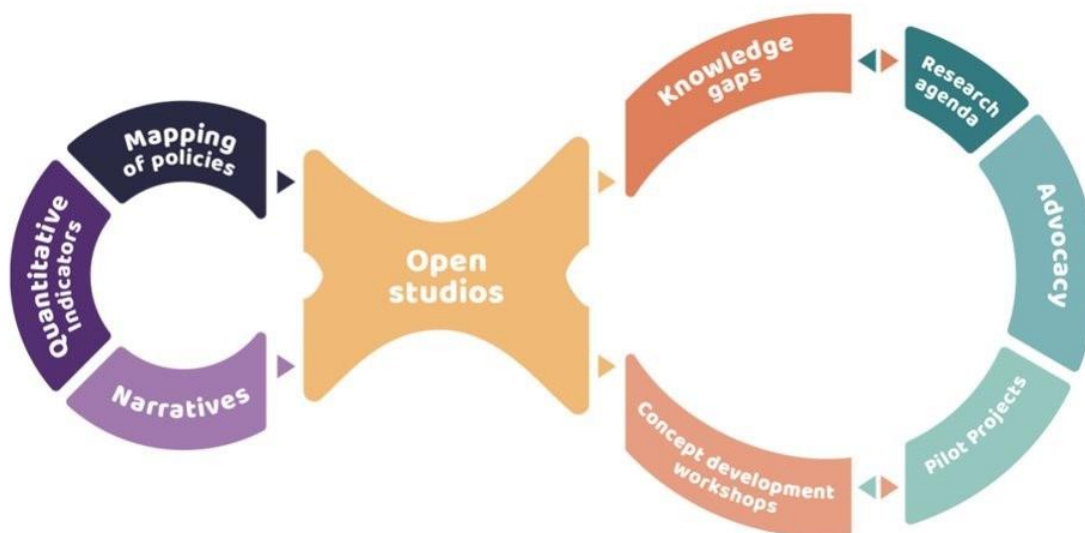
The aim of RESISTIRÉ is to understand the unequal impacts of the COVID-19 outbreak and its policy responses on behavioural, social and economic inequalities in 31 countries (EU-27 plus Iceland, UK, Serbia and Turkey) and to work towards individual and societal resilience. The pandemic has led to the introduction of national policy responses and measures in multiple policy domains to slow infections and prevent deaths (Cibin et al., 2021). This has profoundly changed lives, with physical and social distancing becoming the new norm and, where needed, quarantining and self-isolation. This process has radically shifted how society is organised, with increased working from home, home-schooling and intensification of online presence, all with their own specific (un)intended consequences (Bonaccorsi et al., 2020). It has also meant furloughing and job losses, with associated economic hardship and mental health issues, delayed ordinary health treatments, and worse, the loss of life (Nicola et al., 2020; Van Bavel et al., 2020; Lewnard & Lo, 2020). Worryingly, it has also meant increases in the levels of gender-based violence and variations in access to support and healthcare.

The impacts of these developments, like those of other crises, are gendered and related to sex, age, disability, ethnicity/race, migration status, religion, social class, and the intersections between these inequalities (Lokot & Avakyan, 2020; Walter & McGregor, 2020; Walby, 2015). They are uneven and unequal, disproportional in their consequences for different groups, and their long-term impacts are uncertain (Cumming et al., 2020). Women have been disproportionately infected by COVID-19 (Sciensano, 2020) and affected by its impact; as front-line workers, as formal or informal caregivers in society; as exposed to a higher risk of men's violence, in particular as intimate partner violence. As these positions intersect with social class, ethnicity, age and other inequalities, our approach deploys a 'gender+' approach, which highlights gender relations and gender inequalities, but always considers how these intersect with other complex inequalities (Verloo, 2013; Walby et al., 2012). Policy responses to the pandemic also need to consider the gender+ perspective, and how some groups benefit, while others lose out. It is important to understand how different policy responses are having unequal effects, but also how different responses can be put into place to understand and address gender and intersectional inequalities in different policy domains (Lombardo & Kantola, 2019).

To meet these aims, RESISTIRÉ conducts policy analysis, as well as quantitative and qualitative research activities, to inform the design of innovative solutions. In this way, it responds to the outbreak through co-created and inclusive strategies that address old and new, durable and temporary inequality patterns in and across policy domains. The overall methodology of RESISTIRÉ is based on a step-by-step process running in three cycles over 30 months (April 2021/September 2023). All project activities are organised

in these three cycles, feeding results into one another (see Figure 1).

Figure 1: RESISTIRÉ methodological step-by-step three cycle process



This report provides an overview of the four Open Studios that were conducted in the third cycle of the RESISTIRÉ project and their respective results. Two of the Open Studios were organised online, while two were held in person: in Dublin, Ireland and in Prague, Czech Republic. Each one had a duration of two full days and they all took place between early February and early March 2023. The Open Studios constitute the co-creation step in the RESISTIRÉ process, with results from the previous steps (WP2-4) being interpreted in this multidisciplinary co-design format. This specific approach is a technique developed to design policies in a participative way by bringing together multiple kinds of expertise. The Open Studios are action-oriented, which means that their ultimate output consists of ideas for concrete action, input for recommendations to reshape policies and towards other stakeholders, and unanswered questions (missing insights or knowledge) that can form the foundation of a future research agenda.

In the next chapter, the four Open Studios are described. The chapter starts with a description of the approach and how the Open Studios were prepared. After that, each individual Open Studio and its main themes are briefly described. In a following chapter, the output that came out of the Open Studios that is relevant for the next steps of RESISTIRÉ's process is reported upon and can be categorised in two ways: operational recommendations for policymakers and other stakeholders, as well as ideas and recommendations for the future research agenda of RESISTIRÉ. The action-ideas described in this chapter are descriptions of the actions as they came out of the Open

Studios, without any check for feasibility or improvements by the editors. They are considered as the output from the Open Studios that serves as input for the tasks in a next work package (WP6) where they will be screened and, if selected, further developed and finetuned. Two more concluding sections are a part of this deliverable: the lessons learned from this final cycle of Open Studios and brief (preliminary) conclusions.

Four Open Studios

Open Studio approach

The Open Studios should be considered an action-oriented analysis of the research results of the previous steps of the project. The output consists of ideas for concrete action, input for recommendations to reshape policies, and questions that still need to be answered (missing insights or knowledge). The Open Studios approach is a technique developed to design policies in a participative way bringing together multiple expertise. The original concept, as described in Boyer, Cook and Steinberg (2011), had a duration of five full days. The Open Studio approach used in RESISTIRÉ is for two days given the scope of the issues covered and the feasibility of recruitment of participants. During an Open Studio, participants go through periods of divergence (exploring in an open way, brainstorming) and of convergence (bringing ideas together into concepts of potential solutions). Different exercises shape this process as described in the table below.

Table 1 - Generic overview of an Open Studio

DAY 01	TIME	INPUT / TOOLS	OBJECTIVE	OUTPUT
00 <i>Optional Miro Tutorial</i>	9:00-9:15	/	Familiarise participants with the Miro board (if OS is held online)	/
01 Warmup; getting started	9:15-10:30	Participant profiles	Familiarise participants with one another and with the OS approach. Get participants thinking beyond their own experience (considering target groups).	Examples of long-term impacts, both individual and structural
02 Inspiration	10:45-13:00	<i>Presentation on inequalities, set of inspiring/promising policy and societal responses</i>	Have participants look critically at previous responses to issues (indirectly) caused by COVID-19 to understand what has been done and what can be done better. What have been the better stories of responding to the pandemic (policy & initiative)? Ask participants to critically assess the provided policy and societal responses.	Common characteristics of better stories and their shortcomings: initial identification of opportunities; What/who is missing in the existing better stories?
03 Empathy	14:00-15:30	Impacts (01) and responses (02); <i>personas</i>	What/who would have made a difference for this persona? What would have been their better story? What kinds of support mechanisms, resources or actions would have helped? What would the participants	Identification of additional gaps and opportunities/ideas for action

			have done if they found themselves in a similar situation?	
04 Brainstorm	15:50-17:00	Opportunities (02+03); <i>Lotus Blossom</i>	Develop ideas on how to overcome barriers creating inequalities and how to enable a more inclusive and creative response to the pandemic.	A selection of ideas to be characterised; Who/what is missing?
DAY 02				
05 Brainstorm	9:00-10:30	All ideas from day 1; <i>Mind map</i>	Reflecting on the results of the first day and identifying potential better stories of societal and policy responses	A selection of ideas to be characterised; Who/what is missing?
06 Co-create	11:00-12:30	Ideas selected from 04+05	Turning ideas into better stories of societal and policy responses	Potential pilot actions; Recommendations for stakeholders; Open questions for the research agenda
07 Co-create	13:30-15:00	Ideas selected from 04+05	Turning ideas into better stories of societal and policy responses	Potential pilot actions; Recommendations for stakeholders; Open questions for the research agenda
08 Conclusions	15:20-17:00	Open for conclusion	Define priorities and follow-up actions	Priorities for stakeholder recommendations and for pilot actions

Four Open Studios have been planned for each cycle (twelve in total), which are held either face-to-face or online depending on the development of COVID-19 in the period when they must take place. Choosing a face-to-face workshop over an online one (or vice versa) does not have an impact on the general structure and content of an Open Studio. In this last cycle, the consortium opted for the initial plan: two of the OS were online and two were in-person, one in Dublin, the other in Prague.

Preparing the Open Studios

Choice of Themes

The reflection on the thematic focus of the third cycle of Open Studios started in November 2022, during the ongoing third cycle of research activities of the project. Open Studios need to have a clear goal and a scope that is compatible with the method: sufficiently broad to allow for creativity, but also sufficiently focused to ensure concrete results will come out. The selection of subjects was done in steps, with a longlist, which led to a shortlist and finally a choice. The decision was taken to choose subjects that reinforce the advocacy activities and contribute to advocacy that can be boosted by the project's final conference planned for June 2023.

The longlist of eight potential themes was established by the 'Open Studio team' - consisting of staff of YW, ORU and SU, with ISAS as task leader of the advocacy (T7.4) - based on the research results available³. This longlist was reduced to six themes based on a vote by the consortium, using criteria that took into account the Open Studio method, its advantages, and its limitations: the feasibility to handle the theme within the format, the likeliness to get operational results; the balance of themes covered and the risk factor. Risk was considered as something the project should be ready to take on, as the purpose is to learn from the experience and the safest route should not always be chosen.

The final decision was taken by the teams of YW, SU, ORU and ISAS in December 2022. The actual titles of the Open Studios evolved in the next weeks and are mentioned below.

Recruitment of Participants

The decision on the themes triggered the recruitment of participants, both from within the consortium and invited experts. The target was to have 12 participants from team members of consortium members and to invite 8 external participants. For external participants, the target was to have a mix of different profiles: people directly involved professionally, people who had been studying the thematic area (mostly from academia and some from CSOs/NGOs), people with a creative/artistic background, people working for social partner organisations, activists, and policymakers.

³ Main sources: ad hoc analysis of the reports from the first research cycle, findings from the second research cycle, and preliminary findings from the third research cycle.

Identification of experts was a collective responsibility, with all consortium partners contributing to develop a longlist for each OS. The YW team complemented this list through desk research to identify stakeholders and experts which were screened. Based on this longlist, invitation mails were sent out in waves to ensure the quota agreed would be met as adequately as possible. The YW team was in charge of sending out invitations and coordinating the recruitment process. ESF was involved in contracting the external participants as experts.

Better Stories and Personas

In parallel, the content of the Open Studios and material to be used in the exercises were prepared. This was done through the exploitation of the first- and second-cycle research results from WP2, WP3 and WP4, as well as the (preliminary) third-cycle results.

Better stories are used as inspiration in the Open Studios. These better stories are stories that identify how a given (negative) societal situation can be ameliorated to improve on existing practices, without being a perfect fix that turns out to be unattainable (i.e., a 'best story'). As feminist scholar Dina Georgis (2013) argues in her book *The Better Story*: "There is always a better story than the better story." The better stories serve to inspire and form the groundwork for the development of more concrete results, like policy recommendations and potential societal initiatives. In this regard, the Open Studios tried to find answers to some key questions, which included the following: What have been some inspiring practices, initiatives, and policies that we have been able to observe in different contexts across Europe? What can we learn from them to imagine even better stories of responding to this crisis that we all share, but are not equally affected by? How can a gender+ perspective help us explore, make visible, and co-create more egalitarian and inclusive policies, initiatives, and practices? The better stories were selected from the grids with policies and societal responses collected by the national researchers (WP2) and complemented with desk research for a sufficiently balanced portfolio. They were then further developed in a standardised format adapted to the use in the Open Studio. Better stories that were collected in the project are available on the [RESISTIRÉ project website](#).

The technique of personas is used to stimulate creativity, create empathy and to take some distance from the personal experience of the participants. These personas are based on earlier research in the project and profile different archetypes of people that were affected by the pandemic in one way or another. The ORU team in charge of analysing the narratives (WP4) was briefed on the OS method and process, as well as the personas. This allowed ORU to identify narratives that could be inspiring for the development of the personas. They were developed by the YW, ORU and SU teams in two steps: firstly, defining the basic characteristics of at least 6 personas for each OS, checking the consistency and the coverage of inequalities. Secondly, the development

of drafts for each set of personas, including the choice of visuals and the development of quotes (inspired by real quotes in the narratives). These drafts were reviewed by the team before their finalisation.

Finally, a package of materials was prepared and sent to all the participants one week prior to each OS. This included a briefing note on the project, the OS approach and practical information; an introduction to the theme that included results from the research phases (WP2, 3 and 4); and a set of better stories related to the theme of the OS.

Open Studio 1 – Better is Possible: Solutions for Older People in a Post-pandemic World

The first Open Studio of the third cycle was held in-person on the 2nd and 3rd of February 2023, in Dublin, Ireland, and was titled ‘Solutions for Older People in a Post-pandemic World’. It brought together several participants from the RESISTIRÉ consortium itself as well as experts, stakeholders, and one creative person from outside of the project (see Table 2 below). Open Studio 1 was co-facilitated by Alain Denis (YW) and Anne-Charlott Callerstig (ORU), with additional facilitators for small group work: Grace Romeo (YW), Nathalie Wuiame (YW), and Lina Sandström (ORU).

Table 2 - List of OS1 Participants

Invited Participants	Consortium Participants
Nikki Dunne	Alicja Bobek (TU Dublin)
Zoe Hughes	Vanda Maufras Černohorská (ISAS)
Bibiana Savin	Caitriona Delaney (TU Dublin)
Cristina Martin	Felix Arrieta Frutos (UDEUSTO)
Alice Delerue Matos	Yvonne Galligan (TU Dublin)
Julio Cesar Osorio	Agnieszka Kolasińska (ISAS)
Martín Zúñiga	

The invited participants included a researcher, an artist and five people representing NGOs working in the field of families and/or older care. One participant works exclusively with older women. One invited participant had to cancel her participation at the last minute. Two participants from the consortium only attended the first day of the Open Studio. While a few participants were Irish for obvious reasons, there was also some geographical diversity among the participants, who were based in 7 different

countries: Belgium, the Czech Republic, Ireland, Portugal, Spain, Sweden, and the United Kingdom.

In all three cycles of the RESISTIRÉ project, inequalities related to older persons during the pandemic emerged as a strong theme. The pandemic has both exposed and exacerbated age-related inequalities and violations of older people’s rights, including the right to life (e.g., access to COVID-19 tests, denial of emergency treatment in hospitals) and related unjustified and unfair age restrictions, bans and treatments on the grounds of age.

Key issues that constituted the focus of the Open Studio were age discrimination and the invisibility of ageism (the ghost generation), access to and provision of care for older people, the increasing isolation and deterioration of mental health among older people - which is likely to have an impact long beyond the spread of the virus - but also the need to involve and promote the participation of older people as active agents in crisis situations. Intersectionality is also an important aspect, as intersectional perspectives are often missing when discussing age/older people. Similarly, when other inequalities are highlighted, old age is often missing.

Open Studio 2 – Ecosystems of Care: Inclusive and Healing Urban Ecologies

The second Open Studio of the third cycle was held in-person on the 9th and 10th of February 2023, in Prague, Czech Republic, and was titled ‘Ecosystems of Care: Inclusive and Healing Urban Ecologies’. It brought together several participants from the RESISTIRÉ consortium itself as well as experts, stakeholders, and creative people from outside of the project (see Table 3 below). Open Studio 2 was co-facilitated by Alain Denis (YW) and Ayşe Gül Altınay (SU), with additional facilitators for work in small groups: Grace Romeo (YW) and Aart Kerremans (YW), with assistance from Roberto Cibin (ISAS) and Agnieszka Kolasińska (ISAS).

Table 3 - List of OS2 Participants

Invited Participants	Consortium Participants
Kornelia Dimitrova	Claudia Aglietti (K&I)
Barbora Jelínková	Alicja Bobek (TU Dublin)
Sabina Kerić	Charlotte Carlmark (ORU)
Sophie Krier	Roberto Cibin (ISAS)
Lucie Matoušková Lankašová	Agnieszka Kolasińska (ISAS)
Clément Rames (aqui)	Lorenzo Lionello (Sciensano)
Štěpán Říha	
David Steinwender (Transition Graz)	

Invited participants included two civil society organisation representatives, two people previously involved in RESISTIRÉ's 'Ecosystem of Care' pilot projects, two people running urban/community gardens, and two people with a more creative and activist background. Two members of the facilitation team, as well as two other consortium partners, had to cancel their participation shortly before the start of the Open Studio. There was, however, some geographical diversity among the 18 participants, who were based in 10 different countries in total: Austria, Belgium, the Czech Republic, Ireland, Italy, the Netherlands, Serbia, Spain, Sweden, and Turkey.

With this Open Studio, RESISTIRÉ built on the experiences of its two 'Ecosystem of Care' pilot projects (one in Barcelona, one in Graz) initiated in the first cycle, based on the outputs of an earlier Open Studio. The project idea contained in the Ecosystems of Care call for pilot projects put the focus on the 'software' side of green spaces as opposed to their 'hardware': the green space itself and all of its constitutive structures, including public furniture, sports facilities, etc. More specifically, the call focused on the programming of the use of the different areas of the space, of the different infrastructures already available, the timing of the use and who was already using the space. By focusing on the 'software' side, it was possible for different programmes to be implemented and adapted in a participatory way, considering the needs of all and especially of vulnerable groups in the area.

The programmes would promote inclusiveness and contribute to developing the green space as an 'Ecosystem of Care', which can be seen as an expansion of the 'home realm'. In such a space, problems and care needs can be addressed outside the home with the help of the community. In this context, the term 'Ecosystem of Care' includes not only the care for the individual, but also 'collective care' incorporating groups that are typically discouraged from frequenting green spaces. An 'Ecosystem of Care' also addresses the natural inhabitants of green spaces and embraces the need to protect wildlife. Finally, it refers to democratic care and conflict resolution as well. The utilisation of green spaces as 'Ecosystems of Care' enables the modification and evolution of these spaces, and ensures that the purposes of green spaces can change with the needs of surrounding and connected user groups.

Subsequently, this Open Studio explored ways in which the developed concepts, implemented projects, and other similar 'better stories' could be multiplied in different contexts, as well as scaled up. It sought to create the basis for a community of researchers and activists around the concept of ecosystems of care, to create action plans for advocacy of these innovative green space interventions, and to promote the perception of green spaces as effective public health assets beyond the pandemic.

Open Studio 3 – Better is Possible: Creative Civic Responses to Crises

The third Open Studio of the third cycle was held online on the 28th of February and the 1st of March 2023, and was titled 'Better is Possible: Creative Civic Responses to Crises'. It brought together several participants from the RESISTIRÉ consortium itself as well as experts, stakeholders, and creative people from outside of the project (see Table 4 below). Open Studio 3 was co-facilitated by Alain Denis (YW) and Ayşe Gül Altınay (SU), with additional facilitators for work in small groups: Aart Kerremans (YW), Nazlı Türker (SU) and Pinar Ensari (SU).

Table 4 - List of OS3 Participants

Invited Participants	Consortium Participants
Francesca Jarvis (Chayn)	Claudia Aglietti (K&I)
Lea Karrasch (aquí)	María López Belloso (UDEUSTO)
Nazlı (Nayuk) Mayuk (Empowering Practices Initiative)	Claire Braun (ESF)
Magdalena Pocheć (FemFund)	Caitriona Delaney (TU Dublin)
Oğulcan Yediveren (SPoD)	Elena Ghidoni (UDEUSTO)
	Audrey Harroche (OBU)
	Federica Rossetti (Sciensano)
	Lina Sandström (ORU)

Invited participants included two activists, a civil society organisation representative, and two people previously involved in RESISTIRÉ's pilot projects (in 'Ecosystems of Care' and 'Resilient Together: We Will Survive Secondary Trauma'). There was some geographical diversity among the 18 participants, who were based in 9 different countries in total: Belgium, France, Ireland, Italy, Poland, Spain, Sweden, Turkey, and the United Kingdom.

RESISTIRÉ's research has illustrated the specific role of bottom-up initiatives in providing services and solutions to problems arising from the COVID-19 health crisis. Citizens are seeing the problems and spontaneously developing (sometimes very creative) solutions to alleviate the most urgent needs. In contrast, the public sector is, in general, less agile and less innovative. Although we have identified a significant number of better stories as being inclusive and addressing the needs of vulnerable groups, there is still potential to improve on the gender+ inclusiveness of most bottom-up initiatives.

Building on these Better Stories and through the organisation of Open Studios in the two first research cycles of the project, RESISTIRÉ has developed seven social innovation concepts that were piloted in nine different contexts. All of them were based on the capacities and expertise of civic society organisations and serve as examples of how to make civic society responses more inclusive.

This Open Studio reflected on these experiences and drew lessons for the future and for different target groups: civil society, but also the public sector. The rationale was to use

what the pandemic has shown us all, namely the highly responsive and innovative capacity of civil society in the face of a crisis, to find ways to improve the recognition of this capacity by the public sector and society at large.

The key questions we looked at during this Open Studio were therefore:

- Creativity/innovation of civic responses
 - How to stimulate creativity - meaning innovation - when responding to a crisis situation?
 - What makes certain responses more creative than others? What factors/conditions enable creativity?
 - What are the (potential) consequences of creativity?
 - What would/does a political ecosystem of creativity look like?
- Civic responses and the public sector
 - How to stimulate the emergence of civic responses during crisis situations?
 - How to support civic responses that emerge during crisis situations?
 - How to identify those initiatives that need to be sustained after the crisis and get structural support?
- Gender+
 - How to ensure that civic responses are inclusive?
 - What happens when civic responses ARE (more) inclusive? What are the consequences of relatively more inclusion?
 - What are some better stories of inclusion we have come across?

Finally, this Open Studio differed slightly from previous Open Studios, in that the facilitation team opted to use two inspiration sessions instead of one inspiration and one empathy session, given the OS' thematic focus on civic responses. In effect, this meant that no personas were used, but that a double set of collected better stories was utilised instead.

Open Studio 4 – Better is Possible: Inclusive Digitalisation and Bridging the Digital Divide

The last Open Studio of the third cycle, and of the RESISTIRÉ project as a whole, was held online on the 6th and 7th of March 2023, and was titled 'Inclusive Digitalisation and Bridging the Digital Divide'. It brought together several participants from the RESISTIRÉ consortium itself as well as outside participants with expertise in digital issues (from CSOs or companies) (see Table 5 below). Open Studio 4 was co-facilitated by Alain Denis (YW) and Anne-Charlott Callerstig (ORU), with additional facilitators for small group work: Grace Romeo (YW), Nathalie Wuiame (YW), and Lina Sandström (ORU).

Table 5 - List of OS4 Participants

Invited Participants	Consortium Participants
Cindy Adriaens	Hülya Adak (SU)
Oscar Espiritusanto	Alicja Bobek (TU Dublin)
Michelle Sahal Estimé	Marina Cacace (K&I)
Mark Kelly	Pınar Ensari (SU)
Roble Moussa	Audrey Harroche (OBU)
Carla Scaramella	Agnieszka Kolasińska (ISAS)
Veronica Stefan	Asya Salnikova (ESF)
	Dolores Morondo Taramundi (UDEUSTO)

The invited participants included people involved as ICT consultant, ICT researcher, service designer, and representatives of NGOs providing support in digitalisation skills for various groups (e.g., young people, migrants and refugees, etc). There was also some geographical diversity among the participants, who were based in 11 different countries: Belgium, the Czech Republic, Finland, France, Ireland, Italy, Romania, Spain, Sweden, Turkey, and the United Kingdom.

In all three cycles of the RESISTIRÉ project, inequalities related to digitalisation emerged as a strong theme following the rapid trend towards digitalisation during the pandemic. Access to and knowledge of how to use digital resources is a key issue for:

- Less 'well-resourced' children and students in terms of their ability to participate in education.
- Groups with less digital experience such as older people in terms of access to information, services and social contacts.
- People living in areas with poor infrastructure (e.g., rural areas) or facing language and economic barriers of access.

Other negative effects reported include digital violence, mistrust of information and mainstream media, isolation, and difficulties in assessing the needs of vulnerable groups.

On the one hand, the pandemic has exposed existing and widening digital divides, often linked to existing and growing inequalities in society. On the other hand, digitalisation has a potentially positive impact on access to services by removing the need for face-to-face presence, reaching new audiences and creating new platforms for interaction that could break social isolation.

Key issues for this Open Studio were the impact on education, social services and teleworking, but also ethical concerns both in terms of unethical behaviour in the digital

space and the inclusive design of digital/ICT solutions.

Ideas for actions

The creative exercises in sessions 6 and 7 led to more concrete ideas for actions that can be operationalised further in WP6. Therefore, this section includes descriptions of action-ideas that will be used as input to:

- Formulate recommendations towards different target groups, including policymakers, civil society organisations (including NGOs), employers, and other kinds of stakeholders.
- Feed the research agendas of RESISTIRÉ, which are promoted to research funding organisations.

These action-ideas are descriptions of the actions as they came out of the Open Studio, without any check for feasibility or improvements by the editors. Even if the authors tried to have some consistency in their presentation, this was not always possible based on the concrete output. Some of the action-ideas described have the potential to inspire more than one of the different kinds of outputs mentioned above: potential recommendations could, for instance, also be input for the research agenda, and vice versa. Table 6 below gives an overview of the 22 action-ideas that came out of the four third-cycle Open Studios. What follows are the descriptions of each of them.

Table 6 - List of action-ideas

Action Nr.	Action-idea
1.1	Knowing what's out there
1.2	Global Ghost Society
1.3	GATEWAY: Accessing the Care Continuum
1.4	Right(s) now!
1.5	Bridging the divide
1.6	PARALLEL: PARALLEL services, PARALLEL qualities, PARALLEL LIVES
2.1	Rewilding through schools
2.2	Campaign on ownership targeting municipalities
2.3	Advocacy roadmap
2.4	Adaptive community garden models
2.5	Platform for knowledge sharing
3.1	Transformative Funding
3.2	Create conditions for researchers to become activists
3.3	Resilient communities lead to resilient societies
3.4	Facilitating the culture of regenerative activism

3.5	Intersectional lens workshop for grassroots organisations
4.1	From off-line to on-line
4.2	(Mandatory) Code of Conduct
4.3	Critical Media Literacy
4.4	Digital Rights Now! Change through collective action
4.5	Ethical Tech
4.6	Role of the Coach

Knowing what's out there (action 1.1)

To create an evidence base of all the knowledge and projects that are promoting the broad concept of community care.

Background and justification

Community care, with concepts like caring neighbourhoods and warm neighbourhoods, is well-known and -researched. There is evidence that such approaches do create more value for people in need of care, but also for those who provide the (informal/formal) care and for society. Still, such approaches are not yet the mainstream.

It is against this background that the proposal is to make sure that existing knowledge and experiences are shared, to avoid reinventing the wheel, and as a first step in developing the evidence base to convince policymakers to promote this approach.

The community care concept has the following ingredients:

- The community is involved in organising and providing care.
- It is intergenerational.
- It is done with the objective to provide support at the home of older persons.
- It is a form of social contract (whether informal or formal).
- It leverages on solidarity.
- It is a form of collective support (from the community and through the cooperation and exchanges between individual caregivers).
- It requires funding (not to take for granted that care services are provided for free by the community members).

Impacts pursued

The objective is to create an evidence base on the benefits of a community care approach.

The leverage towards policymakers is the fact that they are now promoting the concept of "ageing in place", trying to keep older persons as long as possible inside their own homes, living independently. This concept is promoted, mainly, because it is cheaper for the social security system. The later an old person is institutionalised, the better for society.

To make this concept of “ageing in place” work, it is best combined with a community care approach.

Action description

Creating the evidence base would be done through two techniques:

- Crowdsourcing
- A literature review

It would be developed in steps:

1. Define the scope and boundaries.
2. Define the characteristics of the projects / research that need to be documented (search criteria).
3. Collect cases through literature review and desk research.
4. Launch the crowdsourcing platform and advertise it.
5. Continuously monitor and promote the platform.
6. Develop “better stories” as examples of good approaches.

Older people would be involved in the design and validation.

Some criteria / principles linked to the scope of the evidence base:

- Both successes and failures would be collected.
- Impact is a criterion (proof of actual positive impact).
- Innovativeness of the approaches.
- Look at the cases from different perspectives: the individual, the care organisations, the local authorities, ...
- Holistic approaches.

Target groups

- Organisations trying to influence policymakers who can base their arguments on the evidence gathered
- Researchers
- Activists
- Policymakers

Outputs

- Topical webinars.
- Comparison of different models for organising community care.
- Proposals for “better stories” (prototypes of approaches; idea-types).

Global Ghost Society (action 1.2)

A combined campaign and platform that aims to challenge the negative stereotypes surrounding old age, with a particular focus on visual representation.

Background and justification

The starting point of the discussion was the '65 divide', 'combatting ageism' and 'building an intergenerational society'. With a visual artist in the group, the discussion quickly turned towards countering ageism in visual representations of older people. Although this is an issue that has received attention recently, the go-to option is still to present older people as vulnerable, frail and often physically impaired. Attempts at humour can also lead to images relying on stereotypes (e.g., older people as mentally impaired, 'grumpy old men') and when 'successful' ageing is presented in advertising, it usually means erasing all signs of ageing, thus creating unattainable beauty standards for older women in particular.

Impacts pursued

- Making the ageism inherent in visual representations of older people visible
- Providing positive counterexamples
- Showing older people in all their diversity
- Promoting image-making based on dignity and respect
- Building an intergenerational community by connecting older people with the next generation of image-makers

Action description

The initiative envisioned is a campaign that spreads awareness of the issue combined with a platform where 'better stories' can be shared. This platform could also be used to make intergenerational connections. Activities could include:

- A social media campaign that uses some innovative method to direct attention towards the issue (the 'Bechdel test' and 'congratulations, you've got an all-male panel' were used as reference points).
- A competition that invites people to create positive counterimages (working title 'the coolest grandparent I know'). This could potentially be targeted towards younger people in order to make intergenerational connections. The images could be photographs or other forms of visual representation.
- A digital platform that can be used to inform about the issue and act as a repository of 'better stories' (for example, some image banks are now making an effort to include more diversity in their portfolios). The counterimages from the competition would also be shared on the platform and spread through further social media campaigns.
- There is also potential to use the platform for skills transfer. Retired photographers/artists could share their knowledge of photography/art, and ageing, with the younger generation (either online or by visiting educational institutions, photography clubs, etc.)

Target groups

The primary target groups are the producers, buyers and sellers of images (the media, image banks, advertising agencies, etc.). Other possible target groups are photography clubs or the educational institutions that educate the next generation of image-makers. However, the aim is also to make an impact on the general public, whose perception of older people is shaped by these images.

Actors

Was not discussed.

Scalability

The 'Global Ghost Society' was given its name because it could potentially be a global movement. The 'ghost' part is in reference to the fact that older people tend to 'disappear' from the public imagination post-retirement and, if they are represented at all, it is usually not as active subjects but as fragile shadows of their former selves.

GATEWAY: Accessing the Care Continuum (action 1.3)

Background and justification

The starting point for discussion was to improve the quality of services available to older people, including both formal and informal means of care. The proposed solution aims to improve existing services by making them more visible and accessible. The understanding is that many actors and services are already in place, but users are not aware or able to access them. To improve visibility and access, the idea is to create a consolidated resource for all existing services / providers in one place, as we've seen done in previous better stories (see Pandemic Map of Municipalities in Turkey). The difference here is that this is not a passive online solution, but rather an independent actor with various means of engagement. This 'helicopter actor' has three key roles:

- **Provide low-threshold entryway into the care continuum*:** establishing various means of contact including a physical central location, live telephone operator, chat / email, and an (interactive) website / resources.
- **Connect users with providers:** understanding user needs and helping them find the appropriate services.
- **Organise community outreach:** actively engaging with all types of users to convey that these services exist to be engaged with, rather than purely in case of emergency. The hope is to make these services visible to all generations to create awareness and normalise the idea of / need for care. Eventually, the hope is that users will pre-emptively initiate contact, rather than waiting until after a crisis.
- **Create trust in the system:** building and maintaining relationships between providers, users, families, etc.

*An additional objective of this initiative is to frame care as a continuum. The argument here is that aging is a gradual process, so available services should reflect a spectrum of needs presented in late adulthood. Shifting the practice from "care during / after crisis" to "care as a continuum" would make users more aware of services earlier in life, which in theory would encourage more preventative services and behaviour.

The action also aims to break the trend of segmenting care into 'silos,' where services / providers are strictly segmented and user needs often fall through the cracks. This initiative breaks these divisions by creating links and strengthening relationships between service providers.

Impacts pursued

- Low threshold, high visibility for various types of care.
- Making information and services available to everyone (with various degrees of digital access; for users themselves, but also for families seeking information on someone else's behalf - e.g., 'My parent / partner / neighbour is starting to show signs of dementia. What should I do?').
- Providing 'entry-level' services to gradually engage with users.
- Encouraging users / society to become aware of these services BEFORE a crisis, to encourage more pre-emptive / preventative action rather than simply responding to crisis.
- Creating more awareness among general society to de-stigmatise the need for care and normalise preventative measures for healthy aging.
- Identifying vulnerable people in the area; having a better mapping of needs to inform services in the future. This understanding can also be used to inform policy response in times of crisis.
- Involving different types of actors; creating connections between providers to improve services and create resilience.
- Creating age-friendly cities / communities, i.e., in the dimensions of transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, community support and health services, and outdoor spaces and buildings.

Action description

As mentioned, this action would involve a 'helicopter actor' - an independent party who has a full view of the care needs / situation in a given area. The opinion of the group is that local actors / municipalities would be most appropriate to fulfil this role. The action would involve a number of efforts:

Phase I Establish the Care Continuum Network

- Mapping all existing service providers of (diverse forms of) care.

- Creating a dialogue between these providers.
- Setting up streams of communication (across the network; to and from helicopter actor).
- Prioritising objectives and identifying roles of actors within the network.

Phase II Outreach & Engagement through Care Fair

Similar to the C2 Pilot Project, the idea here is to remove barriers to accessing care by bringing providers to the users in an accessible, intergenerational, everyday environment. In this case, the environment could be a welcoming public space such as a park, town square, community centre, etc.

The Care Fair is one idea for engagement, but other means could also be utilised. Care Fairs or other outreach events should be reoccurring to create recognition, reach more (vulnerable) groups, and communicate the stability of the Care Continuum Network.

Phase III Maintenance & Advocacy (Sustainability)

- Efforts to reinforce and strengthen relationships within the network.
- Developing strategies to adapt to evolving needs, or needs that arise urgently (e.g., in times of crisis).
- Creating a system for CSOs / providers to flag capacity issues to avoid overburdening these actors. CSOs / providers can also indicate evolving needs within the community, which can inform future services as well as crisis management / policy responses in the future.
- Strategies for social involvement / bottom-up participation.
- Lobbying at various levels to create awareness, prioritise the issue and encourage replication elsewhere.

It was suggested that this could be a small-scale EU-funded project.

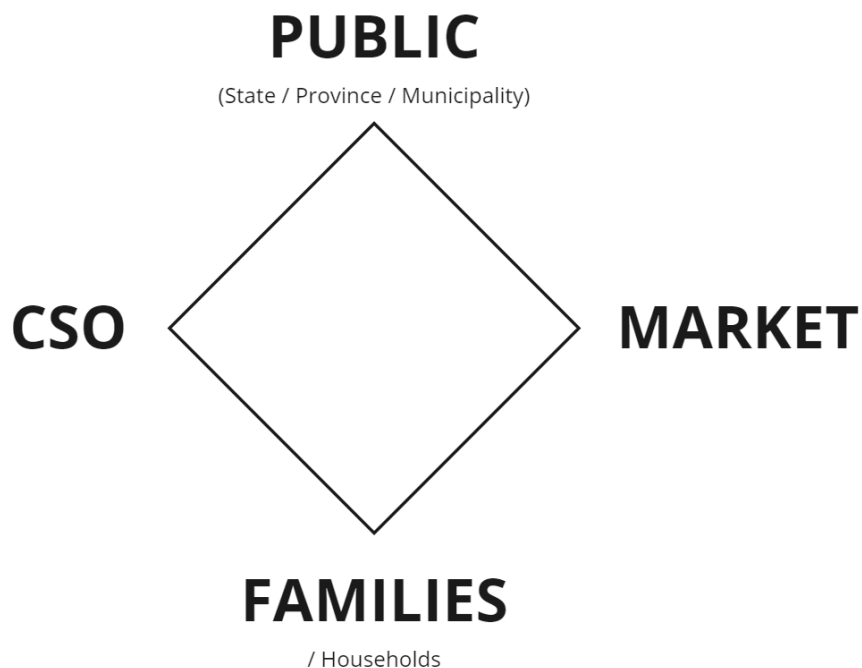
Target groups

- Older persons (as users, carers and possible actors)
- Families / doctors / neighbours of older persons
- Middle-aged and young people (as future users, carers and possible actors)
- CSOs
- Care providers (considering a broad translation of the word 'care')
- Municipalities

Actors

- Municipalities / local public actors as the 'helicopter actor'
- CSOs
- Care providers (considering a broad translation of the word 'care')

- European Committee of the Regions
- Regional Council ECMR
- European Network of Service Providers
- See 'the Care Diamond':



Scalability

This is a highly replicable initiative. It's recommended that it maintain a local approach, however it could be integrated into state / provincial agendas and recommendations for municipalities.

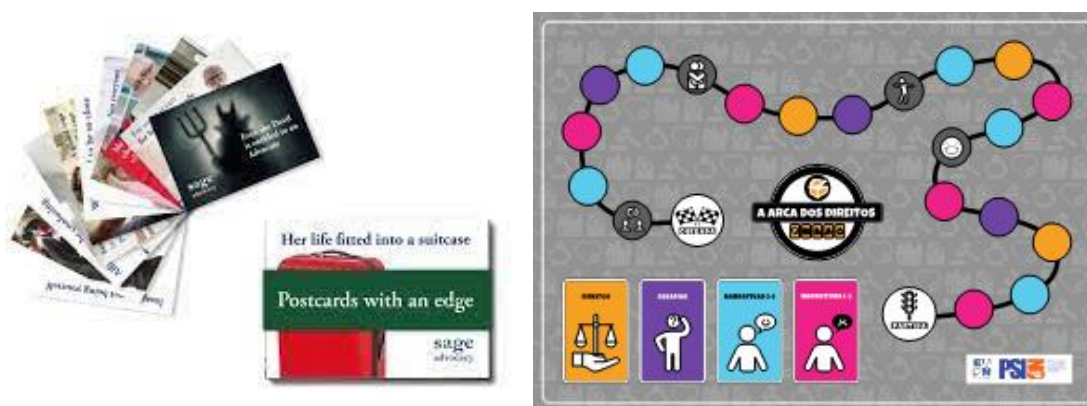
Right(s) now! (action 1.4)

Background and justification

The starting point for the discussion was the fact that older people's rights are regularly undermined and that this has been exacerbated during the pandemic. Safeguarding their rights and dignity is essential. The self-determination and autonomy of older people should be ensured everywhere (in care, on the street, in the family, etc.) and should not be limited by a paternalistic vision: older people should be supported to take their own decisions. In particular, the pandemic has shown that based on the assumption that older people should be protected, it has been decided for them that they should not "take risks", e.g., by taking care of their grandchildren, going shopping, or meeting other residents of the nursing home.

The proposed solution is based on the observation that older people are not sufficiently aware of their rights, but also on the absence of people who feel responsible for protecting them. The aim is to think about how to prevent situations like those observed during the pandemic from happening in the future, even in the absence of crises.

Two members of the group developed a game and postcards, to raise awareness among different groups working on human rights and older people. In Ireland, Sage Advocacy has developed “Postcards with an edge” (<https://www.sageadvocacy.ie>), and in Portugal, EAPN and PSI-ON have developed the game “Arca dos Direitos”, available in Portuguese only. It has been used in nursing homes with carers and older people. The board game will soon be available on the EAPN website.



Impacts pursued

- Raising awareness of the fundamental rights of older people and how they are regularly violated, sometimes even starting with good intentions.
- Providing guidance to different groups (older people, professionals in the care sector, people in charge of safeguarding rights) on how to access support and how to prevent abuse.

Action description

Design flash cards with a picture and a question on one side and an explanation of the rights and possible alternatives on the other.

Recto: an image, a negative emotion based on our narratives.

Verso: facts, rights and how to prevent this from happening again (alternative solutions). For example: “I have no shoes. Who am I?” Answer: I am an old man living in a nursing home and I only have slippers. No one sees the point of me having shoes as I never go out.

These cards, in pdf, can be put together in a virtual pack on our website, shared on social media, etc. They can be printed out by anyone.

Develop guidelines for the use of the cards.

- Make it clear in the guidelines that older people should be part of the design.
- Possible uses of the card: for example, they can be used for a discussion in a nursing home, as a side activity of a senior activity, etc.

Prepare and deliver a **webinar** to present these cards: objectives, content and how to use them. The objective will be to disseminate information about the existence of such material, but also to get feedback that can lead to some finetuning.

At the **final conference of RESISTIRÉ**, the programme can include a short-session on the game or the cards can be presented in an exhibition.

Target groups

- Policymakers
- Equality bodies (Equinet)
- CSOs working with older people
- Service providers
- Students in professional fields related to the protection of rights (e.g., police) and care (e.g., nurses, family helpers)
- Older people
- Bystanders
- The general public

Actors

- Older people should be involved
- CSOs working with older people
- Service providers in the care sector
- Equality bodies

Scalability

- Flashcards can be translated into different languages.
- They can be used in different contexts and to raise awareness among different groups, e.g., in the training of the police, social workers, nurses, help-carers, etc.

Ideas of flash cards:

<i>Recto</i>	<i>Verso</i>
<p>I was prevented from leaving my room for 10 weeks. Food was left three times a day at my doorstep.</p>	<p>I am Maria, 79 years old living in a nursing home in Spain.</p> <p><i>"Quote here"</i></p>

<p><i>"Relevant image here"</i></p> <p>Who am I?</p>	<p>The rights of older people were seriously violated during the pandemic</p> <ul style="list-style-type: none"> • <i>Facts here about isolation and restriction of freedoms</i> <p>How can this be prevented in future crises?</p> <p>Recommendations here</p> <ul style="list-style-type: none"> •
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<p>I was denied hospital care during COVID-19 even though I was seriously ill. When my wife asked for help to get me to a hospital they refused.</p> <p><i>"Relevant image here"</i></p> <p>Who am I?</p>	<p>I am David, 85 years old living in Sweden.</p> <p><i>"Quote here"</i></p> <p>The rights of older people were seriously violated during the pandemic</p> <ul style="list-style-type: none"> • <i>Facts here about how COVID-19 tests and emergency care were denied to older people</i> <p>How can this be prevented in future crises?</p> <ul style="list-style-type: none"> • Recommendations here
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<p>After being abused for months, I finally got the courage to call for help. I was told there were no rooms in the shelter for people like me.</p>	<p>I am Isabelle, 79 years old living in Portugal.</p> <p><i>"Quote here"</i></p> <p>The rights of older people were seriously violated during the pandemic</p>
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<p>“Relevant image here”</p> <p>Who am I?</p>	<ul style="list-style-type: none"> • <i>Facts here about violence against older people and how help to victims of gender-based violence was limited to younger women.</i> <p>How can this be prevented in future crises?</p> <ul style="list-style-type: none"> • Recommendations here
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Bridging the divide (action 1.5)

An intergenerational knowledge transfer program that creates opportunities for mutual learning and shared objectives across the age spectrum.

Background and justification

A recurring issue in this Open Studio was 'the 65 divide', the fact that once a person reaches the age of 65, a new set of policies and social expectations is thrust upon them. Examples of restrictive policies include forced retirement and, in the case of COVID-19 measures, forced isolation. At the same time, 65+ adults face ageism and stigmatisation, fed by the binary narrative that categorises older people as either active or frail, with no recognition or attention called to the space in between.

This issue is quite complicated, as the 65 divide is not only an issue of age but also an issue of class. The example of brick layers in Ireland was a common reference. As a labour-intensive job, people in this line of work are often paid a lower wage. However, these same people are often forced into early retirement, either because they are physically unable to manage the effort, or because policy dictates it. Therefore, despite the desire or even need to continue working - as their pensions are often low - it's common for older people to be forced out of the labour market.

Rather than trying to address the systemic forces related to this issue, this initiative focuses on promoting the dignity, value and agency of older persons by creating an opportunity for them to share their knowledge and / or contribute to a collective community effort.

Impacts pursued

- Creating a dialogue and encouraging interaction across generations to bridge

cultural / social divisions.

- Promoting the value, dignity and agency of older persons.
- Creating an opportunity for older persons to contribute to their communities / society.
- Creating an opportunity for additional income post-retirement; providing an opportunity to retirees to stay active in the industry for longer (particularly relevant in Approach A - see action description below).
- Combatting ageism, creating awareness, and creating intergenerational connections.
- Giving agency back to older adults - emphasising the right to work AND the right to retire; based on individual needs / situations / desires, rather than social or political expectations.
- 'Blurring the lines' between generations.
- Mutual learning and community-building through shared objectives.
- Preserving traditional skills and knowledge.

Action description

There are two possible approaches to this action, which can be parallel initiatives or totally independent:

Approach A: Training the Next Generation

An educational programme to connect retired tradespeople with young professionals starting in a trade or industry. This could be developed into a formalised apprenticeship program, where retired professionals can share their experience with traditional / older methods. This is particularly relevant in fields like building / construction, where technology is rapidly evolving but traditional methods may be superior in terms of sustainability or durability, for example, or in renovation projects where a better understanding of older structures and materials would better inform future interventions.

Approach B: Intergenerational Community Projects and Activities

This approach puts participants on equal footing by creating an opportunity for them to care for something together, or work towards a shared objective. Examples of collaborative activities scale from community renovation projects like repurposing a green / community space, to social activities like 'death cafes' where participants empathise through the sharing of their thoughts and feelings about the end of life over food and drink. The goal of the latter activity would be to reduce the fears and taboos surrounding death, hence allowing people to live a fuller life.

In both approaches, it was asserted that the older / retired participants should be compensated for their time where possible (particularly in Approach A, where they would be sharing their professional expertise). To encourage this, the idea is to recruit

young people as volunteers. This would have the additional benefit of reducing the burden on CSOs. The intention is to promote the idea of young people 'paying it forward,' rather than older people being asked to 'pay it back.'

Target groups

- Older persons, in or approaching retirement
- Young adults and professionals
- Teens
- Families

Actors

- Municipalities
- CSOs (both youth and 65+)
- Occupation-based unions (depending on the context)
- Cooperative movements
- Schools, universities, clubs
- Associations of carers

Scalability

Approach B is particularly scalable, even within one community / project, because it can include simple activities (like the death cafes) which don't require a significant effort to have a big impact. If smaller activities succeed in engaging the community, the initiative can be scaled up to more involved community renovation projects. Approach B is also replicable across communities / countries.

PARALLEL: PARALLEL services, PARALLEL qualities, PARALLEL LIVES (action 1.6)

To persuade policymakers of the need to invest in better quality care services, PARALLEL tells two parallel stories, starting from the same moment in life but leading to different outcomes.

Background and justification

The starting point for this action is the need to invest in better quality services. One of the aspects of such better-quality services is to break the silos, to let different care workers team up in the benefit of the person. This includes both informal as well as formal care. Many of the care services made available are 'rights'-based and therefore look at the basic needs, not at the real or holistic needs of the person. This leads to a service model where the basic needs of people are met while waiting for them to die. A quality service model starts from a different point of view: how can this person be supported to enjoy life, to add quality to the last years of their life?

This is translated in the following slogan:

Adding life to years <> adding years to life

Rather than writing one more factsheet or recommendation to policymakers, this action would tell two parallel stories, that showcase the difference in impact of the two different service models.

Impacts pursued

The main goal is to persuade policymakers. Two short stories should make it possible to get their attention and could also be used in other advocacy actions.

Action description

Both stories would have the same starting point: a person leaving the hospital after a health event, and subsequently being dependent on care for the first time. From this point on, both stories would split.

The country would be a fictional country and the description would be generic, avoiding specific national situations and making them universal but still recognisable.

Values (respect for life, for self-determination, for old age, ...) would be part of the storytelling. Values would be used to set the scene at the start, and end results would be evaluated against these values: the actual cost to the taxpayer of both trajectories, the impact (quality of life, emotions, ...) on the person, on family and friends, on caregivers. The story would include different perspectives in addition to the person in need of care: the formal caregiver, the informal caregiver, as well as family and friends.

The steps of this action would be:

1. Define the persona.
2. Define the key quality aspects of the services to be illustrated.
3. Develop a bullet-point structure of both stories.
4. Write the story.
5. Perform a sense-check with older people and with caregivers.
6. Finalise and promote the Parallel stories.

Target groups

The primary target group = policymakers.

A secondary target group are activists who lobby for better quality services.

Actors

We need different types of expertise to develop these short stories:

- Care (formal and informal)
- User expertise (of those receiving care)
- Copywriting
- Advocacy / lobby

The approach would be to create a small working group with different experts having the expertise mentioned above and to recruit / pay for a journalist or copywriter to draft the stories. A small user group should be identified to involve in the design and validation process.

Rewilding through schools (action 2.1)

To engage in gender+ inclusive rewilding of urban and periurban areas through schools.

Background and justification

Schools have the potential to be regenerative sites for biodiversity and ecological awareness through inclusive, participatory eco-pedagogy (earth-based learning) practices that bring together multiple actors: educators, students, parents, local residents, scientists, artists and local officials. Through activities that have 'rewilding' of school campuses and urban/periurban ecosystems as their focus, this action imagines schools as important starting points for practicing biodiversity awareness and regeneration. Putting co-species care and planetary health at its centre, inclusive rewilding would go beyond creating limited sites in schools (e.g., for organic gardening) for ecological awareness and reproducing an anthropocentric approach, and instead invite local communities to engage in a comprehensive practice of biodiversity through communal, intergenerational, multicultural, multi-disciplinary, multi-species learning and rewilding.

Impacts pursued

- Rewilding of schools, school yards and local ecosystems.
- Contributing to the regeneration of biodiversity in urban and periurban areas.
- Intergenerational and intercommunal transfer of knowledge and wisdom regarding nature (through the engagement of local residents from different communities and generations).
- Rewilding society (with the leadership of the youth: "let the next generation rewild us").
- Contributing to better planetary health (multispecies benefits).
- Contributing to better mental health of humans (therapeutic potentials of rewilding).
- Creating space for youth leadership in the preservation of nature and biodiversity.
- Contributing to citizen science (bringing together scientists, educators, activists, students).
- Incorporating a gender+ inclusive perspective that goes beyond existing 'diversity and inclusion' methods (not superficial, not replicating existing

- inequalities, addressing histories of colonial, patriarchal relationships).
- Creating an awareness of interdependence (between humans and non-human life forms, between different communities, etc.).

Action description

Bring together scientists, activists, artists, educators, local officials (e.g., municipal gardeners, landscapers, urban planners) and youth in schools to design rewilding activities:

- Create space for youth to take the lead in designing their own process of inclusive rewilding⁴.
- Do an open call for interested local residents to join the project of rewilding (reaching out to all communities in the locality, particularly women, the elderly, and indigenous, migrant and/or racialised/ethnicised minority communities).
- Engage scientists, activists, artists, local residents, educators and local (municipality) officials in inclusive rewilding practices and in developing tools for eco-pedagogy / earth-based learning.
- Map local sites for rewilding.
- Co-design eco-walks / wild-walks⁵ that have a multi-species, biodiversity perspective (encouraging interactions with different animal and plant species).
- Research the existing projects - e.g., artistic projects that have done work on rewilding - and build on them through a gender+ inclusive lens.

Target groups

Educators, students, parents, local residents, scientists, artists, ecological activists, local officials, other schools/school boards.

Actors

Main actors should be students, accompanied by educators, parents, local residents, scientists, artists, ecological activists and local officials.

Scalability

Easily replicable and scalable - as there are many schools and multiple ways of engaging in rewilding of schools and local ecosystems.

Campaign on ownership targeting municipalities (action 2.2)

To develop a campaign for use by CSOs and targeted at municipalities (or private

⁴ For a better story of youth co-design from Serbia: KidHub organising global children designathon (kidhub.rs) <https://www.kidhub.rs/>

⁵ E.g., 'Wild Belgrade' movement and walks in Serbia; eco-steps walks and activities in Istanbul.

owners of green spaces), aimed at gradually evolving ideas and notions with regard to the concept of ownership.

Background and justification

The idea of promoting and normalising different conceptions of ownership was proposed as a way of keeping people motivated and interested to keep organising green spaces and the programmes associated with them. Challenging the traditional idea of ownership, where just one municipality or private actor is the owner of a large (often neglected or underutilised) green space, can lead to more communal forms of ownership characterised by a sense of widespread communal responsibility over green spaces. It also implies an increased possibility for communities to formulate and implement their own rules for a green space. As a concrete example of a different kind of ownership, in Sweden large open green spaces might be privately owned, but everyone has the right to make use of it in specific ways (i.e., walking, camping, foraging, etc.).

Impacts pursued

First and foremost, the pursued impact would be to convince the legal owner of a large green space – likely a municipality but could also be a private owner of a green space – to allow the local community to manage a green space on their own. This will allow for the concept of ownership to gradually evolve in a more communal direction in the minds of the community. A secondary impact, in the longer term, would be that there is a snowball effect: as people’s perceptions of public green space use and management gradually shift, more legal owners of green spaces are encouraged to let local communities manage and program their spaces.

Action description

The action consists of a campaign that is carried out by CSOs targeted towards municipalities or private owners of green spaces, with the goal of persuading them to allow for the management and organisation of a green space by the local community. The coordination of this management is carried out by the local CSO that initiated the campaign. This CSO can take various forms, but a grassroots co-operative seems to be situated optimally as these kinds of organisations are already working with different concepts of ownership. Inclusivity is also key to the success of an initiative like this, and these types of organisations would likely be able to facilitate more inclusive arrangements of communal management.

The campaign itself would make use of various tools to propagate and promote its message. It could, for instance, use better stories of similar initiatives around Europe and the world to show that it can be done and that it is an effective way of integrating and connecting communities. Examples of existing better stories could be RESISTIRÉ’s pilot projects in Graz and Barcelona, which had relatively good connections with the

municipal authorities. Better stories could also be presented in a variety of formats; a short movie could, for example, be highly persuasive.

Target groups

- Legal owners of green spaces
 - Municipalities
 - To a lesser extent, private owners of large green spaces

Actors

Civil society organisations

Scalability

Scalability of a campaign like this is heavily linked to the need for translation: to effectively reach local municipalities and private actors, the CSOs need a clear version of the campaign in their own language.

Advocacy roadmap (action 2.3)

This line of action aims to inform advocacy efforts of a wide range of green initiatives, scaling from civil experts trying to improve their neighbourhood to CSOs trying to create new or sustain existing initiatives or even advocating policy / systemic change. It also provides valuable insights that can inform RESISTIRÉ's own advocacy objectives. This has been translated into "building blocks" for an "advocacy roadmap".

This action has been developed in two steps, covering two sessions (session 6 and 7 of the OS). The discussion revealed strategies as well as challenges to improve advocacy efforts moving forward. The insights have been broken into three objectives, each targeting different actors and timelines. The result is **two separate plans for action**: The more concrete action ('Help ME Help YOU: Building blocks for an advocacy plan'), was developed in the second session, while the first session focused on longer term advocacy objectives to mainstream work in green spaces.

Background and justification

The main message: public actors should be approached as allies. Rather than antagonising them, these strategies aim to empathise with public actors, whether they be policymakers or public servants and administrators. By empathising with them, the goal is to better understand their role, how they work and communicate, their internal processes, reporting methods, objectives, timelines, etc. The intention is to use this understanding to create communication strategies that clarify how green spaces can support the public actors' own objectives.

By speaking the language of public actors, the goal is to convince them of the value of green spaces in their own terms, in a way that they can immediately apply in their work. Presently, initiatives in green spaces are seen as an additional cost with little (instant) gratification or relevance to their immediate job description. Ultimately, these strategies aim to mainstream the perception that green spaces are an asset (to both individual public actors and society as a whole) rather than a burden. (*Objective 1*)

The discussion also identified two more ambitious objectives:

To facilitate this understanding, there is a clear need to develop better evaluation and dissemination tools to communicate qualitative data and long-term impact. (*Objective 2*)

Both efforts aim to ultimately change the perceived role and responsibilities of public actors in the future. The ideal outcome is to incentivise empathy in public positions, to encourage actors to think beyond their immediate job descriptions, and to ultimately encourage them to adopt mindsets closer to the 'Seven Generation Approach' by considering their legacy and long-term impact of their time spent in office. (*Objective 3*)

These three objectives are tackled in two separate lines of action, which are detailed in separate action descriptions below. (Action 1 = Objective 1; Action 2 = Objectives 2 and 3)

Impacts pursued

- Improving advocacy efforts of citizen experts and CSOs; making them more effective and efficient (in terms of time / resources spent). *
- Developing standard evaluation metrics that capture the impact and facilitate dialogues between green space and public actors.
- Raising awareness; educating on the value of green spaces in the long term to encourage ongoing / continuous initiatives rather than one-off projects.
- Mainstreaming the perception that green spaces are an asset rather than an additional cost or burden. *
- Informing the rhetoric for social / political campaigns.
- Mainstreaming the 'Seven Generation Approach' to emphasise the long-term impact and legacy of policymakers.
- Encouraging 'active empathy' in public offices; changing their lens / perspective. *
- Encouraging policymakers to embrace complexity. *
- Breaking service silos. *

The impacts with an * are impacts of the "advocacy roadmap" below.

Action 1: Building blocks for an advocacy plan

Help ME help YOU (*Objective 1*)

Strategies for citizen experts and CSOs to identify allies, align objectives and implement change. (Possibility for immediate dissemination and implementation). Reasons to do so include:

- Changing use of the space without changing regulation.
- The regulation of the space right now is not serving it in the best possible way.
- Redefining the way this type of space is managed in policy.

This action corresponds to the first objective mentioned above and was developed using a concrete example of a green space in a city centre. The group's objective has been to develop and describe a roadmap for activists. What is described below is not yet a roadmap, but rather the building blocks of such a roadmap.

I. The first set of building blocks identifies key questions for a preparation phase to understand the space (and influences over it) to better describe the intended impact:

A. Frame your objective

The first step towards advocacy is to clearly understand what you want and why. Answer the questions: What do you want? Why is it applicable?

Other questions to better inform the approach include:

- Do you want to enhance a space or regulate it?
- What does this mean in terms of action and resources?
- Which voters / demographics are concerned with this issue?
- Which sectors are involved? (e.g., economic, urban, health, etc.)
- Benchmarking: What data exists on the topic?

B. Analyse the space

- What's already in place? (Analysing the policy / intention vs. practice / result.)
Why is it not functioning?
- What is the cultural history of the site? Looking at its use today vs. its relevance / meaning in the past.
- What CAN be there? Identify a scope using a positive approach, rather than focusing on what cannot be implemented.

C. Map Relevant Stakeholders

This step serves to identify actors with similar objectives to focus outreach efforts:

- Who is defining, innovating or has informal influence over the space? Who are the allies? At which level? How far does their agency go? Considering public actors and CSOs, representing both human and non-human interests.
- Who are the potential barriers? Based on experience, experts warned against wasting time trying to convince the wrong people, rather than focusing on those open to the message. Not everyone is an ally, and that is okay.

This information is used to create a 'Power Diagram,' or an overview of stakeholders to prioritise outreach efforts and avoid wasting resources on inappropriate actors.

II. The second set of strategies speaks to how to engage public actors as allies and bring them on board.

D. Speak their language

The key here is to understand the audience. For example, a civil servant is expected to deliver a report to their supervisor by the end of the week. How can they integrate what you've been doing or proposing in a meaningful way? To answer this, we must understand how they work and communicate, their internal processes, reporting methods, objectives, timelines, etc.

By speaking their language, the ambition is to frame green spaces and initiatives as an asset towards their own objectives, rather than a burden or opposing force.

In order to test these new communication strategies, it was advised to test arguments with allies / other actors to gauge the reaction and fine-tune the message before taking it 'up the chain.'

E. 'Door-Openers' - Experiment with different forms of triggering outreach

The question of 'How to make them notice - and care?' was posed throughout the Open Studio. The experts brainstormed a few experimental methods to bring attention to the space and its issues:

- Creating temporary initiatives: for example, an eco-pedagogical festival in the space.
- Hosting an existing cultural event; extend existing initiatives or activities into this space.
- Getting attention through provocation - bringing attention to the issue / conflict to solve the conflict.
- Traditional methods such as letters, petitions, cold-calling, campaigns, etc.

F. Establish personal, ongoing relationships with public actors

One expert in particular voiced their success with this method. They strongly believe that there is no substitute for having close connections in the administration. They also had a few recommendations for how to build and cultivate these relationships:

- Cold calling without fear or shame.
- Aligning initiatives with new administrations in order to establish the relationship early and use the most of their time in office.
- Taking them to the space to show them in practice.
- Sending gift baskets!

Experts emphasised the value of this long-term investment to maintain continuous relationships / touchpoints within public offices. Because each new administration brings new actors and roles, this effort should be repeated and maintained continuously.

G. Build credibility

Though no specific steps or strategies were identified, experts emphasised the need to build credibility in the eyes of public actors as well as the community through positive, continuous engagement. Facts, figures, expertise, can help build this credibility.

III. Finally, once allies are in place, efforts can begin to develop a participatory vision for the initiative.

There was consensus in the group that participation of (potential) users and stakeholders is a necessary element and plays a role in advocacy. Participation is necessary to build trust, engagement and to effectively co-create. This is a different process than the advocacy process and deserves a roadmap of its own, as techniques to be used will be quite different depending on the situation, the type of users and stakeholders to be involved and the objectives of the participative process. Still, some first principles were mentioned in the OS which are reported below.

H. Recruit & Engage Participants

Though no steps or strategies were specified, this was identified as a critical step in the co-creation process. Insights from the stakeholder mapping can inform starting points here.

I. Design the co-creation process

This is not a one-size-fits all process. A deliberate strategy needs to therefore be developed for each initiative / location. Some starting points to do so include:

- How to effectively co-create in the given space?
- What are the different layers of the space? For whom are they?
- How to facilitate thinking beyond reactionary solutions?

As part of this process, it was emphasised that ideation should consider the space and its objectives as a spectrum. This serves to give dimension to the space and potentially inspire unique / innovative interventions. For example:

- Ecological <-----> Social
- Health <-----> Economy
- Care <-----> Culture

Action 2: Advocating green spaces in the future

Help US help THEM (*Objective 2*)

Recommendations for (networks of) CSOs to develop evaluation and dissemination strategies to convey qualitative, long-term, non-linear impact in a clear and compelling way (possible to develop and disseminate in the short- to mid-term).

I. Develop compelling evaluation metrics.

Because decision-makers and policy are very much driven by data, the challenge here is to develop evaluation strategies that communicate the extent of growing, non-linear, qualitative impact in a way that can be included in policy discussions and agendas. Doing so requires new evaluation metrics that convey depth and complexity in a clear way. Some suggestions for starting points include:

- Using indicators based on common metrics describing change.
- Using indicators based on public objectives.
- Emphasising the social determinants of health; using quality as indicator in public health.
- Distinguished by fields, but brought together to communicate intersectionality of sectors and impact.
- Incorporating marginal data ('small numbers, big impact').

II. Develop communication strategies to convey impact

The challenge here is to provide factual evidence while also emphasising human needs and ideals beyond numbers. The world is complicated, and impact of green / public spaces is not always linear. How do we make the extensive / qualitative nature of this impact more visible / tangible?

These messages can be used to develop 'hooks' for public administrators, or campaign strategies that they can use internally and towards voters.

III. Elevate the perception of the work involved.

The experts pointed out that many initiatives end as soon as the project ends, and the project itself is sold as a low-budget, quick and easy solution. This underselling is necessary to get funding, but ultimately undercuts the perception and value of the work in these spaces. Therefore, it is necessary to educate on realistic timelines and objectives based on the practical conditions of work involved with green spaces. It should be clear that though a space may be easily adapted, effort is required to maintain the space, engage (new) users and adapt to changing needs. Ultimately, the intention is to make public actors aware of the value of green spaces as ongoing and continuous initiatives that evolve over time.

Help TODAY help TOMORROW (*Objective 3*)

Emphasising 'legacy' to challenge the role / mentality of policymakers and civil servants. (Long-term, ambitious objective that requires ongoing advocacy towards public actors as well as citizens / voters).

As noted in the background description: The ideal outcome is to incentivise empathy in public positions, to encourage actors to think beyond their immediate job descriptions, and to ultimately encourage them to adopt mindsets closer to the 'Seven Generation Approach' by considering their legacy and long-term impact of their time spent in office. So, the question is: how do we make them care?

One radical idea is to challenge to 'live their decisions' in order to change their perspective. Many decision-makers enable policies / initiatives that they themselves never actually interact with. For example, a career politician who makes decisions in the labour market knowing full well that these policies will never impact them directly has less stake in the outcome. Or perhaps a more comparable example is bike paths – why do 'new and improved' bike paths sometimes feel less logical and more inconvenient or even dangerous? Is it because the decision-makers involved don't actually ride bikes and therefore lack the 'lived logic'? By asking them to 'live their decisions,' the goal is to encourage 'active empathy' to help them better understand both the risk and potential of their impact in the short and long term.

Another idea is to start a dialogue around different types of impact. For example, public actors could be confronted with the question 'What kind of impact do you want to have? Adding years to life, or life to years?'

The ideas above are quite ambitious. So perhaps the next question is, where can we start? There is potential for policymakers to have practical, large-scale impact in the short term. All experts pointed to the challenges of navigating administrative barriers with a green space initiative. There's a clear need to educate CSOs on these processes, but it can also be seen as a call to action for policymakers. In terms of impact, reducing administrative barriers would welcome smaller-scale initiatives for incremental change and facilitate iterative changes for adaptable and constantly evolving solutions.

Target groups

- Individual public actors at all levels, from policymakers down to public servants and administrators.
- CSOs with new and ongoing initiatives in green / public spaces.
- Activists who see opportunities and need the support from policymakers or administrations.

Actors

The strategies under Objective 1 'Help ME Help YOU' can be developed and disseminated by RESISTIRÉ. Before doing so, it may be valuable to provide an opportunity for experts to provide their feedback and move from building blocks (what is described above), to a more concrete roadmap.

For Objectives 2 and 3 ('Help US Help Them' and 'Help Today Help Tomorrow', respectively) involve longer-term efforts best pursued by a network of citizen experts and CSOs, with the assistance of different experts (public affairs, evaluation and monitoring, ...).

Adaptive community garden models (action 2.4)

To develop and support sustainable models for managing community gardens.

Background and justification

Community gardens are increasing in number throughout European cities. Each garden is unique and has its own characteristics and work model. Yet there are some shared challenges: many community gardens lack a sustainable management model, a working division of labour model, and resources to keep them going. In most cases, a small number of individuals bear the responsibility of keeping them up, which often results in crises, conflict and burn-out. In most cases, people who run community gardens face challenges with paperwork, state bureaucracies and funding, and lack support to sustain the gardens. Community engagement, especially in terms of assuming responsibility can be limited as well.

Impacts pursued

Supporting the sustainability of community gardens through peer support, advocacy and supportive policies.

Action description

- Action-research on better stories of business models for managing community gardens.
- Sharing these models for inspiration and learning for all who are engaged in community gardens.
- Organising peer-to-peer support.
- Action research with people in the area - asking how they would like to organise the empty spaces in their neighbourhoods.
- Advocating for new policies that can support community gardens as fluid, creative spaces.
- Developing community gardens to have other offerings (e.g., childcare centre) to increase engagement by the local community.
- Developing new criteria for organisations who will be managing parks (e.g.,

community involvement, diversity of users).

Target groups

Resident members, visitors, potential members from the neighbourhood, government officials.

Actors

Community garden activists/members.

Scalability

Replicable and scalable (for instance, through a network of community gardens)

Platform for knowledge sharing (action 2.5)

To develop a platform at the European level, allowing sharing of knowledge and inspiration among community gardens.

Background and justification

Urban gardens or community gardens can take various forms, in terms of what they produce (e.g., with or without small livestock), their size, their links to the owners of the land, their governance, ... As a consequence, people who develop community gardens experience the need to have the possibility to exchange with their peers. Some examples exist of such networks at the national level. The idea with this initiative is to go a step further and develop a knowledge sharing platform at the level of the EU+. This will strengthen the existing initiatives at the national level as well.

Impacts pursued

The impact expected is to improve the effectiveness of the community gardens, to improve their sustainability and the resilience of the volunteers, managers and gardeners.

The objective is to make available via the platform:

- Knowledge and inspiration for the starters of a community garden.
- Knowledge and inspiration for the experienced managers of a community garden.
- Knowledge and inspiration for municipalities: particularly those who are considering making some plots available for urban collective gardens.

Action description

There is the need to agree on a definition of what is a community garden, as it can take various forms. The key elements defined at this stage are:

- It is a community: relationships are built; the garden plays a role in the social cohesion of the neighbourhood.
- It is a hotspot for active people, the heart of the neighbourhood.

- It is open and welcoming.
- It is location-based and therefore linked to its neighbourhood.
- One of the objectives of the garden is to work towards a healthier planet: less meat, more vegetables, more biodiversity, contribute to short cycles between production and consumption, ...

Examples of activities that could be organised are:

- Organise visits to other gardens across Europe.
- Organise traineeships / exchanges of trainees between community gardens (like Erasmus).
- Organise training programmes.
- Develop and propose handbooks. An example mentioned is a handbook on the use of participative techniques, a handbook on how to reach out and involve vulnerable groups.
- Create links between the gardens and other stakeholders: universities / research centres; the creative sector.
- Organise a marketplace: for volunteers, for expertise, for seeds, for volunteers who could assist gardens with their specific expertise (marketing, bookkeeping, ...).
- Develop a mentoring program between experienced gardens and starters.
- Develop an award programme to give prizes on e.g., diversity of membership, aesthetics, impact on health and healing, introduction of new species, ...

The steps in starting up the platform could be as follows:

1. Mapping the networks that already exist at national level.
2. Organise a meeting (online) to bring these organisations together.
3. Make an inventory of the "content" for the platform that these organisations already have.
4. Decide on which will be integrated in the content of the EU-level platform and start translating them.
5. Identify a first "new" activity that could be developed by the group (e.g., award, mentoring, ...).
6. Apply together for funding.
7. Launch this additional activity (with or without funding).

Target groups

- Managers of community gardens; associations of gardens.
- Municipalities

Transformative Funding (action 3.1)

To engage in advocacy with funders (including the EU) to encourage a shift

towards transformative funding schemes that support CSO resilience and enable creative civic responses to crises

Background and justification

Current funding schemes have several shortcomings that limit the possibility of creative civic responses to crises: 1) most funding for civil society organisations and initiatives is *short-term and project-based* (which limits capacity-building, long-term planning and the flexibility needed for effective crisis response), 2) CSOs operate with a *mentality of 'scarcity'* (of funding) and find themselves in competition with each other (which limits their creativity and potential to take risks), 3) with short-term project funding, *CSO staff remain insecure in precarious positions* (which makes it difficult for them to make long-term planning and to invest in capacity-building, as well as limiting their ability and creativity to respond to crises), 4) *top-down decision-making* regarding funding priorities, as well as actual decisions regarding who gets funding, 5) *hierarchical relationships* between grant-makers and grant-receivers limit the possibilities of meaningful, creative engagement in the funding relationship, 6) significant time and energy is dedicated to *bureaucratic procedures*, which make it difficult to make the rapid adjustments needed in times of crises.

In recent years, an increasing number of funders are moving away from orthodox models of funding towards new, transformative funding schemes that are more horizontal, participatory, flexible, long-term and creative. These funders are also getting organised in networks such as Ariadne Network, Edge Funders Alliance, Prospera, FundAction, and Human Rights Funders Network. At the same time, there are growing numbers of (particularly feminist) initiatives that seek to outline new principles for participatory, transformative, flexible, long-term, capacity-building core funding (see list below).

The main question for this advocacy action is how to make better stories of funding more visible and how to encourage other (big) funders to join this growing community of transformative funders.

Impacts pursued

To contribute to changing the funding schemes of major funders, including the European Union, so that CSOs have more capacity to respond to the needs on the ground, particularly in times of crises, when the mainstream funding schemes become hinders, rather than enablers of rapid and effective response.

Encourage governmental institutions or large funders to get inspired by participatory feminist funding schemes.

Action description

Write a factsheet that has policy recommendations for a shift in funding schemes towards participatory, transformative, flexible, long-term, capacity-building core funding.

Make the better stories of funding available and visible.

Possible recommendations include:

- flexible core, multi-year funding - leaving space for experimentation and crisis response.
- combination of long-term funding and project-based funding.
- shift from a mindset of scarcity and competitiveness towards an ethos of sharing and solidarity (allies vs. competitors).
- encourage big funders to be more inclusive and explicitly intersectional.
- decolonise philanthropy and make it more inclusive and fair (large organisations get the funding, not BIPOC and other minoritised communities).
- make "rapid response" funds available.
- redefine "crisis" - GBV, racism, state violence, climate are perpetual, constant crises (slow violence).
- put emphasis on the process rather than the results/outcomes leaving time for reflection and iterative processes.
- invest in the well-being of frontline workers (who work with low salaries).
- simplify reporting and reduce bureaucracy - use the information which is already there (and introduce video-reporting as an option when appropriate).
- make funding allocations needs-driven.
- engage in participatory funding that enables grassroots organisations and movements to decide on funding priorities and allocations.
- allow regranting to make it possible for smaller organisations to be supported by larger CSOs and to open pathways of collaboration.
- ask funders to re-check their values and politics.
- grant partner instead of 'maker' (sharing common values helps when the crisis hits).
- ask funders to connect with CSOs.
- conduct research regarding the funding needs of CSOs and grassroots civic initiatives.

Target groups

Funders (public and private, national and transnational)

Actors

Funders (public and private, national and transnational) and CSOs

Scalability

As the growing body of funders' networks shows, this idea is replicable and scalable - with increasing popularity.

Progressive Funders and Funders Networks that adopt feminist principles:

Mama Cash
Nebula Funding

[Ariadne Network](#) European Funders for Social Change and Human Rights

[EDGE Funders Alliance](#)

[Prospera: The International Network of Women's Funds](#)

[FundAction](#) (pan-European Experiment, including Open Society)

[Human Rights Funders Network](#)

Suggested resources for further research:

Feminist Funding Principles

<https://astraeafoundation.org/microsites/feminist-funding-principles/>

Lighting the Way - shake the table

<https://static1.squarespace.com/static/621d77330c0c3a41cd938983/t/627544cb0a940730e4ddc8b0/1651852517481/Lighting+the+Way+-+A+Report++for+Philanthropy+on+the+Power+and+Promise+of+Feminist+Movements.pdf>

Resource Mobilisation Toolkit

<https://youngfeministfund.org/wp-content/uploads/2017/11/FRIDA-RM-Toolkit-2017.pdf>

Transforming philanthropy with feminist principles

<https://www.alliancemagazine.org/blog/transforming-philanthropy-with-feminist-principles/>

Where is the Money for Feminist Organizing?

https://www.awid.org/sites/default/files/2022-01/AWID_Research_WITM_Brief_ENG.pdf

Create conditions for researchers to become activists (action 3.2)

Combining research and community or activist activities is an interesting organisational model. It brings together two different types of expertise and potentially create a win-win.

Background and justification

Some better stories have shown the value of involving research and researchers into community activities.

This combination has a number of advantages:

- Bringing experts that reinforce the activist team

- Facilitates the collection of evidence on impact, as well as monitoring and evaluating actions.
- Having evidence / proof of impact helps in accessing funds.
- It can be a way to involve young people in the intervention, as students can be involved in fieldwork and get involved in the intervention itself.
- It nudges scientists out of their ivory tower and into the field.

The assessment was however that this is not a model that fits all purposes. There are subjects or interventions for which the model is better suited than others. Deep poverty, gentrification, environmental activism and conflicts, were mentioned as examples where the model can work. Having a clearly delineated community is also an advantage for the model to work: a specific community, territory, well defined in time and space.

Researchers will not bring in the often-necessary lobby or activist expertise, but can, for instance, assist at the level of the rights of the community and of the activists.

Obstacles were also identified, that are inherent to the research system and academia: becoming an activist is often seen as a 'spare time' activity, rather than a contribution to the science and one's scientific career. But solutions are possible to make the link, either by valorising time spent on societal impact, or by creating synergies between the researchers' work as activist and as scientist.

Some interesting examples of the model do exist inside RESISTIRÉ:

- Some of the RAS collaborations are examples;
- As well as most of the pilot projects.

Impacts pursued

What is pursued by the action proposed is to create the right conditions for researchers to become activists.

Action description

The first step in the process would be to collect better stories, starting from those inside RESISTIRÉ. These better stories would act as showcase of how it can be done, the advantages and potential impacts.

One of the better stories could be the example of the "Academics for Peace" in Turkey. Signatories of this petition that were working in public universities have lost their jobs. Many of them joined NGOs, or created new NGOs and became activists.

The initial target is to collect 6+ better stories.

The second step would be the organisation of an online mini-conference. During this mini-conference half a dozen better stories would be presented and discussed.

Step 3 would be to develop a recommendation / fact sheet based on the mini-conference outcomes.

Target groups

NGO-partners of different activities of RESISTIRÉ
RESISTIRÉ researchers to collect information on better stories
Academics for Peace in Turkey
Academia in general
NGOs

Actors

Same as above

Scalability

The action proposed is the initiation of a process. A next phase would very much depend on the outcomes of the mini-conference and the interest generated.

Resilient communities lead to resilient societies (action 3.3)

Inspiring communities to be more resilient in the face of crises, strengthening their 'solidarity muscle', and fostering participatory actions as a result

Background and justification

Crises of various kinds do not happen in a vacuum, but rather take place on a spectrum: crisis prevention and mitigation work can start before a concrete crisis hits, and having strong and resilient communities in place is an important aspect of that type of work. Systemic solutions can only work with strong communities in place and strong communities can be fostered by training their 'solidarity muscle', i.e., their capacity and willingness to engage in solidarity actions – especially for the most vulnerable groups in society – whenever they are affected by a crisis. The experience of previous crises can train this muscle and can teach communities valuable lessons about what the best responses are. However, it should be emphasised that communities should ultimately not be the ones responsible for crisis response and that their actions cannot serve as a substitute for responses on the part of state and local authorities.

Impacts pursued

Inspiring communities in order to strengthen their resilience in the face of various kinds of crises, as well as strengthening their 'solidarity muscle' and fostering participatory actions.

Action description

To inspire a local community and its public authorities, a CSO/NGO collects examples of that community (and other similarly sized communities) engaging in inspiring actions during previous crisis situations. These better stories should highlight the variety of different crises that communities have had to deal with in the past, varying in intensity, extent, length, etc. The goal is not to discourage communities in the face of multiple types of adversity, but to

showcase the multitude of positive responses that helped people weather crises better. In this regard, it is also important to highlight any intersectional inequalities that were addressed in these better stories.

A subsequent step is making the better stories more visible to the community. This will break down the abstract 'crises' umbrella term, making more concrete what is meant. One possible way of doing this is to showcase what could have happened if there was no community response at all in cases where - in reality - there was a community response. This will stimulate more understanding of why action and preparedness is necessary. After a while, the campaign can go further by co-designing preparations and scenarios for crisis responses with convinced communities. A selling point for local authorities to engage in this process is that it will be less costly to prepare now, than to deal with the consequences of unpreparedness later.

Target groups

There are three possible target groups:

- Federations and networks of communities that can spread the highlighted better stories further
- Local governments, in charge of planning for future crises
- The general public, boosting their feelings of solidarity and community

Actors

Local CSOs/NGOs

Scalability

The action can be applied in local communities and can be scaled up by federations/networks of communities.

Facilitating the culture of regenerative activism (action 3.4)

To engage in a series of advocacy actions that facilitate a culture of regenerative activism.

Background and justification

In a world that is shaped by multiple crises (pandemic, wars, climate crisis, gender-based violence, racism, ...), resulting in layers of trauma, activists live on the verge of exhaustion and burn-out. Feelings of guilt (in the face of widespread collective suffering) prevent activists from engaging in self-care, nurturing, and wellbeing activities. CSOs and funders have yet to recognise the significance of activist well-being and develop mechanisms to support it. These mechanisms include (but are not limited to): creating internal and public spaces to address exhaustion and burnout among activists; co-creating trauma-informed design principles for CSOs; facilitating network-building and peer support; incorporating

practices that engage with the body as a site of healing; creating spaces for activists to pause and take a break (activist retreat centres); enabling mechanisms of 'stepping back' to avoid burn-out; facilitating psychosocial support; and creating funding infrastructures that incorporate all of the above.

Impacts pursued

- A transformation of activist and funding practices to enable a culture of regenerative activism that is: trauma-informed, embodied, nurturing and inclusive.
- Creating a collective culture of care.
- Sustainable network- and movement-building.

Action description

- Organising a webinar and/or a participatory workshop bringing together better stories of regenerative activism (some examples are below).
 - Creating allies / ambassadors among the donors (invite them to the webinar as speakers to talk about their better stories of funding regenerative activism).
- Sharing experiences and co-created recommendations with donors.
 - Integrating these recommendations in the RESISTIRÉ factsheet on progressive funding.

Better Stories of Regenerative Activism:

- Chayn - UK
- Fundacja RegenerAkcja (Regenerative Activism) - Poland
- Ulex Project - Spain
- Two RESISTIRÉ pilot actions: Caring Workspaces (Postane and Hafiza Merkezi) & Second-Hand Trauma (Chayn)
- Transformative Activism Program of SU Gender - Turkey
- 17 May Association - Turkey
- The Wellbeing Project (global)

Target groups

CSOs, funders, activists.

Actors

RESISTIRÉ consortium, CSOs and funders engaged in better stories of regenerative activism (and the funding that supports it).

Scalability

Easily replicable, in terms of others organising webinars and workshops focusing on better

stories of regenerative activism and related funding, and possibly scalable if transnational organisations and funders take it up.

Intersectional lens workshop for grassroots organisations (action 3.5)

To increase the capacity of grassroots organisations to work with an intersectional lens

Background and justification

Bottom-up initiatives do not necessarily have the knowledge to include all groups. Today, resources are wasted because an intersectional lens is not used. Using it leads to more effectiveness of the interventions.

There are different potential techniques to build the capacity to be more inclusive and use an intersectional lens when preparing / designing a new activity / intervention. This is also valid during implementation, to identify the needs of all potential target groups and develop actions that do reach all these target groups.

One of them is training. Another technique is to bring grassroots organisations together. This can create an intersectional approach through networking (as different grassroots organisations often have different targets among the vulnerable or discriminated populations).

Different barriers were also identified to create such capacity. The most important one is time. Grassroots organisations work mainly with volunteers who invest their time to deliver the services and who have little time for capacity building. Another potential barrier is openness to the subject. Not all grassroots organisations consider intersectional approaches as a priority in their work.

Municipalities were identified as a potential ally and leverage to reach the grassroots organisations. Both of these stakeholders are most often in contact with each other. Even if trust is not always present, there is a link between both that can be used, as municipalities do have some "assets" that can be used to create this capacity: the knowledge of those active in their territory; the availability of physical spaces for meetings and trainings.

Impacts pursued

- Better understanding of the root causes of problems. Showing the benefits to the grassroots organisations, but also to the local policymakers and administrators.
- Gradually increasing the capacity of grassroots organisations to work with an intersectional approach.

Action description

The action would be to develop and roll-out a workshop concept on intersectional approaches.

The workshop concept would be developed by a feminist organisation. The group's conclusion was that this type of organisation is a potential ally and should have the expertise, or at least access to the expertise to develop and roll-out such a concept.

The working title of the workshop is “intersectional lens workshop for grassroots organisations”.

The first step would be to design the workshop concept. This would be based on feminist pedagogic techniques. The implication of this principle is that workshops cannot be short trainings but have to be participatory in nature as participants need to listen to each other’s experiences and points of view. Facilitation is therefore a specific expertise needed to run the workshops.

The second step is to organise a pilot workshop in a municipality.

If successful, this can be repeated in the municipality and other municipalities.

A third step is to document the impact of the workshops: explaining how the intersectional approach applied by the participants leads to more effectiveness. This will help recruit more grassroots organisations that were initially not attracted to the workshop and/or were not ready to invest time.

The action is a capacity-building action through different components:

- A training component as expertise is being transferred.
- A mutual learning component, as participants learn from each other.
- Creating the capacity to use an intersectional lens both through the workshop and through the networking of the participants: the cooperation between grassroots organisation addressing different target groups is an explicit objective of the workshops. Working together they will increase their capacity to know and take into account the needs of different target groups.
- An awareness raising component, as the purpose is to start with grassroots organisations that are open to the subject, but to use the success to attract other organisations that are not the natural allies.

Target groups

- The main target are grassroots organisations.
- A secondary target are the municipalities. They do play a role in the concept and particularly in its roll-out.

Actors

- Feminist organisations: as those taking the lead in developing and organising the workshops. This could be one organisation per country.
- Municipalities, as the partners in the organisation and roll-out. Their role is to identify and recruit the grassroots organisations to participate.
- Grassroots organisations as beneficiaries.

Scalability

Such a concept can start in one country - municipality as a pilot. If successful, it can be rolled out in the country by approaching more municipalities.

The concept is scalable to other countries. This would mean a feminist organisation is

identified in each country to act as leader.

From off-line to on-line (action 4.1)

Transforming equality work in companies: a research action project.

Background and justification

- Across Europe, workplaces continue to be a focal point for inequalities to be produced and reproduced. In many countries, there are specific regulations and demands for affirmative action in work organisations to promote equal opportunities and equal treatment for employees.
- Little is still known about how the “gender regimes” of organisations will transform and operate in digital settings and what new mechanisms need to be developed to promote inclusion, non-discrimination and gender equality in workplaces.
- The discussion in this group centred around the need to have a better understanding of the changing conditions and the impact on (in)equality in hybrid work organisations in order to better understand how effective implementation can be designed.

Impacts pursued

- The action proposed is a research project.
- The overarching aim of the project is to get a better understanding of how hybrid work organisations impact on (in)equality in the workplace and equality policy implementation, in order to develop more effective implementation designs of equality policy in hybrid work organisations.
- Particular research questions will centre around: How do processes that create and reproduce inequalities in workplaces change in hybrid work settings and why? Which new areas of discrimination and inequalities can be detected? What impacts on the implementation of equality policies in hybrid workplaces and why?

Action description

- The research project is proposed to have an interactive research approach, doing research *together* with participants, rather *on* them.
- Comparisons will be made between work organisations (companies, cooperations) in different countries and the operation at different levels: international, national and meso level. In the discussion, Sweden, Ireland and Turkey were suggested for comparison as they represent different levels/stages of development/contexts.
- The empirical case discussed was the fashion industry where there is an ongoing

digitalisation affecting the industry from more classical retail to e-commerce. The process will start by determining countries, levels and empirical area.

- The methodology will consist of 1) case studies in organisations, 2) policy analysis and 3) mapping better stories.
- To facilitate a joint learning process, collaborative mechanisms will be set up, e.g., a Community of Practice (CoP).
- The research project will develop practical outputs such as an assessment/indicators/benchmark tool.

Target groups

Besides the research community, the main beneficiaries of the research are managers that seek to find new ways to promote equal treatment and gender equality in the workplace.

Actors

- The research project will be a collaborative project with research partners from several countries.
- Key research partners and participants will come from companies, trade unions and professional organisations.

Scalability

The research project will result in theoretical development, practical tools and suggestions for future research.

(Mandatory) Code of Conduct (action 4.2)

Recommendations to develop compulsory standards to support the implementation of the European Code of Practice on Disinformation.

Background and justification

The group was asked to focus on an action which informs policy around online violence. The discussion started with concerns for individuals facing misinformation, bombardment and other harmful online behaviours, and possible support mechanisms in response. On this topic, participants identified a number of objectives / challenges, including providing healing services for negative effects of media illiteracy (anxiety, isolation, etc.), what happens if you cannot find information about your rights, etc. Before finding a focus, the group spent much time debating: should the action be about violence, misinformation, or both? Similarly, should it be about regulation and monitoring, or prevention?

Towards the end of the session, the conversation shifted to its ultimate focus, which

pursued a systemic, top-down approach. This decision was largely driven by the external experts, who made it clear that the first step to address misinformation and unethical behaviour in the digital space is enforcing regulations to force industry to comply. According to the experts, little to no formal compulsory regulation exists to moderate unethical digital practices. What does exist is the European Code of Practice on Disinformation (<https://digital-strategy.ec.europa.eu/en/policies/code-practice-disinformation>). Companies however are not required by law to adhere to this code of conduct. Instead, they're free to decide whether or not they want to participate. If they do participate, there are no mechanisms to hold them accountable, as the companies themselves are then responsible for their own monitoring and reporting. The monitoring and reporting process is not standardised and is often carried out by industry actors, leading to concerns regarding transparency and objectivity.

This lack of regulation has led to an imbalance of power where tech organisations have full control over whether they want to participate, how compliance is monitored, what information is reported, etc. Some specific examples of this imbalance of power include:

- Private companies often have their own governance boards for misinformation and unethical digital behaviour, which they entirely control. The governance process is not transparent nor independent.
- Private companies are free to make arbitrary / subjective decisions about whether or not to cooperate with external fact-checkers.
- Private companies do not have proper training, despite being the ones responsible for monitoring and reporting.

The resulting action therefore aims to respond to these structural challenges, summarised in the following questions:

- How can we approach fake news and disinformation on a structural level?
- How can providers of misinformation be held accountable?
- How to engage / empower CSOs to give them a voice and create meaningful partnerships?

Impacts pursued

- Enforcing existing guidelines.
- Addressing harmful online behaviours.
- Improving fact-checking and monitoring by standardising processes and empowering external actors in this space; creating more reliability.
- Challenging the imbalance of power and control held by industry actors.
- Promoting self-regulation & ethical practices.
- Advocating for legal mechanisms / frameworks that are adapted to this era (examples of experimentation with 'administrative' laws in Spain).
- More transparency by giving third parties access to algorithms.

- Consulting other stakeholders, including researchers.
- Allowing researchers access to information and data, for example, how algorithms are used for advertising.
- Developing mechanisms that go beyond automated censorship, requires designated HR / competence.

Action description

The chosen idea for action focused on supporting the implementation of the (existing) European Code of Practice on Disinformation. This benchmark is entirely voluntary, so industry is not obliged to comply. To encourage (or force) compliance, the recommended approach is:

1. To take certain elements from this code of conduct and make them mandatory through regulation.
2. To develop proper methodologies for monitoring. Looking at the situation today: what is monitored, by whom and how? Some additional ideas include:
 - a. Including both internal and external reporting mechanisms.
 - b. **Prevalence:** group affected with an intersectional approach.
 - c. Allowing researchers access to information, for example, how algorithms are used.
3. Develop redressing mechanisms based on monitoring results. A holistic framework not only facilitates structural regulation and monitoring but also supports prevention and response on an individual basis. Some insights (inspired by the UniSAFE 7P model) from the earlier group discussion include:
 - a. **Prevention** includes a technical aspect, e.g., detecting hate speech; could also include 'standards to subscribe' or principles that apply to the user.
 - b. Responsive measures include human / healing support to victims and survivors, which could be achieved; this could be supported by **Partnerships** with companies, CSOs, educational actors, etc.

Because the group only managed to narrow down the objective of the action towards the end of the session, the action description remains quite general. There is, however, some synergy with action 4.5 on Ethical Tech, which elaborates on specific steps to facilitate regulation and enforcement in the digital space.

Target groups

- EU / national policymakers

Actors

- RESISTIRÉ WP6
- External experts (e.g., Veronica Stefan - Digital Citizens Romania)
- Internal experts (e.g., Dolores Morondo Taramundi)

Critical Media Literacy (action 4.3)

To provide guidance in developing critical capacities to read media and create a better understanding of sources, content and messages.

Background and justification

According to the American Library Association, digital literacy is “the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills” (Dalton, 2017, p. 22). And, according to the National Association for Media Literacy Education, media literacy is “the ability to encode and decode the symbols transmitted via media and the ability to synthesise, analyse and produce mediated messages” (Dalton, 2017). Media literacy is therefore very much linked to civic education and critical thinking.

The need to invest in critical media literacy has increased following the pandemic and the increased use of social and online media as sources of information. This is particularly the case for younger people. The attention given by policymakers to the digitalisation of society, and therefore the need to increase the digital literacy of the population is considered to be an opportunity. The challenge is to integrate critical media literacy modules in digital literacy trainings.

Different target groups in need of increased media literacy have been identified in the discussion, each with their specific needs:

- Children and teenagers at school age
- Teachers and educators
- Older people
- The active population age 20-65. The role that employers, enterprises and HR departments could play to reach this target group have been highlighted.

Programmes on media literacy need to be tailored to these target groups, which includes the type of media they use. To increase media literacy, links should be created between formal, informal and non-formal education (see also source below).

Example of a strategy case study from Ireland - Adult Literacy for Life:
<https://www.solas.ie/alnd-strategy/>

Impacts pursued

Three potential action routes have been identified by the group:

1. Advocacy at policy level, where the ultimate goal is to adopt global civic education for all school levels (critical media literacy being part of global civic education). The actions described below are the first steps on this route.
2. Include digital media literacy in all courses on IT.

3. Integrate critical media literacy in the curricula for all media-related professions.

Action description

Step 1:

Different studies exist on the situation, but there is no all-encompassing study covering the EU-27. Conducting such a study is considered as a first step.

Step 2:

The identification of “better stories” and a performing a benchmark of better practices.

Step 3:

Define policy recommendations based on previous actions.

Target groups

- People of different age categories (see above)
- Teachers and educators
- IT professionals
- Media professionals
- Policymakers

Actors

- The school system
- Families
- Teachers and educators
- Civil society

Scalability

Not applicable as recommendation.

Sources

EU [white paper](#) on the role of formal, informal and non-formal education in promoting the Global Civic Education.

Digital Rights Now! Change through collective action (action 4.4)

A collaborative platform connecting different actors from the private, public and civil society sphere with the aim of highlighting digital competence as a human right and exchanging good practices relating to digitalisation.

Background and justification

Escaping the digital has become increasingly difficult, if not downright impossible.

Without basic digital skills, access to vital services including healthcare and education is severely limited and the employability of an individual increasingly depends on having some digital competence. At the same time, as many as 11% of Europeans are not online and many individuals do not possess even basic digital skills. Considering the far-reaching consequences of digital exclusion, this initiative takes the idea that *digital illiteracy is a human rights violation* as its starting point. While it is clear that high-level policymakers are aware of the problem, issues persist in the implementation and many people remain excluded. Hence, new and creative ways of tackling the issue are needed.

Impacts pursued

The aim is to set up a community of practice by connecting actors with a shared interest in promoting a rights-based approach to digitalisation and in exchanging ideas for how digital competence can be increased. The aim is also to destigmatise digital illiteracy, as not having basic digital skills is becoming a source of shame for many, often leading to covering-up strategies.

Action description

The platform can be used to exchange better stories on a number of topics, including but not limited to:

- How to address the stigma of digital illiteracy?
- How to create awareness among the public?
- How to create awareness among vulnerable groups about their digital rights?
- How to mobilise local actors?
- Policies and legal frameworks.
- Involvement of the corporate sector.
- Supply of infrastructure and tech devices.
- How to address digitalisation in primary education?
- How to promote open access, avoiding pay walls?
- Digital human rights in crises.

In addition to sharing better stories, examples of how human rights are violated when individuals are digitally excluded will also be shared in order to highlight the urgency of the issue.

Target groups

CSOs, policymakers and other public actors who work with digitalisation (including educational institutions), the media, tech companies, etc. Members of the public who would like to improve their digital skills are also a target group, but they may need to be reached through intermediaries (e.g., 'digital coaches' from CSOs) or through other media (TV, radio, booklets, etc.) since the platform is online.

Actors

The collaborative platform would rely on a network of different actors. Civil society organisations would play a central role in setting it up, but they could seek sponsorship from private companies in the tech industry who have an interest in promoting digital rights. Public institutions are also important as both contributors (in terms of funding and content) and beneficiaries of the platform.

Scalability

The platform could potentially be global in scale. The benefit of such an approach would be the possibility for actors in different countries to learn from the 'better stories' of other countries. A possible downside would be language barriers and the fact that some solutions are dependent on local contexts. Local contact points would be needed for more hands-on support.

Ethical Tech (action 4.5)

Combining a top-down and bottom-up approach to enforce the use of ethical principles in digital development.

Background and justification

The original discussion involved exploring two different objectives:

1. Designing digital services based on ethical principles (structural).
2. Inclusive design of digital solutions (practical).

External experts made it clear early in the discussion that there would be resistance to any initiative from industry actors. These resistances / challenges are described in detail under action 4.2 on the (Mandatory) Code of Conduct and are largely driven by the industry's desire to maintain its (imbalance of) power. With this insight, we shifted the focus to the following strategic questions:

- How to overcome / circumvent industry resistance?
- How to involve more actors / a more diverse expertise in this arena to create more transparency and accountability?
- How can this transparency inform research / development in the future?

To achieve these objectives, three distinct (but related) lines of action were developed:

- **Idea 01:** Recommendations for a policy framework / top-down approach to further develop and enforce existing standards to require ethical behaviour in the digital space.
- **Idea 02:** An initiative to involve / empower new actors in this arena by mobilising CSOs and individuals.
- **Idea 03:** A research agenda which looks into ethics in the (broad) digital space, from AI to ITC to design to impacts on society (among others) using new /

improved indicators and monitoring methodologies informed by Ideas 01 and 02.

There was a general consensus among the wider group of participants that this is a particularly urgent issue, as the world is becoming more hybrid with more digital services being developed. Participants felt it was fundamental to address ethics in the digital space, which is currently void of objective regulation and monitoring, to complement / support rights of people moving forward.

Impacts pursued

- Enforcing application of ethical principles.
- Preventing biased data.
- Preventing more discrimination and inequalities among vulnerable groups.
- Promoting a more inclusive society, as the future will be largely driven by AI and algorithms.
- Holding industry / service providers accountable.
- Empowering new stakeholders / bringing more diverse voices and expertise in this arena.
- Raising the question 'WHOSE values are included / reflected in the design?' to promote a wider societal view included in the design perspective and values, rather than focusing on primary / mainstream (privileged) users.
- Elaborating standards or guidelines for which the services are simplified and approachable for new tech users (e.g., elderly people, migrants and refugees, public/municipality services).
- Public services / ministries using only companies with ethical practices and algorithms.
- More transparency, better data; developing better indicators.

Action description

As mentioned above, three distinct (but related) lines of action were developed:

Idea 01 Recommendations for a policy framework / top-down approach to improve, further develop and enforce existing regulations to require ethical behaviour in the digital space. The group identified specific actions to work towards this objective:

1. Use [European Digital Rights and Principles](#) as a starting point.
2. Collect best practices, for example, looking at the UK (or other examples) where they are already starting to develop national / regulated standards. This benchmark can also help to identify best practices for implementation.
3. Develop formal standards / a higher level framework based on these insights. This framework should include strategies to standardise, as well as ways to enforce these standards.
4. Implementation. Some ideas for effective implementation include:

- a. Establishing requirements for any type of public procurement, such as ethical plans, implementation, training requirements (following GEP example, including public procurement on the EU level).
 - b. Inclusion of ethical standards in any tenders / calls for proposals.
 - c. As this will involve new expertise, one external participant made it clear that the tech industry will need support in designing / implementing this.
5. (Shared) monitoring and enforcement: Creating competence in civil society to be able to monitor and enforce these standards
- a. Example / reference provided: O'Neil Risk Consulting & Algorithmic Auditing (ORCAA).
 - b. This task / effort would be complemented by Idea 02 and would help to inform research objectives and new methodologies for monitoring in Idea 03.

Idea 02 Initiative to involve / empower new actors in this arena by mobilising CSOs and individuals. This empowerment should happen in parallel to Idea 01 and should be approached on two levels: through investment and training of new actors, as well as by creating a conducive environment for monitoring and reporting infractions (encouraging whistleblowing, preventing threat of liability). The group again identified specific actions to work towards this objective:

1. Identifying (existing and potential) watchdog organisations and CSOs. Mapping of those already active to identify forums, actors and capacity-builders.
2. Developing a strategy to facilitate the creation of these (independent) watchdogs.
3. Developing new tools / processes to identify and draw attention to violations / unethical practices.
4. Develop methodologies for monitoring and reporting. This topic will lead to operational insights / opportunities for further development in Idea 03.

Idea 03 Research agenda which looks into ethics in the (broad) digital space, from AI to ITC to design to impacts on society (among others) using new / improved indicators and monitoring methodologies informed by Ideas 01 and 02. Some objectives / focuses for this agenda include:

- Involving interdisciplinary groups to identify algorithmic biases as well as algorithmic discriminations; the key difference being that algorithmic discriminations are not an error, as potential discrimination is not considered a risk and is therefore not considered or tested. Experts made it clear that there is much research to do here.
- Attempting to answer the question: How can we get better quality data?
- Experimentation in ethical IT and development.
- Testing algorithms (and designs) against ethical principles.
- Whereas current indicators are largely based on principles of risks and

competence, another objective could be to develop better, more inclusive and human indicators.

Target groups

- European Commission
- National governments
- Tech organisations
- CSOs / (potential) watchdogs
- Design schools
- Public services / ministries
- Individual actors

Actors

- RESISTIRÉ WP6
- External experts

Scalability

There was the general observation that this action is too broad, so there is a potential to focus / prioritise efforts within RESISTIRÉ, leaving the potential for broadening the future.

Role of the Coach (action 4.6)

Produce a resource guide that describes the new role of coaches that will act as intermediaries between the most vulnerable and online public services.

Background and justification

Several ideas expressed during the discussions on the first day of the Open Studio related to the creation of new roles, professions or profiles linked to access to a safe digital environment for those furthest from it. The need to have a person in charge of ensuring access to a safe digital space corresponds to new functions that will be played by different people depending on the space, e.g., a teacher for online education, a webmaster, an administrator of a social media group, etc. Such a role should be defined and should ensure that access to a safe digital space is guaranteed for those who are furthest away from it, that no one is left behind and that everyone feels/is safe (e.g., no online hate speech or violence).

It emerged also that support should be given to people who do not have access to digital public services, either because of a lack of technical material or a lack of skills/knowledge. The idea is that such coaches would help/teach 'vulnerable groups' how to benefit from these online services rather than doing it for them. They would explain and clarify how the online services work (including their purpose), demonstrate

how to use them and then follow up, being ready to provide further assistance or answer questions. Another role of such coaches would be to reach out to marginalised groups who are currently unable to access and use digital tools and services effectively. Better stories have highlighted existing practices of civil society organisations and social workers who reach out to and support marginalised groups. New orientation services for people (e.g., asylum seekers and refugees) are important to overcome barriers encountered due to cultural, technical or other obstacles.

During the discussion in the sub-group on possible actions, it quickly became clear that these two roles of “protector” and “coach” were different, and that it would be better to focus on one profile in order to develop an idea for an action.

It was decided to focus on coaches because this had already been experimented with by some associations during the crisis, and therefore better stories exist and can be used to develop it into a recognised function.

Some key points of such a profile:

- Coaches coming from the target groups.
- Involve people from the target group in the design process and in the delivery process to ensure that it is based on needs.
- Coaches should be proactive but respectful. They should assist but not do for the others.
- Coaches should be specifically trained.
- Coaches should act as intermediaries between the final users and digital public services.

Impacts pursued

This action will create a new profile of coaches and support further development of these functions.

Action description

1. Benchmark: the first step is to see what exists. Existing services for migrants and refugees have already started to develop support for their users to find their way through the maze of services, especially those that are only accessible online. See Centro Astalli <https://www.centroastalli.it/infopoint-rifugiati/> and Arci: <https://www.arci.it>.
2. Analyse the different contexts in which such coaches can be operationalised. Needs will vary according to the profile of the target group and specific contexts. ‘Use cases’ should be developed to show in which situation such coaches will add value.
3. Identify different tools and methods according to the needs of the target groups and propose a guidebook/resource book with illustrations of tools and methods, existing good practices and guidance on how to develop such tools and

methods.

4. Based on all this work, the profiles of such coaches can be better defined (see some key points under background). Key roles and characteristics will be identified and explained to ensure that social actors can create such coaching services.
5. Dissemination and recommendation to different types of actors to ensure that such services are widely established in Europe. It should specifically target CSOs as potential service providers, public administrations as funding authorities and creators for such roles, as well as promoters of them on their websites.

Target groups

All vulnerable groups can be targeted. However, the focus would be more on people who have limited or no access to digital services due to cultural and social barriers (rather than technical barriers such as blind people). The focus will be on refugees and asylum seekers, older people, non-native speakers and other vulnerable groups.

Actors

- RESISTIRÉ WP6
- External experts
 - CSOs: Centro Astalli, Roble Moussa and ARCI, Carla Scaramella.
 - Expert in digitalisation: Cindy Adriaens.

Lessons Learned

The third cycle encompassed a total of four distinct Open Studios on various topics. This time around, half of the Open Studios were held in person and built on the experiences of the first in-person OS (held in the second cycle) in Donostia-San Sebastián. As before and in general, the approach utilised in the Open Studios worked very well, with participants often expressing their enthusiasm and motivation at the end of an OS. From the perspective of the RESISTIRÉ project, the Open Studios once again delivered results according to expectations. In the final sharing of reflections, external (invited) participants expressed their appreciation of the Open Studio method, with some participants stating an interest to use it in their own work and organisations.

The flow worked very well with regard to all four groups and (sub-)themes: the first two sessions (first morning) of the OS worked to create a cohesive group and to involve all participants. The next two sessions (first afternoon) allowed us to have further discussions and, at the same time, to direct these discussions and the participants' reflections towards potential solutions. In all four Open Studios, the production of potential action-ideas at the end of the first day and the start of the second day proved,

to a varying degree, sufficient to launch the programme of the second day. The overall consensus among the participants seemed to be that the rhythm was intense but feasible, given the fact that the timing was respected. Again, one of the concrete ways to boost participants' energy levels near the end of both days was the use of two brief Qi Gong sessions (two 10-minute sessions before the start of sessions 4 and 8). This practice was continued from the first and second cycles of Open Studios, and most participants do participate and express appreciation of this 'care' and the possibility to move the body (the others have a longer break).

In general, there was a balanced mix of invited participants and consortium members. The mix of the invited participants was generally balanced as well, though there was again a lack of policymakers in this cycle due to the difficulty in recruiting this kind of profile. While the third Open Studio had fewer external participants than is normally the case for an OS, this did not affect the results and the outputs of this OS display a similarly high quality as the outputs of earlier ones.

One lesson learned in the second cycle with regard to the in-person Open Studio was incorporated for the third cycle's two in-person Open Studios: although the Miro board is a tool for online OS formats, the facilitation team has started using it for the in-person format as well. This allows them to combine the advantages of both formats. Miro is used as follows:

- The physical posters of both days are copied onto the board, as documentation of the various discussions that were had.
- The team of facilitators uses the board to cluster the ideas of day 1 and to share this clustering with the participants at the start of day 2. The board is then projected on a screen.
- The board is also used to record the discussion and votes for action-ideas in session 8. The results of the vote are projected on a screen.
- Finally, the board is used as a collaborative instrument between all participants. It remains open for use after the OS and participants have a space on the board where they can share ideas, resources and their contact details to remain in touch with each other.

Finally, looking back on the output for the WP6 and WP7 tasks, the Open Studios have produced a significant number of action-ideas for operationalisation, providing inputs for recommendations, the research agenda, and advocacy actions.

Conclusion

The results of the research activities performed in RESISTIRÉ have shown that "COVID-

19 and its policy responses have made the most vulnerable even more vulnerable, with strong gender regimes and social class and social capital regimes cutting across multiple domains” (Axelsson et al. 2021). The Open Studios have shown that this negative trend creates an opportunity as it emphasises the need for change. The situation has become worse for many vulnerable groups due to the pandemic and the policy responses associated with it, but this has made the inequalities more visible as well. There is no excuse anymore not to act.

The Open Studios are one step in the RESISTIRÉ process: from research to insights to solutions to piloting those solutions and to advocating change based on evidence. It is a short but critical step in that process whereby actual impact and conclusions will become visible in the next stages. Most of the action-ideas produced through the Open Studios were triggered by what happened during the lockdowns and the different waves of the pandemic, but the final results encompass solutions to tackle the root causes of the inequalities, even after the end of the pandemic. The solution directions proposed are holistic and cut across policies. They seldomly address public health policymaking directly.

The OS format allows us to make use of the expertise available in the OS and we should exploit this richness as much as possible. As many ideas as possible have to be developed further making use of the expertise available within the consortium and additional external expertise. The participation of users remains a weak point of the OS approach. This has proven difficult in all three cycles, though given the fact that this cycle was not supposed to produce concrete social innovations to be tested in pilot projects, their absence was less of a problem. The barriers to the participation of a diverse group of users, and, therefore, the best techniques to ensure that user expertise is available during the OS will be a main subject to be reflected upon in the final report on the Open Studios (D5.5).

The better stories again proved to be a useful tool in having the experts critically assess existing policies and societal initiatives, without them immediately proposing unattainable goals/solutions. They allowed the experts to be inspired by the positive aspects of an existing policy/initiative and made them think about how to improve those aspects to make them more inclusive for vulnerable groups and to target existing inequalities in a more effective way. Overall, the better stories and the initial discussion around them enhanced the imaginative and inclusive nature of the recommendations and advocacy actions, and helped to focus discussions on solutions rather than on problems.

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Annex

Generic Guideline

OPEN STUDIOS - Creating better stories

In Open Studios, we will be exploring the possibilities for co-creating better stories of responding to the pandemic. What have been some inspiring practices, initiatives, policies that we have observed in different contexts across Europe? What can we learn from them to imagine even better stories of responding to this crisis that we all share, but are not equally affected by? How can a gender+ perspective help us explore, make visible and co-create more egalitarian, more inclusive policies, initiatives and practices? As feminist scholar Dina Georgis argues in her book *The Better Story*, "there is always a better story than the better story."

This Open Studio will enable a co-creative setting where we will learn from the existing better stories of responding to the pandemic in more inclusive ways and co-design even better stories together.

OS(#) - Better is Possible: (Insert Title)

This Open Studio has to contribute to following objectives:

- Translate the results of the research activities into insights.
- Develop ideas of potential actions and solutions to:
 - (Describe challenges here)
- Critically assess these ideas in terms of impact and feasibility.

Material to be sent in advance to participants

- A general briefing on the RESISTIRÉ project;
- A set of promising practices corresponding to the theme of the OS (both policy and societal responses);
- Highlights of the RESISTIRÉ deliverables on the COVID-19 pandemic and its impact on inequalities (with a specific section dedicated to the theme of the OS).

What to ask participants before the OS:

- In case of online OS, to register and try out Miro in order to familiarise themselves with the digital whiteboard, including to have a look at who the other participants are (alternative is to organise a briefing session beforehand);

- Any examples of promising practices corresponding to the theme of the OS (both policy and societal responses).

What to prepare and have available during the OS:

- In case of online OS, Miro board
- Better Stories
- Personas
- PPT on issues linked to **(open studio theme)**

DAY 01

In case of online OS, 15-minute optional Miro tutorial starting at 9:00

Session 01 - Warmup & Getting Started - 9:15-10:30

9:15-9:30 - Participants are welcomed and given brief introduction to RESISTIRÉ project and Open Studio methodology. (Main facilitator)

9:30-9:45 - Participants are divided into groups of two, who will introduce themselves to each other through 'our better stories' (Main facilitator):

- Who are they? Based where? Doing what?
- Personal better story/stories linked to **(open studio theme)?**

Rapporteur puts all participants in rooms by two (at random)

9:45-10:15 - Participants return to plenary, introduce their conversation partners and their respective answers to the above questions. (Main facilitator)

In case of online OS, all participants are invited to meet on Miro. Short intro to make sure all are at the same place.

One of the co-facilitators is the active listener and asks questions/clarifications if needed, also goes to the next duo and acts as timekeeper. The other co-facilitator is writing on the poster.

10:15-10:30 - General discussion about what was heard, what personal experiences in different contexts tell us about pandemic's impact, what better stories are possible. Also pay attention to the common characteristics of our better stories and who/what institutions have helped enable them. (Co-facilitator)

15-minute break

Session 02 - Inspiration - 10:45-13:00

10:45-10:55 - Presentation about inequalities created and/or deepened during

pandemic related to theme. (Rapporteur)

10:55-11:15 - In plenary, sharing of participants' knowledge and experiences & discussion of the basic questions and observations behind the OS. (Co-facilitator)

11:15-12:15 - Participants split into 4 smaller groups which each receive a set of policy responses and a set of societal responses. Groups should spend approximately the same amount of time on both sets and process at least one of each (preferably two or even more) by identifying on a poster: (Main facilitator)

- What makes the policy/societal initiative a positive one?
- Which aspects of the policy/societal initiative could be improved?

12:15-12:45 - Participants return to plenary, present their results and review the findings of the other groups. Important points of focus are the common characteristics between policies/initiatives and what actors, institutions, resources, etc. have contributed to these policies/initiatives. (Main facilitator)

12:45-13:00 - Remaining in plenary, participants identify what/who is missing in the existing better stories & who is still excluded and could benefit from further inclusion. (Co-facilitator)

1-hour lunch break

Session 03 - Empathy - 14:00-15:30

14:00-15:00 - Participants are split into 4 smaller groups which are assigned two personas each. They should identify what circumstances, policies, societal initiatives and/or other factors would have made a difference for the specific issues of these personas. Their answers are captured on a poster with pre-defined issues as per the presentation in session 02. Participants should spend maximum 30 minutes per persona. (Main facilitator)

15:00-15:30 - Participants return to plenary where they share their findings. This enables them to identify any additional gaps and opportunities/ideas for future action. (Main facilitator; co-facilitator writing on board)

10-minute break

10-minute optional Qi Gong session

Session 04 - Brainstorm (1) - 15:50-17:00

15:50-16:35 - Participants are split into 4 small groups and start brainstorming with the help of a Lotus Blossom. Brainstorm should look at the barriers present from the perspective of socioeconomic inequalities (which are placed beforehand in the Lotus Blossom) and how the participants can develop ideas on how to overcome those barriers. (Main facilitator)

Barriers/questions:

- **(Insert barriers/question related to OS theme)**

16:35-16:50 - Participants return to plenary to share their findings. (Main facilitator)

16:50-17:00 - Remaining in plenary, participants reflect once again on what/who has been missing from the discussion and what groups of people would not be able to benefit from the ideas that were brought up. (Co-facilitator)

DAY 02

Session 05 - Brainstorm (2) - 9:15-10:30

9:15-10:30 - In plenary, facilitators present clusters of ideas from day 1 that could be developed in day 2. The context of RESISTIRÉ is explained again: concrete actions need to be developed that improve the situation of vulnerable groups. These can be: recommendations (to policymakers, employers, NGOs); or actions that could be initiated during the project with external partners. (Main facilitator)

The list proposed is challenged by the participants in a brainstorm: what is missing, what can be merged, what can be split? During this discussion, co-facilitators are copy-pasting the ideas for action in a Lotus Blossom-type of poster on the right side. They are adding sticky notes characterising the idea based on the discussion (in another colour).

A maximum of 8 ideas is selected for further deliberation. These are divided over sessions 06 and 07. Selection of participants to work in small groups happens at the end of this session.

Longer 30-minute break to allow facilitation team to select the ideas to be worked on in further sessions

Session 06 - Co-create (1) a societal response - 11:00-12:30

11:00-11:30 - Participants are split in smaller self-selected groups which are assigned one idea from the list of ideas compiled by the facilitation team during the break.

Participants should start with a brief brainstorming exercise to identify any additional elements that could enhance the impact of the initial idea. There is a standard poster with proposed dimensions to be considered for the brainstorm; but these can be changed depending on the idea, both by the facilitators, or by the group. (Main facilitator)

11:30-12:00 - Participants, still in smaller groups, fill in a poster with basic information for a policy/societal response that could lead to a pilot action and/or to recommendations for stakeholders. At the end of the session, the facilitator asks to identify any 'open questions' that could be included in the next research cycle.

12:00-12:30 - Participants return to plenary where all of the results are reviewed and participants are encouraged to add questions, comments and/or suggestions next to the group posters. (Main facilitator)

60-minute lunch break

Session 07 - Co-create (2) a policy - 13:30-15:00

13:30-14:00 - Participants are split in smaller self-selected groups which are assigned another idea from the list of ideas compiled by the facilitation team during the break. Participants should start with a brief brainstorming exercise to identify any additional elements that could enhance the impact of the initial idea.

14:00-14:30 - Participants, still in smaller groups, fill in a poster with basic information for a policy/societal response that could lead to a pilot action and/or to policy recommendations. At the end of the session, the facilitator asks to identify any 'open questions' that could be included in the next research cycle.

14:30-15:00 - Participants return to plenary where all of the results are reviewed and participants are encouraged to add questions, comments and/or suggestions next to the group posters. (Main facilitator)

10-minute break

10-minute optional Qi Gong session

Session 08 - Conclusions - 15:20-17.00 (recorded session)

15:20-16:40 - All individual participants are asked to share their conclusions one by one with the group on which ideas they consider to have the highest potential to be developed further and implemented by RESISTIRÉ (target is to choose two ideas).

Participants explain why this is their choice. Miro is not used for this session, but co-facilitators are filling in the results on the Miro board, including the 'votes' expressed for action-ideas. (Main facilitator)

This time can also be used to:

- Include an unplanned session triggered by the results of the previous sessions.
- Add further details to some of the most promising ideas identified (i.e., a strong candidate for a concrete pilot action).

16:40-17:00 - Participants are asked what experiences they take away from the Open Studio, what their recommendations would be for future Open Studios and what they would recommend for the RESISTIRÉ project as a whole. (Co-facilitator)

Miro is not used for this session, but co-facilitators are harnessing responses on the Miro board to be able to share results with the group.

General thank you from the facilitators and reminder that Miro board stays open.

