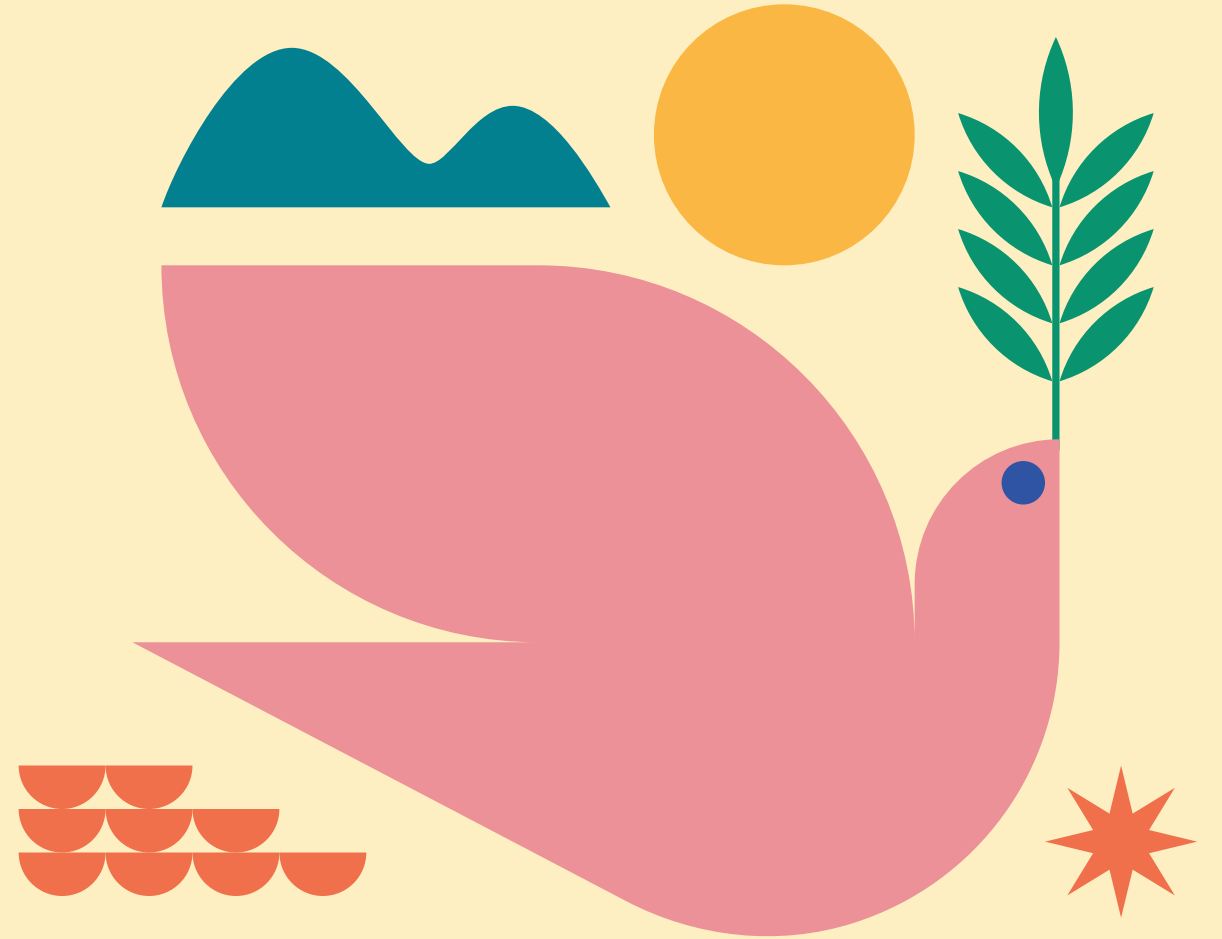


Action Plan for the Reykjavík City Democracy Policy

2021-2024



The following actions have been selected to support the realization of the policy over the next three years and are the responsibility of various city departments or offices. The Human Rights and Democracy Office oversees their implementation.

It is proposed that the actions be reviewed regularly and at the end of 2024 a new, comprehensive action plan based on the main objectives and priorities of the Democracy Policy will be ready for processing.



1

Democracy Compass for the City of Reykjavík

Action: Create an accessible democracy compass that can be used to support consultation processes and as a guide for residents. The democracy compass will be an important educational and informational tool for residents, administration, and elected representatives. It will be a tool that shows the available consultation methods and how they work so it will be possible to choose the methods that suit each decision-making process. The democratic compass will be implemented into the City's processes along with a democratic checklist so that the decision on methods of consultation is always a part of policy-making and major decisions.

Objective: Increased transparency on ways available to residents to participate and make an impact, as well as a guide for administrative staff and elected representatives that empowers them and increases their confidence around consultation. Thus, the process of consultation will be even more purposeful and standardized and suited for boosting quality consultation processes.

Responsibility: Human Rights and Democracy Office.



2

Assessment of Consultation Methods

Action: Complete assessment of the current consultation practices used in policy and decision-making within the City of Reykjavík.

Objective: For consultation with residents, invested parties, and consultation committees to always be a part of policy making and major decisions.

Responsibility: Human Rights and Democracy Office in collaboration with the Office of the Mayor and Chief Executive Officer.



3

Publication of Educational Material on opportunities for participation

Action: Publish educational material that discusses the importance of social engagement and the various participation opportunities that are available. This would entail educational material for the youth level of primary school (grades 8-10) that could be adapted and translated to other languages. Translated and adapted versions of the educational material could be a useful introduction for those who are non-Icelandic speaking and getting to know the structure of Icelandic society.

Objective: To reach and educate groups that participate less in democratic processes, according to research.

Responsibility: Human Rights and Democracy Office in collaboration with the School and Recreation Department.



4

Release of Educational Videos on Methods of Democratic Engagement

Action: Release videos that promote democracy and ways to participate, in a visual and accessible manner, for publication on social media and various websites. It would also be possible to add versions in different languages as needed.

Objective: To reach and educate groups that participate less in democratic processes, according to research.

Responsibility: Human Rights and Democracy Office in collaboration with the City of Reykjavík's Communications Team.



5

Citizens' Assembly

Action: Citizens' Assembly will be held on average once a year, where residents of Reykjavík can discuss different issues with city councilors.

Objective: For residents to have direct contact with the city council and have an opportunity to have a conversation with elected representatives about what matters to them.

Responsibility: The Office of the City Council and the Human Rights and Democracy Office in collaboration with the Communications Team.

Ties into measurable objective number 7



6

Youth Democracy Festival

Action: Collaborate on and participate in a Youth Democracy Festival annually. Teachers and students would be invited to participate in a Democracy Festival with educational programming on social engagement and a broad discussion on social issues and democracy.

Objective: To inspire young people to participate in social engagements and introduce the opportunities that Icelandic society offers.

Responsibility: Human Rights and Democracy Office in collaboration with the School and Recreation Department.



7

Residents' panel

Action: Develop a mediation method. This action would involve a pilot project for an advisory residents' panel. For realization of the method there will be collaboration with the academic community. A clear framework for the method would be developed; when the residents' panel can be activated and when not, by whom and what is required. A complete proposal on the method would be submitted for approval within the city system. The pilot project will be evaluated upon completion.

Objective: To inform and educate on different perspectives and create a conversation where different perspectives on societal issues are debated, with the objective of reaching a successful resolution on controversial issues.

Responsibility: Human Rights and Democracy Office in collaboration with the Office of the City Council.



8

City Surveys

Action: A city survey will be developed to increase the involvement of the public in policy making on important matters of public interest. The method would be used to call for the views of the citizens on various issues, either by groups, as a whole or within the city's neighborhoods. The academic community would be approached to collaborate on the project and a transparent framework would be created. This is a development project and special consideration would be given to using digital means.

Objective: To improve the quality and consensus of decision-making. Learn about the will of the citizens, by region and group.

Responsibility: The Human Rights and Democracy Office in collaboration with the Department of Services and Innovation together with the Office of the Mayor and Chief Executive Officer.



9

Participation in the project My Neighborhood

Action: Work with schools, recreation centers, youth councils, consultative committees, social service centers, and seniors' centers towards increased participation in My Neighborhood.

Objective: To increase participation in the project My Neighborhood.

Responsibility: Human Rights and Democracy Office in collaboration with social service centers, Reykjavík primary schools, and recreation centers.

Ties into measurable objectives 2 and 3



10

Residents' Councils

Action: Work towards introducing the residents' councils and their work to residents. Information about members of the councils, and the time and place of meetings, would be made more accessible on the city website. In addition, contact information, meeting schedules, meeting documents, meeting minutes, and recordings of meetings would be found in the same place with clear instructions on how to get issues onto the agenda. The city services poll will measure whether city residents' awareness of the existence of the residents' councils increases between years and how participation in residents' councils and their satisfaction with them develops.

Objective: To strengthen the residents' councils as a consultation platform on city issues in the districts of the City of Reykjavík.

Responsibility: Human Rights and Democracy Office and Communications & Branding Team at the Office of the Mayor and Chief Executive Officer.

Ties into measurable objectives 8-10



11

City of Reykjavík Suggestion Portal

Action: Work towards presenting the suggestion portal to city residents as a powerful channel to get their suggestions on how to improve city services across. An effort will also be made to streamline the portal and increase user satisfaction.

Objective: For the suggestion portal to be an effective way for city residents to get suggestions across to the City of Reykjavík.

Responsibility: Reykjavík City's Service Center.

Ties into measurable objectives 19-22



12

Open Finances at the City of Reykjavík

Action: Continued development of open bookkeeping, online display of financial information, and key operational figures. This will make it possible to fulfil residents' and businesses' desire for good access to information on the City of Reykjavík's operations and finances. There will be a continued emphasis on visual presentation of data and an effort to make the data even clearer. In addition, emphasis will be placed on easy-to-read language in the presentation of the City of Reykjavík's finances. Ways to update information closer to real time will be explored and further steps taken to provide information on specific expenditures.

Objective: Increased financial transparency and knowledge of allocation and use of funds.

Responsibility: Department of Finance and Risk Management in collaboration with the Department of Services & Innovation and Communications & Branding Team at the Office of the Mayor and Chief Executive Officer.



13

Development of the City Residents' Dashboard

Action: Work on further development of the display of useful information about city operations and making that information accessible online on the City Residents' Dashboard. Emphasis will be placed on automation and real-time information that serves city residents and businesses, and on the development and display of key figures and criteria tied to city operations, including those regarding the city's implementation of the ISO standards for sustainable cities in collaboration with WCCD. In addition, efforts will be made to make the presentation more accessible.

Objective: To increase provision of information about city operations.

Responsibility: Department of Finance and Risk Management in collaboration with the Department of Services & Innovation alongside the Communications & Branding Team at the Office of the Mayor and Chief Executive Officer.



14

Democracy in the Workplace

Action: Work to increase democratic engagement of employees in decision-making on the development of the working environment and working methods at City of Reykjavík workplaces. A specific question in a City of Reykjavík staff survey will be used to inquire whether staff feel they have an impact on their immediate work environment. It will also be examined what proportion of City workplaces have set measurable objectives and update their strategy regularly through conversation between executives and staff based on the guidelines of the Human Resources Policy according to the findings of the surveys.

Objective: To increase democracy in the working environment of City workplaces.

Responsibility: Department of Human Resources.

Ties into measurable objectives 17 and 18



15

More Accessible Consultation on Planning Issues

Action: Adopt an online design tool to offer visual solutions for consultation on planning issues.

Objective: Increased and more accessible consultation on City of Reykjavík planning issues.

Responsibility: Department of Environment and Planning.



16

Improved Provision of Information Due to Construction and Zoning Changes

Action: Update processes and implement direct electronic notifications to stakeholders for the areas around pending construction sites and zoning changes.

Objective: To improve residents' oversight and increase their opportunities to have an impact on their immediate environment and increase satisfaction with construction and zoning changes.

Responsibility: Department of Environmental and Planning in collaboration with the Communications & Branding Team at the Office of the Mayor and Chief Executive Officer.



17

Coordinate and Simplify Online Interface for Participation and Consultation

Action: Design a simple and accessible online interface for resident consultation and participation. The city will use one consultation portal and consolidate the process for all consultation on policy making and major decision making. The service processes behind the portals will be reviewed, the interface simplified, and efficiency and coordination increased.

Objective: To simplify the appearance and interface of democratic portals in order to make participation easier for residents with a simple way into the system, user-oriented service, and increased efficiency.

Responsibility: A working group with representatives from the Human Rights and Democracy Office, Services and Innovation Sector, and Environmental and Planning Sector.



18

Reykjavík Gagnsjá

Action: Develop and implement a platform called Gagnsjá that will increase transparency in the City of Reykjavík's administration. With Gagnsjá, the city takes a step towards even more detailed dissemination of information to city residents. There, it would be possible to view the status of cases/errands in a simple way, as well as an overview along with supporting data and links to related issues. The data will also be machine-readable so that it is easy to find content using search engines.

Objective: To increase transparency by improving residents' access to information from the City of Reykjavík's administration. Residents, elected representatives, and staff can access overviews of pending issues in a simple way and see their progress through the administrative system. Gagnsjá will provide a better overview and easier traceability of issues.

Responsibility: Department of Services & Innovation in collaboration with the Communications & Branding Team at the Office of the Mayor and Chief Executive Officer.



19

Democracy in School and Recreational Activities

Action: Plan initiatives to increase democratic engagement and strengthen democratic awareness and critical thinking of children and youth in school and recreational activities. There would be an emphasis on student representation on all school councils, on all primary schools having active student associations, and on regular student forums. Efforts would also be made to increase the number of children's councils in recreation centers and further increase the collaboration between youth councils and student associations. Work will be done in parallel to increase children's knowledge of the United Nations Convention on the Rights of the Child. Furthermore, the School and Recreation Department will aim to increase the number of UNICEF Rights Respecting Schools and Recreation Centers.

Objective: To increase the democratic engagement and democratic awareness of students in school and recreational activities and for them to receive the appropriate support and education.

Responsibility: Department of School and Recreation.

Ties into measurable objectives 11-16



20

School Groups' Visits to City Hall

Action: Examine ways to receive student groups in Reykjavík City Hall in a similar way to what is done in Alþingi, the Parliament of Iceland. In this way, students can visit City Hall with their teachers, sit in on a committee meeting, plead issues, and vote on them.

Objective: To increase children's knowledge of democracy and public administration and give them the opportunity to get more familiar with how the City of Reykjavík is governed.

Responsibility: Office of the Mayor and Chief Executive Officer in collaboration with the Human Rights and Democracy Office.



21

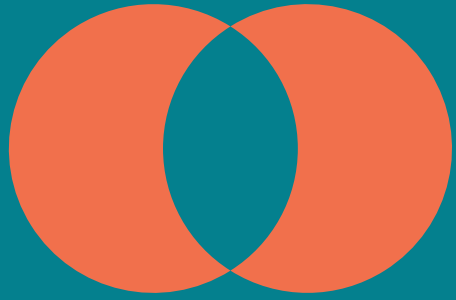
Youth Councils in Reykjavík

Action: Seek out the opinion of the youth in Reykjavík primary schools on how Reykjavík Youth Councils are organized. Representative students will be sought out from the boards of elementary school student associations (student councils), the city's youth councils and the Youth CoR. Afterwards, suggestions for changes and improvements will be submitted if deemed necessary.

Objective: To strengthen consultation with the youth in the city and further develop the democratic work of the Youth CoR and the youth councils in line with the needs and desires of youth in the city in order to promote that their views are present in decision making in the city.

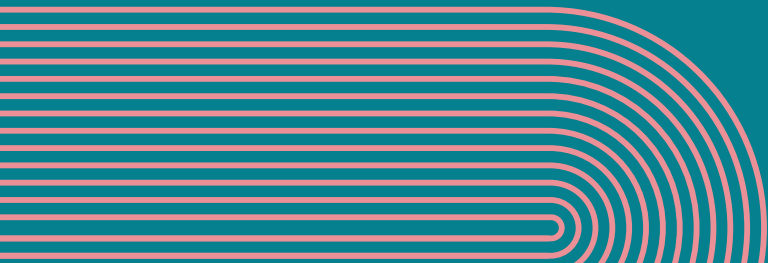
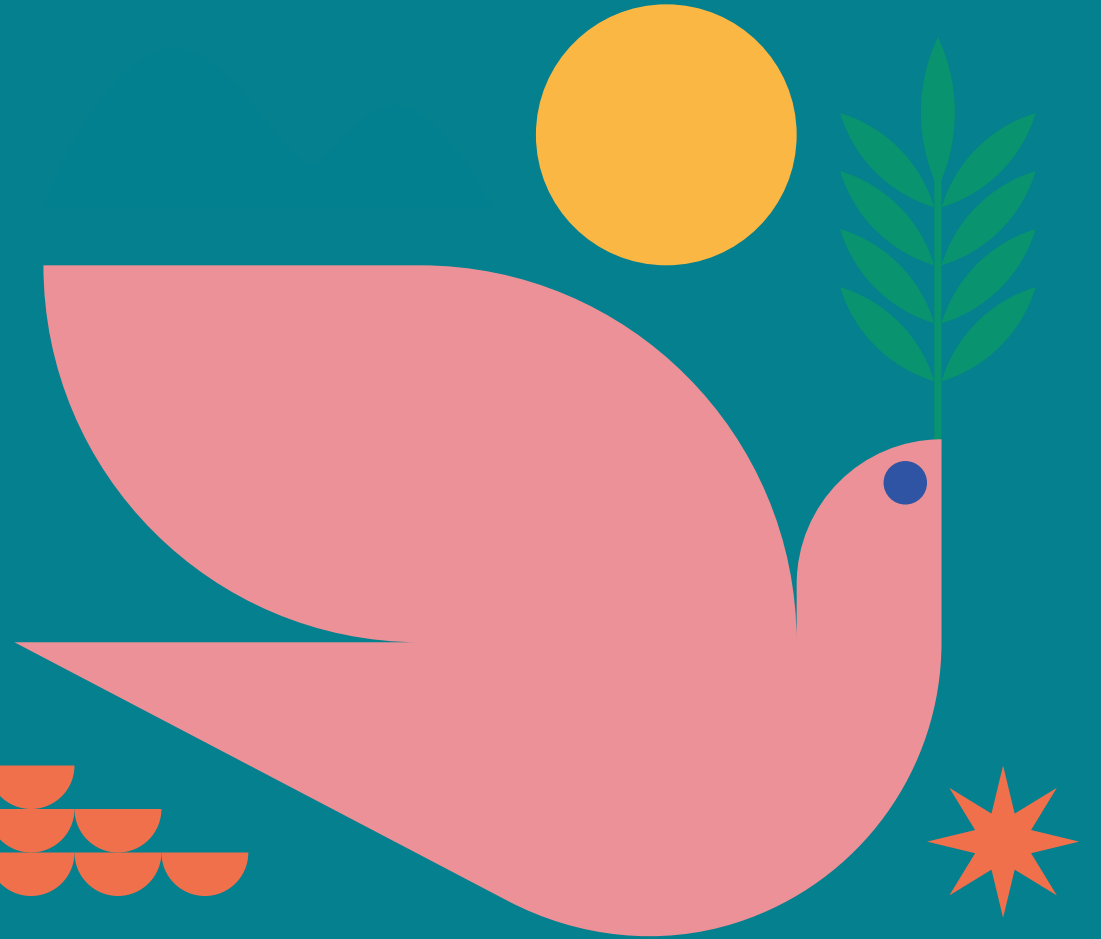
Responsibility: School and Recreation Department in collaboration with the Human Rights and Democracy Office.





Measurable Objectives of the City of Reykjavík Democracy Policy

2021-2024



The following objectives enable us to monitor the success and progress of the policy and its actions.

The objectives aim toward the realization of the policy over the next three years and are the responsibility of various specialized city departments and offices. The Human Rights and Democracy Office oversees their implementation.



Measurable objective	Responsibility	Status	Desired status at the end of 2024	Source of statistics
1. Voter participation in My Neighbourhood (I. Hverfið mitt)	MAR*	12,55% (2019)	14,5%	Logins to My Neighbourhood
2. Voter participation of 15- to 25-year-olds in My Neighbourhood	MAR*	New statistic	Increase between years	Logins to My Neighbourhood
3. Voter participation of 61+ in My Neighbourhood	MAR*	6,8	8,5%	Logins to My Neighbourhood
4. Idea authors' satisfaction with the collaboration, follow-up, and dissemination of information surrounding My Neighbourhood	MAR*	New statistic	Increase between years	Attitude survey of idea authors
5. Percentage of residents who have some experience of resident consultation over the last 3 years	MAR*	46,5% (2017)	55%	Reykjavík City services poll



Measurable objective	Responsibility	Status	Desired status at the end of 2024	Source of statistics
6. Percentage of people who have attended a residents' council meeting	MAR*	13,9% (2017)	17%	Reykjavík City services poll
7. Participant satisfaction with residents' congress	MAR*	New statistic	Increase between years	Survey at the end of each meeting
8. City residents' knowledge of the existence of residents' councils	MAR*	New statistic	Increase between years	City services poll
9. Resident participation in the work of their district's residents' council (attended/watched live stream/ Submitted issues)	MAR*	New statistic	Increase between years	City services poll
10. Satisfaction of residents who have participated in residents' councils	MAR*	New statistic	Increase between years	City services poll



Measurable objective	Responsibility	Status	Desired status at the end of 2024	Source of statistics
11. Student representatives present on all school councils	SFS*	95%	100%	Survey of SFS* directors
12. Active student associations in all primary schools	SFS*	New statistic	Increase between years	Survey of SFS* directors
13. Student forums held regularly	SFS*	New statistic	Increase between years	Survey of SFS* directors
14. Increase number of children's councils in recreation centers	SFS*	36%	75%	Survey of SFS* directors
15. Increase children's knowledge of the United Nations Convention on the Rights of the Child	SFS*	52%	75%	Research and analysis (l. Rannsóknir og greining)



Measurable objective	Responsibility	Status	Desired status at the end of 2024	Source of statistics
16. Increase number of UNICEF Rights Respecting Schools and Recreation Centers (161 establishments)	SFS*	27 have completed or begun the process	36 have completed the process	SFS* compilation
17. Proportion of City of Reykjavík staff who feel they can have an impact on their work environment	MOS*	New statistic	Increase between years	Staff survey
18. Proportion of workplaces that have set measurable objectives and action plans	MOS*	New statistic	Increase between years	Staff survey
19. Suggestion portal - Average response rate within 48 hours	PON*	New statistic	Increase between years	Compiled monthly data from suggestion portal



Measurable objective	Responsibility	Status	Desired status at the end of 2024	Source of statistics
20. Resident satisfaction with the process of resolving submissions to the suggestion portal	ÞON*	New statistic	Increase between years	Follow-up user survey
21. Residents' satisfaction with resolutions of submissions to the suggestion portal	ÞON*	New statistic	Increase between years	Follow-up user survey
22. Proportion of city residents who know of the suggestion portal	ÞON*	New statistic	Increase between years	Reykjavík City services poll

*ÞON – Department of Services and Innovation

*MAR – Human Rights and Democracy Office

*SFS – Department of School and Recreation

*MOS – Department of Human Resources

