

Concept paper: Deliberative Mapping

Deliberative Mapping brings together citizens and experts to learn from each other's discussions and decisions in a process that is divided across a number of stages. It is a system of parallel work groups (see below). Citizens are divided into citizen's panels where they – at times either separately or along with experts – evaluate options for the issue or problem being considered. The experts themselves are an additional group that also weigh in on the manner, with a separate meeting at the beginning, a joint workgroup with the other participants in the middle of the process, and a final meeting at the end.

Thus, the process of Deliberative Mapping is that of regular, interspersed meetings and joint workshops of citizen panels and experts/specialists, over a specific time period (from some days to several months or even a year) to: discuss the various aspects of a problem and the options available for solving it, define criteria for measuring the solution options, and finally appraise, weigh and rank the options to determine a 'map' of how each possible option would perform based on the views of those participating.

What methods/other tools/ techniques can be used while implementing the tool?	Main aims while using the tool
Workshops, questionnaires, photoVoice can also be used. As Deliberative Mapping is multi-staged and requires a number of participants, different polling techniques such as Red/Yellow/Green cards and hand-raising may be used to facilitate different stages with more ease.	It is mainly used for solving complex, controversial problems and to find the best and most widely accepted solution(s) for them. Other aims are educating the user group about the development project and the options, getting user feedback and increasing awareness of the issues on both sides (both experts/specialists and the users).
How can the tool be used in each phase of the process (when developing age-friendlier and green mobility solutions)?	
<p>Planning stage – To clarify how best to plan the project. What options are most desirable, or undesirable for development and implementation, for example.</p> <p>Development stage – To understand how the options being developed are understood or desired by the user group. Would they prefer one to be developed over the others? Would allow to "course correct" any options that should be developed over others, or could potentially be dropped from development.</p> <p>Implementation stage – As the Deliberative Mapping tool is a long-term multi-staged process, it is not as well suited for the implementation stage as the other stages.</p> <p>Evaluation stage – Deliberative Mapping could be a very good fit for the evaluation stage in terms of getting feedback in a well structured manner, but it would be better suited to earlier stages as it would be difficult to implement any changes or requests that would arise this from the panels this late in the process.</p> <p>Feedback – Deliberative mapping is not a good match for getting feedback as it is a lengthy process about selecting options to be realized.</p>	
What is the aim of engagement with this tool?	
This tool is suited for all types of engagement from informing to empowering and brings them all together by nature of its design, i.e. experts inform the users via describing some situation or teaching, they all consult with each other, collaborate over options, and are empowered by being part of	

the process and feeling included/taken into account as during the introduction and conclusion of the event it can be said where and how the input of participants will be used.

For how many people and how is the tool suitable (for one-time use)?	How much effort is required from the participant and what influences that?
The group size can range from 10 to 50+ people . As it requires a variety of citizens with different backgrounds and characteristics, a higher number is preferable.	According to research, the recommended number of sessions is 4 to 6, as well as at least one workshop together with experts. This requires considerable effort from the participants. While at the meeting, ideally some effort is required of participants to give their opinions and input, but this may vary based on the participant and their relationship to the topic or issue covered.
Time needed to <u>prepare</u> using the tool and what influences the time needed?	Time needed to <u>implement</u> the tool and what influences the time needed?
As Deliberative Mapping is a lengthy process, it requires equally lengthy preparation time . Time is needed to find the users, the experts, secure a location and all other aspects associated with it, and then create the discussion plans that will organize each session and workgroup the users consider.	Depending on the aim of using the tool and topic tackled, implementing the tool may take some days to several months or even a year . The organizational side also requires effort: securing the venue and refreshments for each session, in addition to setting up the workshop/session itself.
Time needed to <u>summarize</u> using the tool and what influences the time needed?	Price for the user of the tool and what influences the price
Considerable effort to summarize is required. As the point of the exercise is mapping out the available options and ranking them as the best/worst choices, it will take less effort to summarize. However, as there are multiple groups over multiple sessions, considerable effort would be required to distill how the process itself went, and record any findings or statements that did not make it to the "Map". Additionally, as the mapping presents the best/worst cases, and these are unlikely to all be unanimous, it may take considerable effort to adequately analyse the information – most likely in a quantifiable manner.	As mentioned before, this tool has a number of cost considerations to take into account , such as: venue, refreshments, on-the-spot tools (whiteboards, etc.) and costs associated with bringing in experts and finding very good facilitators. Additionally, organizers' staff may be required to be with each individual sub-group within each session in order to capture and distill the learnings.
SWOT on using the tool	
STRENGTHS	WEAKNESSES
The tool encompasses all aspects of engagement – to inform, consult, collaborate and empower. Has the potential to really get to the core of what users/participants truly do or do not desire.	The needed experts and participants may have language barriers and the available locations for the sessions may present actual physical barrier challenges.

<p>OPPORTUNITIES</p> <p>Allows for the opportunity for experts and non-experts to interact in ways that they may not have been able to without Deliberative Mapping. Provides more insight into the true desires of the target groups/communities. Allows for experts and policy makers to face any biases they may also unknowingly have. A learning and growth experience for all.</p>	<p>THREATS</p> <p>Time and cost intensive. May be difficult to find experts and enough participants and be able to have all involved attend all sessions. May be particularly difficult to get experts involved as they may not have the time or interest to attend multiple meetings and workshops.</p>
<p>How to use the tool?</p>	
<p>How to prepare using the tool?</p> <ul style="list-style-type: none"> • Decide upon: venue, options to be discussed, number of sessions, session dates/times/lengths/discussion plans; which user groups to try to bring into the study. Take into consideration language barriers and group make-up, and any possible support staff and materials, decide on which stakeholders and experts should be involved and invite them. • Decide upon benchmarks, and teaching plans. Arrange tools for assistance for potential problems, i.e. people are not giving opinions, how to get more feedback?; experts are not explaining things in plain-speak, how can we be sure that the participants are understanding? • Secure participants, experts, venue and all other arrangements. <p>How to implement the tool?</p> <ul style="list-style-type: none"> • During the entire process support staff are participating to take notes and record findings. Videotaping the groups and meetings is advisable in case any information is missed: <ul style="list-style-type: none"> ○ Intro Session: Experts and support staff only, discuss the project and the options/problem in question. Also discuss what the experts may be expecting to arise, i.e. the options they think will be the most/least desirable and why. ○ Session 1: introduce experts and support staff, agree upon ground rules, discuss preliminary thoughts/opinions for the options or problem at hand, and provide as much information as possible. ○ Session 2: Discuss, clarify and set agreed upon meanings, definitions and implications of the options to be evaluated. ○ Session 3: Discuss and agree upon the criteria for judging the merits – pros and cons – of the options at hand. ○ Session 4: Separate participants into sub-groups, where they score the options as per the criteria previously decided upon. Have panelists decide upon the issues they most desire to go over with the experts in the workshop ○ Joint workshop: The experts and participant groups come together to discuss the issues and process as it has gone so far. ○ Session 5: Discuss the workshop, rescore the options and potentially re-weigh the criteria if it has changed. ○ Session 6: The groups discuss individual and full results and evaluate the process. ○ Result of abovementioned sessions is kind of a map with ranked problems and solutions/options that are available. I.e. First citizen panels and experts rank what resources are currently available (do they even need any changes?) then they rank the options of changes available, then they rank the options for how the options 	

would be implemented (all the time? Bi-weekly? Upon request?) then they rank the options for how these would be paid for (free for seniors over 90? Free for all seniors? Comes out of the city budget?). At the end you are left with an overall “map” of what they want most, least and somewhere in between.

- Session 7: Experts and support staff only. The experts should reflect upon the opinions given by the participants at the joint workshop and any emerging findings and what they were surprised and not surprised to find during the process. This opportunity should also be used to evaluate the overall process and uncover what they found as challenges, to be useful or would change next time.

How to follow-up using the tool?

- Compile a summary of the findings from the notes taken during the sessions.
- In the evaluation of the tool it is important to note what should be done differently in the future, what information came as a surprise, and what changed or was found to be agreeable based on the feedback received from the participants. Especially in the context of what the experts believed to be and what was found.

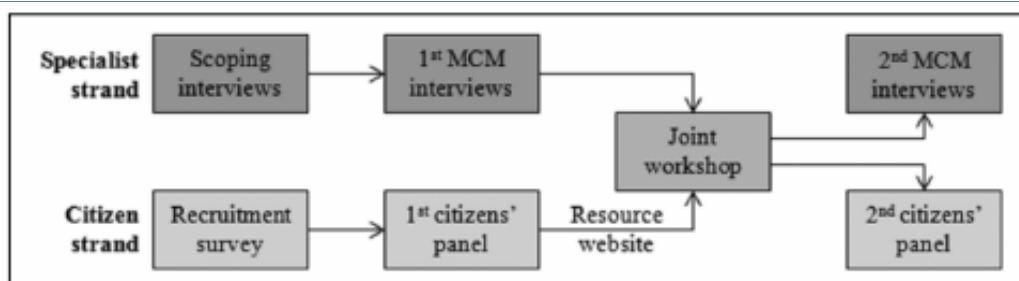
Tips and hints for using the tool with people in silver age

- **Be mindful of organizational issues** – find a location large enough for the group, set times all individuals could meet consistently, associated costs such as catering, table or chair rentals, etc. Make sure the venue is accessible to all participants.
- **Be sensitive to how to divide the participants into groups** – groups should be varied and both citizens and involved experts should understand each other easily. Provide the tools necessary to make sure participation is as easy as possible, as this can be a long process, and barriers – both physical and invisible – will affect the quality of the outcome.
- **Be mindful of the needs of silver age people** – remember and be sensitive to the fact that people in the silver age may have different understandings of respect i.e. how to be addressed and what it means to be included and listened to.
- **Useful links:**

A case study on deliberative mapping, along with a timeline of meetings: <http://users.sussex.ac.uk/~prfh0/DM%20Briefing%203.pdf>

More information about the tool and Multi-Criteria Mapping technique can be found also from here: <http://users.sussex.ac.uk/~prfh0/DM%20Briefing%202.pdf> and <http://users.sussex.ac.uk/~prfh0/DM%20Briefing%205.pdf>

Another informative website: www.steps-centre.org



Bellamy, et al 2014¹

¹ Rob Bellamy, Jason Chilvers, Naomi E. Vaughan (2016). Deliberative Mapping of options for tackling climate change: Citizens and specialists

Deliberative Mapping Process Example:	
Citizen Panel's and Joint Workshop	Expert & Support Staff Panels
	Intro Session
Session 1	
Session 2	
Session 3	
Session 4	
Joint workshop	
Session 5	
Session 6	
	Session 7