

出國報告（出國類別：會議）

2024公民科技動能推升研討會（The
Impacts of Civic Technology
Conference，TICTeC Conference）

服務機關：數位發展部

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派赴國家/地區：英國/歐洲

出國期間：113年6月10至15日

報告日期：113年6月28日

摘要

為落實賴清德總統「公民科技試驗場域」之政見，本部積極辦理「公民科技試驗場域」、「公共程式政策」和「數位皮夾」等，營造數位公私協力友善環境，推動跨國數位民主與公民科技專案合作、交流，並持續提升我國數位公民參與和全民數位韌性。為彰顯前述成果，拓展國際聲譽，本部應邀前往英國參與「公民科技動能推升研討會（The Impacts of Civic Technology Conference，下稱 TICTeC Conference）」，並分享我國作為「全球民主鏈」亮點之具體作為。

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壹、 目的

本部於112年受英國立案慈善機構「英國公民在線民主」(UK Citizens Online Democracy, UKCOD) 轄下之專案單位 mySociety 所邀請，擔任其於2024年復辦之 TICTeC Conference，分享我國公民科技發展情形和國家政策。本部以「與公眾共同重新發想關鍵基礎建設 (Re-imagining critical digital infrastructure with the public)」為題參與「數位基礎建設 (Digital infrastructure)」主題講座，由民主網絡司張兆琦副司長進行專題演講，劉澄真系統分析師參與與談。

本部另基於 MySociety 之邀請，與我國知名公民科技專案 vTaiwan 共同辦理「vTaiwan 實體操作：如何達到更好的多元利害關係人治理 (How can we achieve better multi-stakeholder governance? Get hands-on with vTaiwan)」工作坊，由劉澄真系統分析師擔任主持人，廖家翎分析師擔任分組活動教練。另本部「公民科技促進數位民主研析委託服務案」之採購廠商亦以「公民科技如何捍衛東亞民主 (Civic tech' s role in safeguarding democracy in East Asia)」獲選為專題演講，作為該案優規項目。

除參與 TICTeC Conference 外，本部亦藉此次到訪英國機會，拜會全球知名數位創新組織-國立科學、科技和藝術捐贈基金會 (National Endowment for Science, Technology and the Arts, Nesta)、英國內閣辦公室政府數位服務團 (Government Digital Service) 和國際知名數位組織 Article 19等組織，以期拓展我國公民科技領域外交和合作。

貳、 過程

本次英國會議及拜會行程自113年6月10日至113年6月15日合計6日，行程安排如表1：

表1、會議及拜會行程表

日期	活動內容
113年6月10日（一）	<ul style="list-style-type: none"> ● 啟程前往英國
113年6月11日（二）	<ul style="list-style-type: none"> ● 拜會英國數位創新組織-國立科學、科技和藝術捐贈基金會（National Endowment for Science, Technology and the Arts, Nesta）
113年6月12日（三）	<ul style="list-style-type: none"> ● 參加2024公民科技動能推升研討會（The Impacts of Civic Technology Conference, TICTeC Conference）第一天議程 ● 本部專題演講，題目：「與公眾一起重新構想關鍵數位基礎設施」（Re-imagining critical digital infrastructure with the public） ● 拜會英國內閣辦公室政府數位服務團顧問 Terence Eden
113年6月13日（四）	<ul style="list-style-type: none"> ● 參加2024公民科技動能推升研討會（The Impacts of Civic Technology Conference, TICTeC Conference）第二天議程 ● 辦理本部與 vTaiwan 合作之工作坊，題目：「如何實現更好的多方利益相關者治理？親身體驗 vTaiwan」（How can we achieve better multi-stakeholder governance? Get hands-on with vTaiwan）
113年6月14日（五）	<ul style="list-style-type: none"> ● 拜會英國內閣辦公室政府數位服務團（Government Digital Service）、中央數位化數據部門（Central Digital and Data Office, OCCD） ● 拜會國際知名數位組織 Article 19
113年6月15日（六）	<ul style="list-style-type: none"> ● 返抵臺灣

一、拜會英國數位創新組織-國立科學、科技和藝術捐贈基金會

英國國立科學、科技和藝術捐贈基金會（National Endowment for Science, Technology and the Arts，簡稱 Nesta）基於1998年《國家彩券法》（National Lottery Act）成立，致力於促進英國創新量能，組織性質為慈善組織，其財源以英國政府捐贈之信託基金為主。然到2024年的今天，Nesta 現已為享譽國際的社會公益創新單位，其角色涵蓋智庫、創業投資、育成中心和倡議團體，長期合作夥伴包含聯合國開發計劃署（The United Nations Development Programme，UNDP）和歐洲聯盟委員會（European Commission）。其不只在串聯官方和民間的創新合作與研發扮演積極角色，更是全球社會公益創新資料庫，持續出版各項關於社會創新方法論、全球社會創新報告等刊物，推動全球交流。

本部此次拜訪 Nesta，著眼於創新公私協力模式之交流，Nesta 方由集體智慧設計中心（Centre for Collective Intelligence Design，簡稱 CCID）負責人凱西（Kathy Peach）擔任主持人進行分享，而 vTaiwan 團隊亦與本部同行。本部先行分享民主網絡司作為全球罕見政府數位民主實驗室之獨特架構，後介紹本部公民科技試驗場域之運作模式和112年執行成果。

Nesta 對於我國試圖於政府架構中納入數位民主業務，深感驚奇，對於民主網絡司致力於確保資料和程式碼的自由流動，表達認同，並期待能在未來持續了解我國相關數位關鍵基礎建設之後續。而對於112年公民科技試驗場域案示範案「台南市登革熱防疫現場數位工具」印象極其深刻，也論及全球受氣候變遷影響，登革熱疫情頻率和範圍恐皆將擴展，該公私協力之數位工具可能在未來有更大的發揮空間。

Nesta 亦向本部介紹其轄下的群眾智慧設計中心（Centre for Collective Intelligence Design）。該中心目標為透過數位技術和群眾集思廣益創造社會公益，更特別專注於創建所謂的群眾智慧設計（Collective Intelligence Design），該設計的核心精神包含注重公民導向的資料貢獻，取代過往的資料剖析和篩選，強調參與者和資料來源的

多元，確保所有人接能獨立且自由地貢獻觀點。

依據群眾智慧設計中心的歸納，公眾參與將在21世紀面臨以下五大挑戰：

- (一) 審議式民主的規模限制
- (二) 民調容易流於民粹
- (三) 專業議題討論局限於特定群體，不易拓展至民眾
- (四) 議題與民意分析複雜且曠日廢時
- (五) 數位公民參與體驗不佳

基於前項挑戰，群眾智慧設計中心向本部展示其正積極開發之「Zeitgeist 群眾智慧平臺 (Zeitgeist Collective Intelligence Platform)」，其目的是希望透過打造數位工具，忠實反映審議式民主的質性和量化數據，追蹤參與者觀點變更的歷程，更能夠即時提供審議結果呈現。該工具更於112年獲得英國國家創新獎。

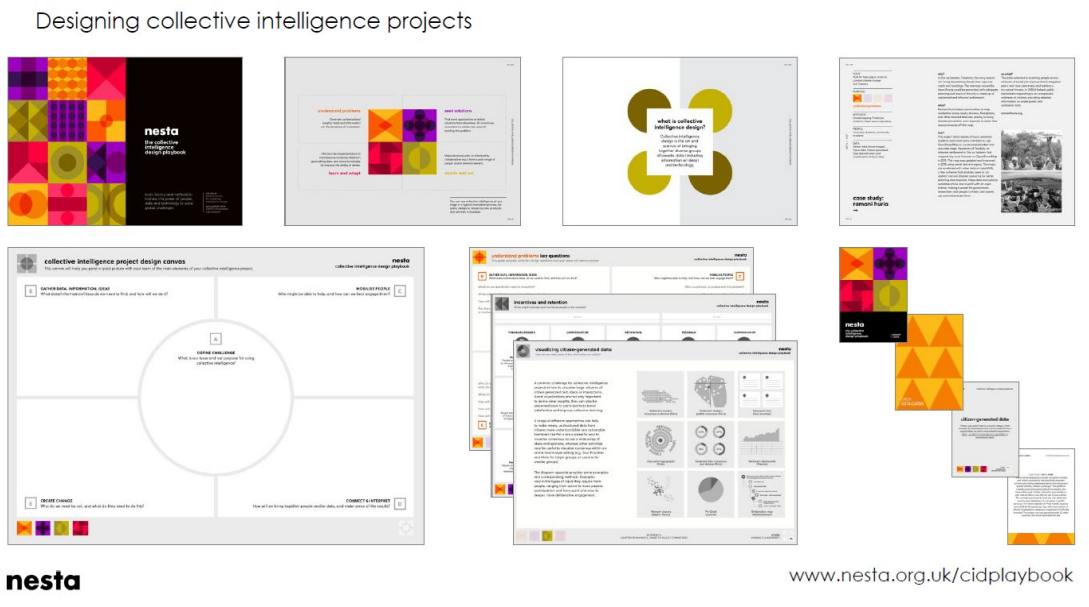


圖1、群眾智慧設計工具書 (The Collective Intelligence Design Playbook)

OUR SOLUTION

Zeitgeist Collective Intelligence Platform

- Combining rich insights from qualitative deliberation, with robust quantitative data
- Measure how individual and group views change throughout the conversation
- Build citizens' understanding and agency through creative, engaging content
- Scale small group deliberation to hundreds or thousands of people
- Real-time data platform for rapid data insights and faster decision-making

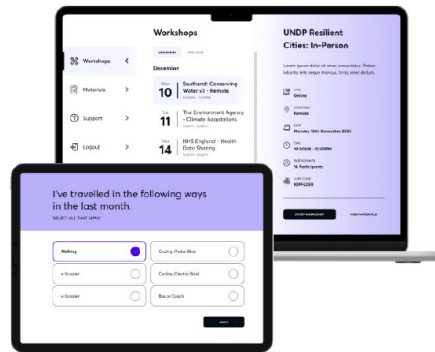


圖2、Zeitgeist 群眾智慧平臺簡介

該平臺的使用方式以12人為目標組別，先透過 Zeitgeist 的資訊展示功能，能夠簡單明瞭提供參加者議題相關重要資訊，進而帶動互動與討論。在討論結束後，Zeitgeist 可以快速對所有群眾進行民意調查，該工作富含多種調查呈現方式，能夠輕易上手。最後透過後臺即時統計和彙整，可以迅速取得重要的分析結果和相關圖表，方便引導者可以快速判斷歧異點，並且給與後續活動建議，便於帶動總結和更深入的討論。

本部於數位政策制定過程中，向來注重多元利害關係人之參與，故長期積極運用數位工具於政策審議。112年本部更曾補助美國加利福尼亞州非營利組織 AI Objectives Institute 所開發之審議民主工具 Talk to the City，並於同年點子松使用該工具進行我國民眾人工智慧意見徵集，故對於數位審議工具有基礎認識。

本部建請 Nesta 得發展完整數位審議民主工具使用方法論，串聯 Zeitgeist、Talk to the City 和美國史丹福大學 (Stanford University) 審議民主實驗室 (Deliberative Democracy Lab) 所開發的線上審議平臺 (Online Deliberation Platform) 結合。Talk to the

City 應得做為準備初期之大眾資訊收集工具，並透過圖表群組，快速區分目標族群，以利辦理審議式民主工作坊。

後續依據 Zeitgeist 原規劃，以每組12人之方式來進行議題討論，降低導師培訓門檻，確保各組討論體驗。最終輔以 Online Deliberation Platform 可同步確保500人穩定進行之功能，便於主辦單位快速規模化並整理出會議結論。而 Nesta 亦可針對整個流程提供操作建議手冊，以便於整套模式能快速遍及全球，促進數位民主之發展。

目前 Nesta 正在思索 Zeitgeist 的商業模式，不排除透過帳號訂閱制或顧問服務方案等2種方式進行，而現況若要使用 Zeitgeist，須先行確立與 Nesta 的合作關係。民主網絡司將持續研議我國重要數位政策，如果有涉及民主審議之必要，不排除與 Nesta 建立合作，達到我國政策涵容和對方產品測試之雙贏成果。



圖3、拜會 Nesta 合照



圖4、贈送本部禮品

二、參加 TICTeC Conference

TICTeC Conference 創辦於104年，旨在號召公民科技社群、組織、專家學者共同研討全球公民科技發展現況及其影響力之評估方式。該活動過往為年度型國際會議，亦曾於106年，結合第 21 屆世界資訊科技大會 (World Congress on Information Technology, WCIT)、全球程式代碼組織年會 (Code for All Summit) 於我國辦理，獲得我國行政院鼎力支持，富邦文教基金會、微軟 (Microsoft) 和谷歌 (Google) 等國內外知名企業或組織贊助。受疫情影響，該會議自110年停辦，直至今年恢復辦理，備受國際各公民科技領域團體和專業人士矚目。

而創立 TICTeC Conference 的 mySociety 則為全球公民科技之濫觴。其創設於92年，最有名的專案為 FixMyStreet，是一個允許民眾自行回報公共設施維修需求的網站，該網站屬於開放原始碼，且至今仍為英國民眾所使用，每個月平均完成4萬起報修作業。MySociety 和 FixMyStreet 的創辦人 Tom Steinberg 為英國著名的非營利組織人士，90至92年亦曾擔任首相決策團隊幕僚，專注於科技如何創造公共利益。其所創立的 TheyWorkForYou 專案，追蹤歷年英國國會選舉和議員活動情況，因應今年7月的英國大選，也是本次 TICTeC Conference 的重要話題。



圖5、TICTeC Conference 2024會眾合照



圖6、TICTeC Conference 2024閉幕致詞

(一) 專題演講：Civic tech' s role in safeguarding democracy in East Asia

本部於113年度進行「公民科技促進數位民主之資訊發展研析與推動」專案，研析數位公私協力如何促進資訊服務成效與應用，並藉由政府機關與公民科技社

群交流合作，增進政策制定者、民間社群、私部門等3者之間對於資訊服務議題的意見交換，本次演講由本部專案的系統分析師劉致昕及專案經理游知濤進行分享，分享重點如下：

在東亞地區，民主的發展面臨著來自內外的多重挑戰。從國際間的地緣政治壓力到內部的社會兩極化，這些挑戰要求民主國家應該尋找創新的解決方案來維護和促進民主價值觀。在此背景下，公民科技（Civic Tech）逐漸成為保護和鞏固民主制度的重要工具。

1、 公民科技的作用

公民科技是指利用技術工具和平台來促進公共參與、透明度和問責制的各種應用。這些技術包括但不限於開放資料平臺、電子政府服務、數位投票系統以及社會媒體監測工具。主要目的是通過技術手段增強公民的參與感和影響力，從而提高政府的透明度和問責性。

2、 公民科技在東亞民主國家的具體應用

(1) 資料透明與問責

在臺灣和日本，政府開放資料平臺使得公民可以方便地查找政府開放資料，從而進行監督和問責。例如，臺灣的政府開放資料平臺讓公民能夠查閱政府預算、支出等訊息，不僅提高了政府運作的透明度，間接促使政府更加負責。

(2) 公共參與平臺

東亞國家近年出現各種公共參與平臺，讓公民能夠更直接、方便地參與政策制定過程。例如，韓國的線上請願平臺和日本的地方政府參與平臺，使得民眾能夠在網上提出意見和建議，並對政策進行投票和討論。

(3) 防範假訊息

隨著社交媒體的普及，假訊息對民主制度的威脅日益加劇，目前許多地區的公民科技社群，都試圖提高使用者的數位素養，讓民眾知道使用公民科技、數位工具的意義，並了解數位工具如何幫助民眾

解決問題，更甚的是，公民科技社群亦走入人群，提供工作坊討論，並四處至地方居民群聚之處，如寺廟、教堂等地方與各年齡層的人（尤其是老人）交談，告訴民眾為什麼需要使用這個數位工具或平臺，為什麼需要識別這些訊息，只有民眾熟悉、了解資料內容，真正理解發生了什麼，民眾才能有自己的觀點，才能識破假訊息。

臺灣的 cofacts 項目就是一個典型的公民科技應用專案，透過群眾外包方式收集並核實假訊息，再向民眾公開核實結果，從而遏制假訊息的傳播。

(4) 應對地緣政治挑戰

東亞國家在面對來自鄰近國家的地緣政治壓力時，公民科技也能發揮重要作用。例如，分析開放資料並使訊息透明，可以更好地監測和應對外部干涉行為，增加國家的數位民主主權韌性。

3、討論公民科技社群與政府關係

我國政府積極與公民科技社群進行合作與對話，特別是在數位治理、開放資料、政策參與等領域，藉由公民科技社群擁有的豐富專業知識和創新思維，本部透過此專案，希冀社群在公民科技促進數位民主資訊發展之整體策略規劃的政策領域，提出具體建議和解決方案，同時宣傳本部「公共財、公共程式」、「公民科技試驗場域」、「數位基礎建設計畫」等重點政策。

4、公民科技面臨的挑戰

公民科技在東亞的民主保護中發揮了重要作用，但其發展也面臨多重挑戰。首先，技術應用需要大量資源和專業知識，這對於一些發展中的國家來說，不管在經濟、資源、技術等議題上，都是重大挑戰。其次，政府和公民社群之間的合作關係需要謹慎平衡，社群既要獲得政府

的支持，又不能失去其獨立性。此外，如何保護公民的隱私和資料安全也是一個重要課題。

5、 建立全球公民科技社群之社會信任

本案團隊正在研究美國威權主義在臺灣傳播的情形，更進一步識別某些威權勢力的代理帳號，並以數據衡量威權影響的範圍。上述的威權勢力代理帳號活躍於國際影音、社交平台上，如 YouTube 和 Tiktok，試圖在這些言論自由平台上擴大威權影響，故團隊在臺灣不僅是獨立工作，還與其他學術界及有聲望的專家合作專案，研究威權影響範圍。同時，團隊將會把此案研究成果擴展到更多學科，並觀察已經在不同社群中獲得全球信任的機構，如何在國際社群間建立社會信任。而最重要且非常振奮的是，團隊的研究成果必須遵循開放原則，盡可能開放原始碼、發布開放資料，不僅是自用，還能與紀錄者、學術界分享，涵括的領域甚至包括醫學技術的範疇，實現更加開放和透明的理念，期待公民科技在未來能為東亞地區的民主發展作出更大貢獻。

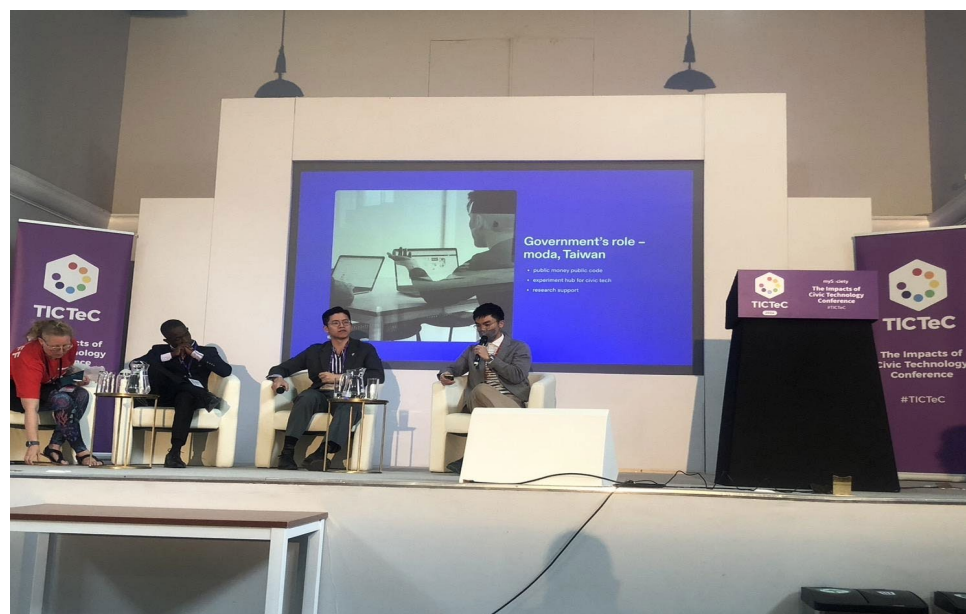


圖7、講座現場



圖8、與談環節

(二) 專題演講：Re-imagining critical digital infrastructure with the public

本屆 TICTeC Conference 採捍衛數位民主和氣候變遷雙主軸，前者更是備受會眾關注。捍衛數位民主下又分別有個別子議題，包含選舉、危機、人權和數位基礎建設。「數位基礎建設」(Digital Infrastructure) 為第一天下午的系列講座之一，先由經濟合作暨發展組織 (Organisation for Economic Cooperation and Development, OECD) 開放與創新政府分析師 Mauricio Mejia、民主網絡司張兆琦副司長和德國主權科技基金 (Sovereign Tech Fund) 專案經理 Paul Sharratt 分別進行專題演講，最後進行與談。



圖9、民主網絡司張兆琦副司長介紹我國數位關鍵基礎建設



圖10、會眾拍攝本部公共程式政策推動藍圖



圖11、與談環節

本部講演內容列述如下：

1、釐清數位關鍵基礎建設

關鍵基礎建設（Critical Infrastructure）源自85年7月14日美國時任總統柯林頓（Clinton）所頒布了第13010 號行政命令（Executive Order 13010），強調電力、天然氣及石油的生產、儲存與輸送、銀行與金融、水供應系統、交通運輸、急難救助體系、政府運作功能等為關鍵

性的國家基礎建設。

其後隨著時代演變，關鍵基礎建設的項目也與時俱進。科技類別的關鍵基礎建設也在包含日本在內的諸多國家逐漸突出。

2、我國如何重新定義數位關鍵基礎建設

我國於112年起將數位建設納入「重大公共建設計畫」範疇，為我國重大變革，也反映了國際趨勢。而搭配《促進民間參與公共建設法》和社會變遷，關鍵基礎建設的建置、管理及經營模式也產生轉變，從過往由政府修建、管理和經營，展現出更多種可能，也開放了公民參與的空間。

3、本部民主網絡司如何構思未來數位關鍵基礎

民主網絡司以人工智慧時代的數位關鍵基礎建設為目標，研究該時代的關鍵資源，並輔以關鍵基礎建設，作為關鍵資源的保護、維護或營運系統。有鑑於大型語言模型的訓練最不可缺乏之基礎元素為資料和程式碼，因此對於我國數位關鍵基礎建設的定位應該在於確保資料、程式碼的所用權保護、可控分享與合規傳輸，且確保前述都能夠透過可歸責和自動化的方式進行。

4、我國「數位創新關鍵基礎建設計畫」項目介紹

基於前項邏輯，民主網絡司特別規劃「政府資訊服務建置知識整合網」(tool.gov.tw)、「公共程式平臺」(code.gov.tw)和「數位皮夾」(digital wallet)，此三項組成「數位創新關鍵基礎建設計畫」，獲我國重大公共建設計畫支持。

5、民眾如何透過「數位創新關鍵基礎建設計畫」共同參與未來數位關鍵基礎建設建置

「數位創新關鍵基礎建設計畫」也意涵了與民眾共同建置我國數位韌性防禦圈和公私協力打造關鍵基礎建設的期許，其關鍵就是透過民眾

安全的資料授權和公共程式政策，將資料和程式碼的所有權回歸到個體，並且鼓勵共同開發，打造增值服務。

本部此次講演也特別分享公共程式推動藍圖，講述除了建築相對應的數位關鍵基礎建設外，本部也將透過政策的力量，軟性輔導、培訓我國各級機關釋出政府系統或軟體程式碼，以利社群共同參與營運維護，也方便未來他機關尋求類似軟體或系統時，可以共享之，降低開發時間。

下方則特別收錄本次 Re-imagining critical digital infrastructure with the public 的簡報內容，以保留本次議程的完整紀錄，也供日後需要者參酌。



Concept Evolution on Critical Infrastructure

Transportation Public Health

• "Certain national infrastructures are so vital that their incapacity or destruction would have a debilitating impact on the defense or economic security of the United States."

- List of critical infrastructures (CI)
- Identify threats to CI
- President's Commission on Critical Infrastructure Protection

The Executive Order 13010
The United States
July 15th, 1996

Concept Evolution on Critical Infrastructure

Transportation Public Health

The Executive Order 13010

Information and Communication Technology Facilities

Information Security Measures for the Critical Infrastructures Japan 2013

• Information and communication technology (ICT) facilities are widely used at all levels.

• If ICT facilities are disrupted, it would also impact the operations of sectors such as telecommunications, electricity, and financial services that rely on ICT, potentially causing irreparable damage.

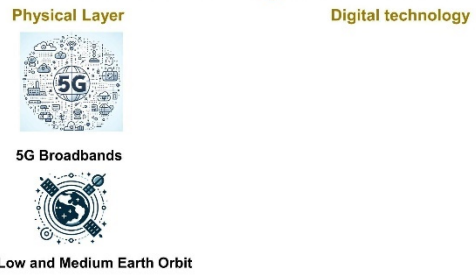
- List of critical infrastructures (CI)
- Identify threats to CI
- President's Commission on Critical Infrastructure Protection



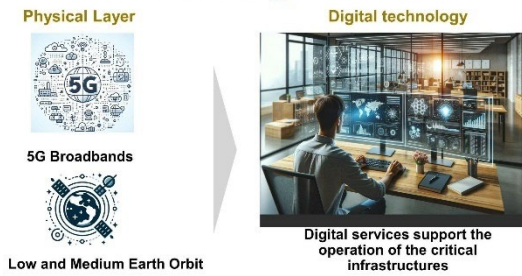
Concept Evolution on Critical Infrastructure



Two sectors of Critical Digital infrastructure



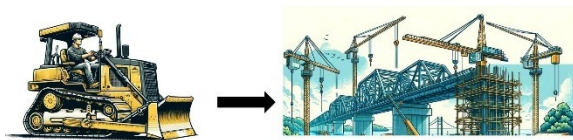
Two sectors of Critical Digital infrastructure



The Difference of the Digital Infrastructure

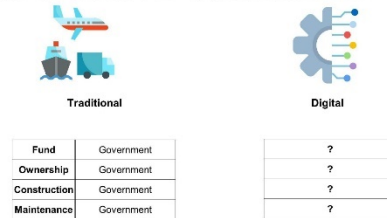


The Difference of the Digital Infrastructure



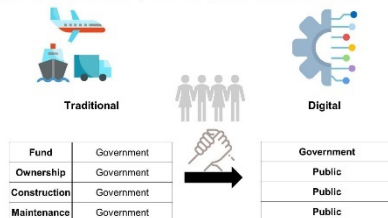
The Difference of the Digital Infrastructure

Changes from definition, maintenance to stakeholder



The Difference of the Digital Infrastructure

Changes from definition, maintenance to stakeholder



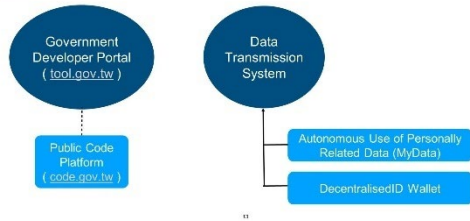
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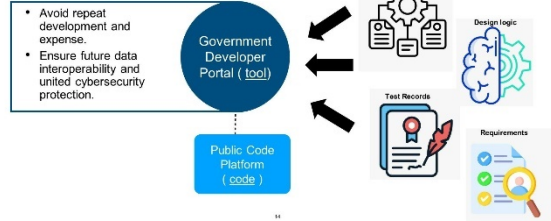
Code



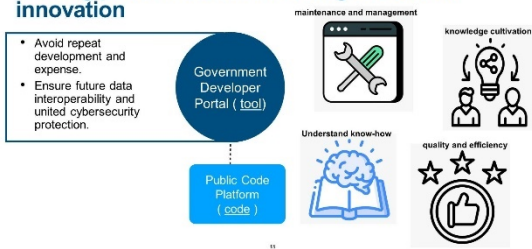
Accountable and automatic data and code sharing platform for fairness digital service innovation



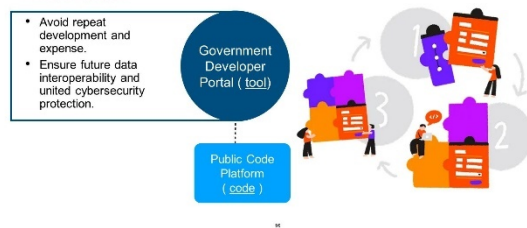
Accountable and automatic data and code sharing platform for fairness digital service innovation



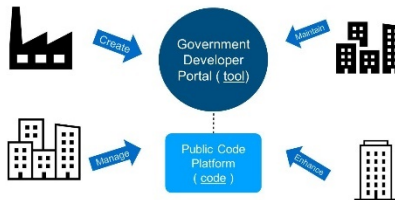
Accountable and automatic data and code sharing platform for fairness digital service innovation



Accountable and automatic data and code sharing platform for fairness digital service innovation



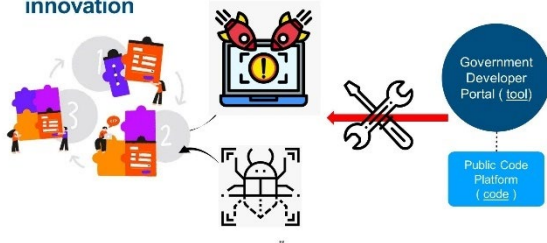
Accountable and automatic data and code sharing platform for fairness digital service innovation



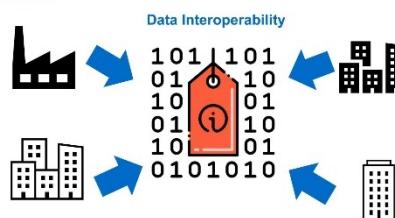
Accountable and automatic data and code sharing platform for fairness digital service innovation



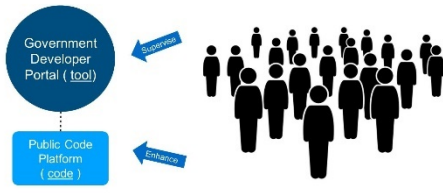
Accountable and automatic data and code sharing platform for fairness digital service innovation



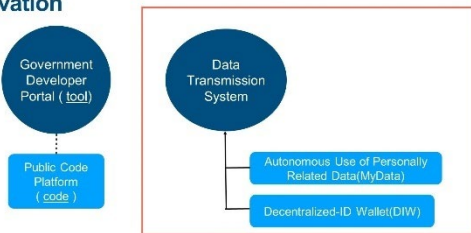
Accountable and automatic data and code sharing platform for fairness digital service innovation



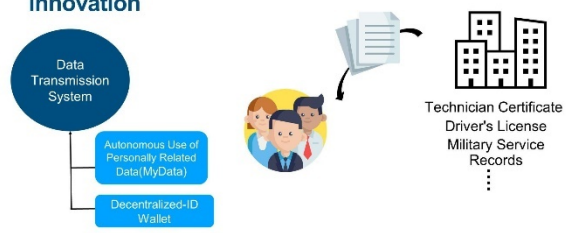
Accountable and automatic data and code sharing platform for fairness digital service innovation



Accountable and automatic data and code sharing platform for fairness digital service innovation

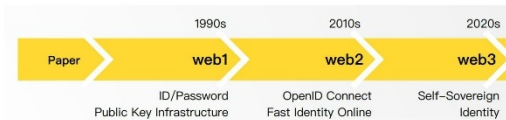


Accountable and automatic data and code sharing platform for fairness digital service innovation



Evolution of Identity in the Digital Age

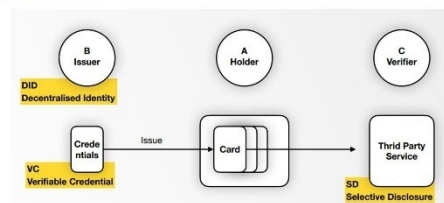
1. How to reduce digital footprint and platform surveillance while maintaining convenient service?
2. The Dilemma Between Convenient Services and Digital Surveillance

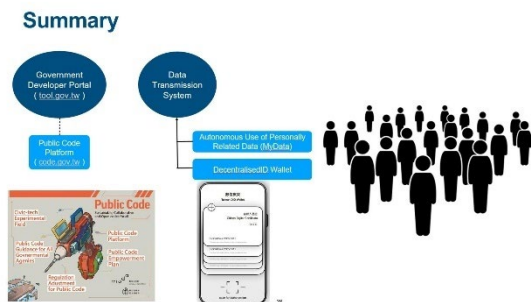


Accountable and automatic data and code sharing platform for fairness digital service innovation



Accountable and automatic data and code sharing platform for fairness digital service innovation





(三) 工作坊：How can we achieve better multi-stakeholder governance? Get hands-on with vTaiwan

本次工作坊因係受 MySociety 邀請和 vTaiwan 共同執行。vTaiwan 專案是以虛實整合方式運作，各議題先於平台進行1個月網路意見徵集；並視需要召開線上諮詢會議，邀請學者專家、相關政府機關、利害關係人及社群等共同參與，透過網路直播，以公開透明的理性討論方式，擴大公民參與，凝聚共識。

vTaiwan 最知名的案例是104年的 Uber 條款爭議。當時 vTaiwan 以四階段處理機制（提案討論/意見徵集/會議/決策）並與彼時的交通部，可有效地凝聚眾人意見、找出問題，Uber 與計程車兩方也成功達成了共識。後續我國國家發展委員會也邀請 vTaiwan 針對「金融監理沙盒」及「是否引進公司英文名稱登記」議題，上線徵詢各界對此2議題的關注焦點，並加入政府後續討論。vTaiwan 與我國政府的合作模式也成為全球美談，廣為全球公私協力專家學者所知，vTaiwan 和我國政府的後續發展與合作更是備受此次會眾關注。

然 vTaiwan 自106年起逐漸被行政院與國家發展委員會的開放政府聯絡人機制所取代，直至112年才因人工智慧意見徵集再次復興，故近年較無合適之公私協力案例得以分享。故本部與 vTaiwan 討論後，偏向以 vTaiwan 流程工作坊為基底，輔以討論現代多元利害關係人治理，來彰顯公私協力的重要性與必要條件。同時本部也介紹經本部補助研發之 Talk to the City 審議工具，說明民主時代辦理多元利害關係人審議的新型態流程。

整個工作坊可以分成以下幾個階段：

1、組織和講者介紹

本部在此階段介紹本部民主網絡司，特別說明民主網絡司的成立宗旨與背景，和目前正在執行的公共程式政策、公民科技試驗場域和數位皮夾。vTaiwan 也簡單介紹其背景。



圖12、vTaiwan 參與者崔家瑋介紹該團隊方法論



圖13、民主網絡司劉澄真系統分析師介紹司內業務

2、vTaiwan 方法論介紹

vTaiwan 介紹其專案進行的5個階段。首先是提案階段，此階段最重

要的目的是釐清議題背景和找出關鍵問題。之後根據關鍵問題，vTaiwan 會去設計基礎意見，放置到 Polis 等數位審議工具，進行大眾意見徵集。大眾除了對於基礎意見表達同意與否，也可以自行新增意見。等到取得一定母數的意見表達後，vTaiwan 會開始整理意見徵集數據，並且分析大眾的普遍共識和關鍵歧異點。透過這樣的意見報告，vTaiwan 便會開始規劃審議式工作坊，邀請不同族群的利害關係人根據意見報告進行更深入的討論。最後 vTaiwan 會綜合審議式工作坊和意見報告的成果去撰寫群體共識，並找出現階段可推行的解決方案。

3、Polis 使用和分組體驗

由本部引導教學在場會眾使用 polis，針對各個意見表達贊成、反對或不知道。當在場有超過7人參加時，Polis 將針對答案的歧異度開始進行分群，群數從2到3群都是有可能的。會場參與者也針對這個即時結果，開始進行分組。接下來在引導各組別討論，覺得為什麼這些人會在同一個組，並上台報告各組認為自己的組的特色為何。經過現場各組分享後，大家其實可以發現，有些組別所提到的共同價值和意見是相同的，所以代表即便是分為不同組別，也可能找到共同的目標與價值。

4、歧異點意見交流

接下來由 vTaiwan 成員來報導，根據 Polis 的後臺資料可以分析出與會者最分歧的意見，並且讓在場者利用實體站立的位置來顯示彼此對這些分歧意見的光譜。經過 vTaiwan 成員及本部人員隨機訪談不同光譜位置的參與者，請在場者分享他們在上個階段屬於哪個組別，並且選擇這個位置的原因，甚至彼此辯論，等到幾輪意見交換後，再請與會者重新站位。

在這個過程中，vTaiwan 成員及本部人員讓與會者發現，即便在場者可能原本屬於同一個組別，但仍然可能站在光譜上的不同位置。而且在聽完不同意見之後，vTaiwan 成員及本部人員也會發現有不少參與者

會移動到不同的光譜位置。透過這個過程，與上個階段相反的，vTaiwan 成員及本部人員發現即便是相同族群，也可能會有不同的觀點，而且這些觀點是可以透過理性溝通去產生改變。



圖14、工作坊參與者發言



圖15、工作坊參與者討論情形

5、經驗分享總結

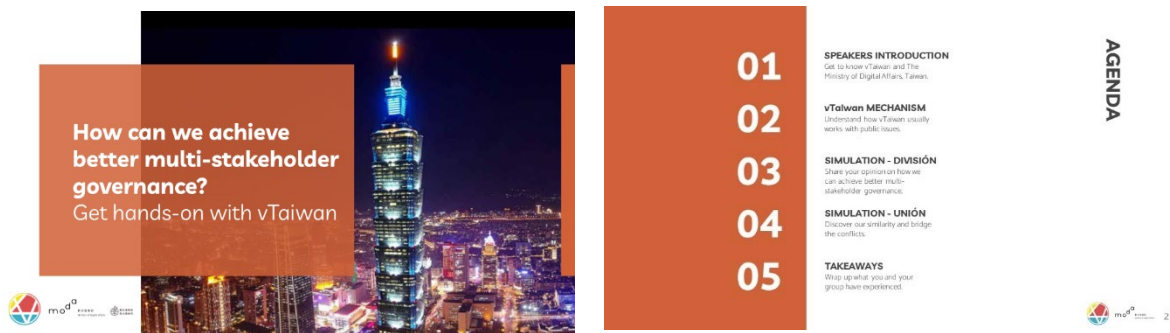
藉由以上的工作坊，除了讓會眾可以迅速體驗 vTaiwan 的方法論，我們也提醒了所有人這個社會的多元性，我們可能和意見相反者沒

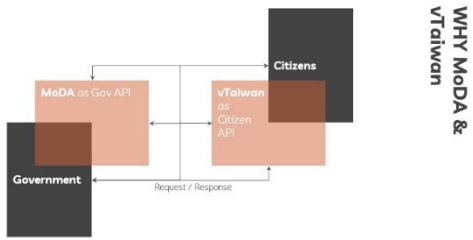
有那麼不同，也可能與意見相同者會有背道而馳的時刻，這樣的具體意識讓討論可以更容易尊重每個個體，也能促進更理性的討論。

而由於討論的主題是探討會眾對於多元利害關係人治理的想法，我們也在這個過程了解到歐美公民科技社群人士普遍對於公共議題的治理想法，並且也展示了我們在臺灣社會調查的相同題目，發現亞洲社會比起歐美更在乎政府在多元利害關係人治理中扮演的角色，對於產出的具體行動有更多期待。

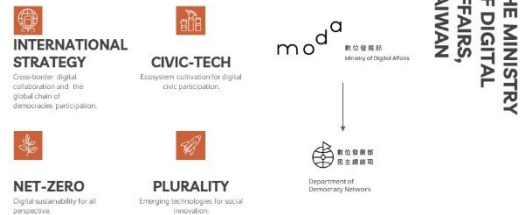
在工作坊結束以後，我們收到超乎預期的好評，甚至有不少會眾表示這是他們在公民科技相關國際會議參加過最好的工作坊。他們透過這次工作坊除了了解到不同的數位審議工具，深刻認識到臺灣公私協力的方法論和典範外，更能信任數位民主實踐的可能性。我們也獲得了北愛爾蘭公民組織的邀請，希望能夠有機會將相同的工作坊帶到該地。

為了充分紀錄本次與 vTaiwan 共同合作完成的工作坊，本報告也同樣將工作坊簡報留存供參。

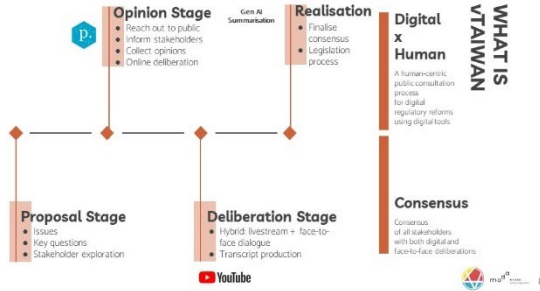




WHY MoDA & vTaiwan



THE MINISTRY OF DIGITAL AFFAIRS, TAIWAN

Case: Democratic Input to AI

GEN AI + POLIS GROUPING

- Group A (N=46):**
 - Focuses on **transparency, human rights, and free speech** in AI.
 - Advocates for data privacy and justification for AI-driven content modifications.
 - Opposes hate speech, promoting democratic and ethical AI use.
- Group B (N=62):**
 - Emphasises **cultural sensitivity and adherence to regional laws and norms** in AI.
 - Advocates for AI responses that reflect local contexts.
 - Challenges intellectual property rights over AI-generated content.
- Group C (N=37):**
 - Prioritises **bias prevention and inclusivity** in AI.
 - Opposes any form of **censorship** in AI applications.
 - Encourages AI to tackle sensitive topics with educational warnings.




Case: Democratic Input to AI

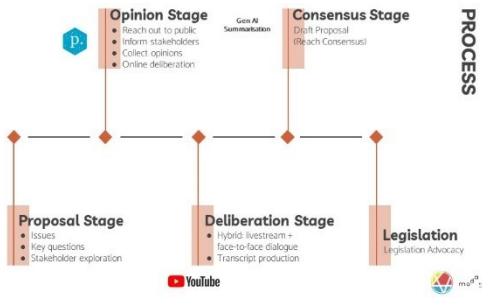
GEN AI + POLIS GROUPING

- Group A (N=46):**
 - Focuses on **transparency, human rights, and free speech** in AI.
 - Advocates for data privacy and justification for AI-driven content modifications.
 - Opposes hate speech, promoting democratic and ethical AI use.
- Group B (N=62):**
 - Emphasises **cultural sensitivity and adherence to regional laws and norms** in AI.
 - Advocates for AI responses that reflect local contexts.
 - Challenges intellectual property rights over AI-generated content.
- Group C (N=37):**
 - Prioritises **bias prevention and inclusivity** in AI.
 - Opposes any form of **censorship** in AI applications.
 - Encourages AI to tackle sensitive topics with educational warnings.

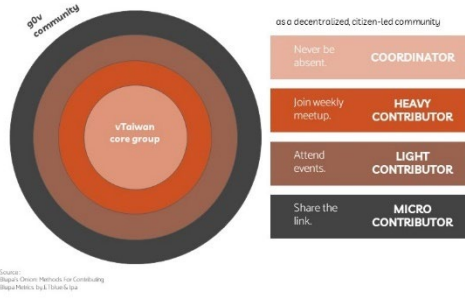


vTaiwan MECHANISM

02



m2 13



m2 14

HOW WE COWORK?

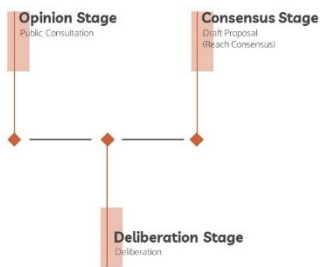
How can we achieve better multi-stakeholder governance?

TOPIC TODAY

SIMULATION - DIVISION

03

m2 15



m2 17

WHAT WILL HAPPEN IN TODAY'S SESSION



COMMENT & VOTE

Can an Ideal Multi-stakeholder Governance Mechanism be Achieved?

m2 18

GROUPING

The Polls page will show you to which group you belong. Please gather with your group members.

DISCUSSION

Please prepare to share the answers to questions below:

- What opinions do you share?
- What common characteristics or background of your group members make your group different from the other groups?

Time: 10 mins

A simple ground rules: Take space give space

m2 19

DISTINGUISH

DOES WHAT YOU PRESENTED REALLY DIVIDE US?

m2 20

DOES WHAT YOU PRESENTED REALLY DIVIDE US?



SIMULATION - UNIÓN

Here comes the **Spectrum** Deliberation Game

04

Now, we're going to use this physical space. Stand up and get ready to move!

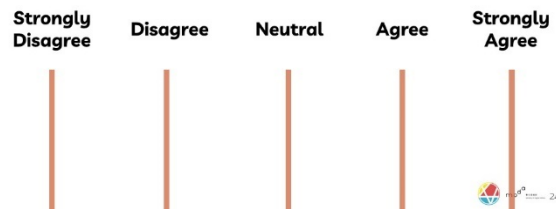
- A few simple ground rules:
1. Take space give space
 2. Raise one finger -> new thoughts & two fingers -> respond
 3. Say which group you're from previously
 4. Change your position as much as you want

VTalwan's Read the Room Deliberation Game



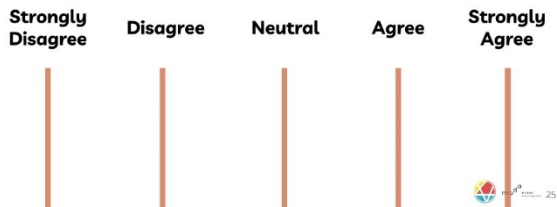
Where do we stand?

Reaching consensus is essential for the success of a multistakeholder governance mechanism.

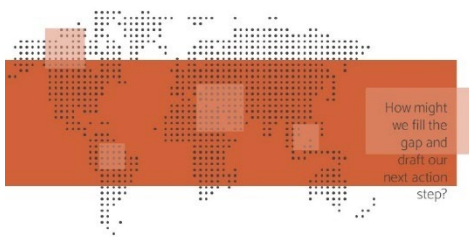
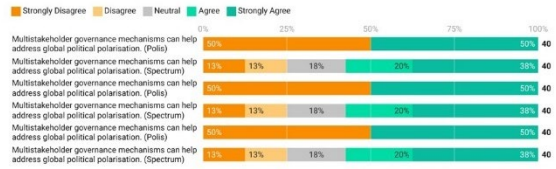


Where do we stand?

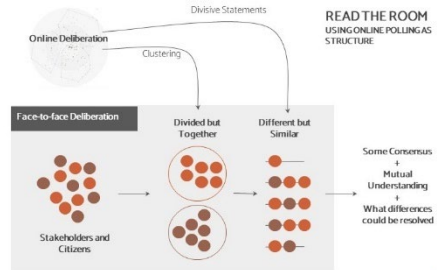
Multistakeholder governance mechanisms can be successful without government participation.



Results from the Spectrum Game



CONSENSUS



Connection, not just Consensus



KEY TAKEAWAYS

05

Distinctions Between Groups

- **Dependence on Government Buy-In:** Group A emphasizes the necessity of government buy-in for effectiveness, while still recognizing that success can occur without it. Group B solely focuses on the potential for success without government involvement, not addressing the potential pitfalls of lacking government support.

Majority Agreement

1. **Transparency and Openness:** There is a strong consensus that data from multistakeholder governance mechanisms should be transparent and open to the public, as long as there are no privacy concerns.
2. **Stakeholder Involvement in Design:** The majority agrees that stakeholders should be involved in the design of the decision-making process within multistakeholder governance mechanisms.
3. **Addressing Political Polarisation:** These mechanisms are seen as beneficial in addressing global political polarisation.
4. **Value of Information:** Even when consensus is not reached, the information obtained during the process is considered valuable.



MAJORITY

Majority



GFT 4 Summarisation

The majority sentiment supports:

1. **Transparency:** Full transparency in governance formation and data sharing, provided privacy is respected.
2. **Stakeholder Involvement:** Active participation of stakeholders in design and discussion.
3. **Non-Government Leadership:** Government should not be government-led.
4. **Clear Policies:** Need for clearer policy-making processes and regulations.

THE RESULT WITHIN TAIWAN

GROUPING

Group B

- Focuses on correcting tech-public power imbalances.
- Supports compensating governance participants.

Group A:

- Prioritises transparency.
- Doubts effectiveness in solving global political polarisation.

THE RESULT WITHIN TAIWAN

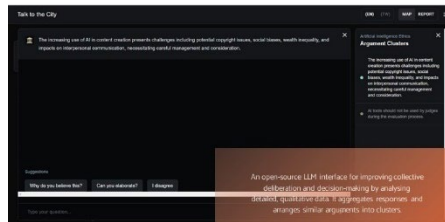
How divisive was the conversation?

Statements (from top to bottom) circled in the left were voted as the most high-visibility, even if they were not agreed or even disagreed. Statements to the right were divisive—participants were split between agreement and disagreement.

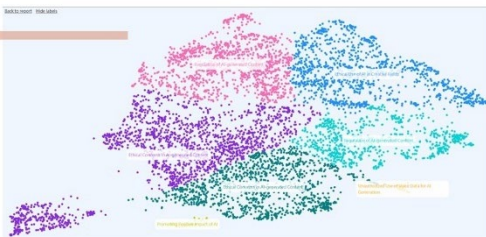
How to use this: Hover to see the statement text. Start on the far right to find out what the most divisive statement was.



DIVISION



TALK TO THE CITY



JAPANES E CASE



Discussion & Questions



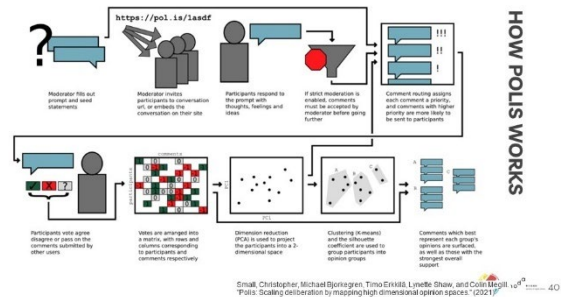
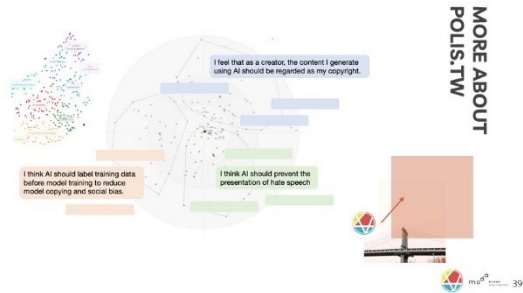
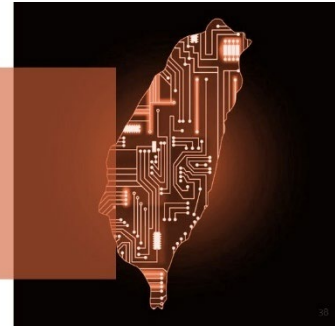


SESSION FEEDBACK
Your suggestions matter to us.

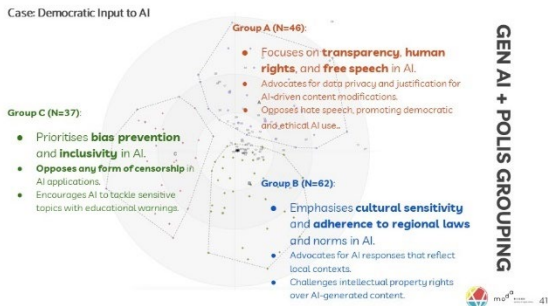


THANKS
See you in RightsCon25 in Taiwan!

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Smak, Christopher, Michael Björkegren, Timo Erikäs, Lynette Shaw, and Colin McGill. 2021P. "Polis: Scaling deliberation by mapping high-dimensional opinion spaces." 40



三、拜會英國內閣辦公室政府數位服務團顧問 Terence Eden

(一) Terence Eden 個人簡介

Eden 顧問深耕於英國公民科技界許久，以技術專家、開發者和開放原始碼倡導者廣為人知。107年 Eden 加入內閣辦公室政府數位服務團 (Government Digital Service, GDS)，初期協助改進數據資料隱私，並參與制定相關法令、政策與技術標準。之後 Eden 參與開發英國政府官方網站 (GOV.UK)，該專案統合英國中央政府所有資訊與數位服務，提供民眾

單一入口查詢，促進資料透明與公民參與，保護使用者隱私，也藉以提升政府數位服務的安全性與便利性。

後續在內閣辦公室政府數位服務團的期間，Eden 持續參與開發各種具跨機關通用性的數位工具，並持續導入開放原始碼概念至該機關，也持續維護所有機關的程式碼。其後 Eden 雖離開內閣辦公室政府數位服務團，但仍受聘為該機關顧問。現 Eden 持續參與開放原始碼社群，也以資訊顧問專業服務包含微軟（Microsoft）在內的客戶。

(二) 請益內閣辦公室政府數位服務團的開放原始碼經驗與建議

Eden 說明其實英國政府也面臨導入開放原始碼的諸多困境。最根本的問題來自於如何建立政府人員對於開放原始碼的認識和信任。首先英國與我國政府類似，政府資訊人員不一定有足夠的能力去營運與維護開放原始碼軟體。換言之，面對一段程式碼更新的建議，英國政府資訊人員不一定能夠確認程式碼的品質和更新後的效益。此外，即便能夠確認程式碼的品質和更新漏洞後的效益，資訊人員也不一定能夠驗證貢獻者的身分，進而產生資通安全疑慮。對此，Eden 很樂見民主網絡司正在推動的數位皮夾，他認為數位皮夾是促進公共程式發展的良好基礎，也說明英國缺乏身份證字號機制，這讓英國政府幾乎難以進行單一性的數位身分驗證。

而延伸自政府資訊人員對開放原始碼的認識不足而產生的問題還有採購制度目前不適用於開放原始碼軟體開發。Eden 也建議要推動公共程式政策應該要納入與外部開放原始碼專家學者長期合作的機制，才能夠逐步改善各種潛在問題，改善政府資訊體質。

(三) 請益中央政府資訊單位與地方政府合作之經驗與建議

出乎我們意料的是，儘管 GOV.UK 統合了英國中央政府的資訊與數位服務，但是卻沒有納入地方政府，因此 Eden 特別向我們說明了英國的中央和地方政府體制，並且表明地方政府與中央政府的關係是一個複雜且矛盾的領域。

在英國，中央政府提供資金並訂定指引，希望於地方推行統一標準，以利政策執行，但地方政府仍保有自主決策和營運權。這種關係常常導致政策執行中的衝突和挑戰，特別是在資源配置、政治因素和權力平衡方面。例如，地方政府在具體執行政策時，可能會因地方經濟、社會和文化背景的不同而調整而改變執行內容，導致政策執行效果不一。此外，中央政府的某些政策可能無法完全考慮到地方的特殊情況，從而引發地方政府的不滿和抵制。

又例如當中央政府產生了一個全國性的民生解決方案時，地方上的民營公司、多方利害關係人可能會因為需求不同而反對，地方政府在面對反對時，可能會避免衝突而選擇不予配合或推遲實施中央政策。也因此目前內閣辦公室政府數位服務團並未推動任何地方政府的合作或聯合政策。在這點上，本部不管在公共程式推動或公民科技試驗場域上的成就，都是超前英國的。

(四) 分享英國政府資訊體系公務人員的養成和訓練

英國政府公務員無須像臺灣公務員一樣經過考試任用，雖然不需要通過統一的國家考試，但需要經過一系列嚴格的評估程序，包括公開招聘、篩選、筆試、面試和背景調查。這些程序是為了確保錄取的公務員具有必要的能力和素質，能夠勝任其職位的要求。

而英國內閣辦公室政府數位服務團會同時雇用內部和外部開發人員，這也是充分發揮公私合作夥伴關係之處，Eden 舉例英國政府單位為了開發追蹤新冠病毒傳播的應用程式，僱用一家公司來專門進行開發，再交由內部開發人員確認細部項目，充分展現公私協力合作效益。

(五) 對數位公共基礎建設的建議

英國在看待數位公共基礎建設方面，通常還是從數位服務和資訊的基礎架構去思考和規劃，因此通常會是應用程式、網站或者如支付、問卷等模組架構。而近期內閣辦公室政府數位服務團正在逐漸把對網站的關注度

移往開發應用程式。

現在只需開發 iOS 及 Android 系統的應用程式，不像以往需要因應不同作業系統而進行調整，並因現階段已邁入智慧型行動裝置應用程式開發技術簡化及穩定的時代，也使成本大幅降低，故許多政府單位逐漸推廣政府服務應用程式以提高行政效率，但 Eden 不建議個別部門單獨開發應用程式，因為 iOS 及 Android 系統更新頻率及次數高居不下，極可能遭遇維護成本問題。他認為政府需要的是一個統一的開放原始碼平臺框架，透過跨部門協作、開發綜合服務平臺，減低重複開發，並共享開發資源和技術。

四、拜會英國數位政府機關

本部於當地時間14日拜會英國數位政府機關，與服務轉型部門（Service Transformation）副主任沃索普（Neil Warsop），以及政策、戰略和參與部門（Policy, Strategy and Engagement）負責人查理斯（Charles Davie），還有政府數位和資料支出保證部門（Government Digital and Data Spend Assurance）主管丹尼爾（Daniel Baron）等官員進行數位政策經驗交換。

本次英國數位政府機關拜會原以內閣辦公室政府數位服務團為主要對象，但進入該機關後，才發現當天其實是有兩個內閣辦公室底下的政府機關共同與會，分別為中央數位化數據部門（Central Digital and Data Office, OCCD）和政府數位服務團（Government Digital Service, GDS）。兩者共用辦公室，所以都位於倫敦白教堂（WhiteChapel）地區政府大樓中。

（一）內閣辦公室中央數位化數據部門（Central Digital and Data Office, CDDO）

中央數位化數據部門成立於110年，旨在落實機關數據共享，整合和研議數位、數據與科技團隊的未來計劃及優先政策，另外還有與 GDS 共同推動數位驗證身分。

中央數位化數據部門原歸屬於政府數位服務團，雖然分立出來，但同樣在內閣辦公室，又與原單位友好，因此享有了跨機關溝通和充分數位專案執行的經驗。而讓其在數據整合領域更加持的助力來自於英國財政部 (HM Treasury) 的共同合作。

中央數位化數據部門創建後的首個任務是制定「轉型數位未來: 2022至2025年數位與數據路徑規劃」(Transforming for a digital future: 2022 to 2025 roadmap for digital and data)。為完成此任務，有別於我國常見的研究型標案或專責小組形式，中央數位化數據部門邀集了所有中央機關的數據負責人共同參與共識營，結合所有人共同去產出願景。有了願景之後，才會依照願景去制定詳細執行方案。

為了確保執行順利，中央數位化數據部門每個月都會辦理跨機關月會，由每個中央機關的數據負責人出席，共同討論執行層面所遇到的困境。很多跨機關的合作機會也是在月會中產生。

為了管考執行進度，中央數位化數據部門會聯合政府數位服務團辦理季度業務審查 (Quarterly Business Reviews)，透過與各中央機關數據和數位領導人的面談，輔以數位儀表板 (Digital Dashboard) 的指數，來了解各個機關所面臨到的困境或者發展狀況。

在這個完整的跨機關合作機制中，還有一個很明確的強化措施，那就預算同意權。透過財政部的支持，任何超過臺幣600萬的中央機關數位開發案都需要經過中央數位化數據部門和政府數位服務團的審查，在這個過程中，兩個單位也能夠提供充分的建議給執行機關，也確保與整體核心政策的串聯，同時也能夠在軟體、數據等規格達到統一。除了預算同意權外，中央數位化數據部門也鼓勵各中央機關間的良性競爭，並且可以透過這樣的財政模式予以隱性獎勵。

(二) 內閣辦公室政府數位服務團 (Government Digital Service, GDS)

GDS 自100年成立於內閣辦公室 (Cabinet Office) 之下，主要任務就是協助政府部門提供更友善的公共服務，改善政府的所有數位呈現，包括了使用者經驗、管理數位溝通管道，以及其他部門委託的資訊。

相較於中央數位化數據部門的豐富內容和交流，可能因為與政府數位服務團雙方互動較多，且我國也較多關於該單位的介紹，因此政府數位服務團的介紹較無新知，多集中在政府官方網站 (GOV.UK)、GOV.UK Notify、GOV.UK Forms、GOV.UK Pay、GOV.UK Verify 等該機關所開發的跨機關通用性數位工具及其成效。

本部有將上述部分工具翻譯為中文版本，並將程式碼釋出至本部公共程式平臺 (code.gov.tw)，也特別與該機關分享跨國成效，另外表達本部希望對方能夠持續更新版本，並釋出供我國同步在地化的期待。



圖16、致贈禮品



圖17、辦公室參訪

會後也由內閣辦公室政府數位服務團國際關係組的 Bailey Reid 帶領我們簡短參訪兩個單位的辦公空間。該辦公室為傳達開放和平等之精神，所以即便是主管，也無法享有單獨的辦公空間，需要與所有同事在整個共通區域，使用同樣大小無隔板之辦公桌。

由於該機關每週得遠距上班兩天，所以大多數同仁都是週二至週四到辦公室工作，拜訪當日為週五，辦公室並無太多人。疑似受到遠距工作的影響，普遍桌子上並無太多私人物品，通常只有電腦螢幕，應該與本部採購筆記型電腦之用意相同，無須受到桌上型電腦的行動限制。

該機關辦公室在各處貼滿勵志佳言的設計海報，同時也開放同仁自行添加各種趣味裝飾。而隨處也可以看到同仁們運用海報版、白報紙、便利貼來溝通或紀錄使用者畫像（Persona）或使用者旅程（User Journey），來提供更好的數位服務。

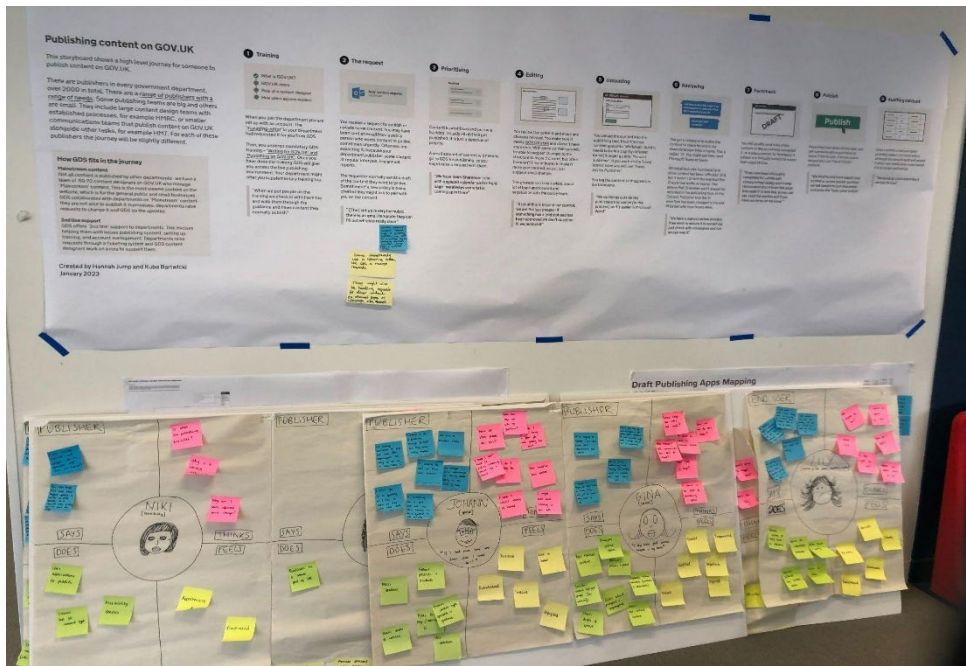


圖18、使用者畫像



圖19、專案牆

五、參訪國際知名數位組織 Article 19

本次拜訪由本部人員、vTaiwan 成員和西敏寺民主基金會

(Westminster Foundation for Democracy, WFD) 代表共同參與，並由 Article 19 的全球總部成員接待。過程中，所有組織都分別介紹近年所做過的專案，並且進行經驗交流。

Article 19成立於76年，是一個英國國際人權組織，致力於捍衛和促進全世界的言論、資訊、新聞自由。組織的名稱源自《世界人權宣言》第19條，該條款保障了言論及資訊自由權利。

近年 Article 19將關注逐漸移向東方，除了在我國成立東亞辦公室外，全球的辦公室也都開始關注中國對於全球言論、資訊和新聞自由的影響。

在拜會中，Article 19明確表示其不干預各地辦公室營運，各區域的規劃都要回到各地區辦公室，總部只提供基本指引、培訓等。因此建議若本部將來想尋求合作，仍應該要聯繫東亞辦公室，但他們很樂意了解本部的業務，並且給予更多建議。而本次其給予本部的建議主要出自兩個面向：

(一) 本部發展論述

本部透過人工智慧發展不同階段的法律和權利保護發展史去論述「數位創新關鍵基礎建設計畫」的必要性和個項目規劃原因，對於 Article19來說是一個很有學術理論基礎的論述模式，也很少見到有政府走這樣的說明方式。Article 19建議可以改以更簡潔易懂的方式處理，也願意提供該組織常見的論述圖表給本部參酌。

(二) 數位人權大會 (RightsCon) 在臺灣辦理建議

Article19認為本部應該極度重視 RightsCon 在我國舉辦一事，因為此舉無疑將臺灣帶到全球數位核心，將有助於我國參與國際技術標準和協定，建議我國需要特別把握。

而 Article19作為長期 RightsCon 參與者，也極為熟悉自由線上聯盟 (Freedom Online Coalition, FOC) 組織，建議我國善用 RightsCon 的機會將該聯盟的主要參與者都邀請到臺灣辦理

閉門會議，將有助於提升我國在該聯盟的地位。

至於在高階議程 (High-level session) 方面，Article19 認為邀請國際知名人士與臺灣政府成員共同曝光是很好的構想，建議我們在題目方面可以選定人工智慧議題，談論公私協力的重要性或者如何在整個技術、管理機制中帶入人權的保障，都會是非常吸引 RightsCon 參與者的題目。



圖20、本部與 vTaiwan 成員共同拜會 Article19合照1



圖21、本部與 vTaiwan 成員共同拜會 Article19合照2

參、心得及建議

一、「臺灣開放政府國家行動方案2025-2028」確保公民科技領域多元利害關係人之平等權力關係

過往我國政府機關於政策推動廣納各方建言，極其重視多元利害關係人之參與，然本次 TICTeC Conference 各國參與者將相關概念予以延伸，不再僅關注多元利害關係人之參與 或參與程度，而是著墨於多元利害關係人之間權力關係的平等。

所謂多元利害關係人之間的平等權力關係係指多元利害關係人於公共事務之決策應享有平等之決策權。過往由於公共事務之最終決策權仍歸屬於政府機關，故不論如何強化多元利害關係人之參與程度或擴大多元利害關係人之定義，仍難以確保多元利害關係人之意見被採納，爰國際希望修改觀察指標。

我國國家發展委員會於104年創設「公共政策網路參與平臺」，並自110年起設置「臺灣開放政府國家行動方案」，對多元利害關係人之參與不可不謂之慎重。本部應得於「臺灣開放政府國家行動方案2025-2028」納入數位公私協力項目，深化數位公眾參與方式，確保公民科技領域多元利害關係人之平等權力關係，為各部會之表率。

二、政府資訊主管聯席會之轉型

我國「政府資訊主管聯席會」自101年開辦，至今年度已邁入第13年頭，主要目的係強化中央與地方於資訊方面之橫向聯繫，為我國數位政策跨機關整合之重大措施。近年調整由本部辦理該會議，邀請各中央部會及地方政府資訊主管參與，分享最新資訊、對焦政策目標及互相交換經驗，加強中央部會與地方政府數位發展業務聯繫。

然受「轉型數位未來：2022至2025年數位與數據路徑規劃」之啟發，「政府資訊主管聯席會」應得置入跨機關計畫之形成，並依此設立各級機關達成跨機關計畫之共同關鍵績效指標，且依該指標辦理每季度之執行管考和

輔導，真正落實跨域整合與治理。

三、國家科技或資訊預算決議之參與

數位發展應貫串我國政府各項業務，爰必然涉及各級機關，然數位發展部為單一部會，除仰仗行政院大力支持和他機關配合外，實無具體措施得確保各級機關配合我國數位政策。而這次藉由參訪英國內閣辦公室中央數位化數據部門，學習到該國的跨機關互動和政策統合機制，受益良多。除前項提及之共識營模式外，「預算否決權」也是關鍵，應可仿效。

我國過往並非沒有類似之運作模式，最相似應為行政院科技會報辦公室得透過跨部會署執行科技計畫，藉由將預算編列於行政院國家科學技術發展基金，進而影響各級機關之數位施政計畫。然配合我國111年之組織改造，前述辦公室已於112年廢除，相關經費亦移交國家科學及技術委員會依照《行政院國家科學技術發展基金收支保管及運用辦法》辦理後續事宜，而本部無擔任管理會之當然委員，實難有具體之影響力。

參酌英國體制及考量本部肩負促進全國通訊、資訊、資通安全、網路與傳播等數位產業發展、統籌數位治理與數位基礎建設，並促進數位經濟發展及加速國家數位轉型之任務，本部應得參與國家資訊預算之決議。

四、本部應善用 RightsCon 在臺舉辦機會聚焦國際關注

不論是拜訪 Nesta、Article 19或 Terence Eden、參加 TICTeC Conference 或拜會英國政府機關，在談及 RightsCon 明年將於我國辦理時，都能充分感受到聽眾的注意力明顯上升，並對於我國數位表現之評價提升。另考量我國外交處境，實無足夠國際場合得由我國參與數位標準或協議之議定，爰實應參酌各單位之建議，審慎運用此機會，宣揚我國數位發展成果，研議跨境數位合作。

特別目前各國政府、產業、民眾皆關注於人工智慧之發展，而各國政府之資源挹注、法規訂定將扮演極關鍵之角色。考量到人工智慧研發所需之龐大人力、經費和算力，即便我國已推動「TAIDE - 推動臺灣可信任生成式

AI 發展計畫」，仍不可輕忽未來區域人工智慧資源整合和合作之可能性，仍應積極維繫國際交流，確保未來大型語言模型相關法規或標準之可互通性，資料或數據相關之法規或標準亦至關重要。

另 RightsCon 首度於東亞地區辦理及 Article 19 開啟中國影響力之政策研究等事，亦可彰顯國際數位領域的焦點已從過往歐美為重的技術、產業研發轉移至亞太地區。此間主要之推力係現全球進入美國和中國之間數位競逐的新冷戰時代，以民主和威權兩種意識形態為分野的數位發展逐漸白熱化，牽動全球科技、貿易和政治各領域之發展，我國亦無可避免需因應此局勢，爰任何數位發展與推動，應適時與民主價值連結，方為國家成長良策，本部更肩負此重責。

鑒於我國公民科技社群發展蓬勃，為國際之表率，不僅時常獲國際知名媒體或數位相關組織報導推崇，更時常代表我國受邀參與各大國際會議，對強化我國數位實力貢獻至關重大。且其表現有別於我國半導體產業之聲譽，除研發能力外，另有民主精神之體現，實為彰顯我國為數位民主聯盟重要伙伴之優先項目，應為本部重要合作或輔導對象。相關政策之規劃與執行將不只有助於我國數位民主之發展，更得間接幫助我國數位產業發展和外交處境之突破，實不得偏廢或輕視。

肆、 附錄

本次會議及拜會行程所收到之文宣內容附於附錄內，臚列如下：

- 一、 TICTeC Conference 會議手冊
- 二、 mySociety Impact Report 2023

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TICTec

2024



Your Guide

London • Online

12 & 13 June 2024

@mysociety #tictec

Welcome to TICTeC 2024



Louise Crow
Chief Executive
mySociety

Welcome to TICTeC 2024. We're delighted to be meeting in person again for the first time since 2019 and also to be back in London, where we held the very first TICTeC conference in 2015. TICTeC has run in person or online every year since then, convening thousands of researchers, funders and practitioners to share their knowledge and experience.

TICTeC brings together the civic tech community to build our understanding of what works and why when we use digital technologies intentionally to strengthen democracy, public participation, transparency, and accountability.

We come together this year at a point when the need to grow the evidence base for the sector and the many impacts of technology on our democracies has never felt more important. It is a year in which elections will happen in more than 80 countries, affecting the futures of more than half the world's population. And the stakes are high - it is easy to enumerate many serious threats to our democracies that are being felt across the world: they include corruption, disengagement, closing civil society space, polarisation, misinformation, populism and authoritarianism.

Above all of this is a climate crisis that requires us to evolve and collaborate in radically new ways to protect ourselves and each other, and rapid new advances in technology which can empower and enable or further entrench existing inequalities.

The theme under which we gather this year - "Climate, AI and democracy under threat" - reflects those currents. The challenges are great, and the intentional and informed use of digital tools to address those challenges is a necessary but not sufficient part of wider systems of change.

We would like to extend our thanks to the National Endowment for Democracy for making TICTeC 2024 possible with their generous support and for the broader work they do to support the use of technology to address these challenges.

Over the next two days, you'll hear from a brilliant set of practitioners and researchers who are working to bring democratic governance closer to citizens, promote transparency and enable people to come together to make decisions in the service of fairer societies, with over 70 speakers and 170 attendees from 33 countries. You'll hear presentations and panels that illustrate the persistence and ingenuity shown across the sector in developing new tools and approaches, adapting ideas to new contexts, and evaluating risks and progress.

Each day one of our keynote speakers will kick things off, sharing insights drawn from rich careers working from different angles to support and defend democracy. We'll hear from María Baron on Directorio Legislativo's digital anti-corruption solution and approach to consensus building across polarised stakeholders, the latest milestone in their work to strengthen democracies across Latin America, and from Nick Mabe OBE on the democratic challenges posed by the climate crisis, which both demands that we rewrite the way societies make critical collective decisions and threatens our fragile democratic and human rights systems.

mySociety is not just a convenor for the civic tech field, but an active and long-standing contributor to it, with many lasting projects that have changed the way politics functions in the UK, and made possible services run by partners internationally. We know, as well as

anyone here, the challenges that face us, in evolving established services and projects and developing new ones to help our democracies meet the urgency of the moment.

And so, on behalf of mySociety, thank you for joining us for two days of presentations and discussion. We hope that you will get a chance to connect with colleagues from across the globe, learn and share and take something away with you that will enrich and improve your work.

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Many thanks to TICTeC's sponsor and partner:



AGENDA

Wednesday morning

For more in-depth descriptions, visit
tictec.mysociety.org/tictec-2024-schedule



- 09:00 Dickens, Virginia & Voysey rooms (Ground floor of Mary Ward House Conference Centre)
Conference registration & refreshments
- 09:45 Mary Ward Hall (1st floor) / Livestreamed
Welcome to TICTeC 2024
How can civic tech address today's most pressing challenges?
Louise Crow (Chief Executive, mySociety, UK)
- 10:00 Mary Ward Hall (1st floor) / Livestreamed
Keynote address: Joining the dots on civic tech and anti-corruption
María Baron (Global Executive Director, Directorio Legislativo)
- 10:45 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)
Refreshment break
- 11:15 Mary Ward House (1st floor) / Livestreamed
Democracy under threat – how does civic tech have to shift to adapt to the problems of the current era?
Louise Crow (mySociety (MODERATOR)), Enrique Bravo-Escobar (National Endowment for Democracy (NED)), Helena Puig Larrauri (Build Up), Vakau J.S. (Access Now), Claire Foulquier-Gazagnes (Google)
A panel discussion to dig deep into the urgency of the democratic crisis, and discuss how civic technology might need to evolve to enable true democratic governance.
- 12:15 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)
Standing buffet lunch
- 13:30 12:30 - 13:00: **UK Open Government Civil Society Network Lunch and huddle - Herschel Room (Ground floor)**
Take your lunch, and say hello to and get to know the UK Open Government Society Network, and how the network can benefit other civil society organisations, and how things can be done better.

mySociety

TICTeC is brought to you by mySociety

mySociety is a UK registered charity committed to making a fairer society by providing digital services, research and data, openly and at no cost. We use technology to help people understand and take part in the decisions that affect their lives. mySociety provide these services because we believe in **repowering democracy, holding power to account and empowering communities** to tackle the climate emergency. These services and new mySociety innovations are made possible by supporters, donating today is a tangible act you can take towards creating a fairer society.

→ mysociety.org/donate



AGENDA

Wednesday afternoon

13:30 Mary Ward Hall / Livestreamed

Civic tech in response to crisis

Mapping (dis)continued civic tech in post-revolution contexts

Dr. Mennatullah Hendawy (Ain Shams University and Centre for Advanced Internet Studies, Egypt)

The critical role of civic technology and cybersecurity in sustaining Russian anti-war civil society in exile

Denis Yagodin (Teplitsa, Lithuania)

Technology and participation: lessons from the humanitarian sector

Quito Tsui (Research Consultant, UK)

Q&A for 'Civic tech in response to crisis' session (i.e. the above three presentations)

14:45 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)

Refreshment break

15:00

Lethaby Room

The place of civic tech in UK society

"Help, my civic tech project became critical national infrastructure"- reflecting on the last 15 years of UK civic tech

Alex Blandford (University of Oxford, UK)

Irina Bolychevsky (Shevski, UK)

Matt Jukes (TPXImpact, UK)

Mevan Babakar (Google, UK)

Sym Roe (Democracy Club, UK)

It started as a fun tech project - then one day you woke up and realised the nation depends on it. The panel look back at the UK's civic tech scene over the last 15 years, its relationship to governmental developments and the changing needs of UK civil society.

Herschel Room / Livestreamed

Using digital to deliberate

Combining online mass-consultation with a citizens' assembly for effective participation

Dr. Dominik Hierlemann (Bertelsmann Stiftung, Germany)

Stefan Roch (Bertelsmann Stiftung, Germany)

Civic tech to advance peace: lessons from conflict-affected contexts

Helena Puig Larrauri (Build Up, UK)

Deliberative mini-publics to develop more inclusive recommendations around climate change and local travel

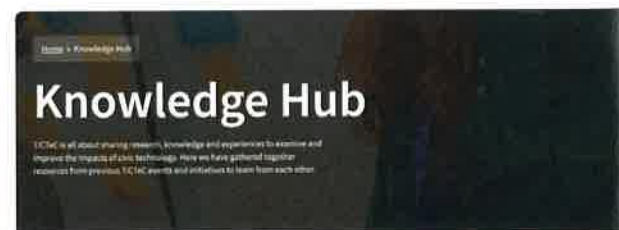
Rowan Harris and Andy Paice (Shared Future CIC, UK)

Q&A for 'Using digital to deliberate' session (i.e. the above three presentations)

Discover the TICTeC Knowledge Hub

TICTeC isn't over when the last session ends! Recordings, slides and resources are shared on the TICTeC Knowledge Hub, for the ongoing benefit of the global civic tech community. Browse and search ten years of TICTeC presentations and outputs at [tictec](https://tictec.org).

→ mysociety.org/resources.



Results Page 1 of 1

ich in Hostile Environments -
n we thrive in challenging
?

Learning from climate action - how
can civic tech drive impactful
societal change?

Storytelling and reach: how can we
amplify our successes beyond the
civic tech community to evidence
our impact through mainstream
channels?

During the Surgery, we discussed the

AGENDA

Wednesday afternoon

15:00 Mary Ward Hall / Livestreamed
Protecting human rights

Civic tech's role in safeguarding democracy in East Asia

Vakau J.S. (Access Now, Taiwan)
Chihhao Yu (IORG & g0v, Taiwan)

Challenges of implementing civic tech projects in adverse environments

Courteney Mukoyi (Justice Code Foundation, Zimbabwe)

Fostering inclusive approaches to technological innovations for climate action

Pyroun Chung (East West Management Institute)

Q&A for 'Protecting human rights' session (i.e. the above presentations)

Lethaby Room
Civic tech in a civic democracy: opportunities and challenges in a new Parliament

When mySociety started twenty years ago, the idea of civic tech covered a range of approaches that we now understand by different words in the UK. A lot of what was originally civic tech - an outside provocateur for better digital services - has been incorporated into official government services like GDS and the broader GovTech scene that criss-crosses local and national government.

But there is room for an idea of civic tech outside this - that makes a statement about the relationship between citizens and governments - and the role technologists should play in a democracy. This panel will reflect on and discuss the current wave of civic tech, and the potential for change as the UK moves into a new Parliament.

Herschel Room / Livestreamed
Digital infrastructures

Moving from digital tools to digital public spaces: building infrastructures for digital citizen participation

Mauricio Mejia Galvan (OECD, France)

Re-imagining critical digital infrastructure with the public

Chao-Chi, Chang (Ministry of Digital Affairs, Taiwan)

Investing in digital infrastructure: how the Sovereign Tech Fund promotes civic tech and digital sovereignty

Paul Sharratt (The Sovereign Tech Fund, Germany)

Q&A for 'Digital infrastructures' session (i.e. the above three presentations)

16:15 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)
16:30 Refreshment break

The Civic Tech Field Guide

A place to find and be found. Its open collection of over 8,500 carefully categorized projects is full of civic tech tools, funders, jobs, and data. Add your projects and connect with others across the field and around the world so that together we can have greater impact.

→ www.civictech.guide

The screenshot shows the Civic Tech Field Guide website. At the top, there is a navigation menu with links for 'DIRECTORY', 'CALENDAR', and 'MAP'. A search bar is visible on the right. The main content area features a large heading: 'Discover the world's largest collection of projects using tech for the common good.' Below this, there is a QR code and a list of statistics: '200+ open source projects', 'Find the right solution to your specific pain points', '25+ upcoming events', and 'Find our portfolio of diverse opportunities and expert guidance'. On the right side, there is a 'Get our weekly field recap' section with a 'Subscribe' button.

16:30 Mary Ward Hall / Livestreamed

Safeguarding elections and democracies

How to build a country-led election coalitions and combat misinformation online

Mevan Babakar (Google, UK)

Common civic tech needs across global context

Matt Stempeck (Civic Tech Field Guide, Portugal/US)

Empowering civic engagement: leveraging Ushahidi for transparent and inclusive electoral monitoring and governance

Rhoda Omenya (Ushahidi, Kenya)

Q&A for ‘Safeguarding elections and democracies’ session (i.e. the above three presentations)

Lethaby Room

Navigating uncertainty: Building civic tech in closing and conflict-affected spaces

Sarah Moulton (National Democratic Institute, US)

Isabel Hou (g0v, Taiwan)

Pavel Liber (New Belarus, Belarus)

Jesper Frant (National Democratic Institute, US)

Even in the most open societies, civic technologists grapple with the intricate balance of bridging government and citizens — a task that grows exponentially more complex where democracy is stifled or under direct threat. Civic technology stands as a pivotal force in these environments, embodying both immense promise and significant challenges. This panel will share insights from the front lines, discussing how they've leveraged innovation to foster dialogue, deliver essential services, and ensure citizen participation in governance against a backdrop of adversity.

Herschel Room / Livestreamed

Citizen engagement and parliamentary monitoring

From data to democracy: the role of DCinbox in shaping informed citizenship and government accountability

Lindsey Cormack (Stevens Institute of Technology, US)

Thailand’s first parliamentary monitoring tool

Thanisara Ruangdej (GG) (Punch Up & WeVis, Thailand)

Empowering citizens: how Querido Diário is making Brazilian city policies accessible

Giulio Carvalho (Open Knowledge Brasil, Brazil)

Renne Rocha (Querido Diário, Brazil)

Q&A for ‘Citizen engagement and parliamentary monitoring’ session (i.e. the above three presentations)

17:45

Drinks and canapés reception

Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)

19:45

End of Day 1

09:00 Dickens, Virginia & Voysey rooms (Ground floor of Mary Ward House Conference Centre)
Arrival & refreshments

09:15 Mary Ward Hall (1st floor) / Livestreamed
Welcome to TICTeC 2024 Day 2
Louise Crow (Chief Executive, mySociety, UK)

09:30 Mary Ward House (1st floor) / Livestreamed
Keynote address: Putting Democracy back into Climate Action
Nick Mabey (E3G (Third Generation Environmentalism))
Nick will open the second day of proceedings at TICTeC, by emphasising the need to put democratic values, institutional strengthening, and governance innovation back at the heart of climate action if we are serious about protecting everyone from catastrophic climate damage.

10:15 Mary Ward House (1st floor) / Livestreamed
What is the role of civic tech in enabling the effective and democratic change needed to meet the challenge of climate change?

Genevieve Maitland Hudson (Social Investment Business / mySociety Board - MODERATOR)
Maddy Carroll (Director, UK Programme, European Climate Foundation)
Dr. Michal Nachmany (Founder and CEO, Climate Policy Radar)
Aleks Berdichevskaia (Principal Researcher, Nesta Centre for Collective Intelligence Design)

Following on from Nick Mabey's keynote address, an expert panel will discuss the opportunities and challenges that civic technology presents, when it comes to democratic climate action.

11:00 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)
Refreshment break

11:15

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[Our transparency work](#)



DEMOCRACY
Powerful ways to hold authority to account for campaigners and activists
[Our democracy work](#)



COMMUNITY
Tools to help citizens and public servants improve their local communities
[Our community work](#)



AGENDA

Thursday morning

11:15 Mary Ward Hall / Livestreamed

mySociety and partners – working on climate

Data, prototyping and partnerships: mySociety's approach to the climate/ democracy problem

Zarino Zappia (mySociety, UK)

Scoring councils on their climate action

Don von Rohland (Climate Emergency UK)

Fragmented climate data in the UK

Julia Cushion (mySociety, UK)

Lethaby Room

How developments in technology and civic participation will impact the future of citizen science

Alexandra Albert (Centre for Collective Intelligence Design, Nesta, UK)

Aleksandra Berditchevskaia (Centre for Collective Intelligence Design, Nesta, UK)

A backcasting workshop to spark new conversations and explore how developments in technology and civic participation will impact the future of citizen science. Discuss what might happen in the short to medium term future to enable decision makers and practitioners to develop more impactful and sustainable citizen science.

Herschel Room / Livestreamed

Civic tech for transparency

How civic tech is unveiling corruption and championing democracy and environmental protection in Brazil

Maria Vitória Ramos (Fiquem Sabendo, Brazil)

Empowering communities: Budeshi's impact on transparency and accountability in Nigerian government projects

Nnenna Eze (Public and Private Development Centre, Nigeria)

Have you empirically improved transparency and accountability?

Shaun Russell (OpenUp, South Africa)

Q&A for 'Civic tech for transparency' session (i.e. the above three presentations)

12:30 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)

Standing buffet lunch

13:30

WhoFundsThem

WhoFundsThem is mySociety's newest project, bringing transparency to the money that flows into Parliament. Keep up with what we discover at:

→ whofundsthem.com



AGENDA

Thursday afternoon

13:30 Mary Ward Hall / Livestreamed

Data for climate action

Data Commons is using AI to make the world's public data more accessible and helpful

Nina Bekele (Google, UK)

Routing algorithms, 20-minute neighbourhoods and hills in Scottish towns

Gala Camacho (Diagonal, UK)

Using data to combat climate change

Mercedes de los Santos (Open Data Charter, Argentina)

Q&A for 'Data for climate action' session (i.e. the above three presentations)

Lethaby Room

Enhancing women's and other marginalised communities' inclusion within the civic tech sector

Bushra Mustafa (Code for Pakistan)

Ibraheem Saleem (Code for Pakistan)

Mubassir Hayat (Code for Pakistan)

Gain knowledge and experience in designing learning programmes that enhance women's and other marginalised communities' inclusion within the civic tech sector. This workshop aims to bridge the gender gap and foster an inclusive civic tech ecosystem that champions innovation with everyone in mind.

Herschel Room / Livestreamed

Emerging tech and democracy · Part I

Overcoming the Red Queen problem: ensuring democracy keeps pace with emerging technologies

Marci Harris (POPVOX Foundation, US)

Data for democracy: a Canadian perspective on how governments can leverage civil society to hold big tech accountable

Sabreena Delhon (The Samara Centre for Democracy, Canada)

Alex MacIsaac (The Samara Centre for Democracy, Canada)

Reflections on the challenges of practising digital democratic innovation

Matt Ryan (University of Southampton, UK)

Q&A for 'Emerging tech and democracy (Part I)' session (i.e. the above three presentations)

AGENDA

Thursday afternoon

14:45 Mary Ward Hall / Livestreamed

Citizen science for climate action

Empowering community action through open mapping in disaster response and climate action

Petya Kangalova (Humanitarian OpenStreetMap Team, UK)

From data to action: FloodLight's impact on disaster response in Pakistan

Ibraheem Saleem (Code for Pakistan, Pakistan)

Civic tech and journalism: impact through collaboration

Christoph Raetzsch (Aarhus University, Denmark)

Q&A for 'Citizen science for climate action' session (i.e. the above presentations)

16:00 Dickens, Virginia & Voysey rooms + outdoor terrace, weather permitting (Ground floor)

Refreshment break

16:15

Local Intelligence Hub

This online explorer lets you explore a wealth of datasets, to inform effective campaigning and uncover new stories.

See what you can find when you start playing with data at localintelligencehub.com, from mySociety in partnership with The Climate Coalition and supported by Green Alliance.

→ localintelligencehub.com

Lethaby Room

How can we achieve better multi-stakeholder governance? Get hands-on with vTaiwan

Jia-wei Cui (vTaiwan Community)

Joshua Yang (vTaiwan Community)

Yun Chen (vTaiwan Community)

Rosalind Liu (Ministry of Digital Affairs, Taiwan)

Chia Ling Liao (Ministry of Digital Affairs, Taiwan)

This workshop provides a chance to get hands-on with the vTaiwan interface, and see first hand how it collects opinions, facilitates in-depth deliberations, and builds consensus to allow constructive discussions around any difficult issue. Members of the Ministry of Digital Affairs will also reflect on the government's experiences of using this platform.

Herschel Room / Livestreamed

Emerging tech and democracy · Part II

Beyond technological disruption: what AI use cases and tools can truly improve governance?

Adrien Duguet (Association Civic Tech Europe, Belgium)

Using AI to process and make sense of resident input: learnings from 100 local governments

Irene Pedruelo (Citizenlab, France)

Koen Gremmelprez (Citizenlab, France)

Can robots lobby? AI, democracy and political persuasion

Ben Worthy (Birkbeck College, UK)

Laszlo Horvath (Birkbeck College, UK)

Q&A for 'Emerging tech and democracy (Part II)' session (i.e. the above presentations)

Local Intelligence Hub
Your starting point for data about local MPs, constituencies, public opinion and the climate and nature movement.

Search by constituency name, MP name, or postcode

SEARCH

Explore data across the UK

Use data from The Climate Coalition, its member organisations, and the wider sector, to narrow down your focus to the areas and constituencies that matter to you.

Discover data about your area, get for further analysis.

MP majority

16:15 Mary Ward Hall / Livestreamed
Service design and digital government

Adaptive re-use of data for the adaptive re-use of high streets: building and scaling a local data service for London's local authorities

Craig Campbell (Greater London Authority High Streets Data Service, UK)

Lauren Wool (Greater London Authority High Streets Data Service, UK)

Building Government Buy-In for Civic Tech Success: Lessons from Morocco & Kosovo

Maurice Sayinzoga (National Democratic Institute NDI, United States)

Abdellatif Belmkadem (National Institute of Innovation and Advanced Technology, Morocco)

Communities of practice for government: crowdsourcing knowledge and ideas for digital government services

Kelly Henderson (Beeck Center for Social Impact and Innovation at Georgetown University, US)

Michaela Caudill (Beeck Center for Social Impact and Innovation at Georgetown University, US)

Q&A for above presentations

Lethaby Room
Let the sunshine in: Shedding light on carbon markets

Stephen Abbott Pugh (OpenOwnership, UK)

Elma Jenkins (Publish What You Fund, UK)

Daniel Alejandro Valdes Amaro (+Integridad, Mexico)

Tom Orrell (Development Gateway: An IREX Venture, UK)

From a civic tech perspective, climate financing presents myriad challenges - from an overabundance of conflicting standards and taxonomies defining climate adaptation or mitigation, through to a lack of accessible and specialized digital tools to shed light on opaque and convoluted private and blended finance flows - obfuscating public scrutiny and fiscal transparency. Come along to this workshop to generate integrated approaches to carbon market transparency.

Herschel Room / Livestreamed
Civic tech, AI and civil society

Learnings from Recursive Public, a collaboration between vTaiwan and Chatham House

Shu-Yang Lin (vTaiwan, Taiwan)

How to use AI in analysing mass responses to FOI requests

Marzena Blaszczyk (Citizens Network Watchdog, Poland)

Redefined civic tech: community-centric impact stories from Georgia

Vero Melua (ForSet, Georgia)

Q&A for 'Civic tech, AI and civil society' session (i.e. the above presentations)

17:30 Mary Ward House (1st floor)

Positive takeaways from TICTeC 2024

A chance to share and discuss key takeaways from TICTeC 2024, and how they'll be put into practice in work going forwards. Also, a final opportunity to network before the conference finishes for another year.

17:45 **End of conference**

Keynote speakers

For more details about speakers, visit
tictec.mysociety.org/tictec-2024/speakers



Maria Baron

Global Executive Director, Directorio Legislativo (She/her)

María is our keynote speaker for Day 1 at TICTeC 2024: she'll kick proceedings off by speaking about Joining the dots on civic tech and anti-corruption, drawing from a lifetime of experience in bringing tangible improvements to democracies across the world.

She has a long career in transparency and democratic institutions, working first across Latin America and then

globally with both Directorio Legislativo and the Open Government Partnership. Along the way, María also founded the Latin American Network for Legislative Transparency, convening 24 civil society organisations from 13 countries.

With her team at Directorio, María developed a methodology for building consensus across polarised stake-

holders on tricky issues — and has brought many of those agreements to Congress, where they were signed into law.

The Regulatory Alert Service, also from her Directorio team, enables political analysts to predict changes



Nick Mabey

E3G (Third Generation Environmentalism) (He/him)

Nick Mabey is a founder director of E3G (Third Generation Environmentalism) and has been E3G's Chief Executive since 2006.

In addition to his leadership role, Nick works on issues of climate diplomacy and foreign policy, macroeconomics and the security implications of climate change and resource scarcity.

Nick is a regular commentator and public speaker on climate change in the global media and is active on Twitter at @mabeytweet. Selections of Nick Mabey's thought leadership and activities from throughout his career can be found at www.nickmabey.org.

Nick was awarded an OBE in the Queen's Jubilee honours list in 2022 for services to climate change and support to the UK COP 26 Presidency.

Nick founded London Climate Action Week in 2019 which has grown to be one of the largest global climate change festivals. Nick Mabey currently chairs the LCAW Steering Group LCAW.

Nick undertakes a range of other roles including advising the UK COP President as a Friend of COP 26, a London Sustainable Development Commissioner, a trustee of Ashden, and a member of the World Economic Forum's Global Future Council on Energy Transition.

Before co-founding E3G, Nick was a senior advisor in the UK Prime Minister's Strategy Unit leading cross-government work including on climate change, fisheries, countries at risk of instability and organised crime. Nick also worked in the UK foreign ministry helping establish a

new Environment Policy Department and climate diplomacy network.

Nick was seconded to the FCO from WWF-UK where he worked as Head of Economics and Development. This followed research at London Business School on the macroeconomics of climate change and lead authorship of "Argument in the Greenhouse: The International Economics of Controlling Global Warming" (1997).

Nick has a degree in mechanical engineering from Bristol University and a Master's Degree in Technology and Policy from MIT. He began his career working in the UK electricity industry for GEC and PowerGen.

Outside work Nick is an avid reader of history and practices Chen Style Tai Ji Quan.

Main plenary speakers



Louise Crow

CEO, mySociety (She/her)

Louise is mySociety's Chief Executive. She started volunteering for mySociety in 2006 and since 2007 has worked in a number of different roles across the organisation, taking on the role of Chief Executive in 2022.

With an academic background in psychology, a PhD in artificial intelligence, and over 20 years of experience in software development in

a variety of environments — including startups, academia, biotechnology and Parliament — Louise brings a very hands-on understanding of the challenges faced in every part of the organisation.

In her previous roles at mySociety, she has overseen our developers across four practice areas, and led a range of work including the expansion of

our international programme, the development of WhatDoTheyKnow Pro, our Freedom of Information package for journalists, and the creation of our Climate programme.



Enrique Bravo-Escobar

Senior Program Officer (Global team), National Endowment for Democracy (NED) (He/him)

Enrique Bravo-Escobar is a Senior Program Officer in the Global team at the National Endowment for Democracy (NED), leading the team's work on democratic innovation, technology and democracy, and the integrity of the information space. Previously, he spent five years in the Latin America and the Caribbean team at NED managing portfolios in

the region's Southern Cone. Before joining the Endowment, Enrique was the Senior Advisor for Policy Planning at the Mexican Embassy in the United States. Prior to that, he was a Latin America analyst of the Eurasia Group, a DC-based political risk consulting firm. Earlier he worked as an advisor to the Immigration Commissioner in Mexico's Ministry of the Interior. He

has participated and coordinated teams in several International Electoral Observation Missions with the Organization of American States and The Carter Center. Enrique holds a BA in International Relations from ITAM, In Mexico City, an M.A. and a Ph.D. in Government from Georgetown University.



Helena Puig Larrauri

Co-founder & Strategy Lead, Build Up (She/her)

Co-founder & Strategy Lead at Build Up, a non-profit that uses new tools for old problems, and old tools for new problems. She is a peacebuilding and mediation professional with over a decade of experience advising and supporting UN agencies, multilateral organizations and NGOs working in conflict contexts and polarized envi-

ronments. At Build Up, she provides overall strategic and thought leadership, with a particular focus on the integration of participatory methodologies in peace processes and on the analysis of digital conflict drivers. She has written and spoken extensively on this subject matter. Helena holds a BA in Politics, Philosophy and Eco-

nomics from Oxford University and a Masters in Public Policy (Economics) from Princeton University. She is an Ashoka Fellow.



Claire Foulquier-Gazagnes

Lead for Civic Partnerships in Europe, Middle East, Africa, Google (She/her)

Claire leads Sustainability & Civics Partnerships for Google Search across Europe, Middle East, and Africa. She previously steered COVID-19 Product Partnerships with governments in the EMEA region. She strived to make culture available to everyone at Google Arts & Culture

and to encourage civic engagement within the Google Elections taskforce. Born and raised in Montpellier, France, Claire served in France's Chief Data Officer team, Etalab, and rotated at the White House Office of Science and Technology Policy. She co-created France's Presidential Innovation

Fellows program ("Entrepreneur d'intérêt général"). She holds a BA from Sciences Po and a dual MA from HEC Paris and Sciences Po. She enjoys teaching Product Management at Sciences Po and advancing gender equality.

Main plenary speakers



Vakau J.S.

Senior Policy Analyst, Access Now (He/him)

Vakau is the Senior Policy Analyst of Access Now and one of many contributors to Taiwan's civic hacking community g0v (pronounced "gov-zero") (@g0vtw). Vakau is currently leading Access Now's research on the civic tech community and its impact on defending and extending digital rights in East Asia.

With over a decade of experience in

the field of digital rights and digital authoritarianism, Vakau J.S. has previously served as a journalist and researcher for international NGOs and media outlets. Through on-the-ground interviews and investigations, Vakau has published articles, research papers, and books on topics such as disinformation, digital surveillance, and cyber warfare. These publications span more than

10 countries across Asia and Europe. One of his notable works unravels the complex origins of the current surge in fake news and false information, based on his investigations in eight countries. This work explores the narratives of individuals who create and consume this fraudulent content, as well as those who combat it.



Genevieve Maitland Hudson

Deputy CEO, Social Investment Business / mySociety Chair of Trustees (She/her)

Gen joined the mySociety Board as Chair of Trustees in 2023. She currently works as Deputy CEO at Social Investment Business, leading on impact measurement research, data, communications, policy, business systems and business development and spearheading innovation in

grant-making and social investment funds.

In her own words she is "a researcher and policy advisor with fifteen years' experience of leading and supporting organisations in the areas of social measurement, social innovation, so-

cial impact, social entrepreneurship and social investment."

Gen has a deep knowledge of and interest in democracy, as well as a collaborative and consensus building approach to decision making, and an enthusiasm and passion for impact.



Maddy Carroll

Director of the UK Programme of the European Climate Foundation (She/her)

Maddy is the Director of the UK Programme of the European Climate Foundation. She is a communications and campaigns expert, specialising in

coaching and mentoring teams to be ambitious in strategy and delivery in dynamic fast-moving environments. She has worked with a wide range

of organisations, including digital campaign platforms, climate action groups, think tanks and for-profit businesses.



Dr. Michal Nachmany

Founder and CEO, Climate Policy Radar (She/her)

Dr Michal Nachmany is the Founder and CEO of Climate Policy Radar, a not-for-profit on a mission to organise, analyse and democratise data on global climate law and policy.

Before founding Climate Policy Radar, she spent a decade at the Grantham Research Institute, LSE, where

she led the work on the Institute's structured datasets and tools, building evidence-based decision-making tools for national legislation and policy and low-carbon investment. She led the team at the Transition Pathway Initiative, and served as an advisor to Climate Action 100+, an investor coalition.

Michal holds a PhD from the London School of Economics, as well as an MA in Energy Policy and Management, LLB in Law, and MBA specialising in finance.



Aleks Berditchevskaia

Principal Researcher, Nesta Centre for Collective Intelligence Design (She/her)

Aleks Berditchevskaia is the Principal Researcher at Nesta's Centre for Collective Intelligence Design.

She is the lead author of the report, 'The Future of Minds & Machines', on combining human and machine intelligence for problem solving. She is also a co-author of the 'Playbook

for Collective Intelligence Design', a toolkit for creating projects that mobilise collective intelligence, which has been used to train over 370 staff as part of the UNDP's Accelerator Lab network. In 2019, she designed and ran Nesta's Crowd Forecasting challenge in partnership with BBC Future and the Good Judgement Project.

She holds a PhD in Neuroscience from Imperial College London. Prior to Nesta, Aleks worked in science policy, covering a range of topics from the role of citizen science in research and innovation to the societal implications of machine learning.

Many thanks to TICTeC's sponsor



NATIONAL
ENDOWMENT
FOR
DEMOCRACY

SUPPORTING FREEDOM AROUND THE WORLD

Speakers

For more details about speakers, visit tictec.mysociety.org/tictec-2024/speakers



Abdellatif Belmkadem (He/him)
National Institute of Innovation and Advanced
Technology, Morocco



Adrien Duguet (He/him)
Association Civic Tech Europe, Belgium



Alex MacIsaac (He/him)
The Samara Centre for Democracy, Canada



Alex Blandford (He/him)
University of Oxford, UK



Alex Parsons (He/him)
mySociety, UK



Alexandra Albert (She/her)
Centre for Collective Intelligence Design,
Nesta, UK



Bushra Mustafa (She/her)
Code for Pakistan



Ben Worthy (He/him)
Birkbeck College, UK



Chao-Chi, Chang (He/him)
Ministry of Digital Affairs, Taiwan



Chia Ling Liao (She/her)
Ministry of Digital Affairs, Taiwan



Chihhao Yu (He/him)
IORG & g0v, Taiwan



Christoph Raetzsch (He/him)
Aarhus University, Denmark



Courteney Mukoyi (He/him)
Justice Code Foundation, Zimbabwe



Craig Campbell (He/him)
Greater London Authority High Streets Data
Service, UK



Denis Yagodin (He/him)
Teplitsa, Lithuania



Don von Rohland (He/him)
Climate Emergency UK



Dr. Dominik Hierlemann (He/him)
Bertelsmann Stiftung, Germany



Dr. Mennatullah Hendawy (She/her)
Ain shams University and Centre for Advanced
Internet Studies, Egypt

Speakers



Gala Camacho (She/her)
Diagonal, UK



Irina Bolychevsky (She/her)
Shevski, UK



Irene Pedruelo (She/her)
Citizenlab, France



Jia-wei Cui (He/him)
vTaiwan Community



Julia Cushion (She/her)
mySociety, UK



Koen Gremmelprez (He/him)
Citizenlab, France



Lauren Wool (She/her)
Greater London Authority High Streets Data
Service, UK



Jesper Frant (He/him)
National Democratic Institute NDI, US



Maria Vitória Ramos (She/her)
Fiquem Sabendo, Brazil



Giulio Carvalho (He/him)
Open Knowledge Brazil



Ibraheem Saleem (He/him)
Code for Pakistan, Pakistan



Isabel Hou (She/her)
g0v, Taiwan



Joshua Yang (He/him)
vTaiwan Community



Kelly Henderson (She/her)
Beek Center for Social Impact and Innovation
at Georgetown University, US



Laszlo Horvath (He/him)
Birkbeck College, UK



Lindsey Cormack (She/her)
Stevens Institute of Technology, US



Marci Harris (She/her)
POPVOX Foundation, US



Marzena Blaszczyk (She/her)
Citizens Network Watchdog, Poland

Speakers



Matt Ryan (He/him)
University of Southampton, UK



Maurice Sayinzoga (He/him)
National Democratic Institute NDI, US



Mercedes de los Santos
Open Data Charter, Argentina



Michaela Caudill (She/her)
Beeck Center for Social Impact and Innovation
at Georgetown University, US



Nina Bekele (She/her)
Google, UK



Paul Sharratt (He/him)
The Sovereign Tech Fund, Germany



Petya Kangalova (She/her)
Humanitarian OpenStreetMap Team, UK



Renne Rocha (He/him)
Querido Diário, Brazil



Rosalind Liu (She/her)
Ministry of Digital Affairs, Taiwan



Matt Stempeck (He/him)
Civic Tech Field Guide, Portugal/US



Mauricio Mejia Galvan (He/him)
OECD, France



Mevan Babakar (She/her)
Google, UK



Mubassir Hayat (He/him)
Code for Pakistan



Nnenna Eze (She/her)
Public and Private Development Centre, Nigeria



Pavel Liber (He/him)
New Belarus, Belarus



Quito Tsui (She/her)
Research Consultant, UK



Rhoda Omenya (She/her)
Ushahidi, Kenya



Rowan Harris (He/him)
Shared Future CIC, UK

Speakers



Sabreena Delhon (She/her)
The Samara Centre for Democracy, Canada



Sarah Moulton (She/her)
National Democratic Institute, US



Shaun Russell (He/him)
OpenUp, South Africa



Shu-Yang Lin (She/her)
vTaiwan, Taiwan



Stefan Roch (He/him)
Bertelsmann Stiftung, Germany



Stephen Abbott Pugh (He/him)
OpenOwnership, UK



Thanisara Ruangdej (GG) (She/her)
Punch Up & WeVis, Thailand



Tom Orrell (He/him)
Development Gateway: An IREX Venture



Vero Melua (She/her)
ForSet, Georgia



Yun Chen (She/her)
vTaiwan Community



Pyrou Chung (She/her)
East West Management Institute, Thailand



Daniel Alejandro Valdes Amaro (He/him)
Autonomous University of Puebla & +integridad, Mexico



Elma Jenkins (She/her)
Publish What You Fund, UK



Sym Roe (He/him)
Democracy Club, UK



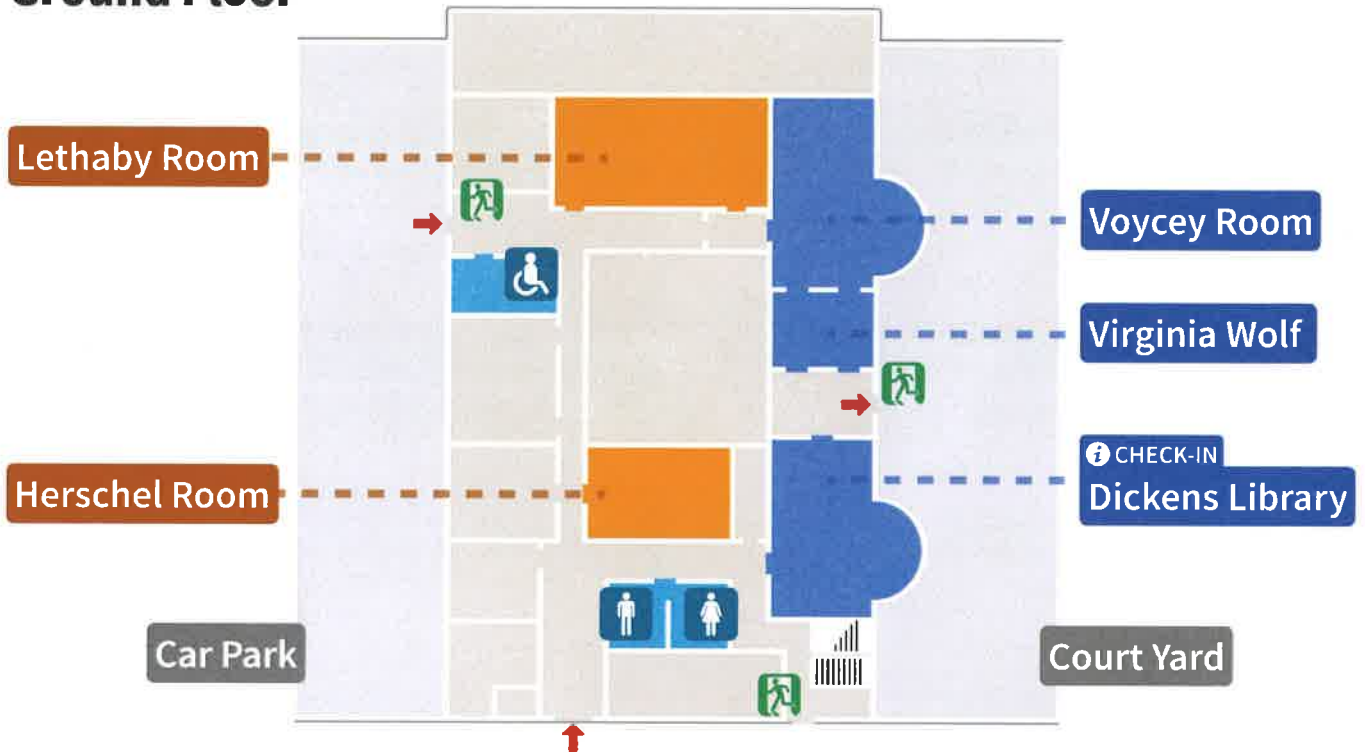
Zarino Zappia (He/him)
mySociety, UK



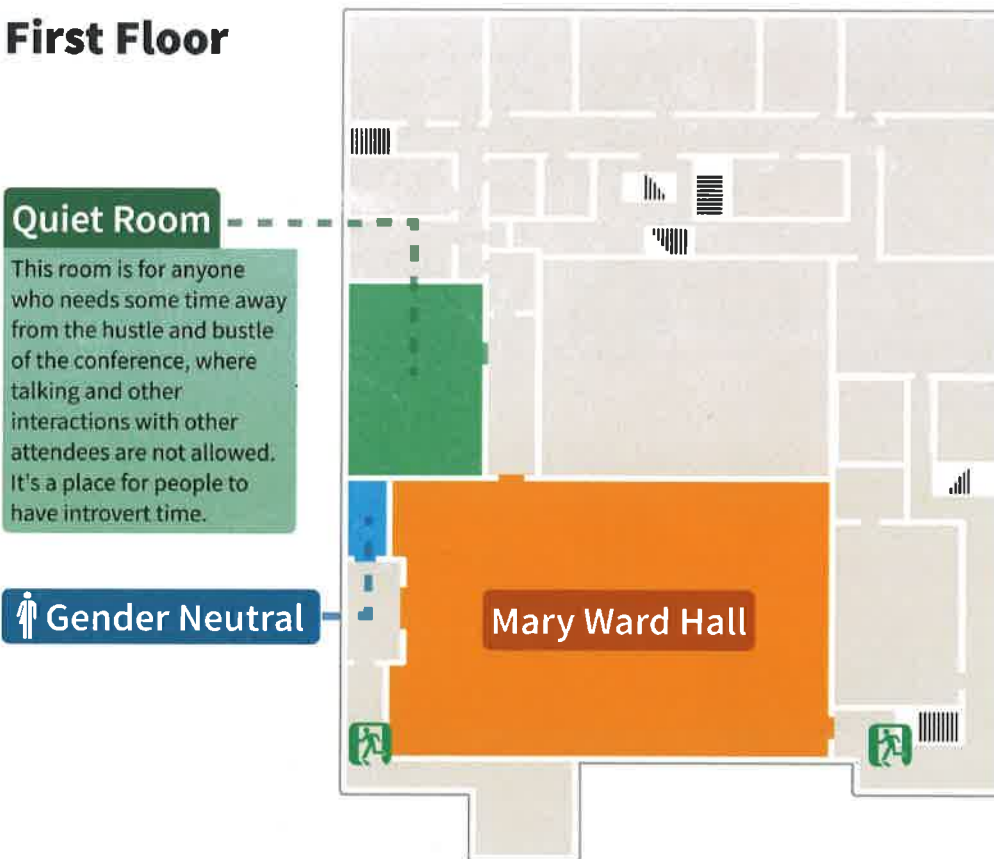
Andy Paice (He/him)
Shared Future CIC, UK

FLOORPLAN Venue

Ground Floor



First Floor



Quiet Room

This room is for anyone who needs some time away from the hustle and bustle of the conference, where talking and other interactions with other attendees are not allowed. It's a place for people to have introvert time.

 Gender Neutral



If you have mobility issues, the venue has a lift to move between floors. The venue staff at the reception are able to assist you to access this lift, so please speak to them at reception to do so.



2

YEARS of
mySociety

mySociety

Impact Report

2023

Two decades of mass engagement with democracy

20 years ago...

The year is 2003. The internet is young, and exciting new online innovations are emerging in every sector. There are new, digital ways to shop, to date, to publish...but wait!

Something's missing.

Where is democracy in all of this? Shouldn't we also be using online tools to interact with our elected representatives, to follow Parliament more easily, to engage meaningfully with politics at the click of a button or two?

This frustration was the driving force that brought together a small group of developers and enthusiasts way back in the early 2000s. They built upon earlier work from friends and associates, developing websites that showed how the internet could be harnessed to usher in a new age of digital democracy.

That small group became, of course, mySociety. Back then, no-one was looking ahead 20 years — it was all about meeting the needs of the time with exciting new digital tools. But here we are in 2023, still vital and curious, continuing to innovate.

Our core mission might have remained constant, as has our belief in the potential of the internet to forge a more inclusive, engaged society. But in some significant ways we're not the same as we were back then: it has been by adapting, growing and learning that mySociety has, happily, succeeded in remaining relevant while all around us has changed.

It's no exaggeration to say that we've been the catalyst for some of that change — in successive governments, on the ever-evolving web, and in countries around the world.

We hope you'll enjoy the ride as we look back on mySociety's 20 years of facilitating mass engagement through everyday online democracy tools... and then pick up a crystal ball for a glimpse at the path ahead.

“We recognised that the internet was a two way conversation medium. In the 90s, politics was a broadcast medium.”

Owen Blacker, early and longtime mySociety trustee

“mySociety, the UK's premier purchaser of web domains consisting of combinations of the words 'Them/They', 'Write', 'Work', 'For', 'To' and 'You'...”

NTK newsletter, 2006

Today...

Millions of people in the UK and worldwide have used mySociety's services to engage in democracy:

There are **1 million public requests** for information on WhatDoTheyKnow (→ pages 3-4).

We've **changed the way** that institutions interact with citizens (→ pages 9-10).

Our code has been **used by other organisations**, bringing benefits to countries all around the world (→ pages 11-12).

People have sent **more than 3.25 million messages** to their elected representatives through WriteToThem (→ pages 15-16).

TheyWorkForYou has sent **tens of millions of alerts** to help people follow their MP or chosen topic in Parliament (→ pages 15-16).

We've published **thousands of pieces of data** that help people act on climate change (→ pages 17-18).

“Cheap and cheerful open web technology, tipping the relationship between people and government, in favour of the people.”

Michael Cross describes mySociety in The Guardian

We've shared knowledge with **thousands of civic tech practitioners** in a worldwide civic tech community (→ pages 23-26)

And people have reported **4.4 million neighbourhood issues** to their local authorities through FixMyStreet (→ pages 27-28).

It's been a long journey

We've launched scores of projects over mySociety's lifetime, and we've taken many twists and turns as an organisation. The mySociety you see today isn't the starry-eyed group that emerged back in 2003; nor is it the growing non-profit that you would have seen if you'd checked in five, ten or 15 years later.

But every website we launched, every path we went down has led us to where we are now: an established, skilled organisation with a unique

mission. In 2023, we stand as a vital part of the UK's democratic landscape, and an ally to civic tech organisations across the world. Thanks to all we've been through, we have unparalleled experience in building digital tools for the society we live in — and confidence that we'll continue to refine, iterate and develop services for the society that's just round the corner.

Find out more about our plans for the future, on pages 34-39.

1996

Formation of UK Citizens Online Democracy (UKCOD)

A small group come together to explore the democratic potential of the internet.

1999

UKCOD falls dormant

Information belongs to the people

Since 2008, **WhatDoTheyKnow** has shown people how to use the Freedom of Information Act, publishing their requests and the responses they receive. We've normalised the act of asking public bodies for information, and in the process, created a massive online archive of data that is free to all.

→ whatdotheyknow.com

In 2011 we packaged up the open source software that runs WhatDoTheyKnow and called it **Alaveteli**, after the birthplace of Access to Information. This made it possible for anyone, anywhere, to run an FOI site. Thanks to our outreach, support and networking via our AlaveteliCon conferences and online events, people in around 50 jurisdictions around the world have done just that.

Tough information regimes, and the demands of managing a project mean that some of them run for a little time and then close; but a good 20+ are still flourishing.

→ alaveteli.org

This year sees WhatDoTheyKnow's 15th anniversary, and is about to see the processing of our **millionth public request**. There was enthusiastic uptake from the site's beginning, and it has grown exponentially: by 2012, 100K requests had been made through the site; in 2015 the number stood at quarter of a million and by 2018, this had doubled to 500,000 requests.

In 2023, requests come in at an average rate of 364 per day.

1M

public requests on
WhatDoTheyKnow

300K

requests made across
all Alaveteli sites

200M

views of information on
the site since its launch

40K

authorities listed on
WhatDoTheyKnow

2003

▶ Government should set up a 'civic hacking fund'

Article by James Crabtree suggests government should set up 'civic hacking fund'. It inspires UKCOD's revival.

2003

▶▶ Tom Steinberg sets up mySociety as UKCOD project ▶

In 2017, we launched **WhatDoTheyKnow Pro**, a service for professional users of FOI which has helped hundreds of journalists, campaigners and researchers to keep track of requests during large scale data-investigations.

WhatDoTheyKnow Pro has helped our users bring to the public eye crucial stories, like the universities receiving funding from major oil companies; the number of disabled people awaiting adaptations in their homes; and the 'postcode lottery' determining eligibility for self-isolation support grants during the pandemic.

→ mysociety.org/darkmoney

→ mysociety.org/disabledpeople

→ mysociety.org/covidisolation

We're building the **ATI Network**, a knowledge-sharing community of people who run Access To Information services across Europe. Our research and longtime experience has shown that no matter which country and what type of jurisdiction you're operating within, there are common challenges to learn from. We can all benefit from sharing our stories, our setbacks and our triumphs.

Many thanks!

We couldn't run WhatDoTheyKnow without our team of specialist and enthusiastic **volunteers**, who do everything from answering users' queries about FOI, to keeping the site running smoothly. Over the years there have been many remarkable people who have given up their time and energy, just because they believe in the value of transparency and the importance of making access to information simple and unremarkable. Thanks to them, it can be, and we are indebted to them all.

27

Alaveteli sites
around the world

WhatDoTheyKnow contains a LOT
of data, all in public:

89K

Excel spreadsheets

660K

PDF documents

4M

emails



2003

James Cronin becomes Chair

2004

TheyWorkForYou launches

But it's not yet a mySociety project!

mySociety's transparency services enable people everywhere to harness the power of information

Getting the law changed in Scotland

The **Give Them Time** campaign used WhatDoTheyKnow to gather evidence; and that evidence helped change the law. From this year on, children in Scotland who aren't quite ready to go to school will benefit, with access to another year of funding for nursery care.

"WhatDoTheyKnow had an absolutely invaluable impact on the campaign," said founder Patricia Anderson, when we spoke to her back in 2021. They used the site to gather data on the number of deferrals across Scotland.

"We realised from the outset that to be taken seriously, we needed hard evidence of national disparities rather than anecdotes, so that's when we started submitting FOI requests to all local authorities across the country.

"This, as well as the actual data provided by the FOI responses, enabled us to successfully lobby the Scottish Government to change the law."

From August 2023, any four-year-old deferring their primary one start will automatically be entitled to a free further year of early learning and childcare.

→ mysociety.org/schoollaw

"WhatDoTheyKnow is an absolutely phenomenal tool to have freely available. It helps the public to use FOI legislation in the way it was intended without fear."

Patricia Anderson,
Give Them Time



2005

WriteToThem launches

2005

Launch of PledgeBank

'I'll do this thing, but only if other people do it too.'

Mapping council property sales across the whole country

Sold from Under You, a 2019 project from **The Bureau of Investigative Journalism** (TBIJ), revealed how much publicly-owned property was sold off by councils across England as a response to government austerity measures. The investigation required a significant amount of data collection via two rounds of FOI requests to 353 councils, complex work that was lightened by use of our WhatDoTheyKnow Pro service.

Stories were run in multiple news outlets, and the project was shortlisted for the Open Data Award and the Sigma Award.

Gareth Davies from TBIJ told us: “Staying on top of more than 700 requests would have proven very challenging. WhatDoTheyKnow Pro made it a lot easier: managing so many FOI requests would have been much harder by email.”

There were tangible results. This investigation led to the Public Accounts Committee setting up an inquiry into the sale of public land. Several councils halted their property investment policies after the coverage revealed how much they had borrowed to fund the purchases.

→ mysociety.org/bureaujournalism

THE BUREAU OF INVESTIGATIVE JOURNALISM

“I don’t think I would have achieved that without WhatDoTheyKnow Pro and, as a result, the investigation and interactive map we created would not have been as comprehensive.”

Gareth Davies, The Bureau of Investigative Journalism

2005

▶ Launch of HearFromYourMP

Lets constituents tell their MPs they want to hear from them, and MPs to send updates in return.

2006

▶ ▶ mySociety adopts TheyWorkForYou ▶

When Alaveteli sites collaborate, they can uncover crossborder information

Getting the numbers on missing children

Many projects around the world are run on our Alaveteli codebase, each empowering their own country's citizens to access information. This is no small achievement in itself — but when they come together, their potential is greater still.

Lost In Europe (LIE) was an extraordinary crossborder investigation, involving 24 journalists who filed Freedom of Information requests in 12 different countries. They were researching the numbers of unaccompanied child migrants who go missing at borders — cases in which, sadly, the subjects are often in danger of disappearing into the world of crime, human trafficking and prostitution.

We introduced LIE, who were working out of the Netherlands, to FOI projects in Croatia, Czech Republic, France, Germany, Sweden, Spain, Hungary, Belgium, Greece — and of course to the WhatDoTheyKnow team here in the UK.

These experts were able to help them navigate the individual requirements of the FOI regime in each country, pointing toward the relevant authority and translating or refining the wording of the request being made.

The Alaveteli network contacts were indispensable for their ability to answer questions about their local regimes: what law the requests

would go under, what authority to request to, whether people from outside the country were legally eligible to make requests, what the deadlines were for responses and what recourse could be taken if these weren't met.

The information gathered from the various in-country contacts was put together with the preliminary research LIE had done into the availability of documents on child immigration numbers, and the entire investigation was published on an explorer website, along with case studies — and where further investigations continue to be published.

For this far-reaching and important work, LIE won the Investigative Journalism for Europe (IJ4EU) Impact Award 2021.

→ mysociety.org/lostin europe

“We looked at all the Alaveteli platforms and in the end decided to use as many of them as possible.”

Liset Hamming, Lost In Europe project

2006

Work starts on 'travel time' maps

2006

Open call for suggestions

The winner: 'a site for sending FOI requests'

Information released via FOI exerts pressure on institutions

Changing government policy on CCTV equipment

Hikvision is the most common provider of CCTV equipment in the UK, but vulnerabilities have been identified that could be exploited by hackers — and breaches have been noted where cameras were found to be ‘communicating with China’.

Civil liberties campaigners **Big Brother Watch** (BBW) surveyed the use of Hikvision CCTV cameras in the UK, submitting more than 4,500 FOI requests through WhatDoTheyKnow Pro to a range of public bodies — secondary schools, FE colleges, universities, police forces, NHS Trusts, central government departments, the House of Commons and more.

BBW’s Head of Research & Investigations Jake Hurfurt said, “WhatDoTheyKnow’s batch request function and built-in reminders of when it’s time to chase up a response have been useful.” Also helpful was the ability to look at requests others had made in the past, to see what kind of wording had resulted in successful responses.

The campaign got notable results. “We sent our report to MPs and held an event in Parliament. We also got dozens of Parliamentarians to back a pledge to ban Hikvision, and working alongside other NGOs we have been heavily involved in advocacy around a number of Bills to push for this.”

Subsequently, with Oliver Dowden describing them as “current and future possible security risks”, the Chinese cameras were banned from being installed in or on government buildings.

→ mysociety.org/foicctv

“The contact address database is amazing.”

Jake Hurfurt, Big Brother Watch



2006

➤ mySociety builds the petitions website for No 10

2007

➤ ➤ Launch of “Neighbourhood Fix-It”

➤ ➤ Soon renamed “FixMyStreet”

mySociety's work brings change to institutions

TheyWorkForYou takes data from Parliament and publishes it in an easy-to-read format. The site has become a fundamental part of the UK's political landscape.

But in its early days, TheyWorkForYou represented a daring act of piracy from its makers. The site scraped Hansard data from the official Parliament website, something that wasn't entirely permissible under crown copyright.

Thanks to mySociety campaigning alongside others such as the Open Knowledge Foundation, transparency and availability of government data became a core topic in the run-up to the 2010 General Election. This resulted in the creation of the Open Government licence and the data.gov.uk portal.

In 2006, mySociety made the **petitions website for Number 10**, opening up the potential for anyone to make, and gather support for, a suggestion for change. The site ran on our open source code until it was replaced after the 2010 election, having gathered a total of 12 million signatures across a range of topics including proposals for road pricing, to a posthumous apology to Alan Turing. It represented a sea change for the country, normalising the concept of direct democracy through the internet among millions of UK citizens.

In 2007 Ed Mayo and Tom Steinberg were commissioned to report on the potential of public data for the Cabinet Office. As the Guardian reported, the resulting review and set of recommendations, published as **The Power of Information**, "had the web 2.0 philosophy ringing through Whitehall", and fed directly into government strategy.



2007

Creation of The Power of Information review...

...by Tom Steinberg & Ed Mayo. Advising the Cabinet Office on the potential of public data.

2008

WhatDoTheyKnow launches

Two of mySociety's founders, Mike Bracken and Tom Loosemore, along with others from mySociety's circles, went on to shape the way the nation interfaces with government services at **GDS**. They took everything they knew about online usability and applied it to everyday tasks like renewing passports and paying taxes online, making them smoother and faster for everyone.

In 2013 mySociety was commissioned to conduct a strategic **review of Parliament's digital service provision**. Through interviews with staff and a public consultation, we arrived at two topline recommendations, both acted upon: Parliament employed a Head of Digital and consolidated its digital functions into a single office.

WhatDoTheyKnow's **publication of FOI requests and responses online** is well recognised these days — so much so that it's easy to forget how much pushback there was from authorities in the early days. Over the years, WhatDoTheyKnow has fought for — and won — the right for email addresses to be considered legitimate forms of contact; and the right for FOI responses to be made public. We've also stood firm in our support for transparency, pushing back on recurring attempts from successive governments to erode it.

Since our early days, we've advocated for **open, structured, joined-up public data**. And sometimes, where it doesn't exist, we've created it. Like our MapIt API, which takes any geographical point as an input and delivers back the boundaries it sits within — and which underpins any number of 'find out who your MP is' websites (including the Scottish Parliament's). Or the 2025 constituency boundaries, one dataset bringing together each separate UK nation's output. Our current research and policy work around fragmented data advocates for the need for better standardised data — especially in the face of the climate emergency.

In a quiet, slow-burning revolution, mySociety's services have **changed the way authorities work**, making transparency and accountability the norm. Thanks to FixMyStreet and WhatDoTheyKnow, authorities have become accustomed to responding to street reports and FOI requests online. TheyWorkForYou showed Parliament how to make its data more accessible, with many features that we pioneered having now been adopted on the official Hansard site.

You can get a full overview of the new challenges facing us, as we continue work to prise open Parliament, in our Repowering Democracy series.

→ mysociety.org/repoweringdemocracy

“We had to take the risk of publishing without a licence because we believe everyone has a right to reproduce what their MP has been saying in Parliament.”

Francis Irving, early Developer at mySociety

2008

▶ Launch of ReportEmptyHomes

Crowdsourcing unused properties as an answer to housing shortages.

2009

▶▶▶ We campaign against MPs being able to hide expenses ▶

It's successful!

Our code has been used by organisations across the world

87

Projects based on our code over 20 years

Asia

12 Projects

4 running today

Europe

44 Projects

26 running today

Africa

13 Projects

8 running today

Oceania

6 Projects

4 running today

The cultures in which FOI, FixMyStreet and Parliamentary Monitoring sites are being run vary greatly around the world - but we can all learn from common challenges and solutions.

When mySociety's open source code and data is picked up and used by others, the benefit is amplified.



North America
2 Projects

1 running today

Alaveteli

See the list of projects at
alaveteli.org/deployments/

FixMyStreet

See the list of projects at
fixmystreet.org/sites/

South America
10 Projects

5 running today

Our services bring democracy into everyone's reach

TheyWorkForYou has been making it easier to follow Parliament since 2004. It lets you **search Hansard**. It gives every contribution to debates **its own URL**, so it can be easily linked to. If you're **not sure who your MP is**, you only have to know your own postcode to find out. You can **subscribe** so that every time your MP votes or speaks, you get an email — or subscribe to any keyword, as well. As a non-partisan third party, we can **describe and summarise MPs' votes** in a way that Parliament can't, making the actions of our representatives more accessible and transparent. And over time, we've added **all the devolved parliaments** (most recently the **Senedd**) as well as the **London Assembly**.

→ theyworkforyou.com

We originally created **TheyWorkForYou's** email alerts to make it easy for everyone to follow their MP's activity. In time, it became clear that alerts are also extremely useful to other sectors of society. A recent survey revealed that charities, campaigners, researchers, journalists and even staff in MPs' offices use **TheyWorkForYou** alerts to track mentions of topics in which they have an interest. A 2016 GovLab report estimated an economic impact of **TheyWorkForYou** to the third sector, on time saved alone, of £70 million a year.

50K

representatives in the WriteToThem database

2,645

people and organisations subscribed to **TheyWorkForYou's** API

2009

► ScenicOrNot launched

Crowdsources a beauty rating for every square mile of the country.

2009

► ► Launch of Mapumental

► It's what those 2006 maps became.

WriteToThem does three things: it tells you who your elected representatives are, lists what each of them is responsible for, and makes it easy to contact them. The key thing is that, in order to access this information, **all you need is your postcode**. Because, although MPs and councillors now typically have their own websites, social media and email addresses, none of that helps if you don't know who they are or how to search for them.

Our **research team** looks at digital democracy through two lenses: one global, and the other very local. Through the years, we've collected evidence on the ways in which civic tech is put to service by governments and organisations around the world, publishing papers on topics such as participatory budgeting, citizens' assemblies and public engagement. At the same time we've been eager to understand the impact of our own services: who uses them, and to what effect? This two-pronged approach has led to a collection of specialised knowledge that is freely open to all who can benefit from it.

→ research.mysociety.org

We're partnering with the organisation **Black Thrive**, whose work addresses the inequalities that negatively impact the mental health and wellbeing of Black people. With them, we've developed a dashboard that shows the data around Stop and Search, and then encourages residents to use it as a basis when they contact their MP — through our WriteToThem service, which is handily linked up. Or, if they want to know more, they can do so via an FOI request at WhatDoTheyKnow.

→ pages.mysociety.org/stop-and-search



1 in 3

UK adults have heard of **TheyWorkForYou**

3.25M

emails sent to representatives on **WriteToThem**



2010

▶ Fiksgatami, a FixMyStreet for Norway, launches

The first project to use mySociety's open source code.

2010

▶▶ MapIt becomes available for public use

A points-to-boundaries API.

mySociety's Democracy services open the doors of power to individuals and organisations

Campaigning against payday loans with WriteToThem

When people hit problems in managing their finances, they can turn to the UK charity **StepChange** for help. StepChange also campaigns for debt reform, and in 2016 a Parliamentary debate provided them with an opportunity to lobby against payday loans — short term loans with extremely high interest rates that have caused problems for many.

A good number of StepChange's clients have direct experience of the harm such loans can do, and the charity knew that putting their voices in front of MPs before they went in to vote would be the best way to bring about a change in the law.

Peer Lawther, StepChange's Digital Content Manager, explained: "We wanted our clients to talk with their MPs about their experiences of debt. We knew that there was a Private Members' Bill going through Parliament, aiming to clamp down on bad practice around these types of short term loans, and we wanted to see if our clients' stories of problem debt could lend weight to their MPs' decision to vote."

StepChange added WriteToThem's free open source code to their website, styling it to fit in with their own branding. As Peer explained, more than 1,000 supporters responded to their campaign and wrote to their MPs to explain in their own words how payday loans had affected them. Personal testimonies are always effective, and these direct messages will have provided invaluable context for MPs.

→ mysociety.org/wttcampaigners

"There was initially a discussion of trying to find lists of MPs' email addresses, but that was quickly dropped when we found a third party had created something already."

Peer Lawther, StepChange

2010

▶ A New Zealand site launches, using our WhatDoTheyKnow software

2011

▶▶ mySociety people take jobs that'll see them tackle the digital transformation of government services

Also known as GDS. ▶

Using MapIt to help people understand their right to benefits



The Universal Credit system replaced many other welfare benefits in the UK. It was introduced over a period of six years, via a phased roll-out to different areas of the country — and so, understandably, there was some confusion at any one time over which benefits applied where.

The charity **Lasa**, working with the **Low Incomes Tax Reform Group**, built an online tool, UniversalCreditInfo, to help people see what they were entitled to. Behind the scenes, a key part of it was our MapIt API, which enabled the tool to take a postcode as input and then display information about which benefits applied in that area — and, crucially, where to go for advice.

Lasa also provided the tool as a widget that could be placed onto any website, helping with their remit to support organisations in the delivery of social welfare law advice to the disadvantaged communities they serve.

The Universal Credit rollout is now complete, so Lasa have replaced the tool with more general information about eligibility — but for those six years, it was crucial in providing clear information that couldn't be accessed in the same format elsewhere.

→ mysociety.org/universalcredit

“Advice workers are already expressing their gratitude for the fact that they can have this information at their fingertips.”

Lasa

2011

▶▶▶ FixMyStreet site launches in Sweden

2011

▶▶▶ Launch of FixMyTransport

Euston, we have a problem.

We provide data that enables informed climate action

Make no mistake: democratic institutions can play a major part in solving the climate emergency — **particularly at the local level**. Decarbonising means changing how we build houses; how we generate our energy; how we travel and how we organise our towns and cities — and these all sit, to a greater or lesser extent, in the power of our local authorities.

How can mySociety help? Data, democracy and development are all vital to the climate response — and these are areas where we can bring real expertise. But more and more, we're not seeing **climate as a separate strand of our work**: climate is a democracy issue; it's a transparency issue and it's a community issue. It's woven through everything we do.

In 2020, the UK's first **Climate Assembly** was commissioned by Parliament. It brought together more than 100 people from all walks of life, and of all shades of opinion, to discuss how the UK should achieve Net Zero by 2050. mySociety provided the digital platform for this major piece of participatory democracy.

We've also researched into citizens' assemblies more widely, including guidance on the best use of digital tools, and compiling a dataset of all assemblies across the country.

→ climateassembly.uk

→ research.mysociety.org/section/climate

393

councils represented on CAPE, of which 322 have a Climate Action Plan

89

different potential pieces of climate action on which councils are scored, for the Scorecards project

4K

responses from councils to FOI requests as part of the information gathering for the Scorecards project

2011

▶ Launch of the Alaveteli platform

An easier way for others to run FOI sites on our software.

2011

▶ Sites in the EU, Kosovo and Brazil launch, using the Alaveteli platform ▶

In 2022, Climate Emergency UK worked with experts in the field and a huge cohort of trained volunteers, to score each council's Climate Action Plan across the 40+ critical points an effective plan should include. The results were published as **Council Climate Scorecards**, with technical support from mySociety, so that topline and more granular data could be understood by all. Councils who are weak in a particular area could learn from those who were doing well; and the public had a tool by which they could measure their own councils' ambitions. This year, CE UK have published updated Scorecards, this time assessing councils on climate action.

In 2022, we conducted a series of prototyping weeks, taking a condensed design approach. These helped us uncover behaviours and challenges in an area, imagine solutions, then build and test an actionable next step for each. We invited others to join us as we discussed and created trial solutions around topics like council procurement, and energy efficiency in the private rental sector. From these weeks of intense experimentation, two projects emerged as leaders. The results have been the **Local Intelligence Hub**, a tool that gives climate organisations the ability to use data to make local engagement, influencing and organising around climate action more focused, effective and sustainable; and **Neighbourhood Warmth**, which pulls a little inspiration from our now retired conditional commitment tool PledgeBank, encouraging neighbours to explore energy efficiency improvements together.

→ localintelligencehub.com

→ mysociety.org/climate/climate-prototyping

We shouldn't be the only ones providing joined-up open datasets to help citizens, campaigners and governments themselves to tackle the climate emergency. Why can't they be joined up at source? That's the thinking behind our advocacy for better, more standardised public data around climate.

→ research.mysociety.org/publications/unlocking-fragmented-data

57%

of visitors to CAPE are finding out about climate plans for the place where they live

22%

of visitors work around climate, either in local government or elsewhere



2011

ReportEmptyHomes becomes an app...

...to accompany a Channel 4 series. The Great British Property Scandal, presented by George Clarke.

2012

WhatDoTheyKnow processes its 100,000th request

Supporting the local response to the climate emergency

Using CAPE to find counterparts

As councils face the massive challenge of overseeing a transition to Net Zero, they'll need to reskill both their workers and their residents, bringing on board new, low carbon ways to tackle a multitude of daily operations. This is no small task — and it will be easier if councils support and learn from one another.

Luke McCarthy, Senior Green Skills Specialist at Surrey County Council, oversees green job growth across Surrey, ensuring they have the right green skills provision in place to meet employers' needs, and that local residents know about these.

Luke told us how CAPE and Scorecards have been useful in helping with these aims: "The sites helped me find other councils doing good stuff on skills training for residents, and I discovered some example initiatives which we can either bring to Surrey or at least learn from."

"I've contacted councils I identified as doing interesting things on green skills training for residents. I've had a call with someone from one council who was very generous with his time and sharing of information. And another contact has shared some research reports."

"These conversations reassured me that our current thinking on key sectors and issues aligned with their focus and areas of work! I was also able to gain insights into how they'd approached understanding the green skills requirements across different sectors."

Additionally, Luke says he picked up new ideas on how to promote roles in the low carbon/green economy to residents who might not be aware of them: "We are already planning to take steps to improve the provision of careers education, advice and guidance around the green economy."

→ mysociety.org/capecouncil

"The insights from other councils certainly speed up how quickly we will be able to develop solutions, or show that we can do something of higher quality."

Luke McCarthy, Surrey County Council

2012

▶ WhatDoTheyKnow volunteer gives evidence to a Justice Select Committee about FOI

2012

▶▶▶ The first AlaveteliCon

A conference for people running sites on Alaveteli.

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2012

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2012

The first AlaveteliCon

A conference for people running sites on Alaveteli.

Informing research on fair transition

Alice Garvey's PhD considers how different regions of the UK can reduce their emissions in a way that is fair, and that recognises the different abilities for councils across the country to decarbonise. Her research reflects both the need for rapid climate change mitigation at scale, and the need to level the UK's significant regional inequalities.

Alice evaluated the potential contribution to Net Zero in the UK, if all local authorities met their emissions reduction commitments.

The project also involved quantifying the capability of different councils to decarbonise, showing that some areas face systemic barriers to developing and delivering climate plans. The UK has exceptional levels of regional inequality, and the changes that are required during the low carbon transition are only likely to exacerbate old, or introduce new, inequalities.

Alice found the Net Zero target dates for councils on the Scorecards site, and used the scores as part of an indicator framework that suggested how ambitious different councils were being, comparing this to an indicator of capability.

Her work will feed into the body of evidence needed for us to fully understand, and improve, both the country's decarbonisation and levelling up processes.

→ mysociety.org/emissionsreduction

"The Scorecards made me think more critically about the drivers of these commitments and declarations."

Alice Garvey, researcher



2012

Several Alaveteli sites launch...

...in Spain, Hungary, Uruguay, Australia, Bosnia and the Czech Republic.

2012

FixMyStreet Pro launches

A fully-integrated service for councils.

Democracy, transparency, community and climate are interwoven

Exposing lobbying that sets back the climate agenda

Journalist **Lucas Amin** describes WhatDoTheyKnow Pro as “a total gamechanger.” Using our FOI service for professionals, he has uncovered vital public interest information around river pollution and airlines.

His exposés are frequently picked up by mainstream media: “Requests made via WhatDoTheyKnow Pro have made it into the Times, Guardian, Observer and Mirror this year alone”, says Lucas.

Through the patient application of FOI requests, Lucas has revealed how water companies lobbied against their responsibilities to clean up rivers; that airlines’ submissions to government contested whether vapour trails contribute to the climate impact of flights; and how airlines lobbied for the cut in Air Passenger Duty on domestic flights, as brought in by Rishi Sunak in the 2023 spring budget.

It’s easy to see the link between the requests Lucas has made, and facts that must be exposed in order for us to have a fully-informed public debate. Without the right to request such documentation, the public would be completely unaware of the type of lobbying going on behind Whitehall doors. This is the true value of FOI.

→ mysociety.org/environmentalinformation

“If you use FOI, WhatDoTheyKnow Pro is the only way to go.”

Lucas Amin, journalist



2012-3

Parliamentary information sites launch in Ghana, Nigeria and Zimbabwe

On our TheyWorkForYou-inspired Pombola codebase.

2012

Bafta and Emmy nominations and a Broadcast Digital Award

For our work on the Great British Property Scandal.

Democracy, transparency, community and climate are interwoven

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→ mysociety.org/environmentalinformation

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Lucas Amin, journalist



Campaigning for local energy

Power for People are campaigning for small-scale renewable energy schemes, owned and run by people in their local communities.

Corinna Miller explained: “We’re in the midst of an energy price crisis. It’s never been more obvious that we need cheap, clean, home-produced energy.”

Right now, provision is limited to a few big monopolies with profits disappearing into shareholders’ pockets; **Power for People** advocate clearing the path for small sustainable energy projects, with profits that would stay local.

Power for People’s website sends supporters to TheyWorkForYou to find out who their MP is, then provides a list to check against and discover whether or not they already support their aims. Once you know what their stance is, you’re in a far better position to write a persuasive message to your MP, says Corinna, and WriteToThem is the final step on that path.

“We highly encourage back-and-forth communication, so that the MP understands that the campaign is not going to go away until action is taken at a parliamentary level. People care about this issue, and we want MPs to know that.”

Power For People already have the support of 322 MPs from all parties — a figure which includes 128 Conservatives — along with 110 local authorities and county councils.

“Our main call to action continues to be for people to write to their MP, which is why WriteToThem is such a key tool for us.”

→ mysociety.org/massmobilisation

Giving people the data they need to understand climate in their communities

The Climate Tool, an online offering from **Friends of the Earth** (FOE), invites people to tap in their postcode and then shows them how their local authority is performing on a number of measures. These include renewable energy, transport, housing, waste and tree cover.

To perform this magic, the tool uses our MapIt API to discover where the user lives, then surfaces data around key issues that are impacting the climate in their local authority area.

FOE’s aim was to create an engagement opportunity that would drive new and existing supporters to speak up locally — because one of the key drivers of climate action is for communities to put pressure on their local authorities to urgently reduce emissions.

“We collated data from approximately 50 different external datasets”, explained FOE’s Joachim Farncombe. “It was all pulled from open data sources, mostly released by the authorities themselves”. When combined with MapIt, the tool can pull out the data that is personal to the user.

→ mysociety.org/friendsoftheearth

“MapIt has been invaluable. Without it, we’d be unable to connect the user’s location with the datasets we’d collated.”

Joachim Farncombe, Friends of the Earth

2012-3

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On our TheyWorkForYou-inspired Pombola codebase.

2012

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For our work on the Great British Property Scandal.

2013

FOI Register launches

Software to help councils cut down on duplicate requests.

2013

Poplus founded by mySociety and Ciudadano Inteligente in Chile

An open global federation for sharing civic tech.

TICTeC convenes the global civic tech community

The Impacts of Civic Tech conference

In 2015, researchers, funders and practitioners gathered in London for the first **TICTeC - the Impacts of Civic Tech conference**. The field had matured — enough so that ‘civic tech’ had become its widely accepted descriptor — but the concept of assessing actual impact was a new one to many.

TICTeC cemented the belief that producing innovative new digital democracy tools and releasing them into the world isn't enough — you have to measure whether they're actually doing any tangible good — or even harm.

Over the years, TICTeC has built a global community of people and organisations that work in and around civic tech. Until lockdown, we convened annually, in person, to share experience and knowledge. When the pandemic hit, TICTeC quickly set up camp online, running a series of successful shared learning and sub-granting programmes.

We will be returning to in-person events in the coming year, making them hybrid for wider accessibility by all. Whether we see you online or in person, we're looking forward to it! TICTeC has brought us an incredible network of partners, associates and friends — and the learning that, no matter where we are in the world, when we make and run civic tech services, we face essentially the same fundamental challenges.

→ tictec.mysociety.org

2015 TICTeC London

100 attendees from 24 countries



“We can say that the internet has absolutely had a positive effect on civic and political life.”

Keynote:
Dr Shelley Boulianne



“Mistrust is an amazing and almost infinitely renewable civic asset.”

Keynote:
Ethan Zuckerman

2016 TICTeC Barcelona

140 attendees from 29 countries



“Mobile civic tech can create the platform of communication, but by itself it doesn't make a non-responsive government responsive.”

Keynote:
Dr Guy Grossman



“It's really important to understand that digital exclusion exacerbates other exclusions that people experience.”

Keynote:
Helen Milner OBE

2017 TICTeC Florence

150 attendees from 28 countries



“Informed discussions need to be rooted in evidence.”

Keynote:
Audrey Tang



“Women sign many more petitions than men, but men are more likely to create petitions.”

Keynote:
Tiago Peixoto

2017 TICTeC@Taipei

270 attendees



“Civic technologists can work with government, which is to be encouraged, but there is also a role for civic technologists to be critical of government.”

Keynote:
Stephen King

2018 TICTeC Lisbon

160 attendees from 29 countries



“50% of people said that technology had helped them everyday in their daily lives. But only 12% believed it was improving society.”

Keynote:
Martha Lane Fox



“Keywords around accountability are both contested terrain, and terrain worth contesting.”

Keynote:
Jonathan Fox

TICTeC Local Manchester

100 attendees



“We need to constantly listen harder to residents, to staff, to community groups.”

Keynote:
Alison McKenzie-Folan

2019 TICTeC Paris

200 attendees from 35 countries



“This truly is a moment of great uncertainty; a time when public institutions everywhere face a crisis of legitimacy.”

Keynote:
James Anderson

TICTeC Local London

140 attendees



“71% of people feel they have not much or no control over decisions made in their own local area.”

Keynote:
Vidhya Alakeson

2020 TICTeC Online

250 attendees from 30 countries



“What’s the point of being in a society, if your state is paying more attention to the interests of a corporation than it is to the interests of the citizen?”

Keynote:
Nanjala Nyabola

2021-22 TICTeC Civic Tech Labs

400 attendees

As part of the **TICTeC Labs** programme, mySociety brought together 400 people from the global civic tech sector to identify and discuss the field's biggest challenges at Civic Tech Surgeries; to discuss and decide on solutions to commission at Action Labs; and to provide subgrants to individuals/organisations to produce work to contribute to meeting these challenges.

→ tictec.mysociety.org/tictec-labs/grants-for-solutions/

Resources to help train organisations/ the public in accessing good quality data



#3

Open North Inc developed an online course on data governance and data quality, in French and English.

Improving civic tech's storytelling and reach



#4

Fundación Multitudes in Chile trained civic tech organisations on how to get stories into mainstream channels.

Showcasing public-private civic tech success stories



#1

People Powered created case studies to provide inspiration to other civic tech organisations.

Driving impactful societal change with civic tech



#5

The Demography Project, Kenya, created Maai Makwa, an open water quality and quantity monitoring project.

A toolkit to help the global civic tech community fix common accessibility challenges



#2

Technoloxia in Tunisia showed civic tech practitioners how to incorporate accessibility into their work.

Civic tech in hostile environments



#6

Policy Lab Africa developed the Election Violence Tracker application, to map electoral-related violence in Nigeria.

2014

▶ Launch of SayIt

Making transcripts of public meetings better and easier to produce.

2014

▶▶▶ People's Assembly website launches in South Africa ▶▶▶

Underpinned by our Pombola and SayIt software.

TICTeC in 2023-2025

What's the future for TICTeC?

We'll be entering a new phase with our **Communities of Practice** initiative, bringing together global participants working in the same fields to engage with each other over an extended period.

We'll be focusing on the three practice areas where we at mySociety can offer the benefit of our own experience: **parliamentary/legislative tech, access to information, and democratic climate action.**

Within these focuses, participants will be able to benefit from deep dives into the gritty details of the work – something that just isn't provided by one-off conference events.

We'll also be bringing back in-person TICTeC conferences (but with virtual attendance options too) in 2024 and 2025.



2013

► WhatDoTheyKnow processes its 200,000th request

2013

► ► Parliament releases our strategic review of their digital services

FixMyStreet empowers citizens to make improvements in their own neighbourhoods

mySociety founder Tom Steinberg used to regularly pass by a London phonebox — one which was forever being vandalised. Each time he saw the damage, he wondered who to report it to: the phone company, the council, someone else?

And that's how FixMyStreet was first conceived - a website for reporting street issues like vandalism, graffiti or potholes, where, crucially, you wouldn't need to know who was responsible for fixing them. That was back in 2007: 16 years and more than four million reports ago.

→ fixmystreet.com

In 2012 we launched '**FixMyStreet for Councils**', later renamed FixMyStreet Pro. This service brought FixMyStreet's super-easy reporting interface to councils' own websites. Since then, we've worked closely with authorities to understand what makes life easier for their response staff. We've added features and functionality under a process of continual improvement — and, in time, set up our **wholly owned subsidiary SocietyWorks** to oversee this successful enterprise. SocietyWorks has since branched out to provide solutions such as WasteWorks for simplifying access to residential waste services, and ApplyWorks for streamlining applications and licensing.

→ societyworks.org

4.5M

public reports on
FixMyStreet

568K

average reports per
year in the last
three years

40

authorities who are, or
have, used FixMyStreet
as their citizen reporting
interface

2014

► PopulusCon conference in Santiago, Chile

2014

► ► Launch of Collideoscope

► Mapping cycling incidents, accidents and near misses.

FixMyStreet can be used for more than just street issues. In essence, it is software that knows where to send a user's input, based on the geographical location and the type of report. And like so many mySociety codebases, its **open source licence** means that it's ready and available for anyone that wants to adapt it. It's been used to help public transport passengers report antisocial behaviour; cyclists to map accidents and near misses; TV audiences to report empty homes (in conjunction with a Channel 4 series) and even Malaysian citizens to report corruption around building schemes.

→ fixmystreet.org

FixMyStreet empowers people to **improve their own neighbourhoods** — and among the millions of everyday reports are some acts of everyday heroism — like the community litter-pickers meeting regularly to clean up their areas and report fly tipping; the councillors monitoring their patch and making sure any problems get resolved; the firemen reporting derelict buildings and fly-tipped rubbish before they become arson risks; or the caring people who report obstructions that make life difficult for disabled pedestrians.

What benefits our council clients also benefits the users of the main FixMyStreet website, since improvements and new features are rolled out across both. Most recently that's been the addition of a **Welsh language version and mapping**, with the help of Mapio Cymru.

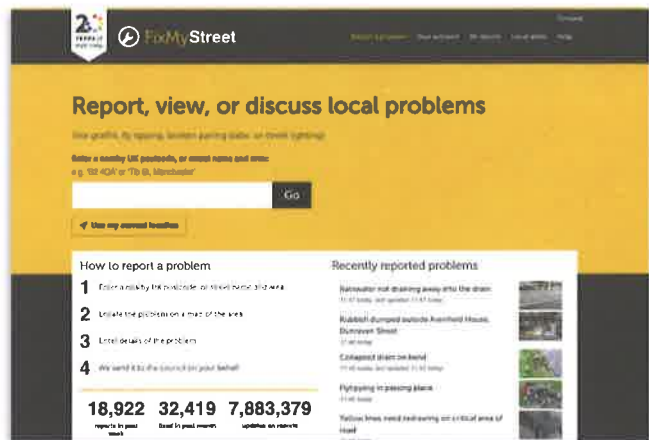
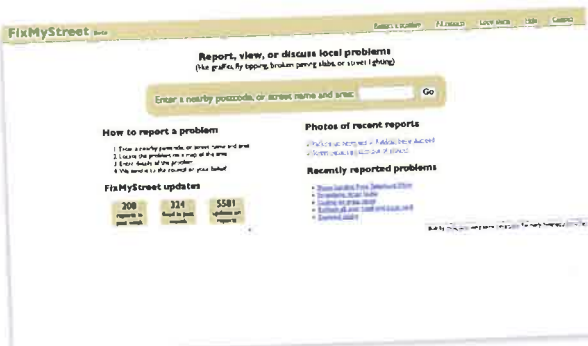


“The great thing about FixMyStreet is its ease of use, and the very visible audit trail.”

Tim Morton, FixMyStreet user

“I’m very positive about FixMyStreet. It’s an excellent app that cuts out all of the fluff, and directs your problem to the appropriate department.”

Matt Davis, FixMyStreet user



2015

250,000th FOI request processed by WhatDoTheyKnow

2015

First ever TICTeC conference

TICTeC stands for 'The Impacts of Civic Technology'

SocietyWorks brings change to the relationship between public authorities and citizens

mySociety's beginnings were rooted in a desire to show how government could be using the internet to better communicate with citizens.

That desire took flight when we started working directly with public authorities, providing software as a service.

FixMyStreet for Councils

FixMyStreet.com was built from the user's need outwards. As a result, it's a supremely intuitive interface for reporting issues to the authority responsible for fixing them.

We soon realised that there was a market for a 'white label' FixMyStreet, which would put our user-friendly reporting mechanism onto a council's own website.

Early installations proved this need, and FixMyStreet for Councils — later to be rebranded as FixMyStreet Pro — would become not only a valuable revenue stream, helping to keep mySociety sustainable, but also a means by which to have a direct impact on the accessibility of councils' digital services.

Mutual benefits

As we worked closely with council clients to understand their needs, so the software became ever more advanced — both for the user on the front end, and the council staff receiving and acting upon reports behind the scenes.

Improvements are all reflected on the public FixMyStreet site too, making things easier for users, wherever they choose to make their report.

Taking the first step towards civic participation via the open door of FixMyStreet can give people the confidence to become more involved in their communities and civic life in general. When they choose FixMyStreet Pro, councils are supporting our open source, free-to-use software for the benefit of civil society in the UK and internationally.

SocietyWorks

In 2020, we created SocietyWorks, a separate yet linked commercial unit dedicated to providing user-focused products, service design and discovery to local government and the public sector.

Formed to extend the reach and impact of mySociety, SocietyWorks delivers sustainable profits to distribute back to mySociety and help protect the charity's future.

Together, we are a unique nonprofit, providing public benefit through the development of digital civic services.

2015

➤ **Mark Cridge takes over as mySociety Chief Executive** ➤ ➤

2015

➤ **Launch of EveryPolitician** ➤

Open, standardised data on every politician in the world.

- SocietyWorks envisions — and makes manifest — a world where all citizens can access public sector services with ease through intuitive and simple to use digital solutions.
- We iterate collaboratively with councils, offering solutions that have been designed with the flexibility to adapt to different authorities' needs, and the needs of their users.
- We also undertake research into current trends and produce guidance for the public sector.

→ societyworks.org/research-and-guidance

Beyond FixMyStreet

We're developing additional solutions for public authorities, always guided by the same commitment to facilitating civic action.

WasteWorks

WasteWorks makes everything around waste removal easier for both citizens and councils. Councils can easily display collection information, and take bookings and payment for special requests such as the removal of bulky goods.

Waste disposal is an ever more pressing issue during the climate emergency; with WasteWorks we aim to help smooth processes such as recycling, composting and reuse that are a vital component of councils reaching their Net Zero targets.

“WasteWorks offers our residents a level of self-service for our Green Garden Waste subscriptions which has been a long-held ambition.”

Jim Cowan, Bromley Council

FOIWorks

Hackney Council collaborated with us to develop this open-source, accessible interface for taking Freedom of Information requests from citizens. It streamlines authorities' FOI workflows by suggesting public records from previous case responses and reducing the amount of correspondence.

ApplyWorks

Currently in development, ApplyWorks will provide councils with an intuitive system for taking payments for council services. It'll handle one-off requests such as dropped kerbs and scaffolding, to more complex service areas such as market trader pitches and taxi licensing.

Beyond councils

And our clients have extended beyond UK local authorities, too. SocietyWorks currently provides services to National Highways, Transport for London, Zurich City Council, Kier, and the Peabody Housing Association.

2016

▶ **Launch of WhatDoTheyKnow Pro**

A service for professional users of FOI.

2016

▶ **A government commission on Freedom of Information**

It says that WhatDoTheyKnow's policy of publishing all requests and responses 'should be the norm'.

Our services empower people to make positive changes in their own neighbourhoods

Making crossings safer for blind people

Deaf people can see the light change; blind people can hear the beeps, but how do deafblind people know when it's safe to cross the road?

We heard from friends Lauren and John during lockdown. They'd been using FixMyStreet, during their daily exercise outings, to report any pedestrian crossings with faulty or missing audio, tactile or visual indicators.

John himself is deafblind and explained that pushbutton boxes have a small cone shaped device under them that spins in tandem with the beeping signal. As his guide dog can't make a judgement on when a road is safe to cross, John has to rely on these devices.

The pair say they started reporting any broken pedestrian crossings as a way to make the most of their daily exercise: "We wanted to use our time to do something positive that would make journeys safer for other cane and guide dog users in the local area."

There are several things that Lauren and John look out for and report on FixMyStreet: "We look at all aspects of the crossing, including buttons, lights and the spinner."

John and Lauren say that using FixMyStreet has made reporting problems easy, and they've been impressed by how quickly their council has responded to their FixMyStreet reports: "We have had issues fixed in less than 48 hours, which is great."

→ mysociety.org/blindpeople

"Before finding the website I actually wouldn't have known where or who to report the issues to."

Lauren, FixMyStreet user

2017

► Millionth FixMyStreet report

2018

► ► KeepItInTheCommunity launches

► Mapping Assets of Community Value.

Cleaning up the neighbourhood

The **Kings Heath and Brandwood Litter Pickers** are a merry bunch, who use their regular outings not just as a chance to improve their local area, but to have a fine old time while doing so. If they're not throwing 'tactical wildflower seed bombs', they're dancing around in tutus — all while putting their litter grabbers and council-provided bin bags to good use.

For them, litter picking is as much about socialising as it is about keeping things nice. And FixMyStreet plays its part too: as they go about their cleanups, they also make sure to report any fly tipping, broken paving and drain covers that they come across.

"In the email I send to new members, I always suggest they use FixMyStreet to report issues with the council," says Andrea, the group's founder. "I think our team has made a difference to the area and the community — and as we use FixMyStreet, that has too."

→ mysociety.org/litterpickers

"We regularly use FixMyStreet to log issues, and it's extremely useful and easy to use."

Andrea Quigley, litter picker



2018

TheyWorkForYou features in BBC thriller *Bodyguard*

2019

The first TICTeC Local

Focusing on the intersection between Civic Tech and Local Government.

We're starting from here

The pages you've just read show how mySociety services have made a real impact over the last 20 years. We've created easier routes into civic participation; fostered transparency and demanded accountability from institutions in the UK and around the world.

When we hear that people have made a tangible difference, using our tools, it's easy to find the motivation to carry on.

We do this work because we believe that the quality of our democratic and political life matters deeply.

And organisations like us, showing where things could be better, are an essential component of a living democracy.

Democracy doesn't just happen at the ballot box

Most people can give an overview of how democracy works in this country: we choose our representatives, delegate decision making to them, and remove them at the next election if they don't live up to our trust.

But democracy should be about more than voting every four years: it is about collective and collaborative improvement of the society we live in, for the benefit of everyone.

Civic participation on the one side, and the transparency, responsiveness and effectiveness of our institutions on the other — these are the two halves of a whole needed for a healthy and functional democratic society.

The response that people get when they take civic action matters

Political decisions and actions have huge consequences for our collective wellbeing across every aspect of society — they can support people to flourish or they can ruin lives.

Everyone should have an opportunity to feed into such decisions, to represent their views and to argue for what they believe in.

The breadth of use of our services shows that people want to participate; but we also know that in order to do so, they have to believe it makes a difference.

And in order to feed into good decisions, citizens need transparency and good quality information about what has happened between elections.



Democracy is for everyone – now how do we make that happen?

There is a principle of equality at the heart of democracy: equality at the ballot box, but also in access to information, fair representation and voice. That principle is a challenge to deliver on in practice, when individuals and communities face significant barriers to participation, through poverty, discrimination, time, energy, knowledge and interest.

We believe that barriers should be as low as possible for everyone, and that it is vital to support those who act on behalf of the under-represented.

In practice, that requires a flourishing ecosystem of people and organisations playing different roles. This report also reflects that complexity - with our services supporting citizens, journalists, campaigners, charities, community groups, researchers and policy makers.

The publication of open information and the effective and principled use of digital technologies to improve the quality of our democracy are necessary parts of this vision: delivering the right information at the right time and at a low cost lowers the barriers to participation, opens up decision making to a broader range of people, and supports individuals and communities to represent their interests by building their knowledge, confidence and skills.



We know what we have to do

mySociety was founded twenty years ago to help democracy deliver on the raised expectations of the internet era.

This anniversary finds us at another crossroads for society.

Climate change is no longer the story, but the setting in which all stories take place — and that includes the story of democracy, which has at its heart the question ‘how can we live together?’.

The climate crisis puts into sharper focus all the questions we already face about how democracy can work at the scale, speed and complexity we need it to in the modern world. We know that the next 20 years will call on us to come up with the goods, again and again, on a huge set of technological, infrastructural and social changes.

In order to do that fairly, the decisions we are faced with need participation from all kinds of people: we’ll need to work together as we’ve

never done before to reduce the harms and share the benefits of this enormous transition. Our institutions need to evolve to meet the demands of the moment, find new ways of listening to and working with those they represent, and show that they’re worthy of the trust we place in them.

History shows us that this doesn’t happen spontaneously: our democratic processes and institutions change in response to demand from outside. The history of democratic rule is one of ‘mostly small, occasionally major, victories via organising and campaigns and marches and protests and riots and martyrdom and elections and policy changes.’¹



2020

► With Tower Blocks UK, we launch FixMyBlock

An online toolkit that helps renters understand and exercise their rights.



2020

► ► Climate added to our streams of work

So now it’s Transparency, Democracy, Community & Climate.



We will need both open, accountable and responsive governance that can drive the deep changes required for rapid decarbonisation, and empowered communities that can come together to take action on climate.

In the last twenty years, digital services have extended further into our lives than we could have imagined, transforming them for good and ill.

The advent of a new generation of AI-powered tools suggests that we're not at a plateau, but on the threshold of another era of change. We will have new capabilities as well as challenges in the next decades, and how we decide to use those capabilities will be key.

If AI has significant potential to improve services like ours and to provide better value to society, it also raises new questions around the ethical use of the technology and how it might shape democratic engagement over the longer term.



2020

➤ UK holds a Climate Assembly...
 ...commissioned by six House of Commons Select Committees. We create the digital platform.

2020

➤➤ Lockdown! TICTeC goes online ➤

Now let's go and do it

A need for mySociety

Over the past twenty years, we've learned a lot about building civic tools. Our history is one of experimentation and learning, and we'll be taking that approach forward into the future. We'll work with an overarching aim of building on the positive impact we can have for people across the UK, and a set of goals to guide our approach — while knowing that we'll need to continue to learn as we go.



Reach broader audiences, and more kinds of people

We developed our early services because we wanted to. These days, we recognise that there's more to it than that — at the scale at which our services operate, there's a responsibility to ensure they're not just empowering the already empowered.

We want to ensure that the services we build are used by, and useful to, more and more kinds of people, with a particular focus on those who are being under-served by democracy. We're conducting research to understand how we can better support people from marginalised and under-served communities, and developing features and services based around their needs.

Get institutions to meet citizens' needs

The scale and openness of our platforms gives us a unique perspective on the challenges people hit when they try to engage with democratic institutions.

We'll be using what we've learned from our services, and support from the communities that use them, to bring about changes in policy and practice that are directly targeted at those challenges. That way, we're not just helping people work around obstacles, but removing those obstacles for good.

2020

▶ Catherine Brown becomes mySociety's new Chair

2020

▶▶ CAPE launches

▶ One place to find every council's Climate Action Plan.

Helping drive the democratic climate transition

We're increasingly recognising climate change as a fundamental issue that cuts across all our areas of focus.

We'll use our expertise in civic data and digital services to contribute to a fairer, faster and more effective climate response — by supporting public participation in climate policy making and action, transparency of decision-making, and government accountability.

We'll give individuals and communities the right information at the right time to participate in democratic processes and come together to take action on climate.

We'll build services that create the open data necessary for different actors — citizens, civil society, researchers, policymakers — to collaborate, coordinate and learn more quickly what's working and what isn't.

We can't create change alone

Partners Our work is best when it's in partnership with others. We've collaborated with organisations and individuals around the world to build digital services that work for the context they operate in. We're now developing partnerships in the UK which will enable us to grow our reach and impact and foster institutional change.

Peers We've benefitted hugely from the insights and inspiration that comes from TICTeC's international civic tech community. We'll keep bringing together a broad group of experts, practitioners, and supporters in person, while organising focused online communities of practice around our key areas of work, so that we can share and learn.

"The future must lie with technologies that empower and uplift, not depersonalise and degrade."

Tom Steinberg in the Guardian, 2008

Volunteers mySociety would not exist without the work of volunteers and supporters of all kinds - our goal now is to establish and maintain more structured supporter and volunteering programmes to gain useful insights, and also create opportunities to experiment with innovative combinations of people power and digital services.

2020

Our commercial arm becomes SocietyWorks

2022

Council Climate Scorecards launches

We partner with Climate Emergency UK to produce a national assessment of local climate action.

Words from our Chief Executive

I'm very proud of the impact that mySociety has had over the last 20 years. As this report shows, we've helped people in the UK and across the world, inspiring and enabling them to make positive changes for their communities, and to expose and repair injustices in many different areas of life. None of that would have been possible without many people giving up a significant portion of their lives to make it happen.

Now, and throughout our history, we've been incredibly lucky to have been blessed with the time and talents of an extraordinary set of volunteers, staff and trustees, and with the support of partners and collaborators, funders and critical friends. I'd like to take this opportunity to recognise their collective dedication and to thank everyone who has played a part in making mySociety an organisation that has helped change so many lives.

The spirit of mySociety has always been a creative one at heart — our work is at its best when it opens a door into a new possible reality more concretely than a thousand arguments can, just by showing that we can do better.

That spirit of active optimism is needed now more than ever as we face the challenge of the

climate crisis, and a new era of unprecedented change. This change demands a collective response from us — we face an urgent need to find new ways to help people inform themselves and come together to take action in concrete ways that amount to more than the sum of their parts.

I'm excited to take that work forward, because it is a privilege to be doing work that matters, in a moment that matters, and it is a privilege to be part of a collective effort to help shape a future that we all want to live in.



Louise Crow
mySociety Chief Executive

2022

▶ Louise Crow becomes Chief Executive

2022

▶▶ We win the Outstanding Contribution to Democratic Change Democracy Award ▶

Words from our Chair

The work of mySociety set out in this report demonstrates something that is often missed in discussions about democracy: the way it is knitted together from individual actions, collective efforts and the accumulation of legislative acts in Parliament. Despite being an organisation focused on technology, what comes through so strongly in the work set out here, is the material nature of democratic engagement.

Democracy isn't a smooth ideal that happens in some detached way in an intangible cloud of public opinion, it's a messy exchange of questions and answers, of faxes, emails, letters, records, petitions and votes. It isn't particularly grandiose. It isn't a monolith. Nor is it best pictured as a statue of one man on a plinth. It is, to use a tech metaphor, pixelated. Democracy is an accumulation of little acts, of small cumulative engagements that in aggregate can make change happen.

And we need that change. As the report sets out, the challenge of climate change is now in everything we do, individually and collectively. It is the background to every one of our everyday decisions. In the foreground, over the next fifteen years, will be changes to our national infrastructure, our industry, our transport system, our working patterns, our jobs, homes and the food we eat. That change must be built up by us, and with us. It must be democratic in exactly this

material way. Because it is material. It is the stuff of our daily lives.

If this report shows us that the barriers to entry can be low, it tells us too that they could be lower still. There is still work to be done to find easier, better and more accessible ways to understand and do the work of democracy, and mySociety is committed to finding those ways to simplify, share information and create opportunities for action. No one should be left out, and everyone has a role to play.

If there is a message that we should take away from the rich and textured set of examples provided by mySociety in these pages, it is that the UK is just that, our society and we make it in our image. If we don't like what we see, then it is up to every one of us to participate in changing it. And to start today.



Genevieve Maitland Hudson
mySociety Chair of Trustees

2022

► Gen Maitland-Hudson takes over as Chair

2022

► There are now 27 Alaveteli sites around the world

With your donations we can achieve more

You've seen how mySociety grew: from a vision of digital democracy, to a purposeful, longstanding organisation that, 20 years on, still works to make that vision a reality.

We started with the belief that the internet could play a part in shaping a more accessible, transparent and responsive society. Over the last two decades, we've taken that belief and run with it, through experimentation, development and network-building.

We've stood firm, even through changing times. We've made waves that rippled across the world, empowering millions of people to make change. And we'll continue our agile, responsive work as we strive to repower democracy.

Will you help us do more?

You can help, with a regular donation

→ mysociety.org/donate

87

projects over 20 years

48

active projects

58

countries around the world where our code is, or has been, in use

2023

▶ Around 20 sites have used the FixMyStreet codebase ▶▶

2023

▶▶ Watch this space for the millionth public request on WhatDoTheyKnow ▶▶

Our funders helped us get here

mySociety's work has been supported by a variety of funders over the past twenty years. We are thankful for their faith in our work; and for their shared belief that civic tech can help forge a better society for everyone.

Today

- **Quadrature Climate Foundation** and the **National Lottery Community Fund** are funding our Climate programme.
- **The Adessium Foundation, Swedish Postcode Foundation** and the **Isocrates Foundation** are underpinning our work to help organisations across Europe to collaborate on access to information.
- The **National Endowment for Democracy** is funding our TICTeC Communities of Practice programme.
- **Porticus** has provided invaluable core funding that supports all of our activities.
- **The Joseph Rowntree Charitable Trust** is funding our work to make WhatDoTheyKnow more accessible.

Across our lifetime

The following organisations helped us start up, grow and develop, through their support and funding over the last 20 years:

BEIS, The David and Elaine Potter Foundation, the Electoral Commission, Esmée Fairbairn Foundation, Geovation, Google Inc, Google.org, the Google Digital News Initiative, GovEval, Hivos, Indigo Trust, Involve, the John S. and James L. Knight Foundation, the Joseph Rowntree Reform Trust, Legal Education Foundation, the MacArthur Foundation, Making All Voices Count, Microsoft, the Ministry of Justice, Nesta, the Office of the Deputy Prime Minister e-Innovations Fund, Open Culture Foundation, Open Society Foundations, Paragon Trust, Power to Change, Screen West Midlands, the Technology Strategy Board, the UK Government's Department for Transport and the Department for Constitutional Affairs Innovations Fund, Wellcome, the William & Flora Hewlett Foundation, the Wikimedia Foundation, the Young Foundation, and Channel 4's 4IP fund, Omidyar / Luminate, Newby Trust, NUUG, OGP, David Family Foundation, Access - The Foundation for Social Investment, the British Council, DCMS, UNDP, Westminster Foundation for Democracy.

A huge, heartfelt thank you to everyone who has donated to mySociety through the years. Your support has helped make our work possible.

2023

► It's our 20th anniversary! Right now!

Into the future

►► What next...? ►

(See pages 35-38 for the answer)



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