



# Participation and co-creation

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*Breidholt*

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Is participation of citizens in service important?

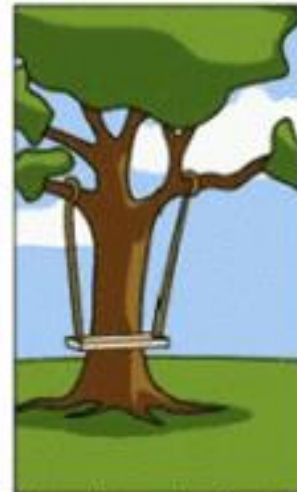




Can lack of participation  
cause waste in our services?



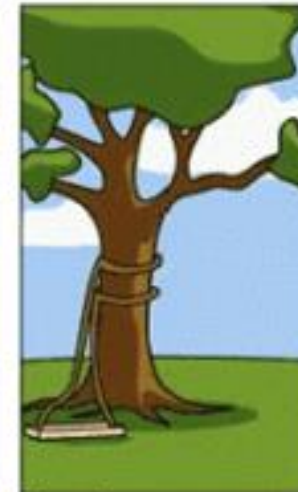
How the customer  
explained it



How the project leader  
understood it



How the engineer  
designed it



How the programmer  
wrote it



How the sales  
executive described it



How the project was  
documented



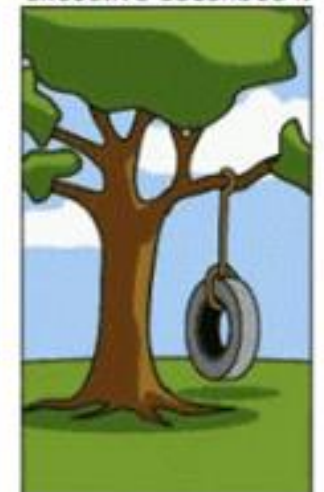
What operations  
installed



How the customer  
was billed



How the helpdesk  
supported it



What the customer  
really needed

# Green-in cities

## Garden and sustainability in Breidholt-Vesturberg

- Open meetings with citizens
- Pop-up co-creative events
- Internet consulting
- Working together
  - Children in schools and kindergartens
  - Youth in a comm
  - citizens
- Is there interest?
- How would the citizens want to create?
- What else happens in the process?





# Cultural ambassadors in Breiðholt

- Originates in the leisure project
  - Inclusion
  - Participation
  - Icelandic training
- Connected to 16 different language and cultural groups
- Active listening
- Conversations and actions
  - Racism
  - Commuting
  - Planning
  - Family festival (3000+)
  - Many community projects



