

ACTION RESEARCH OUTCOME REPORT

PROJECT 3: SOCIAL CONTROL IN THE
PUBLIC WATER CO-GOVERNANCE

COURSE: RESEARCH-ACTION WORKSHOP ON
SUSTAINABILITY SCIENCE & TECHNOLOGIES

UPC POLYTECHNIC UNIVERSITY OF CATALONIA



ACTION RESEARCH OUTCOME REPORT

Project Social Control in The Public Water Co-Governance

Course Research-Action Workshop on Sustainability Science & Technologies

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1 INTRODUCTION

1.1 *Research project*

This report contains the conclusion on a research project concerning the development of water co-governance of the city Terrassa in Spain after a recent re-municipalization of the water service. The project is developed as a part of the course *Action Research Workshop on Sustainability Science and Technologies* at the Polytechnic University of Catalonia, UPC. The research is made in collaboration with Observatori de Aigua en Terrassa (OAT), who is a vital stakeholder of the water governance and actor of ensuring public participation and social control within the co-governance.

1.2 *Research group*

The research is developed by a research group consisting of four master students at UPC:

- Mohammed Issa, specialized in Civil Engineering and Sustainability from UPC, Spain, focusing on smart and energy transitions in the urban environment.
- Dominika Szlawska, specialized in Environmental Engineering from Gdańsk University of Technology, Poland, focusing on water and sewage networks and installations.
- Stine Deleuran Kristensen and Julie Corneliusen, both specialized in Civil and Architectural Engineering from Aarhus University, Denmark, focusing on interdisciplinary collaboration and conceptual design.

1.3 *Working group*

During the research in collaboration with OAT, the research group of students has been engaging in a working group with participants of OAT, to whom a special thanks should be said. The project coordinators Juan Martínez and Martí Rosas have set up the right frame for the research to take place and been very helpful throughout the research project. The content of the research has been qualified by the collaboration with the working group members: Míriam Planas, Mar Satorras, Edurne Bagué, and Paco Rodríguez. Thank you all very much for your engagement.

1.4 *Scope of the research*

The research aimed to obtain knowledge and create input that could lead to the improvement of Terrassa co-governance. The scope of the project was to use the action research cycle to identify the problem and frame the research questions, plan and execute an action suitable for the problem and finally reflect and evaluate the observations of the action. However, as this was education-related research with a significantly shorter duration than a typical action research project, the scope of the project was adjusted for the circumstances of the project.



Figure 1. Action Research Cycle

2 RESEARCH OUTCOME

The outcome that is aimed for in the research project, is clarified by Figure 2. The position of the researchers is defined as well as what the researchers expect to be able to contribute with to the co-governance and how this can be realized by the researcher.

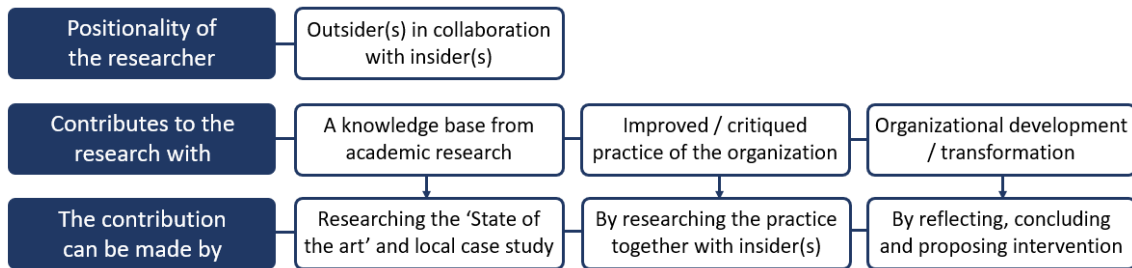


Figure 2. Contribution of researcher

3 RESEARCH SUMMARY

3.1 *Formulation of the research questions and research of the 'State of the art'*

To identify the problem, a 'State of the art' research was made by a literature review. The case study of Terrassa was studied as well, and the research questions formulated in the end.

3.2 *Positionality, methodology and intervention planning*

The action was planned by defining the positionality of the researcher, how the researcher could contribute, and which methodology was most suitable for the action/intervention to be made.

3.3 *Research of the situation by interaction with actors*

The situation was research with the use of a questionnaire. The questionnaire was sent to persons representing the different actors within the co-governance to study each of their 'reality'.

3.4 *Data collection from interaction with actors*

The answers to the questionnaire were gathered; Qualitative data from open questions and quantitative data from closed questions. Patterns in the data were studied and analyzed.

3.5 *Reflection on the data*

A reflection on the ongoing research and data of the interaction with actors was made. From this reflection, an essential conclusion was made. This conclusion is elaborated in section 4.1.

3.6 *Further identification of the problem*

From the data, patterns, and reflection on the data, the research problem was elaborated. Four main problematic points were identified. These are elaborated and concluded in section 4.2.

3.7 *Plan action for the actors*

Action is planned for the two conclusions on the research regarding the complexity and needs of the co-governance. The conclusions and planned action are described in section 4.

4 RESEARCH CONCLUSIONS

4.1 *Confusion due to complexity of the co-governance*

The reflection of the questionnaire and the data received from it led to the conclusion that the complexity of the organization structure had led to confusion. The terms used by the researcher for the actors of the co-governance in the questionnaire might not be understood the same way by the receiver of the questionnaire. It might not be understood the same way from one receiver to another either. This led to the conclusion, that the complexity can lead to confusion for outsiders as well as insiders of the co-governance. A univocal understanding of the organization structure and actors within the organization must be defined for outsiders and insiders to avoid confusion and be able to discuss, research, and develop the organization. This univocal understanding could be based on graphic material visualizing the structure and clarifying the definition of actors. The visualization and definition should be a simplified version of the reality to ensure that the material is understandable. For the simplification, the outside position of the researcher should be utilized. The graphic material should then be used for a common platform where all stakeholders of the water governance have access to see and understand the organizational structure. This conclusion is summarized in the flow chart in Figure 3.

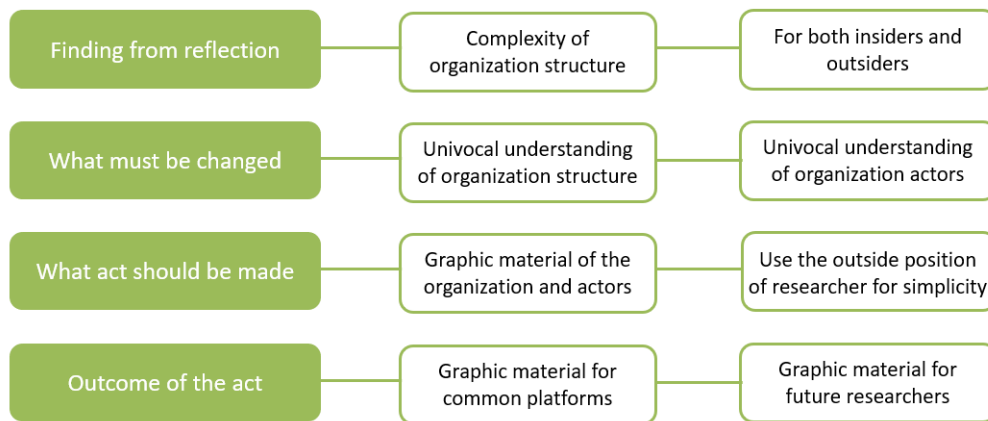


Figure 3. Flow chart of conclusion 1

The research group has developed a proposal for the graphic material of the organization and actors. This material can be found in section 5.1.

4.2 *Collaboration complications within the co-governance*

From the patterns found in the data, four main problematic aspects of the collaboration within the co-governance were identified regarding collaboration, coordination, dialog, and information sharing. To have a functioning co-governance, it is essential to be collaborative and work as a collective group with the same interests and goals.

To figure out what action could lead to a collective and collaborative co-governance in the future, a Backcasting exercise was made with the collaborative co-governance as the future scenario. From this exercise, the research group recognized that the problematic aspect to work on as the first thing, is the willingness to collaborate and participate in the co-governance. This led to the conclusion that a co-governance workshop should be facilitated. In this workshop, representatives from each group of actors within the co-governance should participate and discuss with the critical areas of the co-governance with each other.

The workshop aims to create a feeling of a collective group of actors with the same interests and goals regarding the water co-governance. The outcome aims to obtain agreed conditions and interest for the co-governance actors regarding the recognized critical areas of the co-governance. This conclusion is summarized in the flow chart in Figure 3.

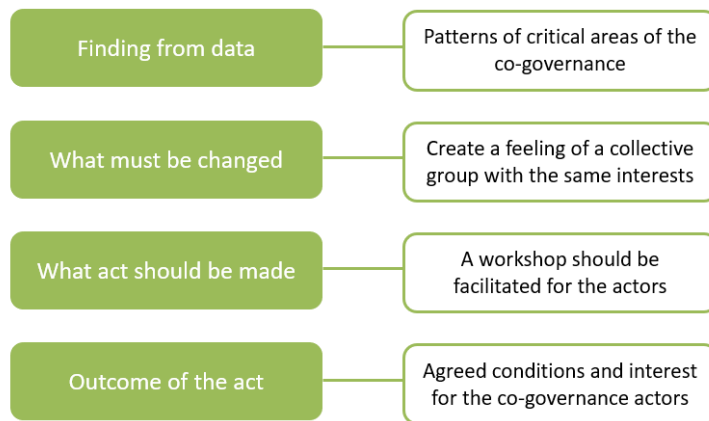


Figure 4. Flow chart of conclusion 2

The research group has developed a proposal for the contents of a co-governance workshop. This material can be found in section 5.2. The research group has not specified the amount of time needed for the workshop, as they do not have experience within facilitating workshops. The idea of the workshop guide is that it contains information about the important contents of the workshop and ideas to how the contents should be discussed and agreed upon. This information should be handed to a suitable workshop facilitator, who can set up the right frame for the content of the workshop.

5 OUTCOME MATERIAL

5.1 Graphic material of the organization and actors

The graphic material of the organization and actors is the first material attached to this document. An overview of the material is seen in Figure 5 below.

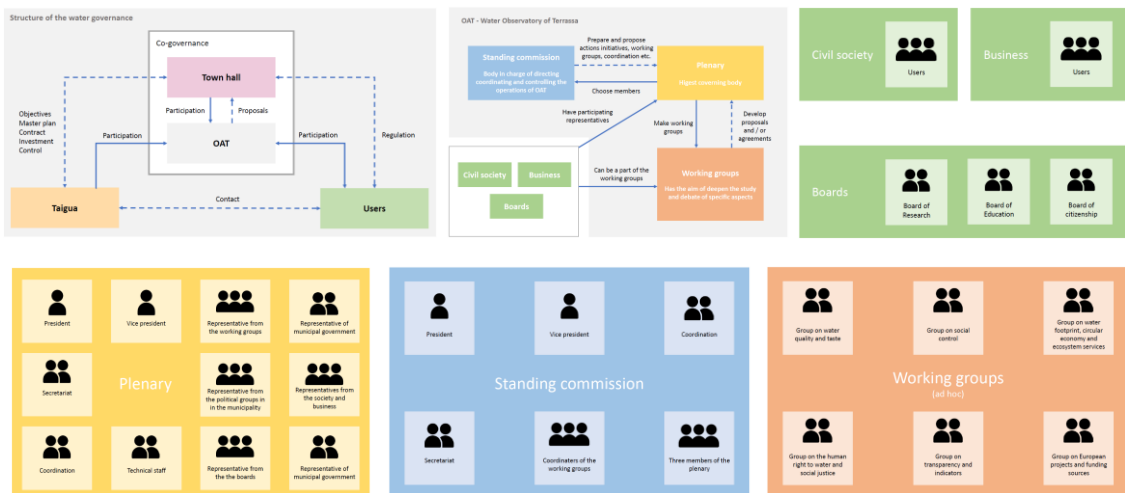


Figure 5. Overview of the graphic material

5.2 Co-governance workshop guide

The co-governance workshop guide is the last material attached to this document. An overview of the material is seen in Figure 6 below.

CO-GOVERNANCE WORKSHOP

INTRODUCTION TO THE WORKSHOP

The aim of the workshop is to reach united agreements between the actors of Terressa water co-governance. At least one person from each actor group (GRC, Town Hall and TAGUA) must be participating in the workshop. The workshop must be facilitated by a suitable facilitator in proper surroundings.

Actor group debate:
In the actor group debates the participants from the same actor group debates the given debate-points and reach an agreement representing the view of the actor group.

Mixed group debate:
In the mixed group debates at least one participant from each actor group should be represented. The participants of the mixed group debate the given debate-points and reach an agreement.

Open debate:
In the open debate all participants of the workshop debate the agreements of actor group or mixed group debates. The debate leads to a united agreement of future applicable initiatives.

PART ONE: BENEFITS

Actor group debate:

- How can our working process benefit from other actors?
- How can the citizens benefit from the co-governance?
- How can other actors benefit from our work?

Open debate:

- Present the agreements of the actor group debate
- Discuss compliances and discrepancies in the agreements
- List the concluded possible benefits of the co-governance

PART TWO: ACTOR ROLES

Actor group debate:

- Define your main tasks as actors of the co-governance
- List tasks besides your main tasks that you are carrying out
- Specify which of the tasks are and are not within your responsibility

Mixed group debate:

- Discuss overlap and overload of tasks within each actor group
- List tasks within the co-governance that are not mentioned yet
- Distribute main tasks and sub-tasks between the actor groups

Actor group debate:

- Discuss the task distributions made in mixed groups
- Create a role-description of you as actors of the co-governance
- Create a task-list of main and sub-tasks of your responsibility

Open debate:

- Present the role-descriptions and task-lists of the actor groups
- Discuss and adjust the role-descriptions and task-lists
- Gather the role-descriptions and task-lists in a 'Plan of work'

PART THREE: DIALOG

Actor group debate:

- Define the dialog needed between you and other actors
- Who do you need to meet with regularly and how often?
- Specify the practical Coordination, planning and location

Mixed group debate:

- Create a plan of meetings, coordination and location
- Share the plan with the other mixed groups
- Adjust the plan after reviewing the plans of the other groups

Open debate:

- Present adjusted plans of meetings, coordination and location
- Discuss sufficiency and reason of the plans. Adjust if needed
- Choose a plan by majority. Each actor group has one vote

PART FOUR: INFORMATION

Actor group debate:

- What information do you need from other group of actors?
- Which tasks do you prefer for information sharing?
- What information about your work do you make public?

Mixed group debate:

- Discuss the need of information sharing between actors
- Discuss tools for information sharing between actors
- Discuss the need of public information and transparency

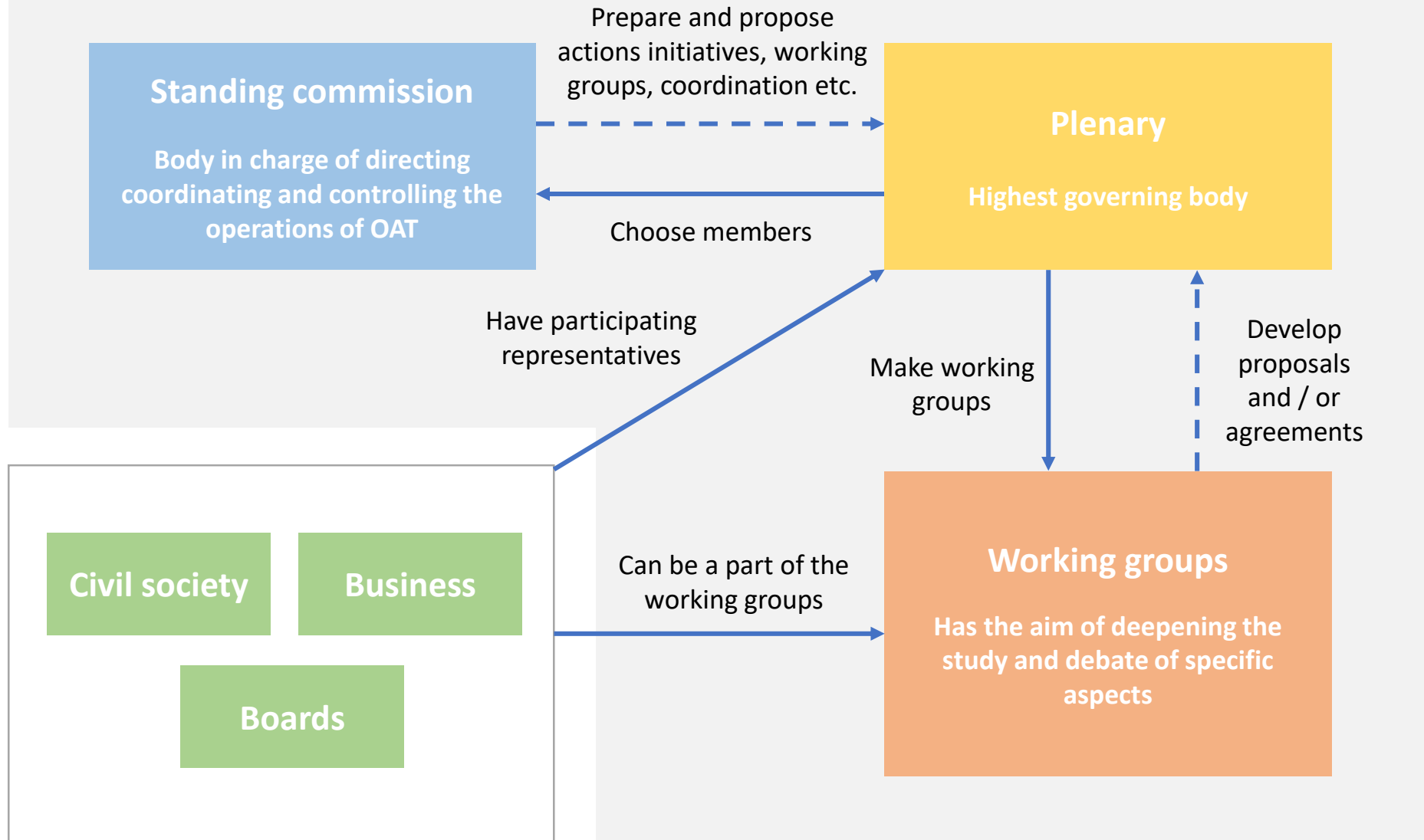
Open debate:

- Agree on a list of needed information sharing between actors
- Agree on tools for information sharing between actors
- Agree on a list of information that will be shared public

DEVELOPED BY MASTER STUDENTS OF UPC RESEARCHING ON TERRESSA WATER CO-GOVERNANCE

Figure 6. Overview of the co-governance workshop guide

OAT - Water Observatory of Terrassa





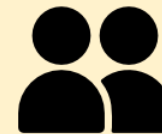
President



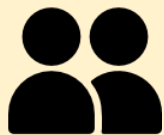
Vice president



Representatives from
the working groups



Representatives of
municipal government



Secretariat

Plenary



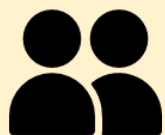
Representatives from
the political groups in
in the municipality



Representatives from
the society and
business



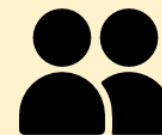
Coordination



Technical staff



Representatives from
the the boards



Representatives of
municipal government



President



Vice president



Coordination

Standing commission



Secretariat



Coordinators of the
working groups



Three members of the
plenary



Group on water
quality and taste



Group on social
control



Group on water
footprint, circular
economy and
ecosystem services

Working groups (ad hoc)



Group on the human
right to water and
social justice



Group on
transparency and
indicators



Group on European
projects and funding
sources

Civil society



Users

Business



Users

Boards



Board of
Research

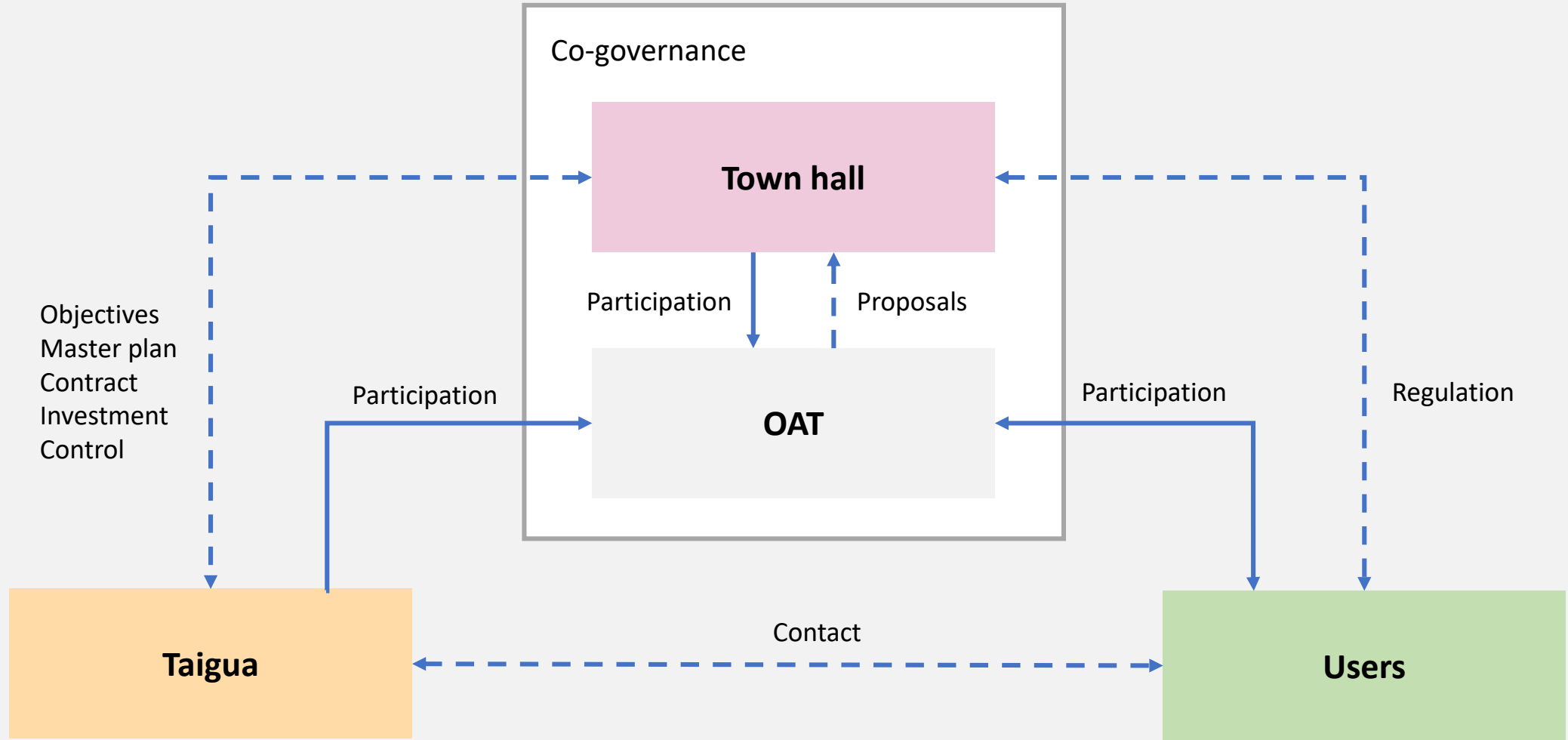


Board of
Education



Board of
citizenship

Structure of the water governance



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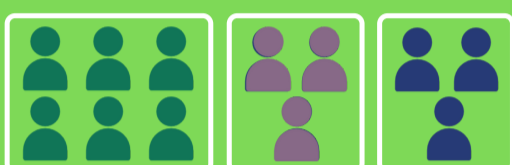
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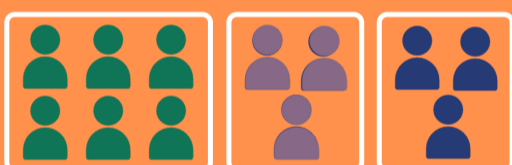
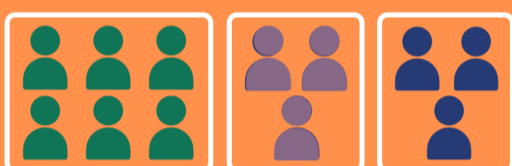
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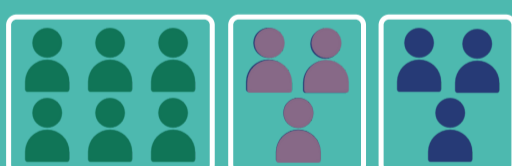
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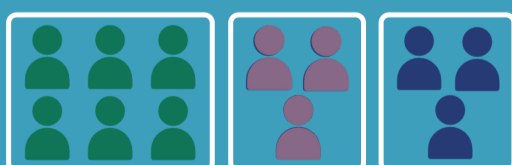
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