



SOCIOLAB PORTFOLIO

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#### **WHO WE ARE**

Sociolab (www.sociolab.it) is a multidisciplinary research centre composed of a group of experts in the fields of participatory development and participatory processes, consensus building, conflict mediation, social and political research, network analysis, training and communication. Sociolab works with and for a variety of actors in the public and in the private sector, as well as with civil society groups and International organizations.

The centre specifically designs and implements projects targeting the engagement and direct involvement of local communities and stakeholders in project design, implementation and strategic decision making; the promotion of social innovation; the effectiveness and inclusiveness of public and private communication; the production of in depth field research to help policy makers and the private sector to better respond to the needs of communities.

Sociolab works on a variety of issues and areas in the social and political domains, ranging from management of the commons, social innovation in public policies, the transformation of the urban and social environment, health, education and gender equality.

Sociolab applies social research methods and facilitation tools and techniques to design projects that actively involve communities and stakeholders in key public decisions and strategic planning; develop toolkits and materials aimed at communication and training; support organizations and individuals in assessing and prioritizing needs; conduct socio-political assessments and network analysis.

Since 2006 Sociolab has developed more than 200 projects and has reached more than 13.500 stakeholders and participants with interviews, workshops and seminars.

Over the years Sociolab has provided methodological support to the Regional Governments of Tuscany, Emilia Romagna and Liguria and for the Municipality of Florence, Livorno and Prato (among many others), on a variety of issues ranging from participatory emergency response, risk reduction and climate mitigation policies, to organisation development, public policy effectiveness and the challenges of the sharing economy.

Sociolab is a member of Progetto RENA, a national network of social innovators (www.progetto--rena.it/), of the International Observatory on Participatory Democracy-IOPD (www.oidp.net) and of Citiwenslab, a European network of organizations working on participatory democracy and active engagement (www.citizenslab.eu).

### **TOOLS AND SKILLS**

- Customized outcome-driven process design
- Qualitative social research methods
- Complex participatory process coordination and management
- Expert online and offline group facilitation
- Training design and delivery online and offline
- Communication and dissemination planning and implementation
- Awareness raising and community outreach
- Design and facilitation of interactive events and structured participatory processes
- Ongong participatory monitoring and evaluation
- Organizational change processes for organizations and groups



#### **CODESIGN OF PUBLIC POLICIES**

Multi-stakeholder processes to design and innovate programmes and policies, and to create shared visions and missions with all key actors.

## Significant recent projects

**It takes a village to raise a child -** project promoted by the Municipality of Scandicci (FI) to codesign with schools, NGOs, civil society organizations and local communities and and prototype innovative educational services and a comprehensive approach to public school services in the aftermath of the COVID-19 pandemic. (Ongoing)

**COMMIT - Migrant skills in Tuscany** - Co-design and research activities to strengthen professional inclusion of third country nationals in the framework of a regional FAMI funded project. Project developed for Anci Toscana. (Ongoing)

**#AccoglienzaToscana** - Process design and multi-stakeholder group facilitation to support in the drafting of a White Paper on the reception of asylum seekers. Support to regional programming regarding the innovation of reception mechanisms and the strenghtening of regional networks. Project developed for the Regional Government of Tuscany. (Ongoing)

**INTENSE** - Multistakeholder process co-funded by the Interreg Italy-France Maritime Program 2014-2020 for the design and collaborative management of sustainable tourism itineraries and the promotion of cycling and hiking tourism in the cross-border area. Project developed for Anci Toscana. (2019).

**Circularifood** - Design and facilitation of a multi-stakeholder process for the drafting of Food Policy and an Inter-municipal food plan for the Municipalities of Lucca, Capannori, Altopascio, Porcari and Villa Basilica in the province of Lucca. Project developed for the Municipality of Capannori (2018)

**Toscana Sicura -** Multi-stakeholder process for the design and implementation of regional guidelines on integrated urban security. Support in the drafting and implementation of the White paper on Regional Integrated Urban Security. Project developed for the Regional Government of Tuscany. (2018).

**Proterina-3Évolution** - Design and facilitation of participatory experimental processes to support municipal emergency planning and response through the involvement of the local population in three pilot areas of the Liguria Region. Project developed for CIMA Foundation and funded by the Italy-France Maritime Program 2014-2020 (2017).

**Pure Cosmos** - Multistakeholder process to improve public sector support for small and medium-sized enterprises through simplification procedures. Project funded by Interreg Europe and developed for the Municipality of Florence (2017).

**#CollaboraToscana** - Design and facilitation of a multi-stakeholder process for the definition of a green paper on collaborative and sharing economy in Tuscany. Project developed for the Regional Government of Tuscany. (2016).



### **USER CENTERED SERVICE DESIGN**

Projects to support the creation or redesign of new products and services with users and stakeholders. Focusing on actual prototyping and testing and inspired by design thinking e and design innovation tools and approaches.

## Significant recent projects

**Urban Capacitors:** redesign and prototyping of urban bus stops in the city of Florence as "urban social condensers" to strengthen social inclusion and reduced perceived insecurity of users. Project selected by the call of the H2020 project "DESIGNSCAPES - Design Enabled Innovation in Urban Environments" (Ongoing).

**Urban games** - Prototyping and codesign of a community service hub managed by the local residents in the Municipality of Campi Bisenzio. Project funded by Fondazione Cassa di Risparmio di Firenze and developed with Associazione Pop Up and Macramè Cooperativa Sociale. (2019)

**INCLUSION** - Towards more accessible and inclusive mobility solutions for European prioritized areas. With the framework of H2020 funded project, a prototype action of user centered design with Third Country Nationals. Project developed for Bus Italia and Memex. (2019).

**Sustainability Codesign Lab** - codesign workshop focusing on sustainability and involving employees of the Kering group in Italy. Project developed for **Kering Group** (2018)

**Skill Up** - codesign and facilitation of the pilot action for the creation of a collaborative space for the empowerment and strengthening of soft skills and the professional insertion of refugees and asylum seekers. Project developed with the network Citizenslab and funded by MitOst eV. (2017)

**Prato al futuro è smart -** A co-design project to design services that implement the smart city together with users and stakeholders. Project funded by the Municipality of Prato (2017)

**Quando dico Biblioteca** - Participatory process engaging staff, stakeholders and users in reflecting and innovating role, identity and future prospects of Public Reading Libraries Project developed for EDA servizi and consorzio COESO. (2017).

**Prato si fa Brand** - Process design and facilitation for the city branding process. Project developed for the Municipality of Prato. (2016).



### URBAN PLANNING AND PARTICIPATORY DESIGN

Process design and group facilitation in the framework of participatory processes aimed at drafting or updating projects and urban planning documents by directly involving space users, local residents and key stakeholders.

## Significant recent projects

**ParteciPIANO** - Participatory process to involve communities in the drafting of the new Inter-municipal Strategic Plan of the Municipalities of Castelfiorentino, Certaldo, Gambassi Terme and Montaione. (Ongoing)

**4 comuni per 1 territorio** - participatory process to accompany the drafting of the new Inter-municipal Strategic Plan of the Municipalities of Capannori, Altopascio, Porcari and Villa Basilica. Project developed for the Municipality of Capannori (LU). (Ongoing)

**Giornata del Paesaggio** - design and facilitation of the Regional conference on Landscape Policies. Project developed for the Fondazione Sistema Toscana. (2019)

**#Pratomagno5P** - Participatory process for the Pratomagno Landscape Project and design of a toolkit to involve local residents and visitors. Project developed for Municipality of Loro Ciuffenna in collaboration with Ecomuseo del Casentino and Cooperativa Betadue. (2019).

**Piazze Ritrovate** - participatory social research activity on perceptions, uses, needs and expectations aimed at defining the redevelopment projects of Piazza IV Novembre in Seano and Piazza Cesare Battisti in Comeana, in the Municipality of Carmignano. Project developed for the Municipality of Carmignano. (2019)

**Prepariamo il futuro** - Participatory process for the integrated development and the formulation of the inter-municipal strategic plan of Unione Valdera. Project developed for the Unione dei COmuni della Valdera. (2019)

Prato al Futuro. Participation and communication program for the preparation of the new Strategic Plan of the City of Prato. Project developed for the Municipality of Prato (PO). (2017-2018-2019)

**La biblioteca che verrà -** Final phase of the participatory planning process to design services of the new municipal library. In ATI with Studio Settanta7 and Area Progetti srl. Project developed for Municipality of Lurate Caccivio (Como). (2017)

Santa Caterina Domani. Participatory definition of guidelines for reuse and identification of new functions of the municipal building complex called "Santa Caterina" in Carmignano (PO). Project developed for the Municipality of Carmignano (PO). (2017)

**Non case ma città 2.0** - Participatory process for the definition of the guidelines for the transformation of the ex military quarters Gonzaga. Project developed for the Municipality of Florence and the Municipality of Scandicci (FI). (2016)



#### URBAN AND SOCIAL REGENERATION

Collaborative projects that support community-driven innovation and transform public and private spaces through collaboration.

## Significant recent projects

**Be community** - pilot action of community engagement on a micro-local scale that accompanies PA and communities from the identification of shared priorities to the development of collaborative interventions on the territory. Project developed for the Municipality of Campi Bisenzio. (2020)

**Rigenerazioni di Quartiere -** Project for the urban and social regeneration of a peripheral neighborhood through the involvement of citizens in planning and managing the commons. Project developed for the Municipality of San Giovanni Valdarno. (2019)

**Idee in verticale** - participatory process aimed at involving communities and stakeholders in identifying a new functional destination for the "Skyscraper", an abandoned building in the production area of Perignano. Project developed for the Municipality of Casciana Terme Lari. (2019)

**Villa Crastan** - Participatory process for the direct involvement of the local community in the experimentation of new uses and the definition of a collaborative management model of a heritage building in Pontedera (PI). (2018-2019)

**Casa dell'Acqua Bene Comune** - Co-design process for the collaborative management of a building housing the former hydraulic toll booth. Project funded by the Regional Government of Tuscany and the Municipality of Campi Bisenzio. (2019)

**Casentino Telling** - A participatory storytelling and community engagement project created with Ecomuseo del Casentino, Banca della Memoria, Codesign Toscana and Weglint platform (2018).

**Urban Games** - Methodological and operational support in a project of urban and community regeneration in Campi Bisenzio. Project promoted by Associazione Pop Up and Macramè Cooperativa Sociale in collaboration with the Municipality of Campi Bisenzio (Fi) and the Metropolitan City of Florence. Project funded by Fondazione CR Firenze. (2018)

**Garibaldi TOP** - Urban and social regeneration project through the activation of local resources, the involvement of citizens and the reopening of vacant funds. Project developed for Confesercenti Livorno with the support of the Regional Government of Tuscany and the patronage of the Municipality of Livorno. (2018)

**ZenZero** - Community engagement process to co-design, re-open and manage regenerated public spaces in the area of Macrolotto Zero in Prato. Project developed for the Municipality of Prato (PO) with the support of the Tuscany Region - Authority for Participation. (2017)

**Prato Pop Up Lab** - Urban and social regeneration project in the Serraglio area in Prato. Project developed for the Municipality of Prato (Po) and co-funded by the Regional Government of Tuscany. (2017)



### **ACTIVE CITIZENSHIP AND COMMUNITY ENGAGEMENT**

Projects and actions that actively engage citizens, local residents and vulnerable groups to make their voices heard, to innovate the ways in which they exercise their democratic rights, to close the gap between public authorities and local constituents and to promote participatory democracy.

## Significant recent projects

**BRIDGES** - Methodological coordination of a European partnership of the project with design and testing of operational guidelines and training of community organizers for co-planning of experimental actions of active citizenship and the direct involvement of Third country nationals. Project funded by the Asylum, Migration and Integration Fund - AMIF. (2019)

**CultureMoves #LabDay** - an immersive training event dedicated to tangible and intangible cultural heritage - design, facilitation and visual recording of a co-design workshop with experts and professionals. Project developed for Fondazione Sistema Toscana. (2019)

**Participatory Citizens Dialogue** - international experimentation of a new format for European Citizens Dialogues. Pilot test with local residents and the European Commission in the city of Gioiosa Jonica, Calabria. Evaluation session in Brussels. Project developed for AoH Athina. (2019)

**#IOPARTECIPO** - Participatory process to encourage active participation of migrants in the economic, social and cultural life of Tuscany. Developed within the framework of a FAMI funded project for the Regional Government of Tuscany. (2018)

**Participer? Oui, mais pourquoi faire?** - Facilitation and design of an Open Space Technology (OST) event in Montpellier (FR) for a regional network of actors from the cultural and social sector. Project developed for Réseau Urbiscopie. (2017)

**La comunità al centro -** Project for intercultural dialogue and inclusion. Developed for Municipality of Figline and Incisa Valdarno (FI). (2017)

**Participation forum for the G7 of culture in Florence** - Group facilitation and harvesting of results for Icomos, UNESCO. (2017)

**Come Voglio Como** - Collaborative process for the development, acceleration and mentoring of collaborative startup projects. Developed for the Municipality of Como. (2016)

**#MigrAzioni Scandicci** - Artistic project on social cohesion which, through puppetry and dance, works on the concept of community with a group of refugees and asylum seekers. Co-production Zaches and Teatro della Pergola / Teatro della Toscana, Patronage of the Municipality of Scandicci. (2016)

**Maratone dell'ascolto** - Methodological support for the organization and facilitation of a series of municipal participatory events on different temathic challenges. Project developed for the Municipality of Florence. (2016)



### **COLLABORATIVE HOUSING PROJECTS**

Housing community Start-ups, design, analysis and coordination of social housing projects through the direct involvement of local residents and through the co-design of shared spaces, services and inclusive communities.

## Significant recent projects

**COMBOLA!** The collaborative social housing bingo. An interactive and collaborative neighborhood gaming activity developed for Investire SGR in the framework of two Social Housing projects in Tuscany. (2020, ongoing)

**Pieve degli Orti.** Facilitation and mentoring of the social gardens community group in the social housing complex "Pieve degli orti" in the Municipality of Scandicci. (2020, ongoing)

**Piombino Living** - Feasibility analysis aimed at assessing the prospect of a Social Housing Project in the Municipality of Piombino. Project developed for Investing SGR. (2019)

**Ex Vetreria Lux -** Socio-economic analysis aimed at evaluating a social housing intervention in the Municipality of Montelupo Fiorentino. Project developed for Investing SGR. (2018) Sesto Smart Village - Feasibility analysis aimed at assessing a Social Housing Project in the Municipality of Sesto Fiorentino. Project developed for Investing SGR. (2018)

**Prato Via Gello -** Feasibility study for the definition of the social project functional to the participation in the public tender selection launched by the Municipality of Prato for the assignment of lots for the construction of the future Social Housing in Via Gello, Prato. Project developed for Abitare Toscana. (2017)

**Rigenerare il Corviale -** international design competition award of the third prize to the joint venture JKMM Architects and Alfio Barabani Architects in which we participated with the sociological profile for the planning of participation activities. Project developed for ATER Roma. (2016)



#### **TRAINING**

Events, workshops and multiple days training processes with highly immersive and interactive formats that support capacity development, the transfer of skills and competences, peer learning, knowledge sharing and experimentation.

## Significant recent projects

**Propart - Master in participatory planning of the Iuav University of Venice.** Teaching and training of 2 interactive online sessions on participatory practices. (2020)

**Quelles idées pour les ateliers sur maquette du Projet Neo?** Interactive online training developed for the Commission nationale du débat public (CNDP) and focused on participatory workshops with 3D models in urban regeneration and community building in the framework of the public débat NEO (Nouvelle Entrée Ouest de Saint Denis à l'île de la Réunion). (2020)

**CODES 30 - Comité départemental de la santé Gard - Nîmes,** Démarches collaboratives, approches et pratiques. Ciclo di formazione di due giorni sulle pratiche e gli approcci collaborativi. (2020)

**ANCI Toscana**, supporto nella conduzione delle attività formative di aula e workshop nell'ambito delle azioni di prevenzione di carattere regionale previsto dal Piano regionale di attività per il contrasto del gioco di azzardo patologico. (2019)

**Burberry** - Inspiration Days - Design e facilitazione di giornate di ispirazione, gaming e codesign per aprire agli studenti degli istituti superiori Toscani il mondo di Burberry e sensibilizzare alla responsabilità sociale d'impresa. (2019)

**Università degli Studi di Firenze** - Dipartimento di Scienze Politiche e sociali - Lezioni presso il Master in Management dei servizi di accoglienza per migranti, profughi e richiedenti protezione internazionale. (2018)

**Scuola Hackerare la PA**, Campus H-Farm e RENA. Organizzazione laboratori formativi (2018). **RENA Summer School** - Cittadinanza attiva, innovazione, PA e politiche pubbliche. Organizzazione e supervisione laboratori e workshop. (2015-2017)

**Istituto Comprensivo Statale "G. Verdi" di Firenze**, Promozione, comunicazione e diffusione dei risultati nell'ambito del progetto didattico LE.G.O. - LEgalità, Giovani, Opportunità - Comunità educanti e innovazione didattica per la promozione della cittadinanza attiva e della cultura della legalità. (2017)

**Cooperativa E.D.A. servizi**, corso di formazione "Il responsabile dei servizi culturali: coordinamento e leadership, laboratori per la scrittura delle linee guida del servizio bibliotecario in continuità con il percorso "Quando dico biblioteca". (2017)

**Cooperativa CLA**, corso di formazione per i dipendenti "Play-S. Palestra per l'innovazione", 80 ore di formazione per affrontare con cosapevolezza e competenza il cambiamento, in collaborazione con Labor Play e Pegaso Network. (2017)

**CGIL Pistoia** - Cantiere CGIL Crowdlab, giornata di formazione con metodologia Crowdlab sulle nuove forme di comunicazione nell'era dei social network. (2017)





**Ordine architetti e Fondazione Architetti di Firenze** - corso di formazione su "La Partecipazione nella Rigenerazione Urbana" con 16 ore di aula e 20 ore di stage operativo. (2017)

**Oxfam Italia** - Do the Right(s) thing - Design e coordinamento metodologico di un workshop regionale con 350 studenti delle scuole medie inferiori sul tema dei diritti nell'era digitale. (2017)

### ORGANIZATIONAL CHANGE

Facilitating groups within organizations, institutions, cooperatives and communities, to support them in transforming the ways in which they live and work together by generating local solutions and collective innovations.

# Significant recent projects

**Démarches collaboratives, approches et pratiques** - Supporting of a social center in a complex neighborhood in the city of Nimes in the exploration of collaborative practices in working with partners and beneficiaries. Project developed for CODES 30 - Comité départemental de la santé Gard. (2019)

**Racine** - design and facilitation of a multi-stakeholder workshop on cultural ecosystems. Project developed for Anci Toscana. (2019)

Teamwork and process design in Cooplat - codesign process with Cooplat workers to improve the quality of working and co design experimental interventions. Project developed for **COOPLAT**. (2017).

**CL'A Social Impact** - participatory design of the cooperative **cooperative Social impact Report**. Project developed for Cooperativa CLA in collaboration with Foncoop and Pegaso Network (2017).

**Food Safety** - Facilitation of a workshop for the definition of a concept note on the topic of food safety. Project developed for Action Aid Italia. (2016)



#### SOCIAL RESEARCH

Tools and techniques of qualitative social research applied to support decision-making processes, continuous and participatory evaluation and development of programmes and plans.

## Significant recent projects

**Proterina 3-évolution** - desk and field research to identify strategies and methods to create local resilient communities through the active involvement of local populations in emergency preparedness and response activities and in flood risk management. Project developed for CIMA FOundation within the Italy-France Maritime Program 2014-2020. (2017).

**Rendre les aînés acteurs de leur santé et de leur autonomie** - Participatory evaluation of a project to promote health and empowerment of the older sections of the migrant population in two neighborhoods of the city of Nimes. Project developed for CODES 30 - Nimes. (2017).

**Percorsi di autonomia per disabili adulti -** qualitative evaluation of experimental projects for adults with disabilities. Project developed for Agenzia Regionale di Sanità (ARS). (2017).

**Health Service Assessment** - preliminary phase of a research into the perception of Tuscan health services by users. Project developed for Agenzia Regionale di Sanità (ARS). (2017).

**Fabbricare** – Socio-economic analysis conducted for a strategic regeneration project. Project developed for the Municipality of Montelupo (2015).

### **PUBLICATIONS**

# Significant recent papers and publications

Bruno, F., Bruscaglioni, L., Cellini, E., Maraviglia, G., Spazi pubblici quotidiani: esperienze di ricerca visuale a confronto. Società Mutamento Politica, p. 293-314, dic. 2016.

Della Porta, D., Fabbri, M., "Producing space in action. The protest campaign against the construction of the Dal Molin military base", in Social Movements, 15, 2, 2016.

Maraviglia, G., "La mappatura come strumento di partecipazione", in "Per un atlante delle scienze umane" a cura di Paolo Chiozzi, Rivista di Scienze Sociali n. 16, 2016.

Maraviglia, G., "Lo sguardo dei bambini su La Guglia", in Bruscaglioni, L., Cellini, E., Saracino, B., "Dentro i quartieri di edilizia residenziale - Una ricerca etnografica per studiare la qualità dell'abitare" Guerini e Associati, Milano, 2015.

Diani, M., Fabbri, M., Social Movements Italian-Style: From the No-Global to Beppe Grillo, in Handbook of Contemporary Italy: History, Politics, and Society, edited by A. Mammone, E. G. Parini & G. A. Veltri, London: Routledge, 2014.

Imbergamo, B., Mugnai, M., "Equal Opportunities for all and Gender Equality", dossier preparato per



MedNet - Networking for the Inclusion of young people of the Mediterranean Basin, Regione Toscana, San Rossore, Pisa, 2014.

Maraviglia, G., "Raccontare uno spazio che racconta", in Chiozzi, P. (a cura di) "Con gli occhi di Giano. Narrazioni e unità delle scienze umane", Bonanno Editore 2014.

Fabbri, M., "Bilancio di genere: non è una cosa per sole donne" in Diritti delle donne, diritti del mondo, Regione Toscana, 2013.

Maraviglia, G., "Riflessioni sul paesaggio", in Caroti, F., Pace, C., (a cura di) "Io e l'antropologo, Scritti in onore di Paolo Chiozzi", Bonanno Editore 2013.

Della Porta, D., Fabbri, M., Piazza, G., Putting protest in place. Contested and liberated spaces in three campaigns", in Nicholls W., Miller B., Beaumont J. (eds), Spaces of Contention – Spatialities and Social Movements, Ashgate, Farnham, pp. 27-46, 2013.

Givone, S., Imbergamo, B., "Porto le mie idee: un percorso di partecipazione dal basso finanziato dall'alto", in Morisi M., Perrone C., Giochi di potere. Partecipazione, piani e politiche territoriali, UTET Università, 2013.

Givone, S., Imbergamo, B., "Partecipazione e pianificazione urbanistica: due esperienze toscane" (trad. portoghese), in "Historias de outros mundos possiveis" a cura di Allegretti G., Carvalho S.; Guerreiro L., Almedina Editores, Coimbra (in corso di pubblicazione).

Fabbri, M., Givone, S., Imbergamo, B., Mugnai, M., "Why discuss about a mosque through a participatory process" in Working paper series FVeP 09, Fondazione Volontariato e Partecipazione, 2013.

Mugnai, M., Socci, L., Spapperi, S., "Piloting a Ward Based Planning scheme in Buffalo City Metropolitan Municipality (BCMM) as a way to foster public participation in local development plan" International Conference Participatory local welfare, citizenship and third sector organizations. Pisa, 31th January-1st February 2013.

Fabbri, M., 2011, "Il caso di Prato: imprenditori cinesi nel settore delle confezioni e dell'abbigliamento", in rapporto CNEL "Il profilo nazionale degli imprenditori immigrati".

Givone, S., "Comunicare le trasformazioni, piccoli spunti di riflessione a partire da un caso concreto: il water-front di Marina di Carrara", Verdiana Network, www.verdiana.com rivista online, 2010.





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