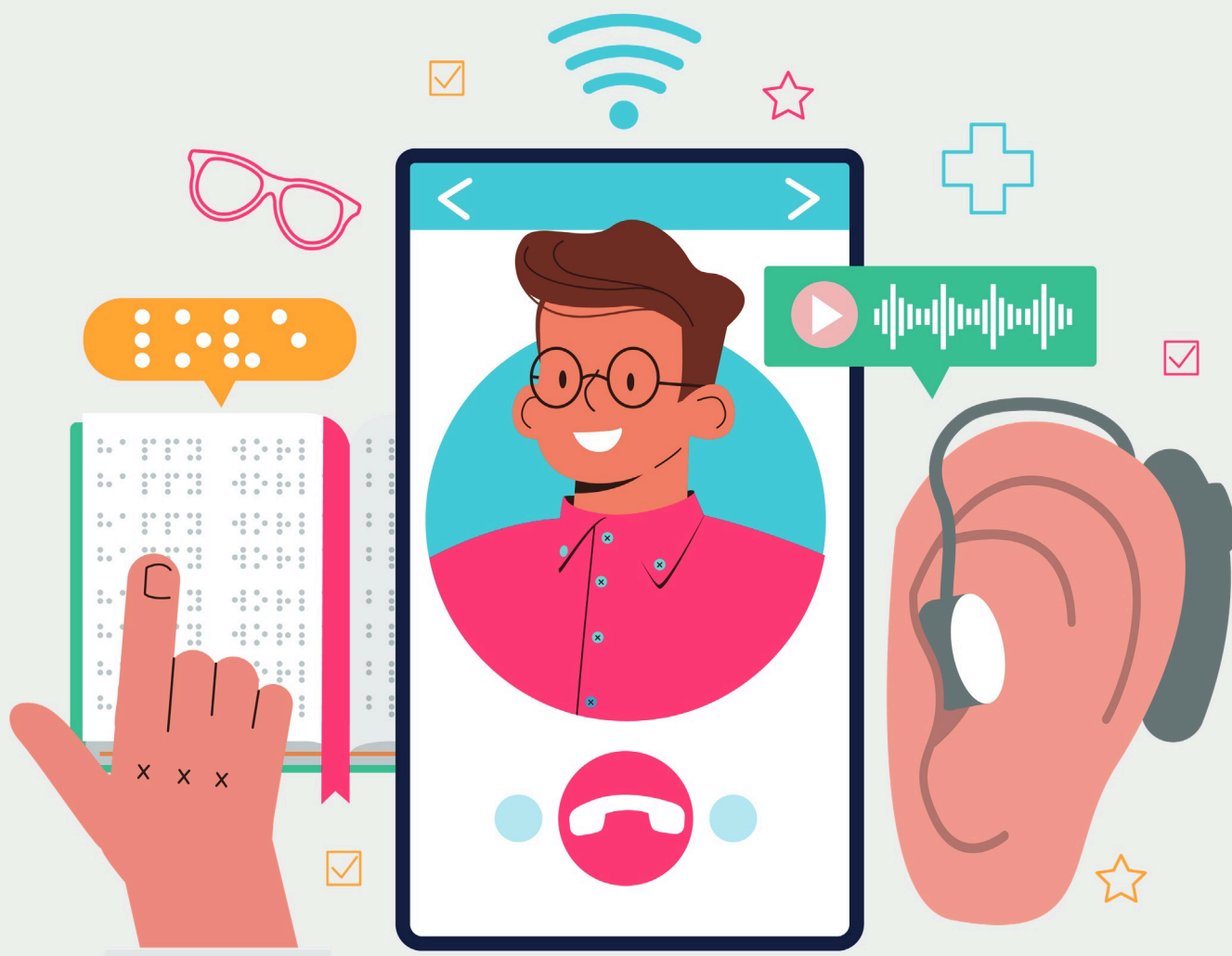




# Residents' Recommendations from Las Rozas de Madrid



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# Residents' Recommendations

17 February 2026

El Abajón Municipal Centre, Las Rozas de Madrid

# Residents' Recommendations

1

The City Council must be aware of the importance of clear, accessible and truthful communication, and commit to actively facilitating it.

2

The City Council must improve its relationship with residents. To do so, it should try to put itself in others' shoes, listen and respond to residents' requests.

3

The City Council must create measures to promote each person's autonomy and take into account the diversity of abilities, situations and languages.

4

The City Council must simplify municipal documents and make them clearer so that everyone can understand them.

5

The City Council must encourage its employees who serve residents to support them in carrying out procedures.

6

The City Council must use technology as a tool to support the residents of Las Rozas. It must ensure that technology works properly and that digital services, such as the website, are accessible.

7

The City Council must ensure that its documents and procedures have simple texts, are available in several languages and are accessible.

8

The City Council and residents must build stable, lasting alliances through associations and organisations that champion accessible communication and technology at the service of people.

9

The City Council must commit to ensuring that everyone can exercise their right to understand. It must use simple language in all its actions.

10

Building on the experience developed throughout the iDEM Project in municipal facilities, we invite the City Council to promote other participatory spaces for residents.

11

We ask the City Council to make these recommendations known to the people of Las Rozas through the media, as well as to other local, regional, national and European governments and public administrations.

+02

# The iDEM Project

## The Problem and Our Response

Due to the use of complex, bureaucratic language, the documents needed to take part in a neighbourhood assembly, access a public service or benefit, contribute to a public consultation or participatory budget, or vote in an election make processes that should be easy for all citizens difficult or inaccessible.



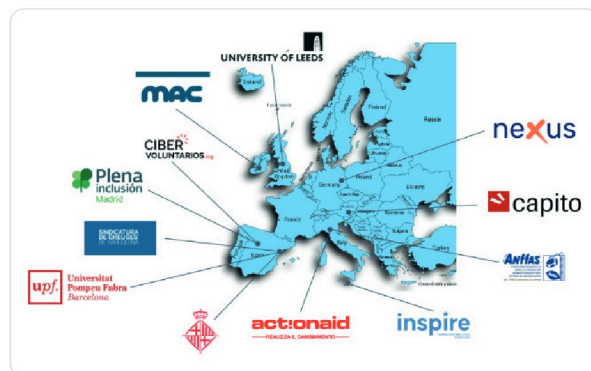
Every day we come across texts that are hard to read and understand, which is especially serious for people with reading or comprehension difficulties. This limits or prevents the exercise of fundamental rights, undermines trust in institutions and reduces both democratic legitimacy and quality.

Not fully understanding information is a major barrier, but it is not the only one. In the case of the barrier related to the difficulty of messages, technology can be the solution to make democratic spaces and processes more inclusive for everyone.

**iDEM** stands for **Innovative and Inclusive Democratic Spaces for Deliberation and Participation**. It is a project funded by the European Union, made up of 12 European partners and coordinated by Universitat Pompeu Fabra in Barcelona.

The iDEM project studies how natural language processing and artificial intelligence, through text simplification, can help reduce inequalities in participation and deliberation spaces and processes, making them more inclusive.

Inclusive democratic spaces and processes are those that everyone can attend and contribute to like anyone else: receiving information, understanding it, expressing their opinion, giving reasons, listening to those of others, and reaching a shared conclusion.



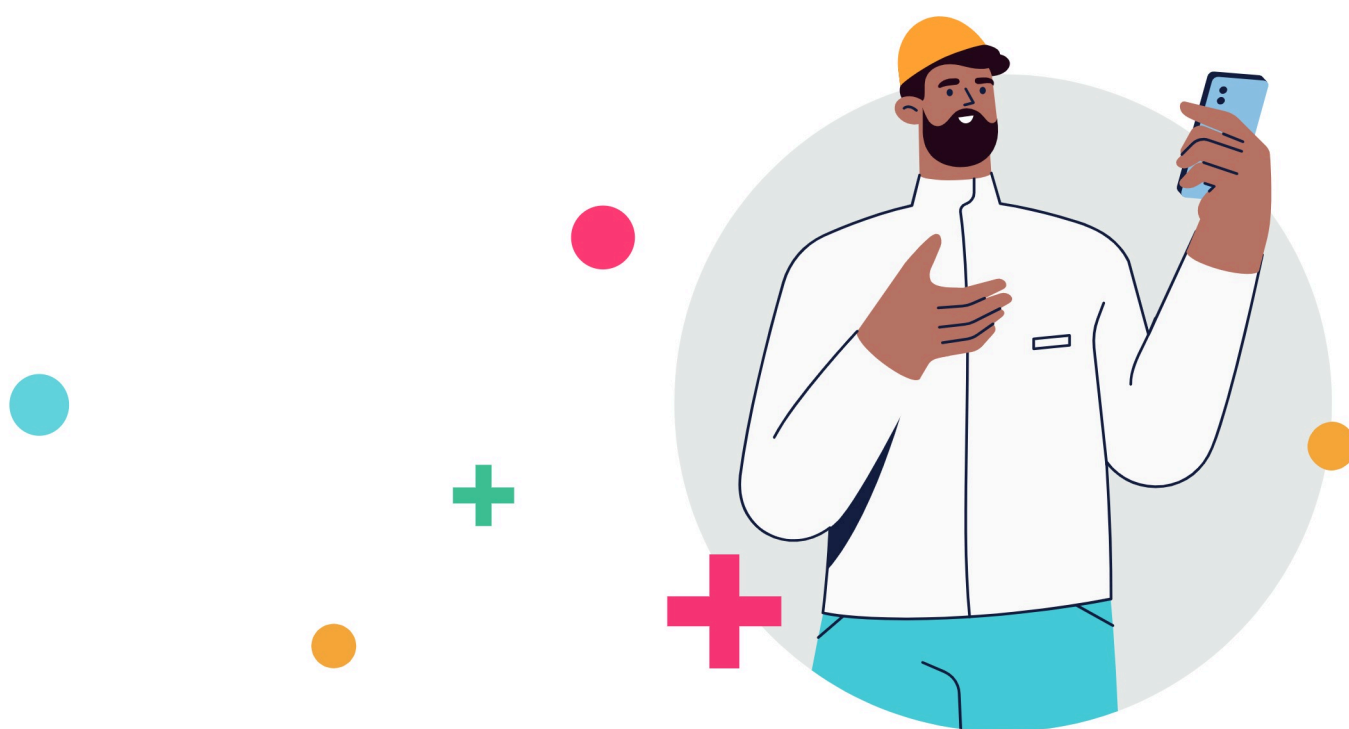
Among the innovative solutions we propose, one stands out: the development of a tool that incorporates natural language processing models to transform difficult documents and messages into others that are easier for everyone to understand.

## Test Scenarios and Recommendations

The iDEM project has proposed different scenarios for civic participation and deliberation in four European municipalities. Las Rozas de Madrid will be the first of these, organised by Fundación Cibervoluntarios and Plena Inclusión Madrid.

Resident participation has several purposes: first, to involve citizens in the development of the tool so that their needs are faithfully reflected in the final design of the iDEM project's simplification tool. Second, to provide a physical and digital space that is accessible to people who would usually be excluded or marginalised in participation processes. Third, as a result of all this, to pass on the conclusions to the local authorities involved.

The residents' recommendations in this document complement those drawn up by the iDEM project based on the analysis of research and interviews with experts. Both documents have different sources but serve the same purpose: to give a voice and a leading role to all citizens, strengthen trust in institutions and promote better public decisions.





# 03

## The Process in Las Rozas Madrid





## Collaboration with the Municipal Council

Las Rozas de Madrid City Council was the venue for the first use case of the iDEM project.

This is a process of resident deliberation and participation facilitated by a new digital tool. This use case was made possible thanks to Las Rozas de Madrid City Council, the public innovation company Las Rozas Innova and the Department of Social Services and Families, whose premises hosted the activities.

Over the course of a year, from January 2025 to January 2026, the process design and preparation phase was carried out and its objectives were defined:

- + Establish a space for deliberation and participation that includes people with different communication abilities and technological skills, overcoming by design the barriers that limit inclusion.
- + Encourage the use of the simplification tool developed by the iDEM project as a support for deliberation, documenting participants' experience of use in order to improve the prototype.
- + Promote consensus around a set of recommendations addressed to the City Council, based on a broad exchange of ideas, perspectives, opinions and arguments.
- + Help identify common points and specific bottlenecks that contribute to the successful development of the subsequent iDEM project use cases.

In addition, the methods, the necessary resources and the distribution of tasks among the parties involved were defined: on the one hand, the iDEM project and, in particular, Fundación Cibervoluntarios and Plena Inclusión Madrid; on the other, Las Rozas City Council, more specifically the Department of Family and Social Affairs and Las Rozas Innova. During this time, a structured collaboration framework was established to align the project's objectives with the municipality's needs.

## Collaboration with Residents' Organisations

None of this would be possible without people, without citizens, without residents. For this reason, the priority has been to mobilise anyone who might be interested in taking part, on a voluntary basis, in the planned activities.

Las Rozas Innova activated its contacts with various civil society organisations and associations with a particular interest in the public services and benefits of the Department of Social Services and Families of Las Rozas City Council.

The organisations' representatives were informed in successive rounds and given the necessary information and sufficient communication channels to pass on the opportunity to take part to their members. Accessible formats and the necessary support were then prepared for the in-person information meetings for those interested. As a result of this process, thirty people took part, who belong to:

**+ Las Rozas Senior Centres**

**+ Fundación Trébol**

**+ ALIF Intercultural Coexistence Centre of Las Rozas**

Finally, those who agreed to take part were invited to fill in a questionnaire to assess their reading and writing skills, their digital skills and their trust in public institutions, in order to verify that their profiles were suitable for the project's purposes and to make their contributions meaningful.

## The Path to the Result

The thirty people involved were called to deliberate and take part in a process of five sessions held on consecutive Tuesdays in the first quarter of 2026. The process was structured as follows:



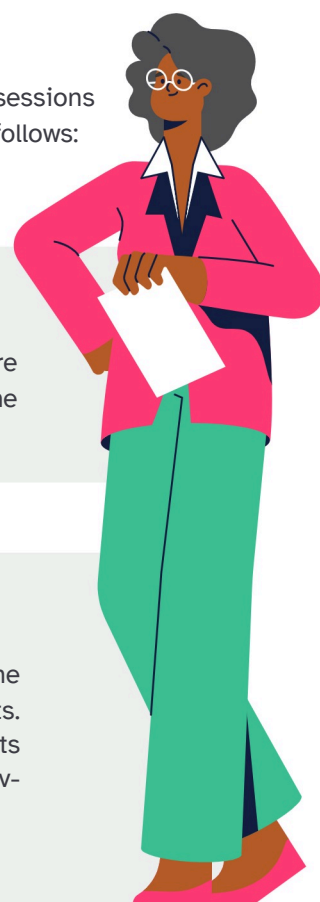
### 20 January. Preliminary Information.

Participants exchanged views on deliberative and participatory processes, were shown how the iDEM app works and were given a preview of the structure of the following sessions.



### 27 January. First Deliberation.

Participants heard the perspective of a Las Rozas City Council representative on the barriers residents face in accessing information about municipal services and benefits. Participants met in different working groups and tested the iDEM app with various texts aimed at citizens. Finally, each group's conclusions for the City Council and for improving the iDEM tool were shared with all participants.





### 3 February. Second Deliberation.

Participants heard the perspective of an expert from Plena Inclusión Madrid on the right to understand and on good practices that minimise comprehension barriers. Participants met in working groups with different municipal texts. Finally, each group's conclusions were shared with all participants.



### 10 February. Recommendations Consensus Session.

The process organisers from Fundación Cibervoluntarios and Plena Inclusión Madrid presented a document of preliminary recommendations, based on all the conclusions from the previous sessions, which was examined, discussed, amended and agreed by all participants in a plenary session. An evaluation of the process as a whole was also carried out.



### 17 February

Recommendations handover event. The recommendations are handed over to Las Rozas City Council, with the participation of institutional representatives of the iDEM project, Universitat Pompeu Fabra, Fundación Cibervoluntarios and Plena Inclusión Madrid, and attended by the people involved.

**All sessions were designed with universal accessibility criteria to enable the full inclusion of everyone in the process. The measures adopted include an accessibility assessment of all spaces, processes and materials, as well as multiple channels for resolving questions.**



## A Shared Consensus

The recommendations in this document are the result of resident deliberation within a process designed in the participation and co-creation format widely known as a citizens' jury, which, in line with the project's objectives, the necessary adaptations and the nature of the activities (joint sessions and working committees), we have chosen to call the **Residents' Deliberation Space**.

Throughout the sessions, participants were helped by different people who contributed to the process in specialised roles:

- + Experts to inform participants about the barriers in communicating the public services and benefits of Las Rozas de Madrid City Council, as well as about alternatives aimed at promoting universal accessibility and the understanding of information.
- + Moderators and note-takers who coordinated the activities of the working committees around specific tasks, documented their processes and results using the iDEM tool and agreed on recommendations.
- + Facilitators or support people who accompanied those who needed it, attending to their specific needs so that they could understand the information, use the iDEM tool and take part in the debates on equal terms.
- + Organisers who supported all of the above.

Each session was organised so that the working committees could identify problems and propose recommendations addressed to the City Council. The process consisted of receiving general information, examples of municipal documents and an exchange of perspectives. Throughout the process, participants were able to use the iDEM tool. The moderators then asked the groups to agree on three key ideas as a conclusion. At the end of the session, each group's conclusions were presented to all participants in plenary, to encourage the exchange of ideas between groups from one session to the next.

After the two deliberation sessions, the process organisers from Fundación Cibervoluntarios and Plena Inclusión Madrid drafted a provisional proposal of recommendations, grouping together the similar conclusions of the working groups. To ensure that the text faithfully represents the final message of the Residents' Deliberation Space, each recommendation was examined in detail in plenary, which had the opportunity to amend its content and validate its final wording by consensus.



## Next Steps

The process held in Las Rozas de Madrid is only the first step in improving the iDEM digital simplification tool, which will be tested in other European cities:



Bologna, organised by ActionAid Italia and the National Association of Families and People with Intellectual Disabilities and Neurodevelopmental Disorders



Barcelona, organised by the Barcelona Ombuds Office and the Municipal Institute for People with Disabilities of Barcelona City Council



Malta, organised by Inspire

The outcome of all these processes will include recommendations addressed to different governments and public administrations with the aim of encouraging innovation in democratic spaces and processes and achieving a more inclusive, legitimate, trustworthy, effective and, ultimately, higher-quality democracy.

## Project Impact

The iDEM project aims to contribute to an innovative and inclusive democracy that fosters the deliberation and participation of everyone. To this end, the project is developing:



Guidelines for accurately annotating text difficulties and producing easy-to-read texts, as well as a set of open-access texts to train natural language processing algorithms dedicated to producing easy texts.



A robust, multilingual, adaptable, unbiased and inclusive AI tool, compatible with citizen participation platforms, capable of identifying linguistic difficulties and translating them into easy-to-understand language.



A free, open-source iDEM service that will ensure that all citizens can participate effectively, meaningfully and without discrimination in deliberative and participatory democratic spaces, by simplifying complex texts in several languages.



Improved communication between citizens and democratic institutions to enable fairer participation for everyone.



Recommendations and knowledge on how to make deliberation spaces more accessible and inclusive.

The iDEM tool can have a direct impact on citizens, as it could be used on numerous participatory platforms and could also be useful for democratic institutions in the European Union.



## An Invitation to Action

These recommendations are part of a living and much broader process that the iDEM project aims to join. This is why this document is also a call:



To technology companies and teams that want to align innovation with social impact.



To the media wishing to address the right to understand from a comprehensive perspective.



To social organisations, citizen movements and communities already working to defend accessibility and citizen participation.



To public institutions and officials seeking frameworks to design policies that strengthen democratic innovation.

The residents' recommendations from Las Rozas de Madrid complement those that the iDEM project itself addresses to governments and public administrations wishing to improve the accessibility of their communities, deliberative processes, events or spaces, including examples and resources to put into practice.



Download the **iDEM Recommendations for increasing accessibility in democratic processes**



More information on **our website**  
**[idemproject.eu/es](https://idemproject.eu/es)**







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