



# The books

## « Say it to act »

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« To make the word free and  
alive »

Experience lead in « participative budgets » Social Centre for  
Public Action – Brussels in cooperation with ESAN - Belgian  
Committee (2003/2004 - 2005)



# Introduction: the context

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- The book « say it to act » as communication tool
- The book as a way of developing active citizen participation
- Animators listening capacity :
  - « to listen to hear... to hear to understand»



# Methodology

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- Book used as an expression tool towards persons not used to express themselves or to be heard.
- 11 themes allowing people to talk about their situation, feelings, vision about their neighbourhoods, and about their opinions concerning the future.
- Final step :
  - books content analysis
  - concrete propositions presented to the politicians



# Instructions for use

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- To inform the animators :
  - type of project
  - way of using the book
  - reading of the book with the animators
- Description of the steps to follow :
  - how to organise the meetings
  - to motivate the participants and to explain the project objectives
  - to inform the participants about potential concrete repercussions
- Anonymity
- Instruction to fulfill the books
  - answers to questions and debate about items



# The participants

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- Number
- Characteristics
- Social situation



# Motivations of associations

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- Interest for a nex experience
- To better know the opinion of the users
- To improve the relations with the public



# Motivations of the participants

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- Need to be heard
- Opportunity to be consider as an able person



# Book's purposes

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- It's my life...
- I miss that...
- That puts me in anger...
- That makes me happy...
- That makes me sad...
- I wonder why...
- I hope that...
- Sometimes I dream...
- That, I don't want it anymore...
- I've some ideas... I want to act...
- The future...



# First observations

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- Priorities :
  - housing (cost of rents)
  - employment
  - training
    - animators competences
    - programs adapted to the needs for the labour market
  - insulation – mobility
  - valorization of the cultures
- Situation of children in primary school
- Participants will to meet again



# Conclusions

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- To improve the listening
- To emphasize underprivileged people competences
- To establish more equal relations between social workers and citizens
- Concrete propositions :
  - Directory of persons with specific competences and knowledges
  - To give sense to cultures in the neighbourhoods
  - To multiply places for young children
  - To multiply outdoor meeting places
  - To improve the access to services and administrations to people with reduced mobility
  - To emphasize the cultural assets lost during the successive migrations