

Best Practices

# Citizen workshop

Citizen workshops are an opportunity to invite all residents to take part in collective consultation or decision-making. Organised by the local authority, the workshop brings together decision-makers, citizens, committee representatives and associations to co-create/co-design solutions for living together in their community. Participatory methods and appropriate workshop facilitation guarantee high-quality results.

## Objectives

- To hold discussions with residents,
- Listen to their ideas and concerns on various issues
- To discuss plans that interest them and that may be feasible in the short, medium or long term.

## Methods

Each citizens' workshop should be run using participatory methods, enabling each citizen to express his or her opinion freely.

Elements that could facilitate the process are :

- Defined timing (e.g. 1 hour, 2 hours, etc.),
- A competent moderator who captures the essence of the discussion and ensures that all participants can express their opinions,
- Work in small groups (e.g. 4 people around a table),
- The possibility of changing groups,
- Choice of languages (administrative languages and/or English),
- A variety of methods to enable participants to express themselves (a mix of speaking, drawing and presenting).

## Budget

- Costs for hiring a room and providing drinks and meals.
- Promotional costs (flyers, announcements on social networks, etc.)
- Cleaning costs (room, venue)



## Materials

- Equipment :

chairs, tables, drinks, snacks, projector, flipcharts.

- Venues :

A local, communal refreshment stands, cultural centres, alternative public cafés, etc.

## Periodicity

1-2 times a year

## Evaluation indicators

- Feedback from participants
- Feedback from the moderators
- Number of ideas submitted
- Quality of ideas submitted

## Practical advice - DO's

- Send personalised letters in several languages to keep the public properly informed.
- Clearly state the venue and date of the workshop in the invitation.
- Provide food and drink during the workshop.
- Make sure you have the necessary equipment for your type of workshop (Beamer, pens, surfaces that can be written on, removable walls, etc.).
- Provide childcare (together with the relax house, Jugendtreff, etc.) to increase the participation rate.
- Follow up and inform the citizens present of the results of the workshop and the next steps.

## Practical advice - DONT's

- Avoid inviting homogeneous groups of people
- Avoid inviting the same participants over and over again
- Don't forget to send the workshop report to the participants



## **Contact person/Possible partners**

The intercultural living together advisers,

The Communal Consultative Committee on Intercultural Living Together and possibly other committees,

Other institutions (Pakt vum Zesummeliewen steering committee, youth centre, etc.).

## **Additional information**

As part of Pakt vum Zesummeliewen, citizens' workshops are normally held every 6 months.

