

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 Zesummeliwwen steering committee, youth centre, etc.).

Additional information

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

