Best Practices

Citizen's Guide

The citizen's guide is an essential form of communication between the local authority and its residents – particularly newcomers. It is sometimes referred to as a "welcome book", "welcome guide" or "welcome book".

The citizen's guide is designed to inform newcomers about the infrastructure, services, education and reception facilities in their local authority, as well as about life and culture in Luxembourg.

Objectives

- Show new residents that they are welcome
- Provide practical information on local life (municipal services, associations, etc.)
- Stimulate citizen involvement and interaction in areas such as volunteering, political participation, language learning and practice.
- Foster a climate of exchange, well-being, integration and social cohesion.

Methods

The "Citizen's Guide" is published in two formats:

1. In print:

As an A4 or A5 brochure (one or more languages per brochure)
As a binder, allowing you to update individual sheets without having to reprint the entire booklet.
As a map, allowing you to add current information (e.g. flyers).

2. Digital version:

PDF downloadable from the commune's website
Multilingual website organized by sections

Budget

If your municipality wishes to develop a "Citizen's guide" in collaboration with the Ministère de la Famille, des Solidarités, du Vivre ensemble et de l'Accueil (free offer), this will be made available to you free of charge. If your commune prefers to develop/adapt its own guide independently of the Ministry, the costs will depend on the design labor (in-house or external) and printing of your choice.

Materials

Provide 1 printed guide per household of new arrivals OR 1 printed guide per household of non-Luxembourg residents OR 1 printed guide per household of Luxembourg AND non-Luxembourg residents. Alternatively, provide an all-box communication with the QR-Code referring to the digital guide.

Distribution at the municipal administration, cafés, cultural centres and other public places in the municipality.

Practical advice - DO's

- Promote the guide through all the commune's platforms (social networks, Buet, etc.)
- Distribute the guide in communal administration offices, cafés, cultural centers and other public places in the commune.
- Continuously adapt the content of the guide in line with developments in the community.
- Produce the guide in several languages (according to local linguistic needs).
- Organize events around the distribution of Citizen's guides.

Practical advice - DONT's

- Don't stop updating the guide.

Contact person/Possible partners

If your municipality is interested in developing a "Citizen's guide" in collaboration with the Ministère de la Famille, des Solidarités, du Vivre ensemble et de l'Accueil (free offer), please contact the Integration Department by sending an email to communes@integration.etat.lu.