



Citizen Involvement

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Approach

1 Context

2 Current state of affairs

3 Overview & analysis of applicants

4 Review & summary of best practices

5 Conclusions & recommendations

Levels of involvement at policy cycle stages

- Annual Reports
- Brochures, manuals
- Websites + applications
- Workshops & seminars

- Opinion polls/surveys
- Public hearings
- Focus groups
- Citizen panels
- Advisory committees

- Dialogue processes
- Citizen forums
- Consensus conferences
- Participatory budget process

Citizen information

Citizens Consultation

Citizen participation

Planning
Implementation

Planning
Implementation
Feedback & evaluation

Agenda setting
Planning
Implementation
Feedback & evaluation

Conclusions

- **Leadership and dedication are vital**
- **Partnerships build collective support amongst ALL stakeholders**
- **Role & attitude of the administration below political levels is key**
- **Ownership must be shared**
- **Web 2.0 and ICT tools are important but risk exclusivity**
- **Incrementalism is better than ‘big bang’ approaches**
- **Transferability is best in fields of urban and spatial planning, environmental issues and youth affairs but other fields can also benefit**
- **Innovation is relative but developments deserve support regardless**
- **Moving from the local to the national level will be a challenge**