

# Planning Workshop

## Next level EU citizen participation: Inclusive, Deliberative, Effective

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## Citizens' Dialogues lead to better results and more legitimacy – if done inclusively, deliberatively, and effectively

**Inclusive:** citizens represent the plurality and diversity of society.

**Deliberative:** structured exchanges of different views and experiences lead to joint proposals.

**Effective:** commitment from politicians, dialogue with policy-makers and follow-up process for results ensure acceptance and impact.



# The added value of innovative deliberative citizens' dialogues for politics and citizens

## **Politicians can implement citizen-centred policies**

- Knowing what is collectively important to citizens reflecting the diversity of society
- Better preparation of political decisions through input from citizens and new perspectives
- Greater understanding, more acceptance for politicians and politics

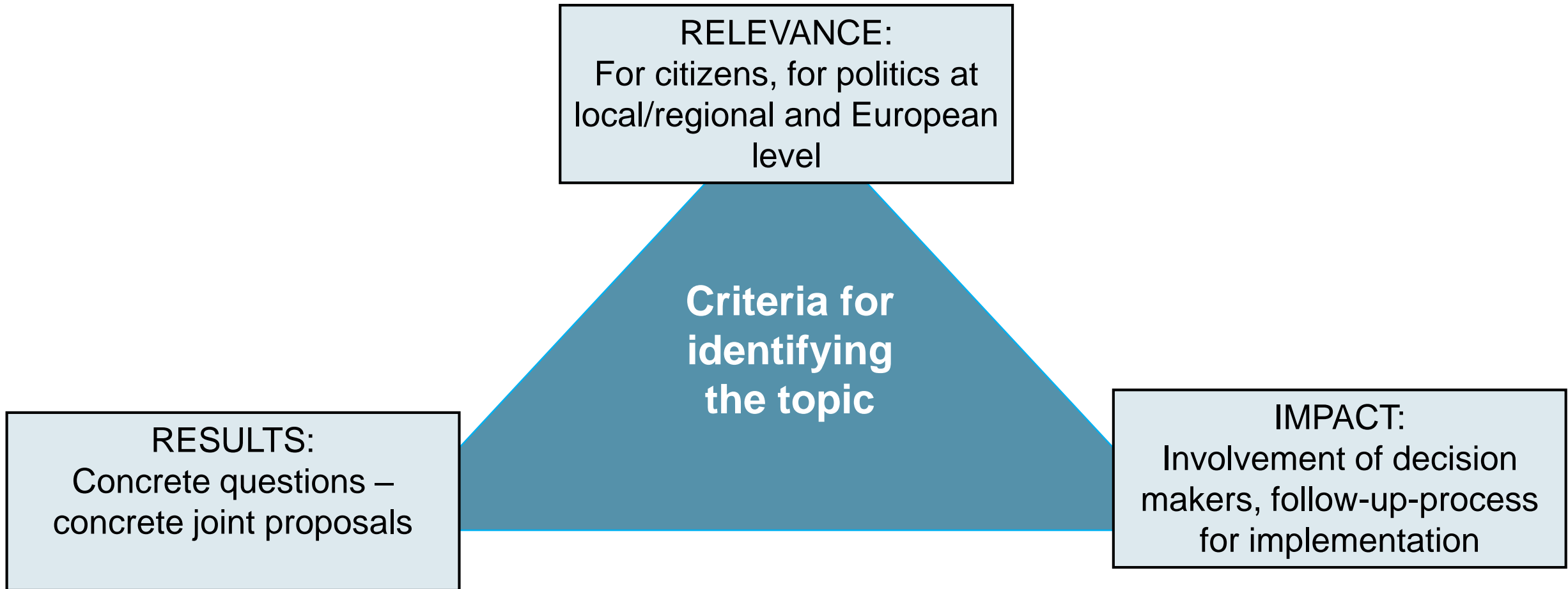
## **Citizens can have their say**

- Bringing interests and ideas into political processes and being heard by politics
  - Helping to shape and influence politics
  - More trust in politics and democracy
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# Effectiveness



## Effectiveness: The right topic and political commitment are key



## Effectiveness: Key questions for the topic and political commitment, the example of Eltville

### RELEVANCE

- What political issue is particularly important to you, for your region, for the EU?
- What are your expectations? What do citizens expect?

### Consequences from COVID for a SUSTAINABLE ELTVILLE

- Knowing more about citizens' perspectives and concerns about Covid
- Better solutions on how to make Eltville more sustainable
- Establish a permanent citizens' consultation

### RESULTS

- How concrete should the citizen proposals be that would help in political decision-making?
- Which question could citizens work on well?

### Better Understanding, IDEAS and PROPOSALS

- What can we learn from the Covid experience, with regard to a sustainable Eltville?

### IMPACT

- Which political actors are relevant for decision-making on the topic? How could they be involved?
- How should the follow-up process be designed leading to the implementation of citizens' proposals?

### Strategy process and IMPLEMENTATION PROJECTS

- Mayor and responsible persons from the administration respond directly to citizens' proposals.
- Results become part of the sustainability strategy and feed into implementation projects.

## Effectiveness – Work in small groups in the different projects

**Please identify the right topic for your project.  
What is your concrete question for the citizens?**

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# Inclusiveness





## Inclusiveness: Random selection is a proven method for inclusive citizens' dialogues

**inclusiveness  $\neq$  representativity**

but

**inclusiveness = diversity of society**

**Inclusiveness through random selection** allows for the voluntary involvement of a great diversity of people in politics. Everyone has a fair chance to have his or her voice heard. This way, politicians can receive unbiased input on a given topic.



### **Acknowledging differences**

Random selection takes societal differences into account. It helps to bring different groups, opinions and interests to one table.

## Inclusiveness: Start early with the recruitment strategy for random selection - Start at least 8 weeks before the event

- **Decide on number** of participants and selection **criteria** (age, gender, level of education, place of living ...)
- **Decide on method of random selection:**
  - **Own selection from resident register** (2 000 – 5 000 € for postage + allowances for participants, staff needs to conduct random selection and contact participants)
  - **Selection from telephone databases through service provider** (10 000 – 15 000 € for a service provider + allowances for participants, recruiting strategy still required)



## Inclusiveness: Random selection via resident register step by step – Start 6 weeks before event

### Own selection via resident register in Kleinmachnow

- **Preparation:** draw sample according to criteria, draft a letter of invitation, a program and further information for the citizens
- **Send out invitations** to selected participants; target: 50 participants, **IMPORTANT:** 20 - 50 invitations needed to reach one participant; Start 6 weeks before event
- **Confirm participation** as quickly as possible, inform registered citizens regularly about the status of the process
- **Check if criteria** are fulfilled 3 weeks before event
- **If not:** conduct a **second wave of drawing and invitations** to achieve criteria and numbers



## Inclusiveness: Random selection through service provider step by step – Start 8 weeks before event

### Selection through service provider: the citizens dialogue in The Hague

- **Selection of a service provider** who can recruit citizens under the above criteria.
- **Preparation:** clarify tasks and contract with service provider; draft a letter of invitation, a program and further information for the citizens, determination of the interfaces with the work of the organiser.
- **Regular contact with service provider** to ensure successful recruitment, e.g. sending updated lists with names and personal data of recruited participants in order to react
- **Permanently check if criteria** are fulfilled, **if not:** service providers adjusts recruitment



# Inclusiveness through Random selection – Your questions

## **Q & A Session**

**Exchange with Anna Renkamp and Christian Huesmann**

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# Deliberation



## Deliberation: 5 factors ensure successful onsite and online deliberation

- **Concrete topic and questions needed**
- **Intense exchange of experiences** and collective learning from experts result in jointly created proposals
- **Structure and variety:** clearly structured procedures and targeted work. Professional moderators ensure a fair and equal say. Use diverse and interactive methods such as: exchange in small groups (at least 50 % of the time!), surveys, dialogue with experts, written information
- **Ensure high level of concentration:** interaction and activation of all participants, short breaks
- **Preparing and rehearsing:** clarifying roles and tasks, plan for special training sessions (i. e. technicians, translators, moderators), prepare detailed schedules and ensure that all are qualified for their own specific role





## Example: Digital Citizens Dialogue in a municipality

### *What can we learn from Covid - with regard to a sustainable Eltville?*

Phase	Program – 180 min – 50 citizens
1. Plenary	Welcoming and onboarding of citizens; First digital <b>surveys</b> on the topic
2. Small Group	Getting to know each other - <b>Exchange of personal experiences</b>
3. Plenary	<b>Reports</b> from the small groups and room for <b>discussion</b> <b>Information input</b> for the following work in small groups
4. Small Group	Development of first ideas for improvement Working and agreeing on a limited number of ideas
5. Plenary	<b>Reports</b> from the small groups and room for discussion or feedback <b>Digital survey:</b> ideas from the groups were prioritised by the plenary <b>Mayor responded directly to the ideas</b> and outlined the follow-up
6. Plenary	Evaluation and end of the event Last words from the politicians and organisers

## Example: Digital Cross-border Citizens' Dialogue (FR, GER, CH) *Covid and living together in the trinational border region of Basel*

Phase	Programm – 240 min – 60 citizens
1. Plenary	Welcoming and onboarding of Citizens; Testing the translation tool First digital surveys on the topic
2. Plenary	Statements and <b>Information from German, French and Swiss politicians</b> Information input for the following work in small groups
3. Small groups	Getting to know each other - <b>Exchange of personal experiences</b> with Covid
4. Small groups	<b>Development of first ideas</b> for improvement <b>Working and agreeing</b> on a limited number of ideas
5. Plenary	Reports from the small groups; Communitisation of table group results
6. Plenary	<b>Discussion</b> , feedback, political representatives responded directly to the ideas and outlined the follow-up

## Example: On-site EU Citizens' Dialogue with FR, PL, GER citizens

### *The future of the European Union*

Phase	Programm – two days – 75 citizens
1. Plenary	Introduction and explanation of working methods
2. Small Group	Brainstorming about the biggest challenges, <b>exchange of experience</b>
3. Plenary	Reflection of results of brainstorming
4. Small Group	<b>Information and fact sheet on one subtopic</b> in the table group, <b>experts present at the table</b>
5. Small Group	Identification of greatest challenges presented by the subtopic
6. Small Group	Development of ideas to handle challenges, <b>Possibility to contact experts</b>
7. Plenary	Communication of table group results
8. Small Group	Concretization of ideas and proposals
9. Small Group	Selection of proposals and table representatives, who discuss with politicians
10. Plenary	Preparation for discussion with politicians; <b>Discussion with politicians</b>

## Deliberation

### **Break out groups, deliberation:**

What are your plans for the deliberative design of your project, in terms of number of citizens, duration, online, onsite or hybrid, involvement of experts and moderators?

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## Expenses and resources for a local/regional citizens' dialogue

### **Example: A one-day digital citizens' dialogue in one language, in a German municipality**

- 3,000 Euro: For 50 randomly selected citizens, selection by drawing from the resident register, postage costs, e. g. for 3.000 letters, 1 euro each, non-monetary incentive for citizens
- 2,000 Euro: For a professional process facilitator, who designs the moderations concept according to the key elements of the dialogue concept, who draws up the exact timetable for the event, who prepares the small-group-moderators, etc. , 2 to 3 daily rates
- 1,500 Euro: For 2 professional moderators, e. g. the technical moderater and the overall moderator
- 750 Euro: Service provider for technical support (Zoom), incl. a hotline and 1 trial run

**In addition: *personnel capacities*** of the initiating institution and the partner organisations involved

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## Expenses and resources for a cross-border citizens' dialogue

### Example: A one-day cross-border digital citizens' dialogue

- **Example: A one-day cross-border digital citizens' dialogue in two languages with 70 randomly selected citizens from FR, D, SH (Basel region)**
- - 6.500 €: Interpreting. 9 interpreters, 7 small groups, plenary, German-French, incl. 2 rehearsals and translation of documents
- - 22.000 €: Random selection with international service provider for high quality phone acquisition, for 70 citizens, incl. project management, support and preparation of citizens, including technical testing, hotlines and allowance of 50 € per citizen
- - 1.200 €: Service provider for technical support (Zoom), incl. two hotlines and 2 trial runs

**In addition: *personnel capacities*** of the initiating and organizing institutions involved, incl. process facilitators, moderators and experts

## Expenses and resources for a transnational citizens' dialogue

### **Example: A three-day transnational digital citizens' dialogue in five languages with 105 randomly selected citizens from Denmark, Germany, Ireland, Italy, Lithuania**

- - 85.000 €: For programming and combining translation tool with video tool and for 25 interpreters. 9 small groups (3 languages), 3 thematic groups (5 languages), 1 plenary (5 languages), incl. technical monitoring of all groups, translation of documents, trainings, test runs and rehearsals
  - - 50.000 €: Random selection with service provider for high quality phone acquisition, for 110 citizens, incl. allowance of 125 Euro per citizen, project management, support and preparation of citizens, including technical testing, 5 hotlines during the three-day-event
  - - 3.000 €: Service provider for technical support (Zoom), incl. two hotlines and 2 trial runs
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# CoR support

- Legal base: support to **online events** only ([CoR Decision 145/2020](#))
- Not financial support BUT **provision of services**
- Support via CoR or subcontractor

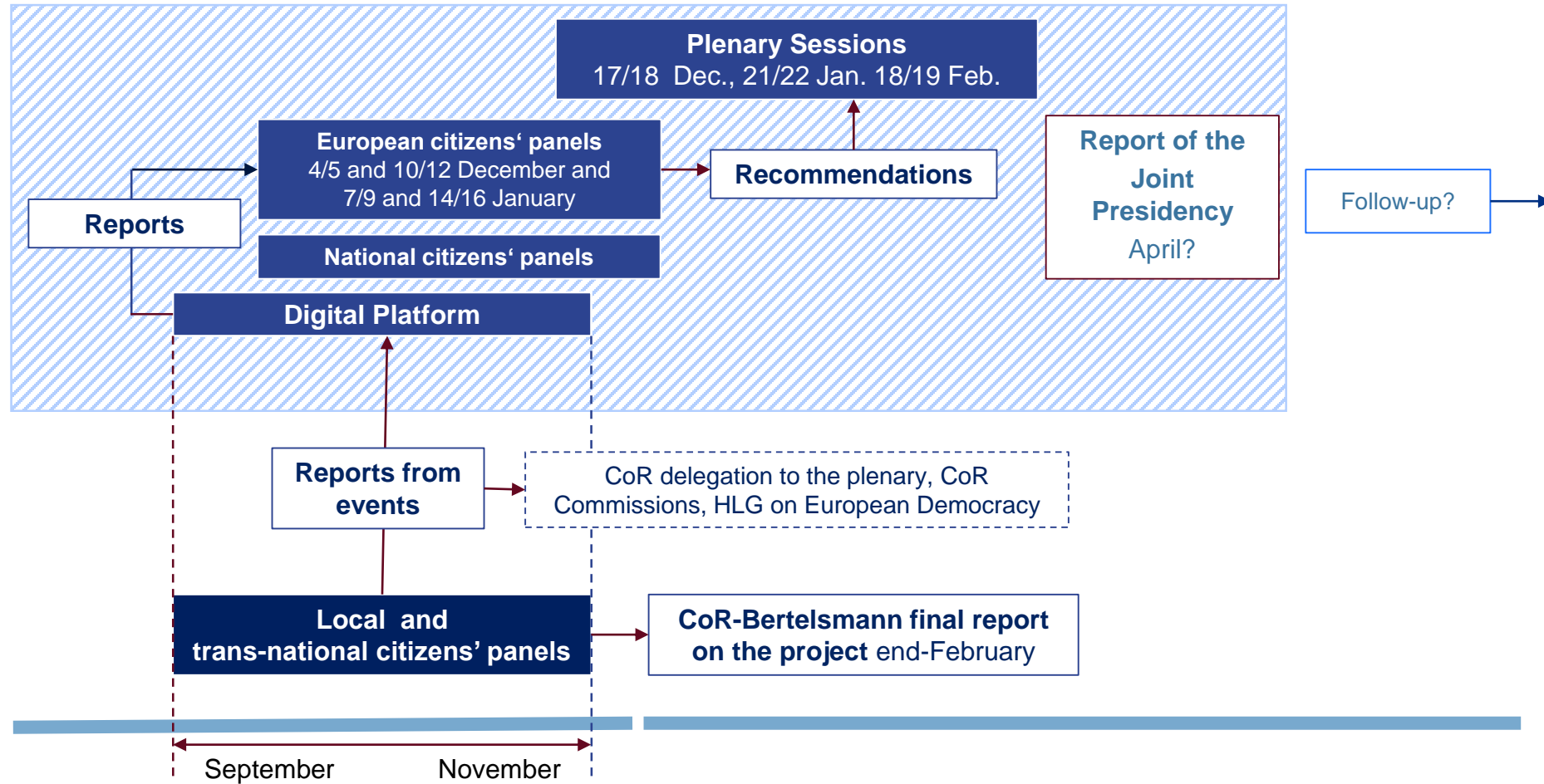




## CoR support – type of services

- Online hosting (including online platform, technical management during the event and if needed interpretation)
- Moderator's and guest speakers' costs
- Provision of CoR information materials during the event
- Press and Social media support (event promotions, live streaming, reporting, publicity)
- Dissemination of the event results

# The impact of local and transnational citizens' panels



- Q & A Session on Expenses and Resources

## Work organisation: Checklist “Key elements of the Dialogue” and next steps

- Decide on the target group of citizens and recruitment strategy
  - Agree and decide on the purpose, aims, topic and questions for your dialogue
  - Decide on mode and duration of the dialogue: onsite, digital or hybrid?
  - Decide on the engagement of policy makers, representing EU, your region and partners
  - Divide of expenses, resources and tasks between partners
  - Set up a project team and decide on communication modus among partners and with politicians
  - Clarify technology: What kind of tools do you need?
  - Clarify moderation: what is possible with your own personal, what professional service do you need?
  - Approach service providers: Random selection, translators, video tool, moderators, ...
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## Our support: What to expect next

### Seminar dates

- Tuesday, 06.07.2021, 13:00 – 16:00
- Wednesday, 07.07.2021, 10:00 – 13:00
- Thursday, 08.07.2021, 14:00 – 17:00
- Tuesday, 31.08.2021, 13:00 – 16:00
- Wednesday, 01.09.2021, 14:00 – 17:00
- Tuesday, 07.09.2021, 10:00 – 13:00
- Wednesday, 08.09.2021, 13:00 – 16:00

### Blueprints and handouts

- Handout random selection
- Collection of templates (invitations letters, info sheets, etc.)
- Detailed schedules for events
- ...



# Thank you!

Please visit us at



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