Next level EU citizen participation

Citizens’ Dialogues: Inclusive, Deliberative, Effective

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Impression of the Citizens' Dialogue in The Hague
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
Inclusiveness: Citizens of different nationalities, ages, gender and educational background participate
Deliberation: 75 citizens in 8 table-groups discuss for two days about the future of Europe
Effectiveness: Direct dialogue with EU-Commissioners about citizens’ proposals on a democratic, digital and green Europe
Citizens' Dialogues lead to better results and more legitimacy – if done inclusively, deliberatively, and effectively

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

→ Random selection

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

→ Moderated and structured room for discussions

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

→ Participatory Footprint
Inclusiveness: Recruiting Strategy with random selection (start: 8 weeks before 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)

- **Preparation:** draw sample according to criteria or clarify tasks and contract with service provider; draft a letter of invitation, a program and further information for the citizens
Inclusiveness: Implementation of Random selection (start: 6 weeks before event)

- **Send out invitations** to selected participants; IMPORTANT: 20 - 50 invitations needed to reach one participant; Start 6 weeks before event
- **Confirm participation** as quickly as possible, inform 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

→ Throughout the process: **keep in touch** with participants to make them feel valued and **ensure commitment**
Interview Timo Peters
Staff Office of the State Councillor for Civil Society and Citizen Participation, Ministry of State Baden-Württemberg
Deliberation: Moderated and structured room for discussions

- **Clear mandate**: clarify objectives of the dialogue, ensure relevance of the topic for citizens and politicians as well as for the municipality/region and for the EU

- **Three steps**: 1) intense exchange of experiences, 2) collective learning from experts, 3) joint creation of proposals

- **From 4 hours to 4 days**: duration depends on objectives and concreteness of the citizens' proposals

- **Interactive methods**: exchange in small and large groups, provide written information, dialogue with experts, surveys, IMPORTANT: at least 50 % working in small groups

- **Structure, moderation and consensus**: clear tasks and questions; structured procedures; moderation ensures orientation, a fair and equal say for everyone, co-creative, targeted work and joint results
Deliberation: Digital transnational dialogues need particularly intensive preparation

- **Combining online video technology with translation:** allowing multiple languages not only in plenary, but also in small groups taking place at the same time

- **Ensuring high level of concentration:** applying diverse and varied methods for interaction and activation of all participants, short breaks. No one-to-one transfer from on-site to digital events

- **Precise role definition:** clarifying roles such as for technicians, translators, moderators

- **Trainings and rehearsals:** conducting special training sessions for translators and moderators and rehearsals for all concerned
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Digital Survey
Effectiveness and Commitment: Three steps for a participatory footprint

▪ **First step before the dialogue**: ensure involvement and commitment of decision-makers and implementers; defining scope of action

▪ **Second Step during the Dialogue**: ensure participation of decision-makers at the event: listening and reacting to the ideas of the citizens

▪ **Second Step during the Dialogue**: Ensure participation of administrative staff at the event: taking notes for documentation, moderating of small groups, etc..
Effectiveness and Commitment: Three steps for a participatory footprint

- **Third step after the event:** define process how to handle results on a regional and European level
- Document the event, highlighting the citizens ideas and concrete next steps
- Send the documentation to the participants and make the document public
- Make sure that the results are incorporated into political decision-making processes
- Inform the participants if and when certain ideas are being implemented
Interview Julia Übelhör,
Coordinator for Municipal Development Policy,
City of Eltville on the Rhine
Guiding questions for designing a citizens' dialogue / panel

- What are the motives of the actors involved (politics, administration, citizens)? Are there common objectives? Which topic and which questions are relevant?
- How is the commitment of political decision-makers at the different levels guaranteed?
- How is citizen diversity and plurality of opinion ensured?
- Which key points are relevant for "your" citizens' dialogue and which resources or expertise do you need for successful implementation?
- How do you tailor your dialogue process to your specific case?
- How should the results be dealt with in the municipality/region, in the EU?
- How are politicians accountable to the citizens?
Joint project of CoR and Bertelsmann Stiftung

**Organization of dialogues**: local and regional partners plan and conduct the citizens' dialogues/panels.

**Enabling partners**: CoR and Bertelsmann Stiftung support local, regional, cross-border, city-to-city dialogues, on-site or digital, citizens input into the Conference on the Future of Europe; Methods based on inclusiveness, deliberation, effectiveness: random selection, interactive formats, commitment of policymakers.
Joint project: Support from the Bertelsmann Stiftung

The Bertelsmann Stiftung supports initiators and organizers of the dialogues:

- Expertise (i.e. random selection of participants)
- Guidelines/Handbook
- **Planning workshops for responsible personnel** from administration and politics: objectives, expectations, topic, embedding in politics, recruitment of citizens, key points for the dialogue concept, resources, work organisation and roles, rough timing and preparation phases, and involvement of broader public and media
- **Seminars for process facilitators and moderators**: includes designing the dialogue process, interactive methods, role and tasks of the moderators, involvement of experts, multilingual dialogues, digital technology, evaluation, documentation, follow-up
Thank you!

Please visit us at www.bertelsmann-stiftung.de