



Engaging citizens: Lessons for Neighbourhood Governance

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Varieties of official participation

- Information collecting consultation: substantial growth in surveys, formal consultation leaflets and meetings, increasing use of focus groups
- Decision making involvement: citizens' juries, referendums and other voting mechanisms, area and user group forums, planning for real, interactive websites, participatory budgeting



Evidence of progress?

- Innovation and capacity building in methods
- Installing a habit of consultation if not user management
- Commitment at level of rhetoric remains high
- Still a gap between expectations of users and those of governors, only limited evidence of impact on decision making
- Evidence of manipulation of user voice
- Fears about consultation overload



And what about citizens

- Most are cynical
- Have naïve attitudes towards the political process
- Will try to avoid responsibility
- In short they are just like me outside my professional life



Can public authorities encourage engagement?

- Underlying challenges: the proper role of government in promoting participation and civil renewal
- An awareness of the general factors that can stimulate or undermine participation
- Use as a checklist against which to assess gaps in programmes and limitations on progress: the CLEAR model



CLEAR: an audit framework

Factor	Audit check	Policy Response
Can do	The resources that people have as well as confidence to use them	Capacity Building aimed at individuals or communities
Like to	A sense of involvement with the public entity that it the focus of engagement	Sense of community, civic engagement, social capital and citizenship
Enabled to	The civic infrastructure of organizations that organize participation	To support the civic infrastructure: a set of viable civic institutions
Asked to	Mobilizing people into participation by asking for their input can make a big difference	Public participation schemes that are diverse and reflexive
Responded to	Participate if they are listened to and able to see a response	A public policy system that can show a capacity to respond