



Welcome to the session

Citizen Engagement for Systemic Climate Action

The session starts at **13:15 CEST**

If you have any questions about the Online Planning Lab, feel free to ask us directly or post them in the chat.



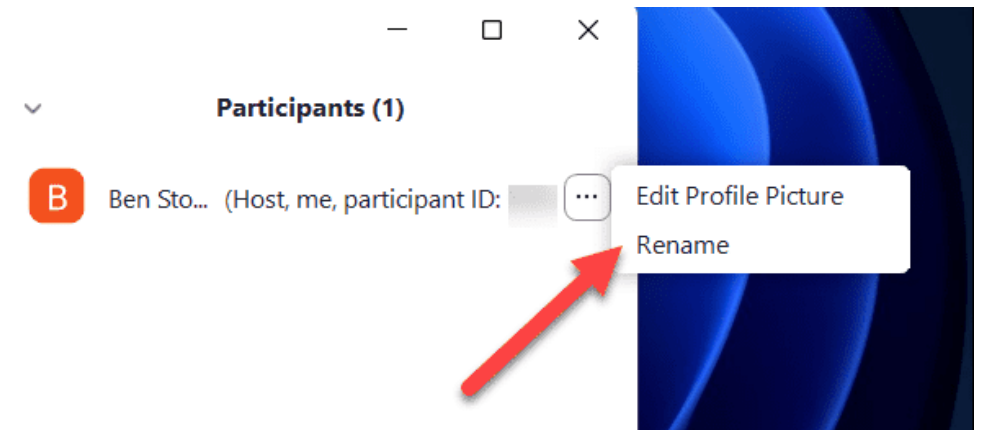
In the meantime, get comfortable and grab a coffee or tea until we begin!





Renaming

- In the meeting controls toolbar, click on **Participants**. 
- Hover your mouse over your name, then click **More** or the **ellipsis icon**.()
- Click **Rename**. A pop-up box will appear.
- In the pop-up box, enter your display name.
- Click **Change**.

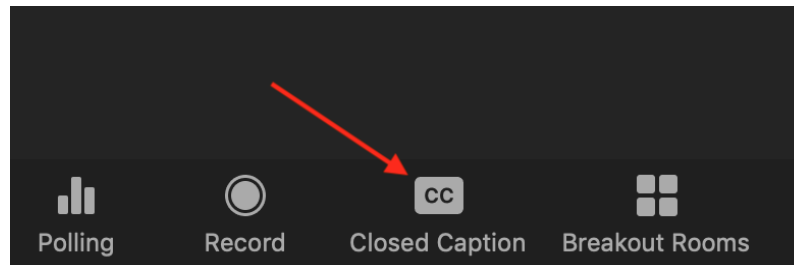




Activating Closed Captions

- In the meeting controls toolbar, click the **Show captions** icon. ()
- Captions will automatically appear above the meeting controls toolbar.

***Caption language:** Please do not change the spoken language of the meeting, as captions will change for everyone.





Design Your City's Net Zero Strategy: Online Planning Lab

NetZeroCities online course for all cities
September 16th- December 11th 2025





09/10/2025

Module N° 2 – Spotlight Session N° 2

Citizen Engagement for Systemic Climate Action



Funded by
the European Union



<https://netzerocities.app/resource-4501>

MODULE 1	Core The NetZeroCities program, service offering, systemic approach, what works for Mission Cities	Spotlight 1 NetZeroCities Orientation	Spotlight 2 Shaping Climate Narratives	Spotlight 3 Climate City Contracts		
MODULE 2	Core Developing a transition team, mapping and activating the ecosystem	Spotlight 1 Transition team & climate leadership	Spotlight 2 Engaging the private sector	Spotlight 3 Citizen engagement for systemic climate action		
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Housekeeping



Stay muted unless you are invited to speak.



Raise your hand before speaking.



Stay engaged: We invite you to keep your camera on.



Use the chat for questions and to introduce yourself.



Change your Zoom name to include your city.



Activate Closed Captions to keep up with the speakers.





Participation

This course is intended for all EU (and Horizon affiliated countries) cities with a population above 50.000 that do not yet have a climate Action Plan

- It's open to any municipality as well as to consultants, experts, regional authorities, etc.
- The course guides cities into developing a climate action plan | No funding available for participating cities
- This course is NOT for students
- After each session, facilitators remain online for Q&A

26 online sessions
of which 6 are core
sessions

Tuesday 9.15-11.00 and
Thursday 13.15-15.00

Participation is **free**





Certification

Free

Municipalities that **attend all 6 core sessions** will obtain a certificate of attendance for the city issued by the NetZeroCities project

30€

Participants who **attend all 6 core sessions can obtain** a certificate of attendance issued by **Universidad Politecnica de Madrid**



Online ceremony on December 11th 2025

In-person ceremony at the City Conference in Turin May 2026





Recordings and activities

- All participants who sign up for the program receive an email **after each module with the video recording** of the sessions and additional useful information.
- Before joining each session, you will be requested to agree with the course privacy policy, provide **permission for recording** and details of your municipality or profile to be able to issue the attendance certificates.
- The program is structured into **six modules**, each offering 4-6 hands-on sessions led by expert practitioners and cities. Each session will have an interactive component, in which you can share your questions and experiences.

Q: Can you participate in single sessions?

A: Yes! If you sign up for the course, you will receive communications and links to all the sessions. All sessions are held on Zoom (online). All participants who sign up for the program receive an email after each module with the video recording of the session and additional useful information.

Q: What is the level of English proficiency required?

A: Participants can ask questions in their own (European) language in the chat.

DISCLAIMER: Before joining each session, you will be requested to agree with the course privacy policy, provide **permission for recording** and details of your municipality or profile to be able to issue the attendance certificates.





Sign-up and Portal Group

What should you do now?

There is **no deadline** for applying to the course. All sessions are held on Zoom, and you can join the Zoom meeting through the link provided in this email or in the course program page on the NetZeroCities portal.

1. **[SIGN UP NOW](#)** for Zoom sessions and **ADD** them to your **CALENDAR**
2. Read carefully the [online pages for each session](#) and **register** in advance for each of the sessions on the Zoom platform.
3. Join the dedicated group for this course to interact with other participants: [Design Your City's Net Zero Strategy: Online Planning Lab](#)





Faculty

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Marzia Mortati



Georgia Cameron



Meline González Piloyan



Cristina Robledano



Apurva Singh



Nupur Prothi



Janne Rinne



Alexandru Buftic



Marcial Silva



Ignatius But





13:15	Welcome & Check-in
13:30	Effective Citizen Engagement for Long-Term Climate Action
13:50	Coffee Break
13:55	Mission Cities share their stories: Miso Hudak (Kosice) & Kristina Eberth (Gothenburg) Q & A
14:30	Group Reflection
10:55	Check-Out & Outlook

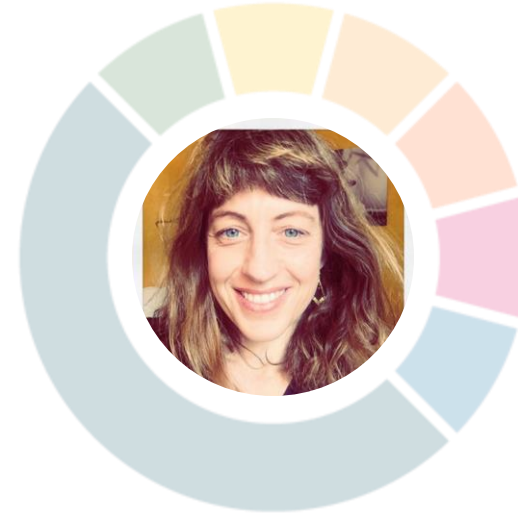




Lecturers



Daniela Amann
Democratic Society



Carlotta Fontana
Democratic Society





Please write in the chat

- What do you hope to learn in this session?





Effective Citizen Engagement for Long- Term Climate Action



Why involve citizens and urban stakeholders?



Ten tips for strengthening government's relations with citizens

1. Take it seriously
2. Start from the citizen's perspective
3. Deliver what you promise
4. Watch timing
5. Be creative
6. Balance different interests
7. Be prepared for criticism
8. Involve your staff
9. Develop a coherent policy
10. Act now

*From Citizens as Partners: OECD
Handbook on Information, Consultation
and Public Participation in Policy-Making*

Source: Focus, 2001

- **Greater legitimacy & trust**
 - De-risk hard political decisions
 - De-risk spending and effort
 - Greater social acceptance and sense of ownership.
- **Better solutions**
 - Diverse perspectives
 - Better understanding of problems and solutions
 - Problem and solutions informed by lived experience/knowledge on the ground
- **More community**
 - More joy & resilience
 - From individual to collective needs



Effective Citizen Engagement for Long-Term Climate Action



To scale and sustain participation from a 'one off', project-based approach, we need to think differently about how we manage and govern participation.

- How can we professionalise and systematising the way in which we do participation?
- How can cities work with citizens and community groups as true partners in creating change?
- How can governance strengthen trust and credibility on an ongoing basis, beyond election cycles?





Participation practice

Professionalising and systematising the way in which we do participation.

Embedding and normalising participation as business as usual

Setting standards and processes, and acting as a collective memory and a space for learning how to do better.



City as an enabler

Changing the relationship between the state and the citizen. Rather than controlling and managing, the city is a peer, sharing resource and know-how.

Relating to citizens and civil society as equals, and is being willing to act on their ideas, share resources or take direction.



Transition governance

New forms of governance we need to build together to manage the complexities of the transition to a zero-carbon future

Voting alone is not enough to help us reach our climate goals – we need an ongoing democratic dialogue to mobilise and sustain the changes needed in every aspect of our lives



1. Participation Practice



NetZeroCities has received funding from the H2020 Research and Innovation Programme under grant agreement n°101036519.

Does your city keep a memory of past participation work? How?





Brussels

**fostering a culture of citizen engagement
and innovation in the region**

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Participation.Brussels

What Participation.Brussel offers

- **Individual advice** to civil servants
- **Support to regulate the market** and narrow offers in participation-related procurement
- **Forum.Participation:** Trainings, combining field trips, academic content and Peer-Learning
- **Website as knowledge base:** methods, tools and evolving content

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Participation.Brussels

How is Participation.Brussels organised?

- Part of Perspective.Brussels, the regional urban planning expertise centre
- Created in 2022, following a 2019 government initiative
- Clear mandate and framework defined by the regional government
- 5-person team: project managers, admin support, and communication lead
- Guided by an expert committee (balanced composition: FR/NL, academics, regional org, social sector)

Efforts to go beyond election cycles

- Building a *culture of participation* through training, networking, and knowledge-sharing
- Focus on transparency, honesty, and respecting guidelines
- Expert committee helps position the department as an impartial actor
- Legal institutionalisation is possible but limited; cultural change seen as more sustainable

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Participation.Brussels

Learnings and recommendations for others

- **Resources matter**, but many things are possible with limited means
- Take time for a qualitative, **co-creative approach** with people where they are
- **Learn from other cities** (Berlin, Helsinki)
- **Reassurance and objectify**: Reassure civil servants working in complex environments; broaden the view of participation beyond one-off events
- **Field trips are powerful**: visiting other cities creates new realities for participants that open up new opportunities

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Questions to explore

- How can we professionalise and systematising the way in which we do participation?
- What standards and processes are important for supporting high-quality participation?
- How can participation practice serve as a collective memory and learning system to improve future engagement?
- What does it mean to embed participation as ‘business as usual’ within an organisation or city system?



2. City as Enabler



NetZeroCities has received funding from the H2020 Research and Innovation Programme under grant agreement n°101036519.

What difference could it make (/does it make) if citizens led climate projects in your city?





Valencia

supporting local Energy Communities

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This project has received funding from the H2020 Research and Innovation Programme under grant agreement n°101036519.

Valencia - Energy Communities

- Promotion of Local Energy Communities (LECs) since 2019.
 - Valencia 2030 Climate Mission
 - European Green Capital 2024
 - City Council ensures energy access for all.
 - Neighborhood coverage expanding: Malilla, Saïdia, Aiora-Algirós, Russafa, Ciutat Vella, Poblats Marítim
- Energy Office as a one-stop-shop
 - Workshops and in-person district-level sessions.
 - Templates for setting up LECs as Associations
 - Mediation to build agreements among neighbors.
 - Projects to foster innovation and inclusion
 - Municipal solar program 'Requiem in Power' repurposes spaces for PV; energy shared with citizens
 - Turning unconventional urban space to solar generation sites

© climaenergia.com



Valencia - Energy Communities

Focus on inclusion: support for vulnerable groups.

- Requiem in Power (RIP) - installing PV systems on municipal cemeteries
 - 25% of the generated energy was allocated to vulnerable households
 - Coordinated with municipal Social Services.
- Pilot energy community (Castellar)
 - City covered initial fees for low-income households.
 - Vulnerable residents joined as equal participants in LECs
 - Coordinated with municipal Social Services

Valencia - Energy Communities

Lessons Learned

- **One-stop-shop support:** a municipal one-stop office (OTC) to help with legal forms, governance, and permits
- **Innovation & social justice:** Innovation through several projects, leveraging creativity and social justice
- **Local Trust Building:** Communicate locally with repeated, in-person meetings to build trust
- **Measureable Impact:** households enrolled, kWh delivered, bills reduced, and satisfaction

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Questions to explore

- How can cities work with citizens and community groups as true partners in creating change?
- In what ways can cities act on ideas from citizens and civil society?
- How can cities share resources like open data, expertise, or community spaces to empower communities?
- What does it mean for a city to take direction from citizen-led initiatives?



3. Transition Governane



NetZeroCities has received funding from the H2020 Research and Innovation Programme under grant agreement n°101036519.

Is there a place in your city
where citizens and experts
work together on big
challenges?





Lyon's

**systemic response to the challenges of
climate governance at the urban scale**

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This project has received funding from the H2020 Research and Innovation Programme under grant agreement n°101036519.

Lyon Climate Hall

- Will open doors in **2026**
- **Pilot goal:**
 - Training & Knowledge Platform and incubator
 - Empower citizens & stakeholders to drive climate neutrality
- **Partners:** local energy & climate agency, mobility agency, environmental association (Anciela), social inclusion agency (MMIE), cultural & educational hub (Cité Anthropocène), and Université Lyon 2
- More than a physical location – but representing a new platform for collaboration, **where collective intelligence meets public policy**

© Romain Girot on Unsplash



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Lyon Climate Hall

Three key pillars:

- **School of Resilience:** Public policy innovation through research + civil society
- **Third Place & Off-site Programs:** City-wide awareness and experimentation hubs
- **Network Enhancement:** Creating synergies among climate actors

- Focus on priority areas: mobility, energy, food, buildings
Participatory tools: storytelling, experimentation, evaluation
- Engaged sectors: academia, NGOs, businesses, citizens

© Romain Girot on Unsplash



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Questions to explore

- How can governance strengthen trust and credibility on an ongoing basis, beyond election cycles?
- How can ongoing democratic dialogue help mobilise and sustain the wide-ranging changes required for the transition?
- What new forms of governance are needed to manage the complexities of the transition to a zero-carbon future?



Stories from Mission Cities





Group Reflection



Group Reflection

- What's one challenge you're currently experiencing in citizen engagement?
- What insights, inspirations, or even new questions are you taking away from today's session?





Wrap-up & Outlook



Key take aways

Professionalising Participation

- Participation becomes stronger when it is systematised and embedded
- Standards, processes, and shared learning make participation more effective and sustainable.

City as Enabler

- Cities can act as peers and partners, not just regulators.
- By sharing resources and acting on citizens' ideas, they unlock community potential.

Transition Governance

- Tackling the climate transition call for new democratic practices beyond voting.
- Continuous dialogue and shared governance build legitimacy and community support for change.

Interesting Resources

- [Civic environment mapping service](#) – A collection of canvases for local ecosystem mapping
- [Personas \(Canvas\)](#) – A step-by-step guide on how to create personas.
- [Day to Day Lifecycle: Infrastructuring democracy](#) – Canvas to understand when and how to do citizen participation.
- [Participedia](#) - A global network and crowdsourcing platform for researchers, educators, practitioners, policymakers, activists, and anyone interested in public participation and democratic innovations





Online Planning Lab. Feedback form Module 2 Spotlight 3



Scan the QR Code and share your thoughts and feedback with us !

[Link here](#)





<https://netzerocities.app/resource-4501>

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Contacts

Do you have any question or do you want to learn more about this? Don't hesitate to get in touch with us!

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