

# Solution package 5:

Citizen-centred solutions

## Stakeholder mapping towards citizen-centric solutions and co-creation

### Session Summary

This session focused on helping cities in their citizen engagement journey by identifying key citizen groups and stakeholders in their PCEDs. Stakeholder mapping is a crucial step in formulating effective citizen engagement strategies. Participants identified priority groups, including those citizen groups that are ‘hard to reach’, while considering factors such as influence, time availability, and relevance to cities’ focused activities. The session was facilitated by Stella Archontaki (Energy Cities), with participants from Budapest, Lyon, Prague, Porto, and Munich.

### Resources

A Stakeholder Mapping Template customised for this session.

### Common Challenges

- Cities face the **challenge of engaging with a diverse range of groups**, considering the hard-to-reach groups such as the elderly or migrants. Porto highlighted their goal of engaging elderly residents in social housing, and the challenge to approach them as they often display distrust and resistance to participation.
- Especially in new districts, fostering **a sense of identity** and ownership among citizens needs extra attention where some populations (e.g., immigrants) might often feel disconnected. For example, Lyon highlighted difficulties in building community cohesion in Lyon Confluence with no established citizen base.

### Main Takeaways

- **Understanding and Inclusion:** Cities must identify and understand diverse citizen groups, recognising both usually represented and often overlooked communities. This deep understanding is essential to align with citizens’ needs and priorities.
- **Building Trust and Awareness:** Enhancing energy literacy and fostering local ownership can help address resistance and encourage citizens participation.

### Quote

*“The session highlighted the complexity of integrating and articulating a great range of citizens and stakeholders, thus our need to understand the role they could play in co-creating the district. In order to create a district identity in Confluence, it is essential to consider the strong socio-cultural disparities between existing and new neighbourhoods, as well as the different influences or capacities groups and representatives might have.”*

**-Louisian Germain, Lyon Confluence**

