



# Engaging citizens and stakeholders

Marijke De Roeck – City of Antwerp



## Evaluation after 20 years of participation in Antwerp (2015)

- need for a clear *decision flow* in *municipal* communication and participation processes
- need for a clear *categorization* of the different projects in order to determine the appropriate approach
- need for a *higher level of civic involvement*
- need for better feedback on and *transparency* about former communication and participation processes

# Different projects need different levels of citizen's engagement



C-projects need only engagement if they might be protested



B-projects (simple city plans) need a standard level of engagement



A-projects (complex city plans) need high and intense levels of engagement

# Share basic information broadly



Over

Tijdlijn

Doe mee

*Stad Antwerpen plant een volledige heraanleg de Meir en de twee korte straten die eraan grenzen: de Leysstraat en de Jezusstraat.*

antwerpenmorgen.be/nl

Intranet SnA AM DGV Alle bookmarks

## Doe mee

06 november

[De Turnhoutsebaan Transformeert](#)  
**infomarkt ontwerpplan Turnhoutsebaan**

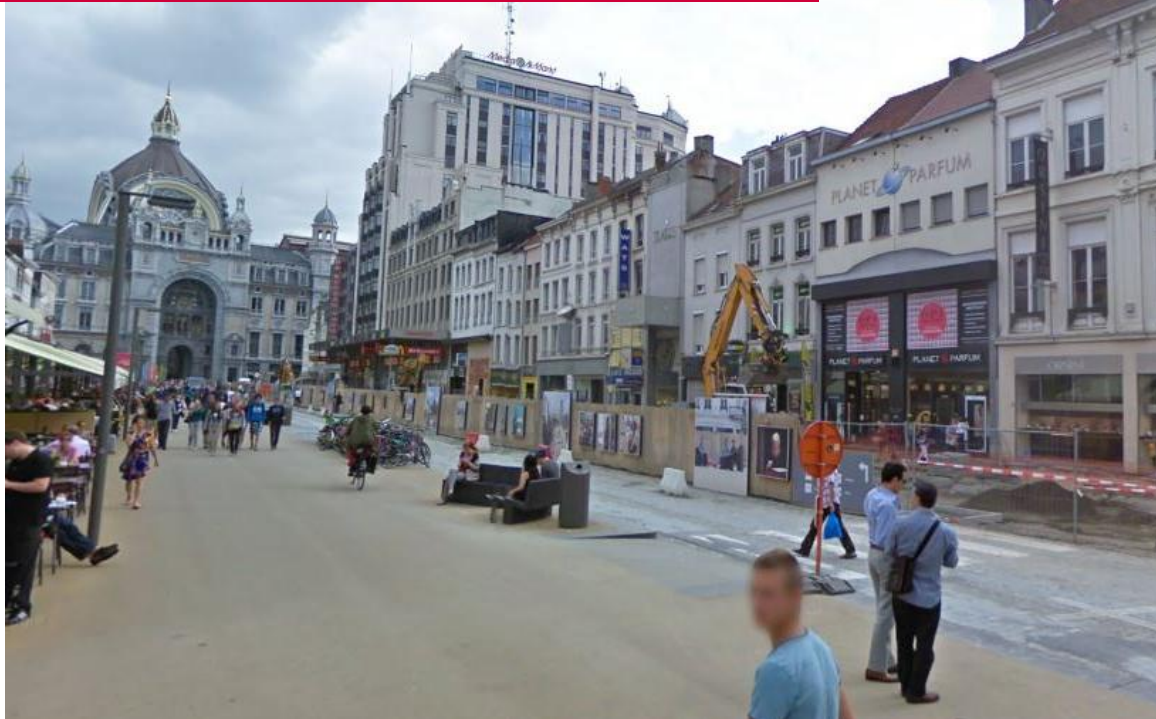
06 november 2025, 15.30 uur - 21.00 uur  
[BorGerHub](#), Turnhoutsebaan 92,

02 okt. - 09 nov.

[Heraanleg Meir](#)  
**Bevraging kelders Meir, Leysstraat, Jezusstraat en Twaalfmaandenstraat**

02 oktober 2025, 14.00 uur - 09 november 2025, 23.00 uur  
[Online](#)

**Make sure all stakeholders  
are involved  
(go and find them where  
they are)**



Join network meetings



Enable neighbourhood  
meetings



Join sport or other events

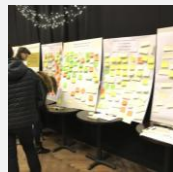
# Be transparent about your partners and special stakeholders



# Focus on arguments



Create **safe places** where people can listen to each other



Let them express **why** they want what they want



Help them find a common ground or let them understand why they differ



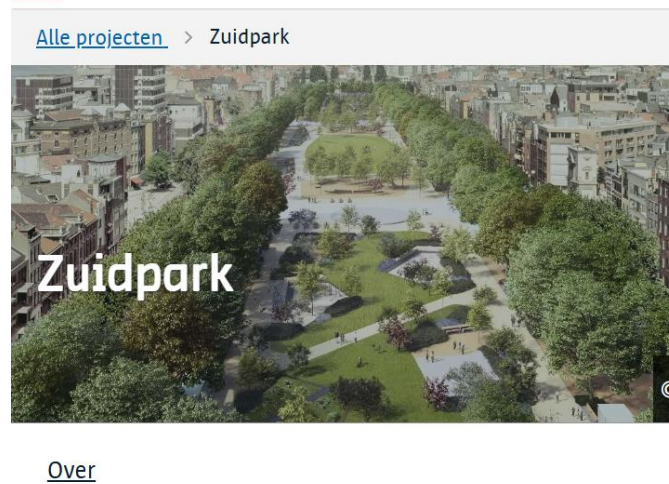
# Enable pilots and experiments



# Make outputs transparent and traceable



Document your meetings and integrate what you've done with all input and advice



Keep timelines visible even if projects are ready



Engage your stakeholders when sharing outputs

# Don't forget about fun and emotion



# Keep learning

- Complex processes
- Multitude of projects and project owners
- Limited resources
- Political mindsets
- New conflicting challenges ahead





# Antwerpen morgen

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