



This project has received funding from the European Union's Horizon EUROPE research and innovation program under grant agreement No. 101086512.



This project was funded by UK Research and Innovation (UKRI) under the UK government's Horizon Europe funding guarantee [grant number 10066637].

**Call: HORIZON-CL6-2022-GOVERNANCE-01**  
**Project 101086512**



**INN WATER**

Promoting social innovation to renew  
multi-level and cross sector water governance

## **D3.2: InnWater Citizen Engagement Methodology - A practical guidance tool and analysis framework for the creation of River Basin Water Forums #V1**

**Joana DIAZ-PONT (EURECAT)**

**Delivery date: 30/08/2024**

# Disclaimer

This document reflects only the author’s view. The European Commission is not responsible for any use that may be made of the information it contains.

# Intellectual Property Rights

© 2023-2026, InnWater Consortium

All rights reserved.

This document contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation, or both.

This document is the property of the InnWater Consortium members. No copying or distributing in any form or by any means is allowed without the prior written agreement of the owner of the property rights. In addition to such written permission, the source must be clearly referenced.

# Project Consortium



Ajuntament de Figueres  
www.figueres.cat

## EXECUTIVE SUMMARY

The InnWater project, funded by the European Union's Horizon EUROPE research and innovation program, aims to promote social innovation in multi-level and cross-sector water governance. **Deliverable 3.2**, titled "The InnWater Citizen Engagement Methodology," provides practical guidance and an analysis framework for citizen engagement with a vision to creating River Basin Water Forums (RBWF). This initiative is part of **Work Package 3 (WP3)**, focused on Quintuple Helix Trust & Engagement, and particularly on defining and assessing citizen engagement solutions (Tasks 3.2 and 3.3). The primary goal of this deliverable is to guide pilot sites in developing **effective Citizen Engagement Roadmaps** for water governance. The document sets a theoretical framework and presents structured methodological guidelines to establish citizen engagement solutions to be implemented in pilot sites. The overarching aim is to enhance citizen involvement in water policy decision-making processes, thereby fostering trust and collaboration between citizens as users, policymakers, and service providers.

Citizen engagement is essential for several reasons. Compliance with Directive 2000/60/EC is a primary factor, as this directive emphasizes the need for public information, consultation, and involvement in water policy. Moreover, citizen engagement is fundamental for open government, empowering citizens to influence policy throughout its lifecycle. Engagement improves accountability, social cohesion, and trust between the public and government, contributing to better governance and public service delivery.

The document outlines a **step-by-step process** for creating Citizen Engagement Roadmaps tailored to specific pilot sites, taking into account their unique social, political, and environmental contexts. It provides a comprehensive approach to citizen engagement analysis, ensuring that diverse citizen groups, including vulnerable populations, are included and actively participate. The methodology includes guidelines for assessing citizen engagement initiatives to ensure they are effective and adaptable. Five pilot sites across Europe—Reunion Island, Brenta, Figueres, West Country, and Middle Tisza—serve as testbeds for implementing and refining the engagement strategies.

The document concludes by emphasizing the importance of continuous citizen engagement and the need for adaptable, context-specific strategies. It underscores the role of citizen engagement in achieving **sustainable water governance** and outlines the next steps for pilot sites to report results and contribute to policy recommendations under WP6. The InnWater project envisions these Citizen Engagement Roadmaps as crucial tools for fostering inclusive and effective water governance, ultimately contributing to the broader goals of social innovation and sustainability in water management.

## Document information

<b>Programme</b>	HORIZON Research and Innovation Action - HORIZON-CL6-2022-GOVERNANCE-01-06
<b>Grant Agreement N°</b>	101086512
<b>Project Acronym</b>	<b>InnWater</b>
<b>Project full name</b>	Promoting social INNOvation to renew multi-level and cross sector WATER governance
<b>Start of the project</b>	1 March 2023
<b>Duration</b>	36 months
<b>Project coordination</b>	Natacha Amorsi, Office International de l'Eau , OiEau
<b>Deliverable</b>	<b>D3.2: The InnWater Citizen Engagement Methodology A practical guidance tool and analysis framework for the creation of River Basin Water Forums</b>
<b>Work Package</b>	<b>WP3: Quintuple Helix Trust &amp; Engagement</b>
<b>Task</b>	<b>Task 3.2: Definition of InnWater Citizen engagement solutions</b>
<b>Lead Beneficiary</b>	Fundacio EURECAT (EUT)
<b>Author(s)</b>	Joana DIAZ-PONT (EUT), Alice JARASEH (SIWI)
<b>Contributor(s)</b>	Gustav THUNGREN (SIWI), Julie MAGNIER (OiEau), Natacha AMORSI (OiEau).
<b>Quality check</b>	Maria Chiara FOCACCI (EUI), Gabor UNGVARI (REKK)
<b>Planned Delivery Date</b>	31/08/2024
<b>Actual Delivery Date</b>	30/08/2024
<b>Citation</b>	Díaz-Pont, J., Jaraseh, A. (2024): The InnWater Citizen Engagement Methodology A practical guidance tool and analysis framework for the creation of River Basin Water Forums #V1. D3.2, Public EU Horizon InnWater Project, Grant agreement No. 101086512
<b>Dissemination Level</b>	<b>Public</b>

## Revision history

Version	Date	Author(s)/Contributor(s)	Comments
<b>V1</b>	15/07/2024	Joana DIAZ-PONT (EUT), Alice JARASEH (SIWI)	First version, after internal work with partners.
<b>FV</b>	26/08/2024	Joana DIAZ-PONT (EUT)	Final version after quality check

## Related deliverables

This Deliverable 3.2 is especially linked to the D3.1 Citizen Engagement in Europe in the 21st Century, since the conclusion of D3.1 are used to build D3.2.

⇒ If you want to access the full Document, please ask either [joana.diaz@eurecat.org](mailto:joana.diaz@eurecat.org) or [n.amorsi@oieau.fr](mailto:n.amorsi@oieau.fr)





# INN WATER

Promoting social innovation to renew  
multi-level and cross sector water governance



@InnWater



@ InnWater\_EU



<https://www.innwater.eu/>



[contact.innwater@oieau.fr](mailto:contact.innwater@oieau.fr)