

08 – Cross-border toolbox for effective stakeholder engagement for climate adaptation

I. Toolbox

This toolbox pulls together insights from behavioural science and public sector marketing with proven practices in stakeholder engagement work. It provides local (water) authorities (partners and other actors) with tools to effectively mobilise local stakeholders in climate adaptation. The toolbox is also used in the SPONGE pilot actions.

SPONGE Toolbox and Pilots

SPONGE 2020 Toolbox on Urban Green Blue Grids

The SPONGE 2020 Toolbox is located on the Urban Green Blue Grids website

www.urbangreenbluegrids.com/sponge

The toolbox starts with '5 steps to stakeholder engagement'. Based on the experiences of the SPONGE2020 pilots, this page lays out a process for working effectively with stakeholders (see page 8 or Stakeholder PDF).

The toolbox then interlinks three key hubs of resources:



5 Steps to Stakeholder Engagement

Step 1 Identify stakeholders

Start by identifying the important stakeholders who should be involved with your project. Who affects and/or could be affected by the project? This identification can be done using the factor C method (see Resources Section).

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Step 2 Listen and inform

When you first connect with stakeholders it is crucial to start by listening to their ideas and concerns. Stakeholders may have very different backgrounds, needs, expectations and influence, which may affect their capacity and willingness to cooperate. Then, informing stakeholders about the key program requirements is important to establish a collective starting point.

Step 3 Exchange

Next it is useful to identify both ways to work together and barriers that may stand in the way of successful collaboration. Barriers which may need to be addressed could include a lack of information, insufficient financial support, a lack of commitment, or even a historic issue which affects trust between stakeholders.

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Step 4 Integrate interests

After identifying the interests of the stakeholders, you have to design a strategy or a spatial design which integrates your goals for the plan (e.g. make a water resilient neighbourhood) with the interests of stakeholders (e.g. the residents need more parking places).

Step 5 Agree

The final stage is to present and consult on the plan and come to an agreement. This will then allow you to take the project forwards smoothly with the support of stakeholders.

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