

Liveability

Designing public services for resilient cities

Charter workshop for improving city liveability

Slupsk | 04.11.2025.

Mārtiņš Eņģelis

interreg-baltic.eu/project/liveability

Liveability has been approved in September 2022 and is co-funded by the Interreg Baltic Sea Region Programme 2021-2027.

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Liveability

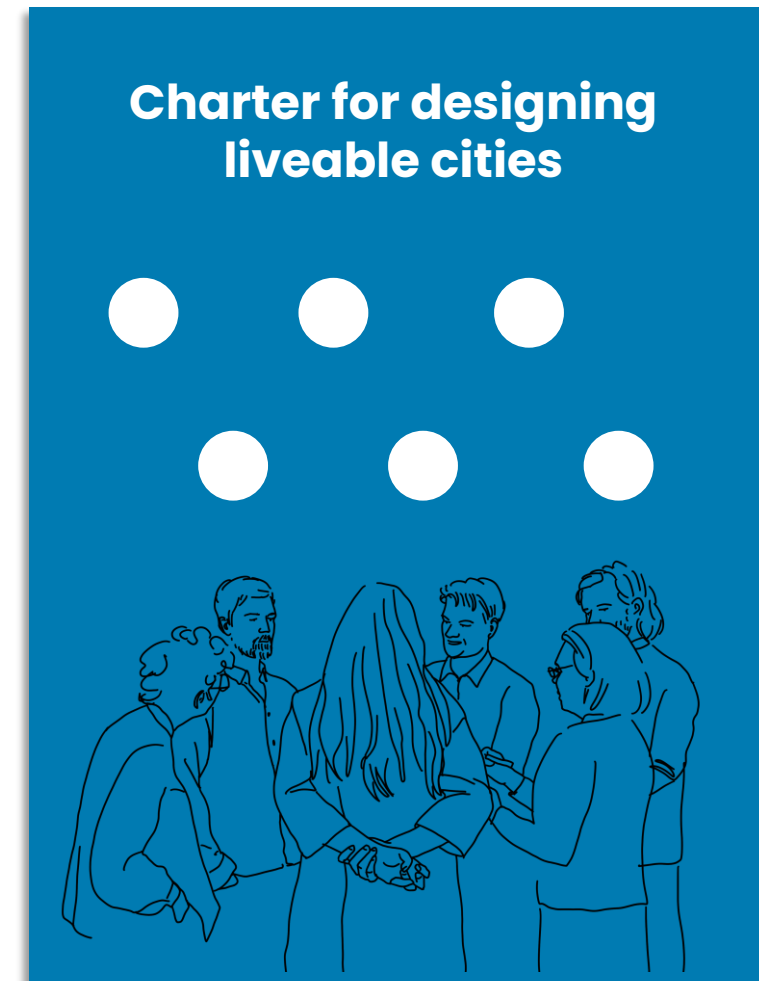


Developing the Liveable cities charter

Incorporates the basic principles of PID, and promotes understanding and usage

Inspires public administrations (and beyond) to solve problems in an efficient, transparent and creative way

Applicable in all partner cities regardless of their size, socio-economic context, organisational structure and culture



Our Principles

Design principles for the
public good

1

2

Integrated and holistic
planning

Sustainable strategic city
management

3

4

Strengthen trust, transparency,
communication and collaboration

Co-design with
citizens

5

6

Become a learning
city/municipality

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Tasks of the workshop

Why are we doing this?

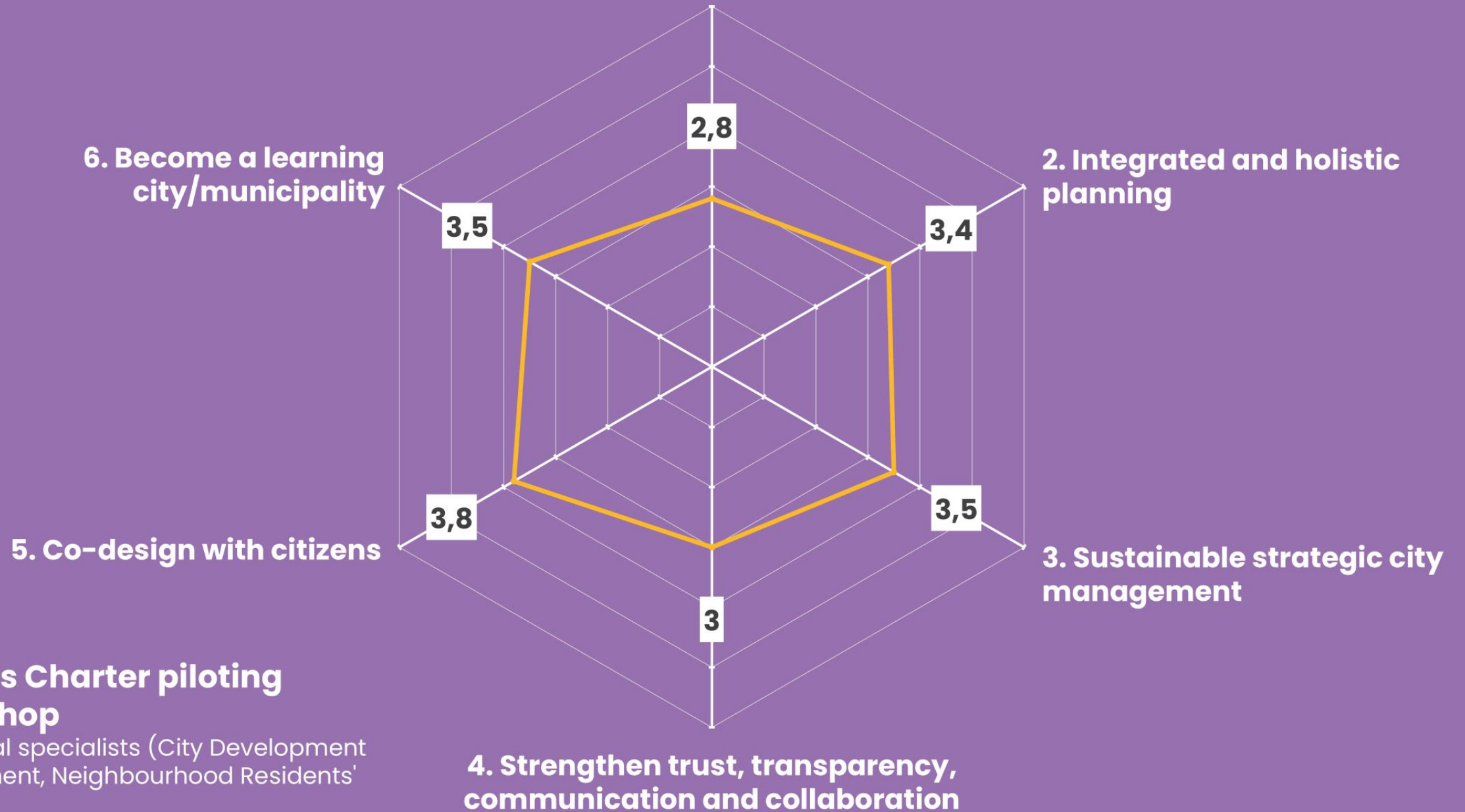
- To test whether it is possible to measure the 'urban liveability index' using the principles of the Charter
- To identify the weakest aspects of our liveability this way
- To vision the next steps, needs, tasks that improve this index
- To test the effectiveness of the charter, workshop and adjust its nuances



What should follow?

- (If possible) several other workshops for a more objective formation of the index
- Integration of conclusions, needs, necessities into work, strategic documents, priorities
- Setting goals to obtaining the «Liveability label" and to improving the weakest aspects detected

1. Design for public good



Results Charter piloting workshop

Municipal specialists (City Development Department, Neighbourhood Residents' Centre)

In today's workshop

1.

**Getting into groups and short meet-and-greet
Workshop rules**

2.

**Getting known with the principle
Individual evaluation + Discussion in groups
Group average + Shared discussion**

Coffee break

3.

**How are principles ranking on the spiderweb?
Analysing the weakest principle with «Circle of
concern» + Evaluation of the workshop**



Rules of the workshop

- In groups, the **opinion of participants is accepted, not questioned**
- It is important that **the opinion corresponds to today** (not the experience of 15 years ago)
- **We start with the good!** 😊
- **We evaluate the principles on a scale of «1-6»**
- Every group elects **the «scribe» that writes down all the interesting parts**
- **The Charter is a conceptual document, not an official course of action.** It must not always be taken literally
- This workshop **is still a prototype** – we try to perfect it too 😊



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1. Design principles for the public good

- How successfully are design principles used in my public administration? (mapping, visioning, prototyping and testing, promoting curiosity and creativity, introducing design thinking and its principles, methods, tools, understanding user experience etc.)
- How successfully have public administration employees been given the space, time and resources to explore, learn and apply the design principles?

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1



2. Integrated and holistic planning

- How holistically (from as many viewpoints as possible) does our municipality work and how much does different perspectives and synergies are considered?
- How well does the municipality integrate all the resources of the public administration to find sustainable solutions?
- How easy, frequent and mandatory is it for our municipality to incorporate different views and needs of various stakeholders to address the same challenge and provide solutions?

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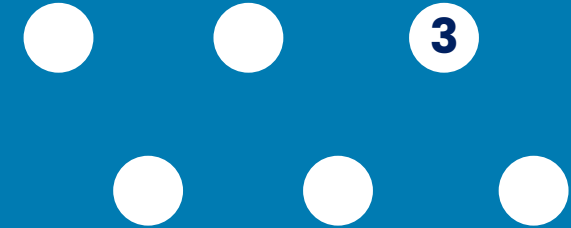
2



3. Sustainable strategic city management

- How clear is **Vilnius'** identity, how well are strengths and development opportunities (historical, social, cultural, environmental and economic) defined?
- How coherent is the city's vision aligned with its directions of action (in communication, planning and action documents, EU projects, etc.)?
- How effective is the city's strategic development system (strategic and policy documents, their flexibility and strenght) and how well are the necessary resources provided to implement successful change/update management?

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Fun



break!

4. Strengthen trust, transparency, communication and collaboration

- Is communication and diverse cooperation a fundamental principle within our public administration?
- Are multifaceted teams (e.g. professionally and in experience) promoted well to deal effectively with complex problems?
- How well do we value and use the different perspectives and experiences of others, learn from each other, are open in sharing skills, knowledge and opportunities?
- Are the municipal activities and their results transparent, both in terms of success and failure?

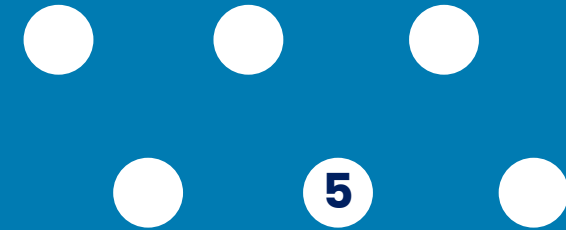
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**4**

5. Co-design with citizens

- Are we successfully involving those who are influenced by our decisions, how much do we need their input and ideas?
- How well do we promote and support different participatory and partnership formats to ensure that the opinion of residents and private sector is heard and integrated into urban planning?
- Are we creating and using simple, comprehensive, adaptive and widely usable partnership mechanisms that are accessible to all?
- How successfully do we strengthen those who want to take responsibility and create value in their neighbourhoods/communities?

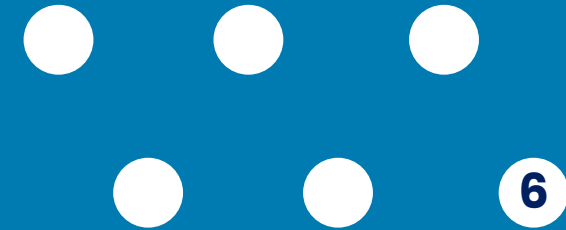
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6. Become a learning city/municipality

- How much is there a culture in municipal institutions that encourages staff to learn and improve, and in which mistakes are perceived positively?
- How often and how successfully do we develop and test ideas and solutions first on a small scale with end-users?
- How actively are we looking for opportunities to cooperate and create at the national and international level?
- How much can our public administration work flexibly and independently as well as identify and increase knowledge of innovative and creative examples of good practice?

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Coffee



break!

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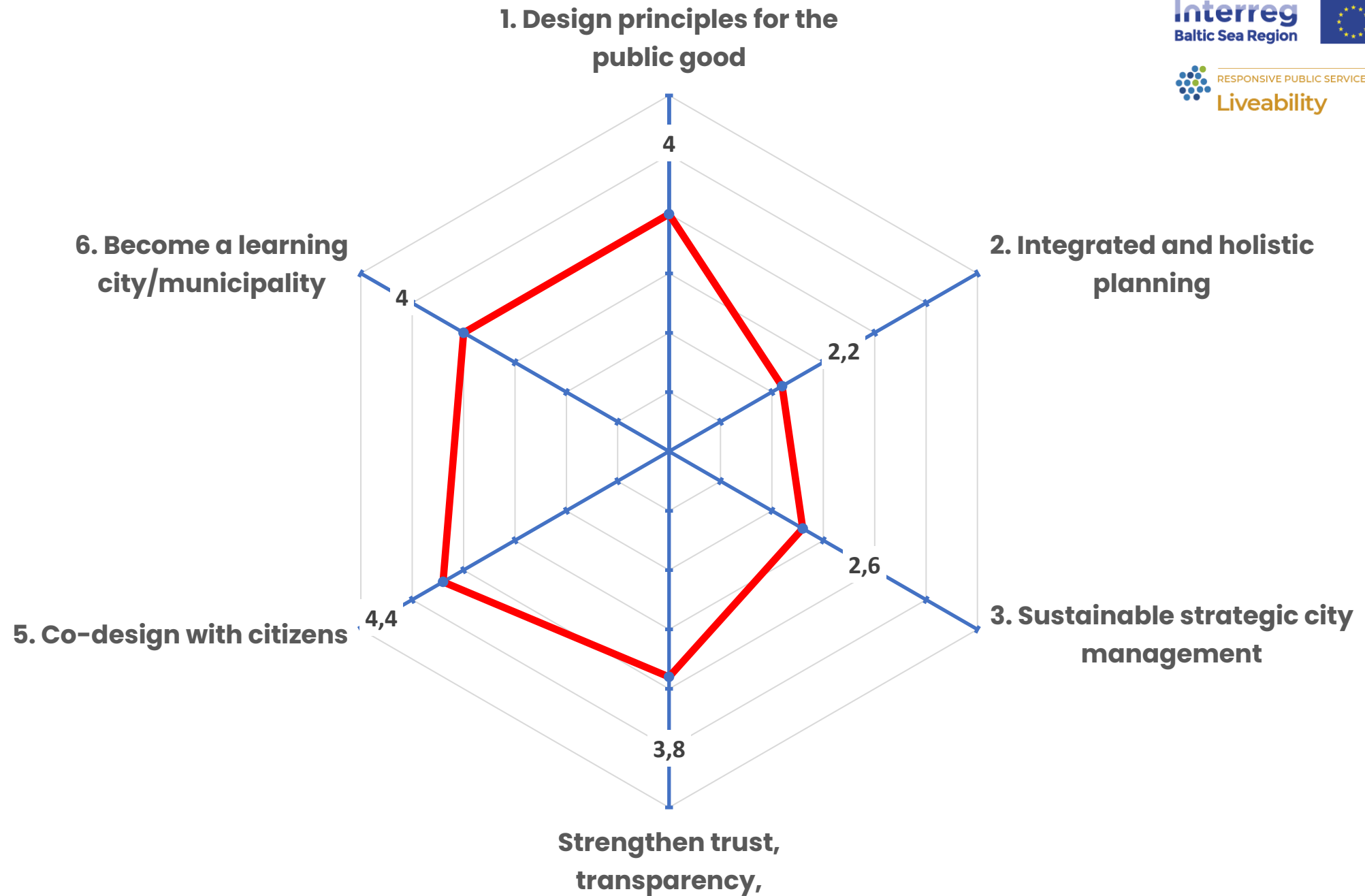
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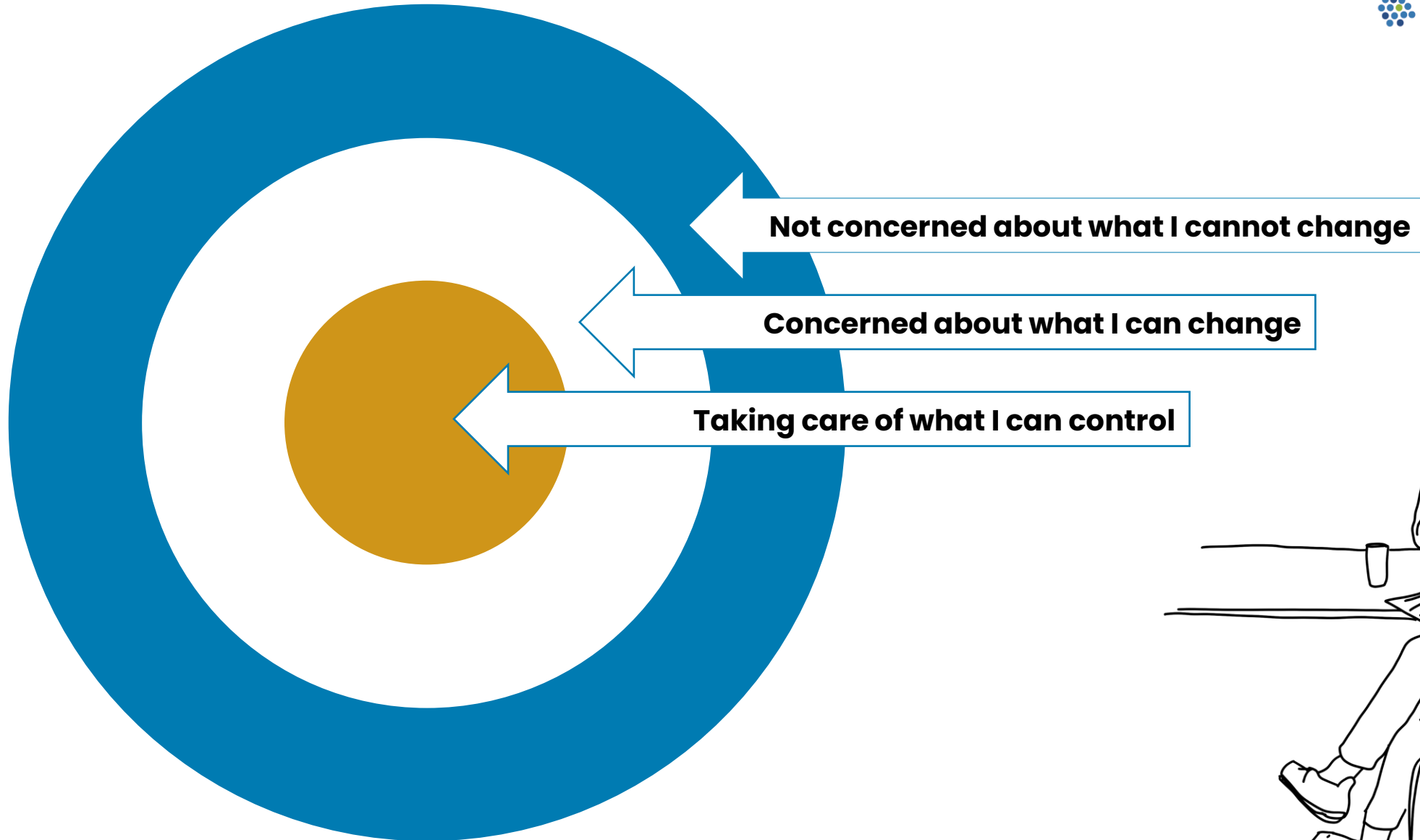
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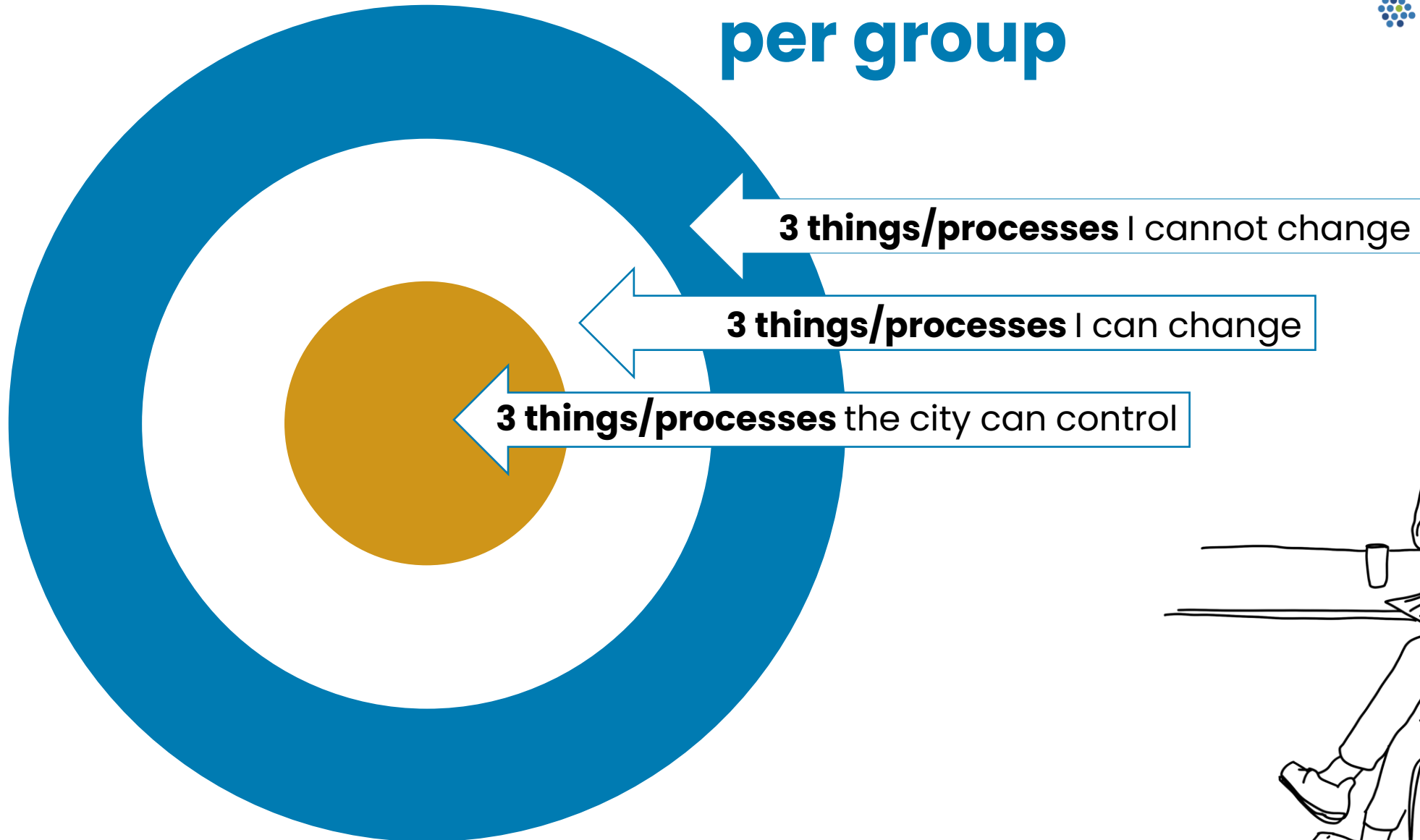




«Circle of concern»



"3x3 concern task per group



What's Next?



Prototyping and implementing actions (next workshop)

[illegible]

Feedback round



In today's workshop

1.
Let's get into groups of 3!

2.
Let's discuss the Liveability
and
What could we improve!

3.
HOW MIGHT WE?



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What is a liveable city to you?



What could be more liveable?



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HOW MIGHT WE?



HOW MIGHT WE?



EXAMPLE Guldborgsund !!

How might exposed citizens

Who

Using Guldborgsund services

Where

Be provided with a unified, low-threshold entry to help them navigate bureaucracy?

What

Thanks for your participation!

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