Below is a suggested email template that providers may edit as required and send to the client following the initial meeting. The purpose of this email is to advise the client about the next steps and provide workshop preparation details.

Providers should also attach the following resources in this email to the client:

* WSC Index rating guides (note: there are 7 rating guides)
* Benchmarking workshop participant invitee list examples
* Invitee indicator assignment spreadsheet
* WSC Index benchmarking workshop email templates
* WSC Index Benchmarking Workshop Agenda template

Dear Xxxxx

Please refer to the attached documents and timeline below to assist in preparing for the upcoming Water Sensitive Cities Benchmarking Workshop.

Timeline:

1. **ASAP (during client engagement)**

Please read and acknowledge the USE OF CLIENT DATA letter. An electronic acceptance letter is [located here](https://watersensitivecities.org.au/wsc-index-data-form/).

1. **ASAP (at least 1.5 months prior to the workshop)**– refer to the WSC Index rating guides (with the goals and indicators) and finalise the invitee list for the workshop. The invitees (participants) should include a diverse group who you believe would be able to contribute best to rating and discussing the scores for each indicator, such as subject matter experts, technical experts etc., from the City of xxxx and other relevant organisations. To assist attached are benchmarking workshop participant invitee list examples from both a council and metro benchmarking workshop. To ensure that there are participants to score each indicator, an invitee indicator assignment spreadsheet is also attached. Once the list is finalised, please send the list back to us for review as soon as possible, as we may be able to provide advice about who else could add value and may be included.
2. **ASAP (at least 1 month prior to the workshop)**- Once the list is finalised, send the calendar invitation and the first email to participants per the attached document WSC Index benchmarking workshop email templates. It is best to send both as soon as possible so that people can lock the date in their diaries. The example in the email template may provide some guidance about what you may like to include in the email. The purpose of this email is to explain to potential participants what the WSC Index is, why they should attend the workshop, why you would like them to attend, when and where the workshop will be held and how the information from the workshop will be used.
3. We strongly encourage that the Mayor or Managing Director of the City of xxxx open the workshop. With previous workshops, it has been identified that having the Mayor/MD/an executive open, shows strong support and purpose, and encourages people to attend. You may like to organise early to secure their attendance, and so that it can be included in the emails and the agenda.
4. **About 2.5 weeks before the workshop** - send the second email, per the email in the attached document. The purpose of this email is to:

* remind participants about the workshop
* advise participants (and those who are undecided about attending) about the benefits of being involved in the benchmarking exercise.
* suggest to participants that it would be beneficial to prepare for the workshop beforehand by reviewing the indicators (in the attached rating guides), collecting data and pre-scoring indicators if they would like to do so. Information about data collection is covered in this email.

It has been identified that 2.5 weeks to prepare is a suitable amount of time, as most participants complete the necessary work closer to the workshop date, and the information is still fresh in their minds.

1. **A week before the workshop** - send the third and final email, per the email in the attached document. The purpose of this email is to:

* reinforce the information in previous emails
* remind participants to review, gather data/supporting evidence and pre-score indicators before the workshop if they wish to do so, and to bring their notes to the workshop
* provide the workshop agenda (attached, please edit before sending)
* advise participants that they will be scoring indicators at the workshop using a live polling system, and will need to bring a smart phone or tablet (with internet connection on their devices)
* re-confirm the date, time and location
* advise about public transport and parking options (include a map with directions and public transport/parking options if available)
* keep encouraging participants to attend!

Other details:

**Venue**

The venue should be suitable for about 30 people (or more depending on the invitee list and the number of people who have confirmed their attendance). It is best to send the calendar invitation as soon as possible so that participants can secure the date in their diaries.

During the workshop, two concurrent sessions are delivered so the venue should have two rooms or a room that could be divided into two rooms. Each room will require a projector to view the results of the poll for each indicator during the sessions. Note: the first and last part of the workshop will require everyone to be in the same room for presentations and discussions.

**IT requirements**

Internet access will also need to be available for our team on the day, as they will they will need to access the online web interface and will also require access for live polling.

In terms of other IT requirements, the browser Google Chrome will need to be installed on any computers that our team will be using, as the web interface works best with Chrome. (Note for providers: if you intend to bring your own laptop, remove this comment, but please ensure that you have Chrome installed and bring a connector for the projector). It would be great to have a couple of extension cords as well (for our laptops) (remove this comment if you plan to use the client’s laptops provided)

**WSC Index rating guides**

The attached WSC Index rating guides for the workshop can also be sent to participants in the first email to help them prepare for the workshop. Before the workshop, print copies of the rating guides so that participants can refer to the indicators, the ratings and to mark up as necessary on the day. As there are two concurrent sessions, the socio-political and biophysical streams, print enough rating guides for each person in each group (usually it’s roughly 50/50, but you’ll have a better idea based on the invitee list). The goal ‘ensure quality urban space’ will be completed with the whole group before breaking into the two groups, so please ensure that there are printed copies available for each person attending the workshop.

**Catering**

Catering for morning and afternoon tea and for lunch will also need to be arranged.

[Providers, please note that information about note-takers has not been included here. If requesting the client nominate note-takers, it is recommended that providers speak with clients about the particulars including the note-taker role, prerequisites and assessment].

On the day, it would be great to have a spare laptop or tablet in case someone does not have a device.

Please let me know if I can help with anything or if you would like to clarify anything.