



Time	Agenda	Responsible
9:30 – 9:35	Introduction	GBCE
9:35– 10:00	Connection between <ul style="list-style-type: none"> - City Vision and Citizen & Stakeholder Engagement - PED Co-Designs in FWCs - Social Innovation Methodologies 	TEC DEM CAP
10:00 – 10:30	Interaction with other Smart City and PED Projects (10min each) <ul style="list-style-type: none"> - MySmartLife - Atelier - +CityxChange 	
10:30 – 10:35	Coffee Break	
10:35 – 11:35	Citizen Engagement Strategies and Experience of LHCs (30min each) <ul style="list-style-type: none"> - Presentation by Oulu - Presentation by Groningen 	OUK, UOU GRO,HUAS,GPO
11:35 – 11:45	Social KPIs Evolution Framework	VTT
11:45 – 11:50	Conclusions of the 1 st session	GBCE
11:50 – 11:55	Coffee Break	
11:55 – 12:25	Citizen Engagement Strategies and What is needed in FWCs? <ul style="list-style-type: none"> - Presentations of FWCs (5min each) 	DEM
12:25 – 12:55	Workshop of FWCs and LHCs for Knowledge Sharing and Replication <ul style="list-style-type: none"> - Which approaches / Activities / Tools may be replicated in FWCs? 	ALL
12:55 – 13:00	Conclusions	DEM

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MAKING-CITY

Webinar 1_Citizen Engagement Strategies



City Vision 2050 & Citizen/stakeholder engagement
19th January 2021

WP1 New LT Urban Planning towards 2050

Nora Fernandez



This project has received funding from the Horizon 2020 programme under grant agreement n°824418. The content of this presentation reflects only the author's view. The European Commission and INEA are not responsible for any use that may be made of the information it contains.

AGENDA

- ▶ City Vision 2050 & Citizen/stakeholder engagement
A reflection
- ▶ Components for Citizen & Stakeholder engagement
A guideline
- ▶ Inspiring stories: energy communities
A mirror

City Vision 2050 & Citizen/stakeholder engagement

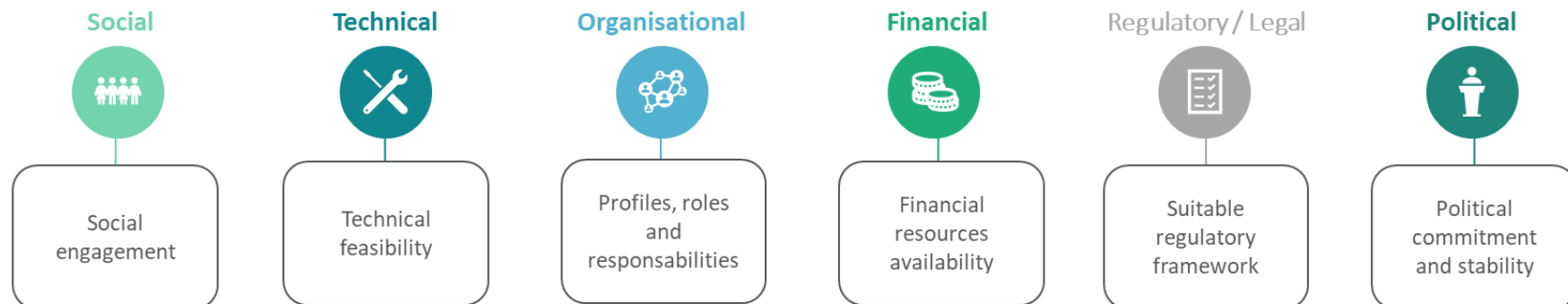
► Scope WP1: Create the City Vision 2050 in FWCs and LHCs

1. Analysis

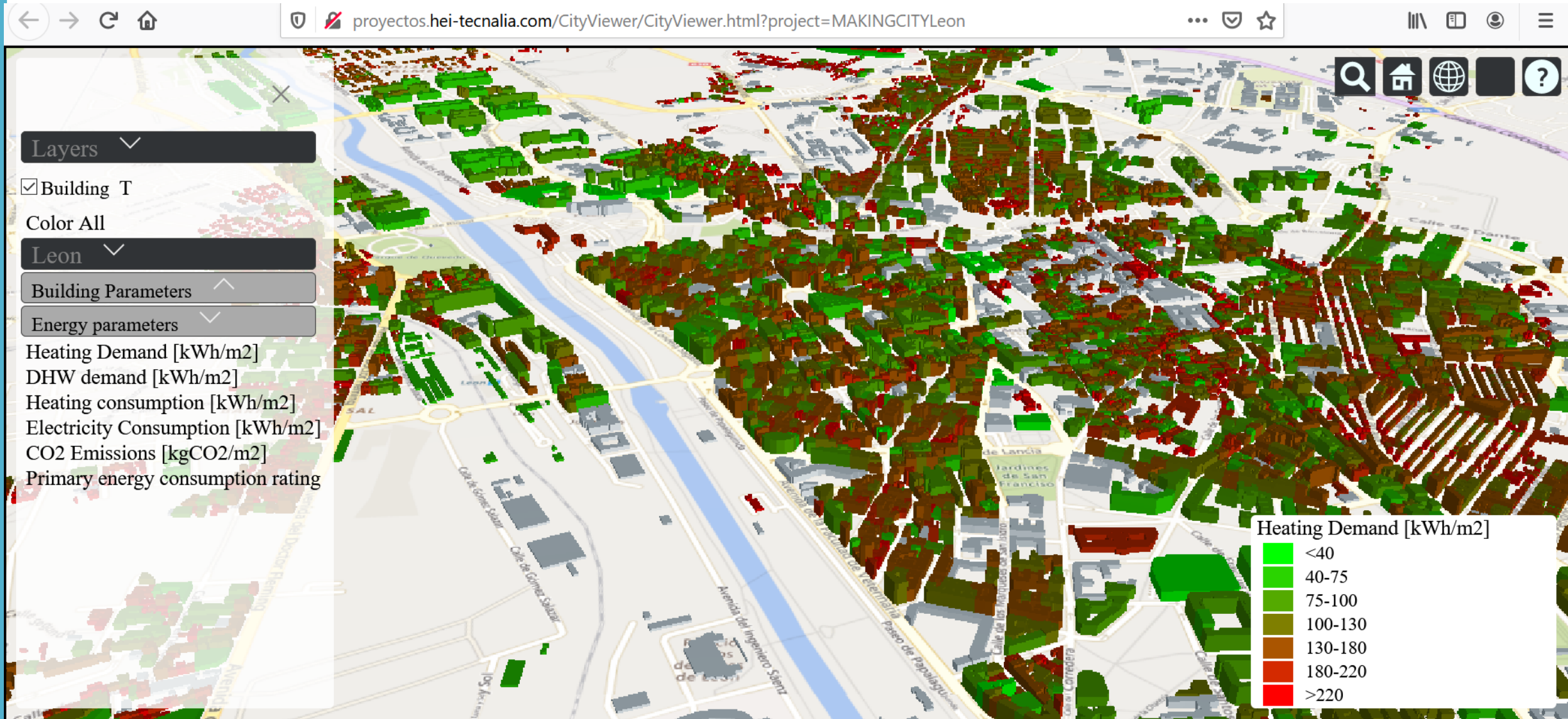
- Diagnosis of the City: plans, strategies, organization/institution, regulatory framework, etc. (T1.1 & T1.2)
- Energetic characterization of the City. Current status through modelling (T1.3)

2. Definition of the City Vision 2050

- Consider new strategies: **Social**, organisational, financial, etc. (T1.4)
- Create the new Energetic framework 2050 (Energy Transition): LEAP models (T1.5)



City Vision 2050 & Citizen/stakeholder engagement

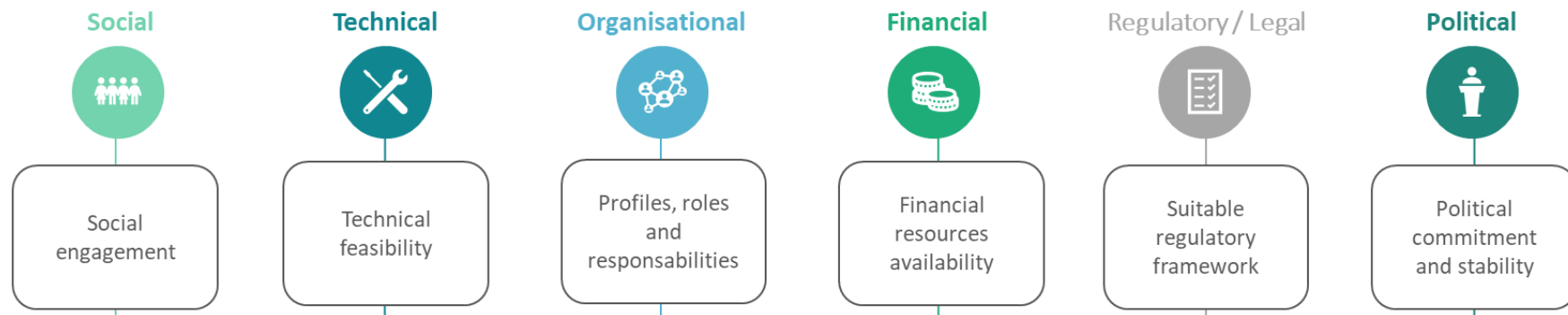


City Vision 2050 & Citizen/stakeholder engagement

- **Scope WP1:** Create the City Vision 2050 in FWCs and LHCs

IN THE CITY VISION 2050: HOW to include the social impact in the energetic landscape (models)

- Consider new strategies: Social, organizational, financial, etc. (T1.4)
- Create the new Energetic framework 2050 (Energy Transition): LEAP models (T1.5)



City Vision 2050 & Citizen/stakeholder engagement

- ▶ **Scope WP1:** Create the City Vision 2050 in FWCs and LHCs

IN THE CITY VISION 2050:

HOW to include the social impact in the energetic landscape
Ideally this would improve the numbers, increase the chances to
achieve Energy Transition

City Vision 2050 & Citizen/stakeholder engagement

- ▶ **Scope WP1:** Create the City Vision 2050 in FWCs and LHCs

IN THE CITY VISION 2050:

HOW to include the social impact in the energetic landscape
Ideally this would improve the numbers, increase the chances to
achieve Energy Transition

Promote social awareness, social acceptance, participation

City Vision 2050 & Citizen/stakeholder engagement

► How to promote social awareness, social acceptance, participation?

Identification - Make the citizens feel part of the city

Tools developed in the project:

- Use the Project outcomes - models - to publicize, create interest
- Work on a strategy – A guideline

Components for Citizen & Stakeholder engagement

- ▶ The aspects to consider involving citizens & stakeholders in the process

PROCESS FOR THE DESIGN OF THE CITIZEN & STAKEHOLDER ENGAGEMENT STRATEGY

1. Identify the **ACTORS**: civil society, professionals from Energy, Mobility, ICT sectors, urban related fields, public administration, research and knowledge creation (From WP6)
Note: They must be interested parties to contribute to the strategy. Their role must be clearly defined
2. The **main objectives, PURPOSE** to be achieved with the strategy:
 - What do we want to reach? Examples: Co-creation, Open innovation, resource efficiency, inclusiveness, legitimacy, ETC.
Note: Think on the culture of the city: the customs and beliefs, way of life and social organisation of a particular group of people. Cultures can be country, region, city or even district-specific.
 - Where? In what sectors: in Energy, Mobility, ICT, Environment, Policy and Planning, Social. In what areas: in the city, in a neighbourhood, a PED, within a project, etc.
 - When? When would they come into action during the process, in what phase? In planning & design (when all options are still opened) or implementation (when most of the decisions have been already taken). What the timing is?
Note: This influences the potential impact stakeholders can still have and the type of activities the city can organize. Ideally, citizen engagement is initiated even before the start of any other activity. This allows citizens to be involved in the problem definition, and even the governance of the engagement activities themselves.
3. To detect the main **BARRIERS** or bottlenecks to achieve the objectives identified and the **ENABLERS**. Identify also the lessons learnt from other past experiences if any.
Note: Consider problems' size: simple or complex, well known or new, impact a limited number of people or have far-reaching consequences for a large community.
4. To define **SOLUTIONS** to overcome the identified barriers or bottlenecks.
5. In what **FORMAT**? Offline/Online?
Note: Online activities and tools can be very useful (can be organised quickly, high degree of responsiveness, broad reach, etc.). Offline and face-to-face engaging actions are also important to establish personal connections. Online platforms to be complemented by more small scale, neighbourhood level face-to-face meetings. Besides, even today not everyone is active online.
6. What **tools/resources** would be needed or desirable to implement it. Are them available? What would be the budget required?



https://smartcities-infosystem.eu/sites/www.smartcities-infosystem.eu/files/scis_library/scis_solution_booklet_citizen_engagement.pdf

Inspiring stories: energy communities

▶ How to promote social awareness, social acceptance, participation?

▶ The other way around?

Instead of pushing - Self-organized citizens/communities

- The energy landscape will change.
- Consumer at the center of the energy transition
- They will take part in the market as active players



Inspiring stories: energy communities

- ▶ How to promote social awareness, social acceptance, participation?
- ▶ The other way around? Self-organized citizens/communities
 - The citizens participation is crucial for the development of this type of communities.
 - The main motivation seems to be concern on environmental and climate impacts.
 - Trust is very important for the development of any RE project.
 - Energy Cooperatives play an important role



Inspiring stories: energy communities

- ▶ The other way around? Self-organized citizens/communities
- ▶ Stories / Instruments

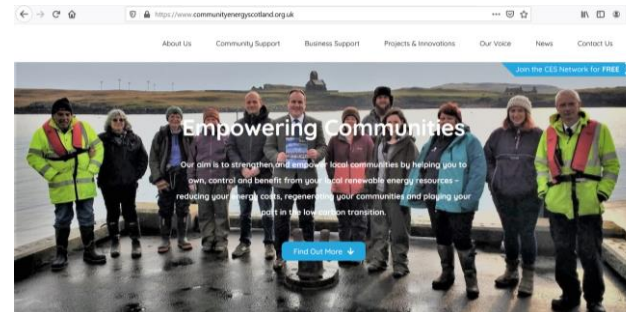


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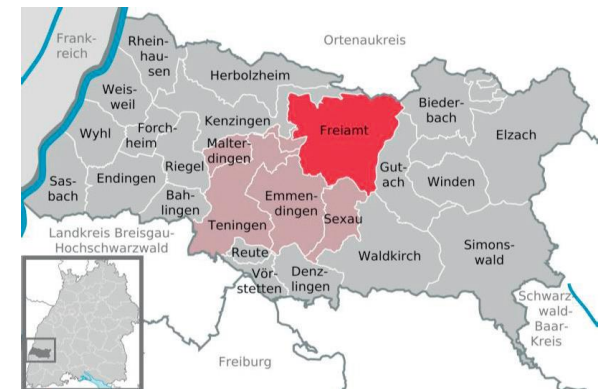
Making
City

The Scottish model:

Support for energy community in policy strategies. Local and community energy ownership of renewable energy capacity.



Freiamt (Germany) 100% renewable



Thank you

Get in touch for more information!



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Follow us on Twitter & LinkedIn!
@MakingCity_EU



Project information available on the MAKING
CITY website: www.makingcity.eu
Contact us: contact@makingcity.eu

References

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<https://energy-cities.eu/publication/how-cities-can-back-renewable-energy-communities/>

PED Co-Designs in FWCs



Task 4.3: Design of PED in FWCs

MAKING-CITY Webinar 1: Citizen Engagement Strategies

19th of January 2021

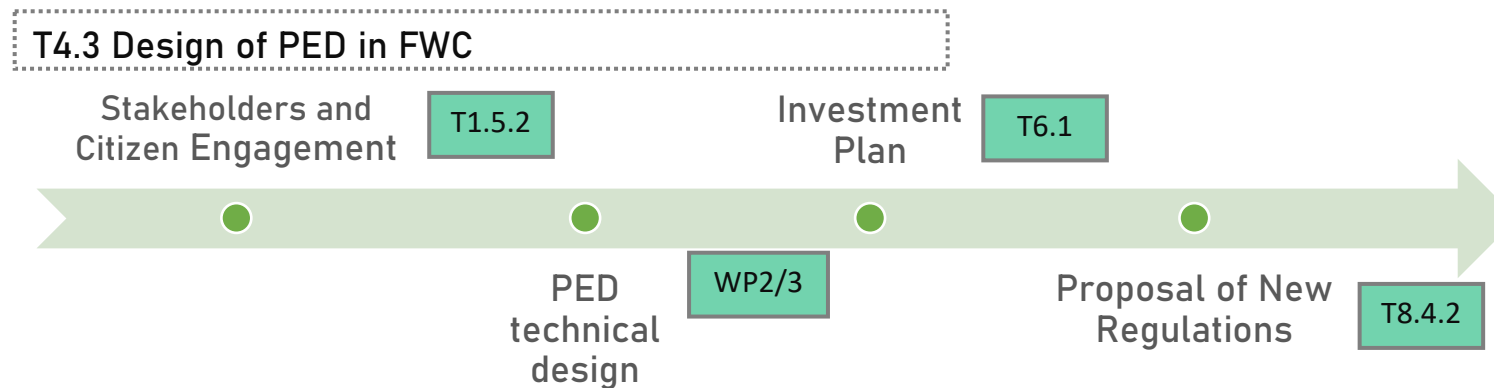
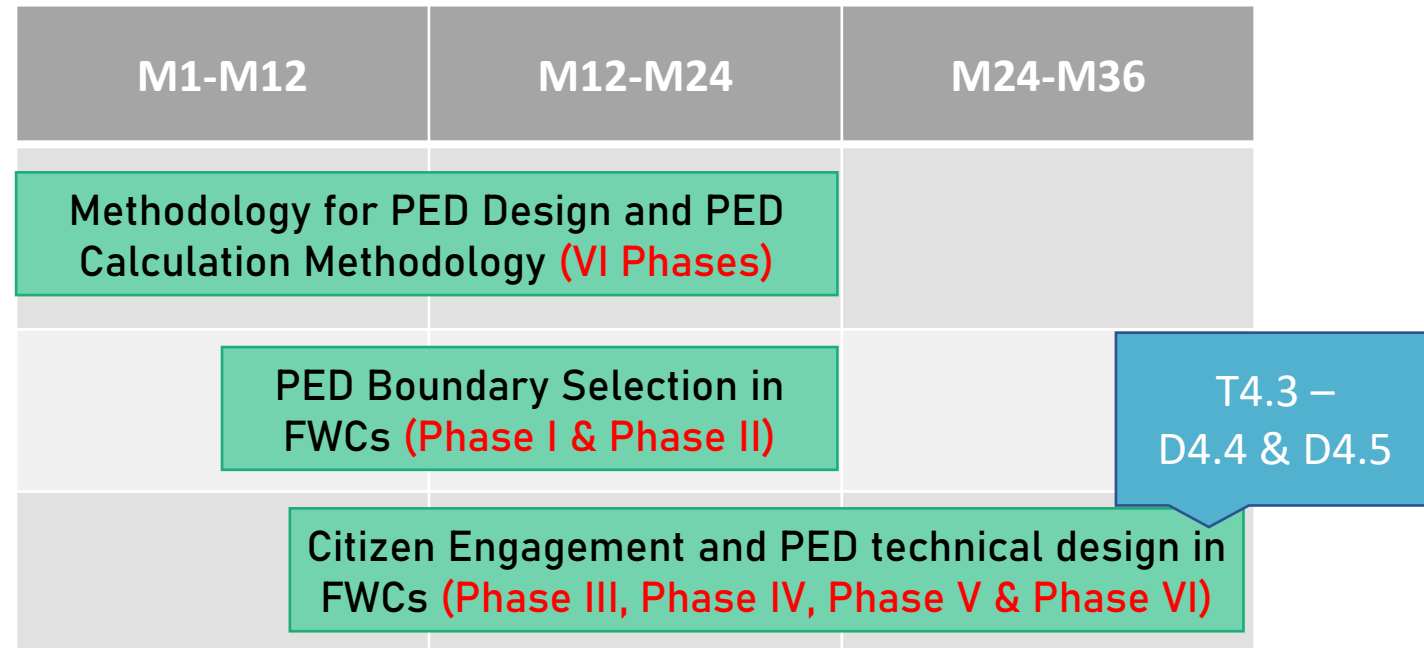
DEMİR – Beril Alpagut



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Task 4.3: Design of PED in FWCs

Once the districts are selected, the definition of transformation process in each follower city will be addressed. Several initiatives will be launched, the first one a solid stakeholder and citizen engagement strategy to ensure acceptance



Task 4.3: Design of PED in FWCs

Activities:

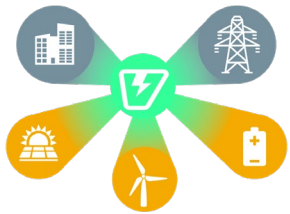
- ▶ **Subtask 4.3.1: Stakeholders and citizen engagement:** A citizen engagement strategy will be deployed to foster a co-creation process, fully aligned with the general approach outlined in **Subtask 1.5.2 (WP1)** and **WP7**. At least civic centers and individual citizens will be invited to some sessions, focused on collecting needs and opinions and making them participants of the definition process.

WP5-
T5.7

Citizen Support for implementing PEDs



- ▶ Working in a setting of new and existing buildings over large parts of neighbourhoods makes it important to build good connections to citizens and stakeholders, to include their ideas, concerns, and contributions, and to make them **partners in the transition**;



- ▶ To improve **energy-conscious inclusive citizen services**, it is required to take measures such as shifting their energy consumption to periods with surplus renewables or using shared e-mobility instead of private cars. This calls for extensive and innovative citizen engagement and co-creation methods, resulting in citizens who understand, trust, use and feel ownership of the integrated energy and mobility solutions offered in their district;



- ▶ Citizens in a PED may even become **energy prosumers**. What does that mean for them? What do they need to live and work in a PED? What does it mean to have a form of ownership of your energy consumption and market?



- ▶ Can we, also beyond the individual PED demonstrators, engage more citizens in the energy transition: increasing citizens' **knowledge level and motivation** and growing support for, and informed appreciation of, energy transition measures?



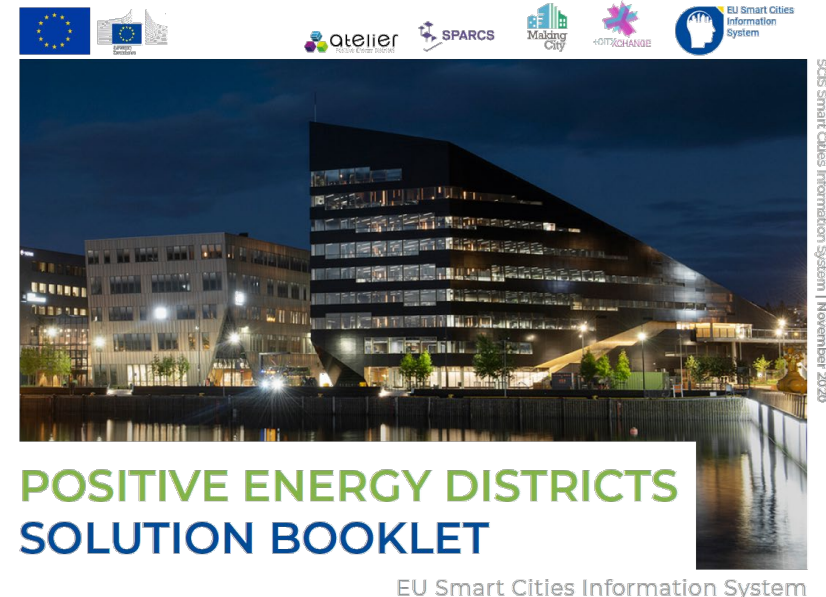
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Citizen Support for implementing PEDs

► Setting up urban living labs / PED Labs

Creating **innovation ecosystems** helps to structurally work on challenges with the stakeholders in the energy transition. Urban labs, field labs or living labs are interesting forms (a real-world testing ground) for creating such innovation ecosystems, on the ground, within neighbourhoods.



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6. What tools/resources would be needed or desirable to implement it. Are them available?
What would be the budget required?

Best Practices for Energy Communities in PEDs

In the PED-district Paddepoel in Groningen, a typical post-war district, three homes were selected to become 'sustainable demo houses'. These demo houses and their owners bring the fairly abstract PED-concept to a local scale and make it thus more tangible. A Facebook page has been set up as a platform to show the progress and setbacks the three families face in implementing the innovative measures for their homes. Updates on the demo houses are mixed with news on local sustainable activities. Having people from a local energy community in the team brings on a close connection to residents and stakeholders in the district.

GRONINGEN – Paddepoel District



Best Practices for Citizen Engagement in PEDs

Participatory Planning - Development programme for residential areas 2013-2015

- Participation
- Inhabitant-oriented approach
- Sense of community
- Equality
- Cosiness
- Safety
- Functionality
- Multipurposeness
- Wellbeing

OULU – Kaukovainio District



Best Practices for Energy communities in PEDs

Schoonschip, the first energy-positive floating community, consisting of over 30 residential houses being built as arks, floating on water. More than 40 families collaboratively planned, designed, and built (as a Collectively Self Organized housing community) this floating community on the water in the Buiksloterham district, in line with high ambitions on the use of materials, energy, and waste management. The floating houses are all connected to a self-owned local smart grid, allowing the local distribution and sharing of energy flows, for the use of the heat pumps and household appliances.



AMSTERDAM – Buiksloterham District



Olivadese, R., Alpagut, B., Revilla, B. P., Brouwer, J., Georgiadou, V., Woestenburg, A., & van Wees, M. Towards Energy Citizenship for a Just and Inclusive Transition: Lessons Learned on Collaborative Approach of Positive Energy Districts from the EU Horizon2020 Smart Cities and Communities Projects. In *Multidisciplinary Digital Publishing Institute Proceedings* (Vol. 65, No. 1, p. 20).

Best Practices for Energy Communities in PEDs

In particular, at Evora, the P2P use case is implemented as “[...] a transactive layer allowing the operation of local market between selected buildings, also rewarding citizens’ sustainable actions and investments and underpinning the injection of PV generation from PV plants in the surroundings of the three Positive Energy Blocks”. The P2P platform, in this case, adopts a holistic approach based on “tokens rewarding schemes to promote sustainable behaviors”. Such tokens may be awarded via an overarching citizen engagement platform that stands as a reference point for community members to be informed, interact, and co-create the new vision for their neighborhood and city.



EVORA – UNESCO District



Overcoming Patrimonial Constraints

04

Citizen-Driven Innovation in Co-creating Smart City Solutions

- Social Innovation Mechanisms towards Citizen Engagement

(Digital transformation in Social Innovation // Gamification platform // Tourist apps // Cultural experiences market (mobile app) // ...)

- Open Innovation for Policy Makers and Managers

(TIPPING approach // Eco-Acupuncture)

- Interoperable, Modular and Interconnected City Ecosystem

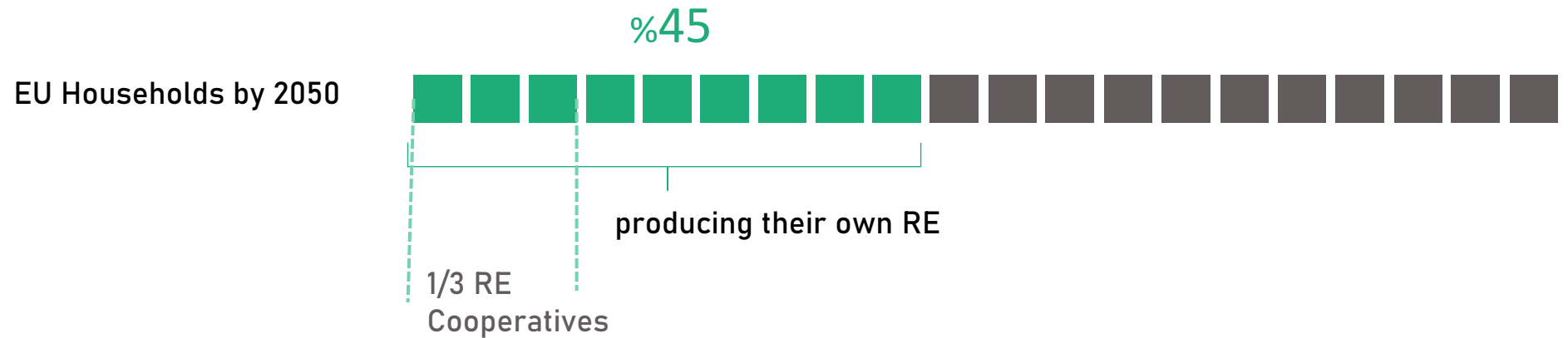
(City Urban Platform // Wi-fi data acquisition systems // Data lake intelligence for positive communities // Smart-cloud for innovative Startups // Data acquisition systems // City Data Hub)

Primarily focus on **improving citizens' quality of life** and increasing city efficiency by **involving citizens in the early development**, design and evaluation phases of the solutions



POCITYF
Évora

Recommendations for FWCs



Cooperation between citizens and local governments is
THE KEY!

- ✓ lifestyles/cultural change,
- ✓ local employment opportunities,
- ✓ increased social trust,
- ✓ increased community attachment and belonging
- ✓ increased awareness causing less energy consumption
- ✓ Increased revenues for local governments

Conclusions

2020	2021	2022	2023
	1. PED Interactions		
2. PED METHOD			
3. PED Workshop - GamePED			Citizen Engagement for PED Designs
	4. PED Local Workshops		
		5. Local Experience Share	

- ▶ **Follower cities activities** – Integrate the citizens in the design phase
- ❑ January 2021: Citizen Engagement Strategies Webinar (T1.5.2, T4.3.1, T5.7)
- ❑ **February to March 2021:** 1to1 conference call with each FWC to support them in the organization of local activities with their citizens (T5.7, T4.3.1)
- ❑ **April to September 2021:** Activities lead by the FWC with their citizens to generate and feedbacks on the PEDs designs (FWC with support from T5.7 and T4.3.1)
- ❑ November 2021 : Updated version of the PEDs design integrating the feedbacks from the citizens (WP4)

Next Webinar: Webinar 2 _ Calculation of Energy Flows at PEDs in FWCs



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Thank you

Get in touch for more information!



All the reports of the project will be available for download on the MAKING CITY website: www.makingcity.eu



Project coordinator: Cecilia Sanz Montalvillo, CARTIF

Contact us:



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Task 5.7 Social Innovation

Main objective of the task (according to the DoA)

To foster social innovation activities in the 8 cities, aligned to the specific Subtasks (in WP2-3) carried out in the lighthouse cities, to increase citizen ownership of the solutions.

Contributors : [CAP] TEC, DEM, VTT, GRO, OUK, BAS, LEO, KM, POP, VID, LUB, LGI

- ▶ To maximise the social acceptance of the changes to be implemented in a city, **it is important to include the citizens as early as possible in the process.**
- ▶ For the **Lighthouse cities**, integration of the citizens at the design, delivery and use phases will be fostered (within T2.1.3, T3.1.3) and **assessed after implementation of the PEDs** in the framework of T5.1, T5.6.
- ▶ For the **Follower cities**, the methodology for citizens engagement will be adapted for each partner to **engage their citizens at the design phase of the PEDs** and integrate their feedbacks on the designed PEDs in coordination with T4.3.1.
- ▶ As a result of these activities, conclusions on citizens' engagement will be drawn and improvements on the citizens' engagement part of the methodology defined in T1.5.2 will be proposed (D5.12).

T5.7 – Work plan

► Methodology definition

- ❑ **November 2020:** *Process for the design of the citizen & stakeholder engagement strategy (T1.5.2)*
- ❑ **Month 60 :** *Process for the design of the citizen & stakeholder engagement strategy updated methodology for citizens engagement*

► Lighthouse cities activities – Evaluate the social impact after the implementation

- ❑ Citizens engagement strategies and activities in Oulu and Groningen (T2.1.3, T3.1.3, D3.24, D2.24)
- ❑ Social KPIs definition and assessment on the lighthouses cities (T5.1, T5.6)

► Follower cities activities – Integrate the citizens in the design phase

- ❑ **January 2021:** Citizen Engagement Strategies Webinar (T1.5.2, T4.3.1, T5.7)
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T5.7 – Deliverable D5.2 (Nov 2023)

Report that draws conclusions on citizen engagement activities that will have been fostered in the Lighthouses cities and Follower cities and suggestions of improvements for citizens engagement methodology.

- ▶ **Lighthouse cities activities – Evaluate the social impact after the implementation**

Conclusions of T5.6 & Lessons learned to be included

- ▶ **Follower cities activities – Integrate the citizens in the design phase**

Process & Lessons learned on citizens activities & engagement

- ▶ **Methodology definition**

Updated methodology for citizens engagement



Gabi Kaiser

Steinbeis & Smart Cities Marketplace



Socrates Schouten

Waag



Javier Burón

Colaborativa.eu

Smart Change: lessons learnt from acceptance journey



We want to share our experiences on how to **build** social acceptance of an intervention by considering citizens needs - what are the options in shaping the intervention according to that feedback in its different stages?

Goal of the and methodological approach

- Goal

- To help think about smart cities interventions in terms of **when** to get citizen feedback and what the **options** are in shaping the intervention according to that feedback in the different stages and types of interventions
- To help think about **how to build social acceptance** in the design of an interventions by considering citizens needs

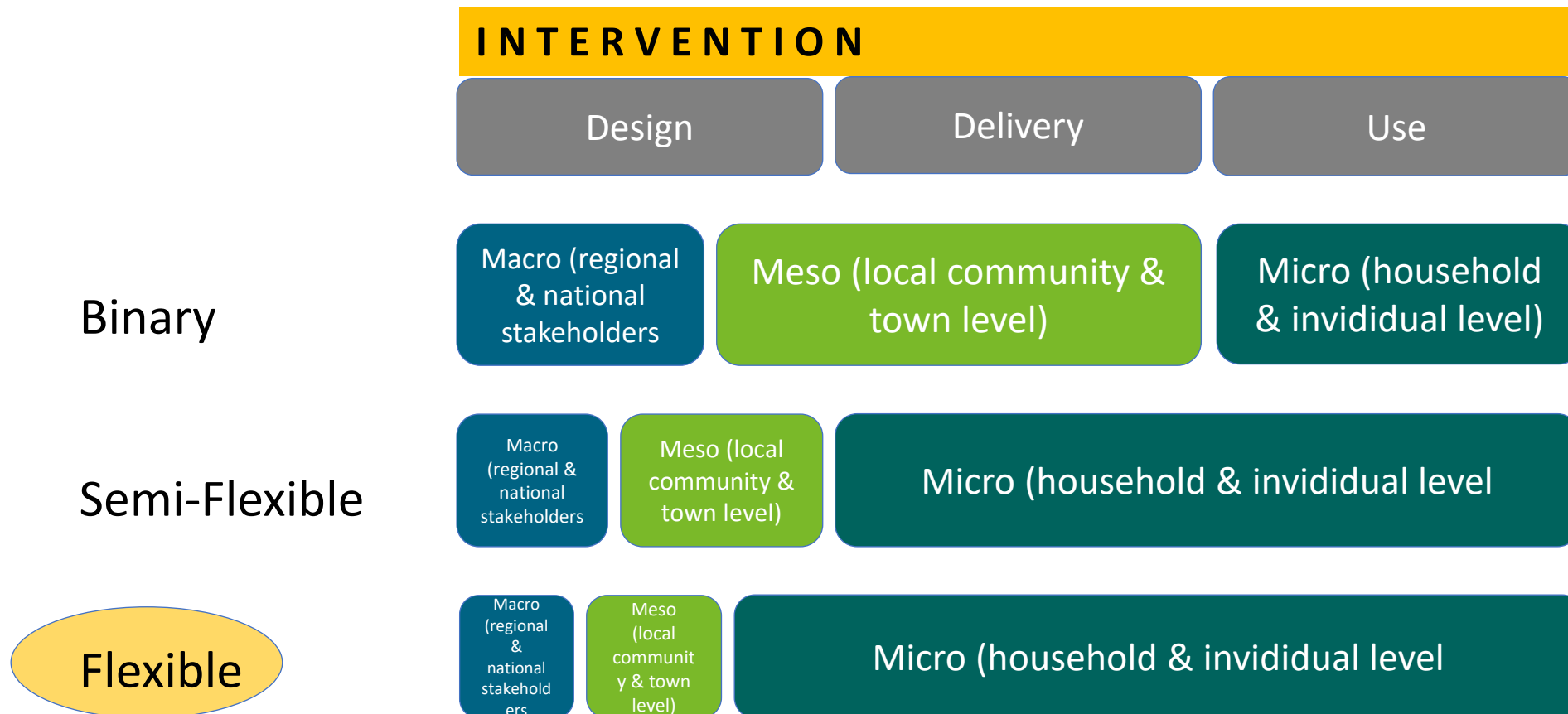
- Approach

- Nine case studies on interventions within the mySMARTLife Project
- Multi-case analysis

Criteria on which the different acceptance journeys are based

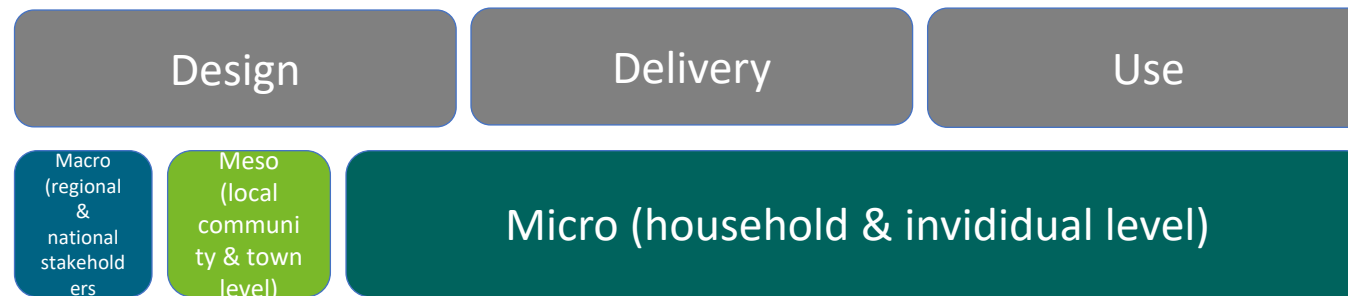
- All case studies of the interventions can be analysed according to two criteria:
 - Three different phases of their journey over time
 - Design of the intervention
 - Delivery of the intervention
 - Use of the intervention
 - Three different levels of actors who influence these phases, i.e. where decision-making is situated
 - Macro (regional & national stakeholders / policies)
 - Meso (local community & town)
 - Micro (individuals & households)
- The relations between those criteria over time depict the different acceptance journeys

Overview of all acceptance journeys



Flexible Acceptance Journey: Mon Projet Renov (Nantes)

- Macro (national & regional) and meso (local community & town actors) level only covering part of the design phase
- Micro level (user level, individual & household) influence during the design (to a limited extent) and delivery of the intervention as well as the use
- Therefore, users can have an influence already earlier in intervention's journey, including the design
 - Feedback loops can be implemented with users - important opportunity to increase acceptance



Mon Projet Renov (Nantes)

- Digital platform for retrofitting advice & actions
- Design of platform based on carbon action plan and its energy transition (based on local framework)
- Information for users through information and advertisement campaigns
- Two versions of the platform were developed
 - Users tested the platform before the launch of the first version
 - Some of their recommendations were added to the second version
 - LESSON: Therefore, users had an influence in the design as well as the delivery phase of the project.



Recommendations on how to take citizens' needs into account to support social acceptance

- Consider what type of journey represents your intervention
- Binary and semi-flexible
 - Seek to create opportunities to change the intervention even after the design and delivery phase
 - Before you make big infrastructural decisions that cannot be reversed, ensure that you have taken the citizens' needs into account and have gotten their extensive feedback
- Flexible
 - Ensure that you have budget to still create changes after the initial launch



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Work Package 7 – Citizen and Stakeholder Engagement

Socrates Schouten

January 19, 2021

AmsTERdam BiLbao ciTizen drivEn smaRt cities



atelier
Positive Energy Districts



Lighthouse cities



Aerial photo of Buiksloterham area, Amsterdam
(Photo: credits unknown, from website Republica)



Current situation at Zorrotzaurre island, Bilbao
(Photo: City of Bilbao)



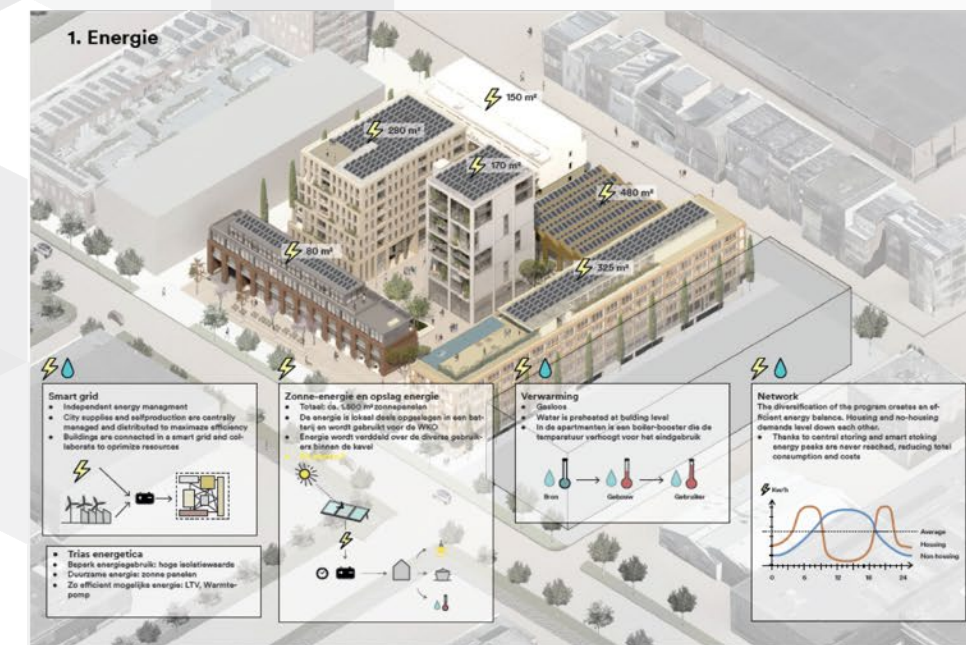
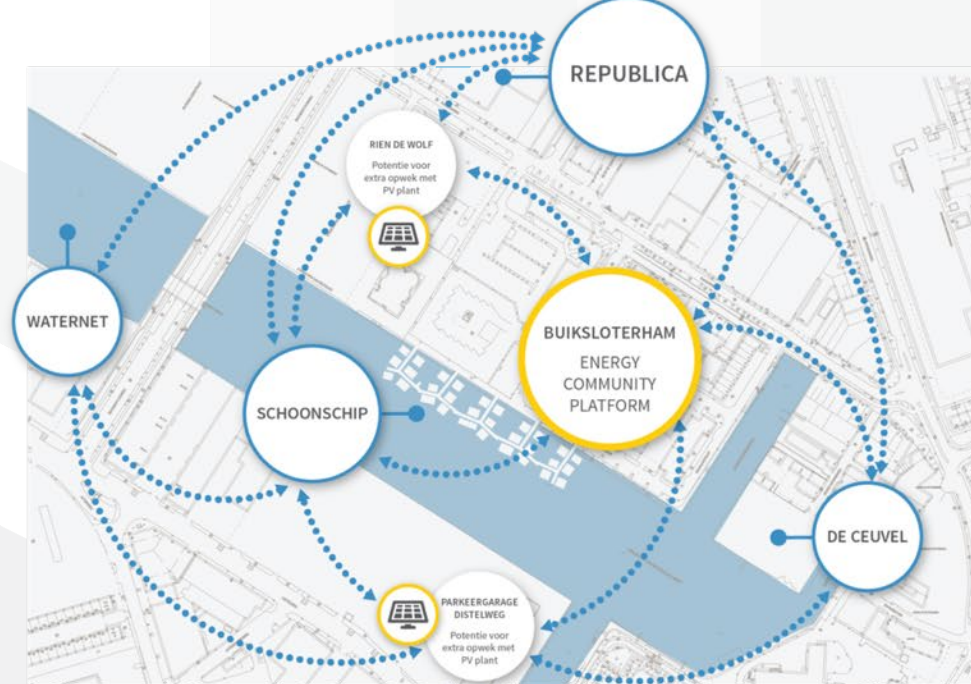
ATELIER in Amsterdam

Two blocks in Amsterdam North will implement advanced technologies to achieve PED status. They will collaborate with pioneer (microgrid) projects Ceuvel and Schoonschip.

Waag is researching the socio-technical dimension. For example, how can data be shared among residents? And how can the neighbourhood learn from these PEDs?



POPPIES project (Credits: Marc Koehler Architects)



REPUBLICA project (Credits: ATELIER)

Positive energy visions



Citizen engagement

- **What's in it for local residents and other citizens?**
- Engaging residents and neighbours
 - Showcasing tangible developments in energy
 - Listening to their needs and emotions
 - Offering quality programme: e.g. citizen science
- Co-creation and social innovation
 - Strengthening the innovation ecosystem and process
 - Ensuring contextual fit
 - Securing adoption & sustainability

- 
- Energy neutral CPOs (self-built)
- Integral, block-level PEDs
- Community smart grid
- Mixed programme
- Co-working smart grid
- Social housing, retrofitting

Emerging PED typologies,
some of them in ATELIER:

Poppies
Republica
Schoonschip
Ceuve

PEDs & citizens:

how can we make the concept
relevant, recognisable,
robust and replicable?



Gabi Kaiser

Steinbeis & Smart Cities Marketplace



Socrates Schouten

Waag



Javier Burón

Colaborativa.eu

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+CITYXCHANGE

CommunityxChange

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+CITYXCHANGE

Limerick · Trondheim · Alba Iulia · Písek · Sestao · Smolyan · Vöru

Smart positive energy solutions for districts to
produce more energy than is consumed

Threefold Strategy

Integrated Planning and Design

New decision support tools for urban planners

Common Energy Market

New regulatory mechanisms, micro-grids, local energy trading...

CommunityxChange

Complete plan for citizen participation (top-down & bottom-up)

CommunityxChange

<https://cityxchange.eu/knowledge-base>

Enable integrated (physical & online) citizen engagement processes to create a 2-way dialogue with municipalities

Encourage citizens to form co-operatives to install community energy trading systems

Encourage end users to reduce their energy consumption and implement green services & technologies

D3.1 Framework for Bold City Vision

Long-term
strategy

D3.2 Citizen participation playbook

Tools &
processes

D3.3 Framework Innovation Playgrounds

Geospatial
definition

D3.4 DPEB Learning & Education

Learning strategy
& portfolio

D3.5 Positive Energy Champion Network

Local leadership &
capacity building

D3.6 DPEB Innovation Labs

Programme, location
& governance



Bold city vision SDGs into local action plan

Localise and prioritise UN's
Sustainable Development Goals for
its inclusion in Limerick's
Development Plan

Collaborative Legislation

Citizen participation Playbook Collaborative Legislation



1. Preparation

Tools **Physical** **Online**

1.1. Set Milestones & Targets

Focus Working Group

2. SDGs Priorisation

2.1. SDGs Localization in Limerick

Co-design Workshops **Online Debate**

2.2. SDGs Prioritisation by citizens

Public Engagement Events **Online Voting**

2.3. Draft based on prioritised SDGs

Focus Working Groups **Collaborative Text**

3. Turning SDGs into actions

3.1. Feedback & Support within council (longer implementation)

3.2. Action plan open to citizens input **Public Engagement Events** **Online Debate**

3.3 Technical evaluation and approval **Focus Working Groups** **Collaborative Text**

3.4. Monitoring **Focus Working Group**

4. Implementation

4.1. Tracking Progress **Accountability (Online debate on action implementations)**

Public engagement Events (CityEngageWeek Updates)



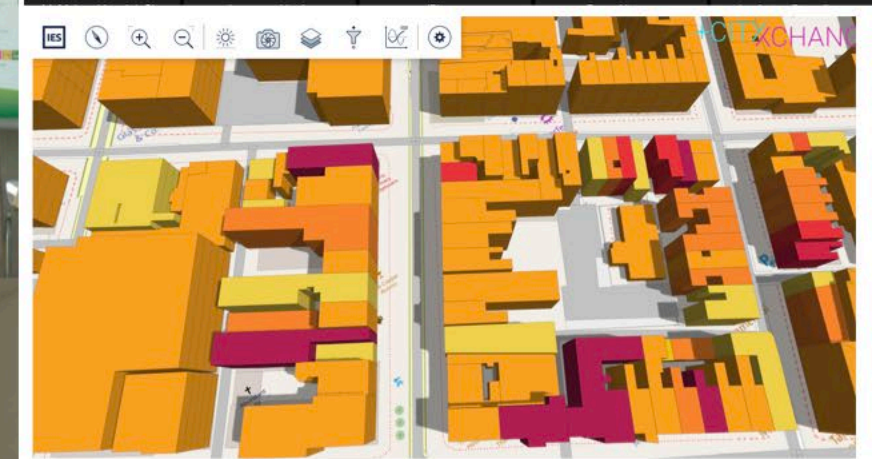
1. Preparation

#1 CityEngageWeek
10 Events



2. Localization

Virtual Consultation Room
200 submissions



 Decision/planning support # of APIs connected to the DST (null) / 20	 Decision/planning support # of use case stories in the ICT Ecosystem repository 17 / 15	 Training and Skills Development # of municipal staff trained to use the DST 3 / 40
 Enabling DPEBs / DPEDs # of new DPED-enabling prototypes 7 / 30	 Enabling DPEBs / DPEDs # of study visits by regulatory authorities 11 / 60	 Enabling DPEBs / DPEDs # of politically-approved Bold City Visions (BCV) with guidelines, roadmaps, and action plans (null) / 7

3. SDG's into actions & 4

Meetings, 3D Models & real-time Monitoring



Innovation lab Open call protocol

Programme of Open calls
for citizen innovation

Co-creation of Urban
Interventions

Citizen participation Playbook Co-creation of Urban Interventions



1. Preparation

Tools **Physical** **Online**

1.1. Set Milestones & Targets

Focus Working Group

2. Defining the Brief of the call

2.1. Decide a set of questions to inform the brief

Focus Working Group

Collaborative Text

2.2. OPTIONAL Public response & voting

Public engagement Events

Co-design Workshops

Online Debate

Online Voting

2.3. Writing the brief

Focus Working Group

Collaborative Text

3. Open Call

3.1. Open Call

Go&Find Citizens (Submission desk)

Online Proposals

3.2. Technical evaluation & shortlisting

Focus Working Group

Collaborative Text

3.3. OPTIONAL Consultation process

Online Voting

3.4. Monitoring

Focus Working Group

4. Implementation

4.1. Prototyping

Online Debate

Focus Working Group

4.2. Monitoring & Evaluation

Public engagement Events

Online milestones

4.3. Recording

Focus Working Group

Collaborative Text

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<https://cityxchange.eu>



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Steinbeis & Smart Cities Marketplace



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Waag



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MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

Oulu



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AGENDA

▶ Citizen Engagement Strategies and Tools in LHC Oulu

- What has been / is being done, to make it possible for citizens to participate?
- What has been / is being done, to make it possible for citizens to act in an environment-friendly way?

The following practices and plans in Oulu:

- ▶ Citizen engagement in general
- ▶ Nudging practice of the building supervision
- ▶ Mobile applications in Making-City
- ▶ Education plans in Kaukovainio school

In Finland, the interests of the society are pursued by integrating diverse needs at land use planning

Fig. 1. Finnish Spatial Planning System.

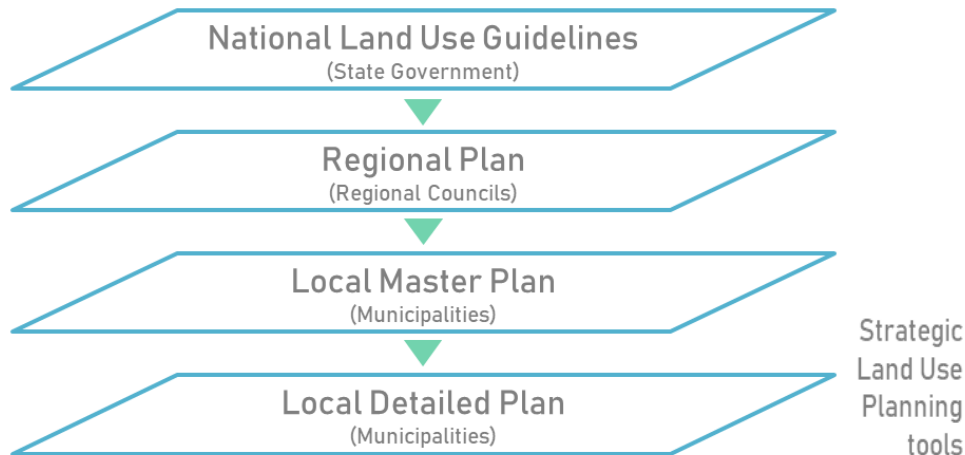


Fig. 2. City of Oulu's Land Use Planning Toolkit.



Participatory spatial planning process

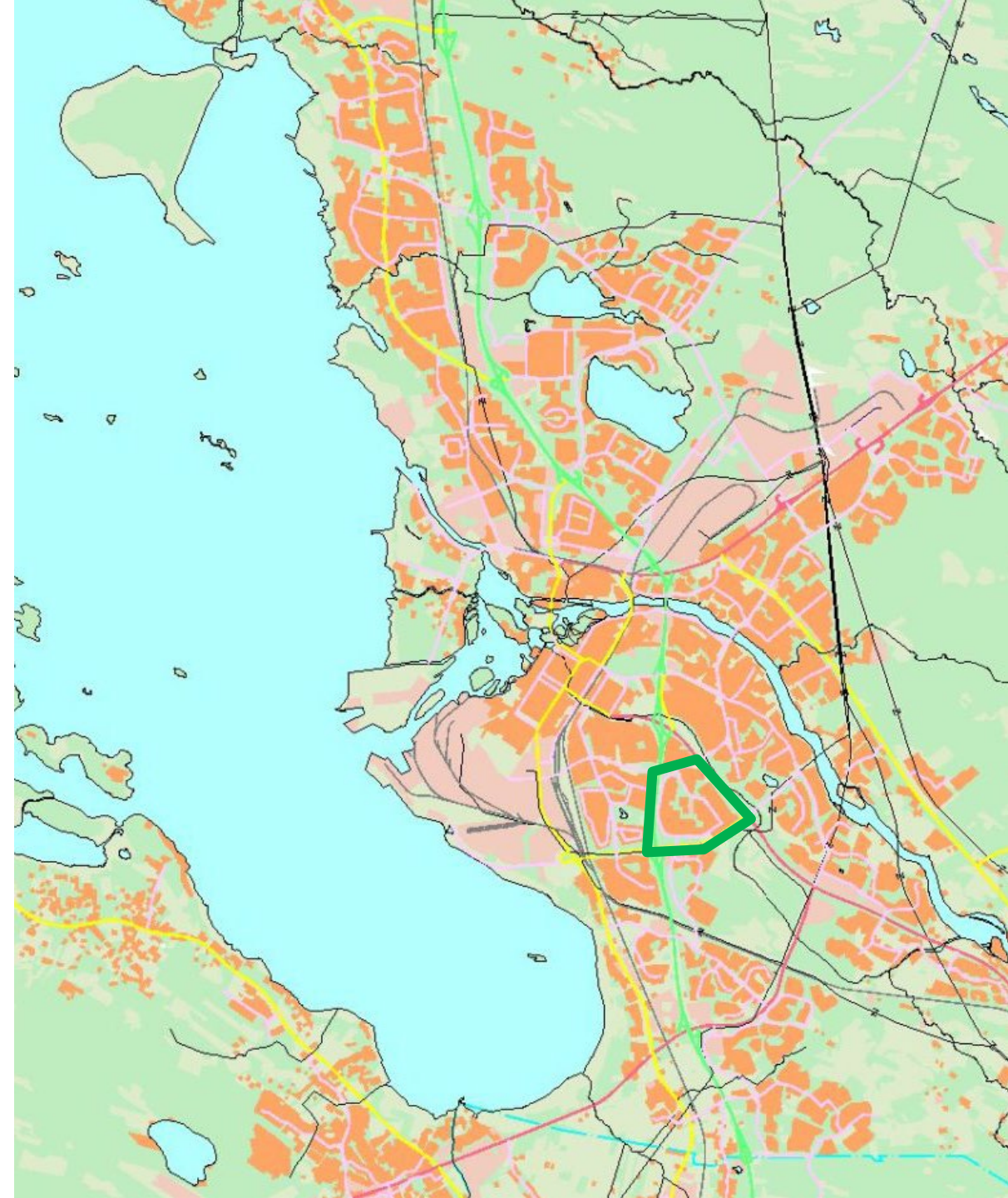
- ▶ Developed 1970's-> Land Use and Building Act (1999)
- ▶ High demands on inclusiveness
 - Planning procedures must be organized and the principles, objectives and goals and possible alternatives of planning publicized so that the landowners in the area and those on whose living, working or other conditions the plan may have a substantial impact, and the authorities and corporations whose sphere of activity the planning involves (*interested party*), have the opportunity to participate in preparing the plan, estimate its impact and state their opinion on it, in writing or orally. (LBA 132/1999)
 - Participation and Assessment Scheme

Kaukovainio

- 3 km from the city center
- Built in 1965-1975
- 4700 residents
- Ageing population
- Risk of social segregation



Antti Määttä, city planning architect





Participatory planning (history)

- ▶ Open design events were held in the suburb of Kaukovainio during the years 2010-2012 -> master plan
- ▶ Renewing the center of the suburb of Kaukovainio was chosen as the primary goal -> detailed plan
- ▶ Kaukovainio was a part of a nationwide development programme for residential areas 2013-2015 (The Ministry of the Environment, The Housing Finance and Development Centre of Finland)
- ▶ Established practices are to be continued





Development programme for residential areas 2013-2015

Participation
Inhabitant-oriented approach
Sense of community
Equality
Cosiness
Safety
Functionality
Multipurposeness
Wellbeing





Citizen engagement in general, I

The following viewpoints and targets are considered:

- The residents are experts on their own residential area
- Active participation of persons elected to a position of trust is essential
- Bringing municipal affairs to discussion openly and in good time
- Promoting involvement of municipal residents and their possibilities to influence

The main focus of interaction and social inclusion both in the Making city project area and in the city of Oulu as a whole is

- to provide information to customers, residents and other people,
- giving everyone the opportunity to express themselves,
- giving customers, residents and other people the opportunity to choose where they participate,
- as well as giving everyone the opportunity to influence the development of their own living environment as well as their own solutions, for example to increase energy efficiency, reduce adverse effects and reduce consumption, as the Making city project aims to do.



Citizen engagement in general, II. Energy issues.

- About 2/3 of the built environment in Oulu is connected to district heating
- Replacing peat by wood in combined heat and power (CHP) plants
- Peat entrepreneurs re-education
- After 2035, also CHP heat partly replaced by heat pumps, probably
- **In City Vision 2050**, the citizen engagement mainly concerns the acceptability of these
- In addition, replacing oil heating mainly by heat pumps and electrical heating in private houses
- Designing the Energy Master Plan and SUMP (Sustainable Urban Mobility Plan). Promoting walking, cycling and public transport.
- In walking and cycling the needed actions are often quite small, but they must be done
- Electric cars are very much dependent on the car manufacturers' manoeuvres and market development

Citizen engagement in general, III

From this starting point we can consider the highlights from the communication plan of the city, tailored to this case:

- Polls, social media, feedbacks, and events are considered good ways of involving residents.
- It is important to provide the residents with feedback on their influence of their involvement.
- Information has to be provided in other ways (e.g. newspaper, mail), in addition to being provided electronically.
- For local purposes there must be a Finnish version of materials available. Information is to be provided also in other languages in addition to Finnish, depending on the resources.
- Open and easy access to information online has to be ensured.
- Providing the residents with opportunities to participate, whether on electronic platforms or arranged meetings, is considered a good idea. Streaming related events could also be a good way of involving the people.
- Elderly people should be trained and assisted to use online platforms. Accessibility has to be ensured for them, in addition to people with disabilities or different ways of communication.
- It would be good to organize discussion and consultation meeting, in addition to financial planning meetings and designing services with service users.
- People can make suggestions based on problems and challenges they have faced. New projects or solutions could be developed, using those challenges as a basis.

Nudging practice of the building supervision

The main operations of building supervision are

- Granting Building Permits for both new construction and retrofitting of existing buildings.
- Making inspections on construction sites during the construction phase.
- As a main role, checking that all construction projects have qualified professionals (designers and foremen) and that they make required plans and check-up.

Quality Guidance

- Proactive guidance is given to both **single-family home builders** *(in Finland, most people are very much involved in building their own home or even building it by themselves)* and **professional builders**.
- For big projects (professional builders, apartment buildings, commercial buildings etc.)
 - There are two meetings before and during the planning process to ensure that good quality is achieved.
 - This also makes the permit process faster.

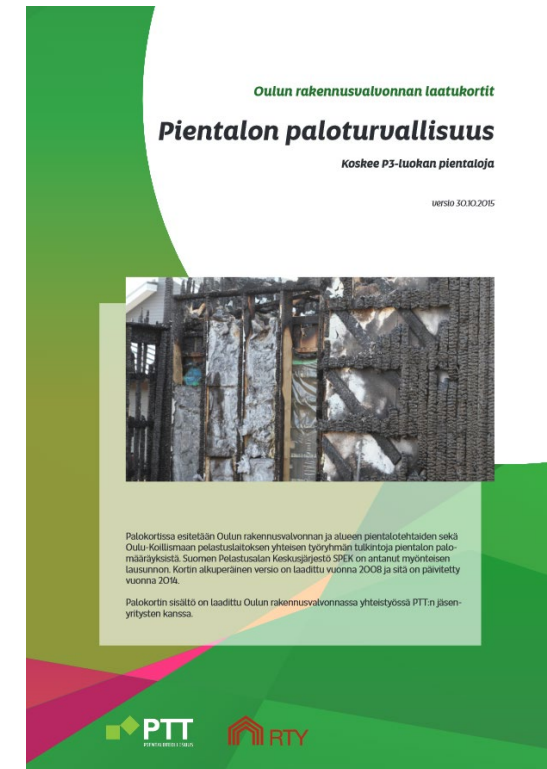
Quality Guidance for New Single-Family Houses

- The city usually gives out building plots twice a year.
- Right after this, the building supervision invites the new builders to a series of Quality Evening information sessions.
- 50-300 people attending depending on the amount of plots given out.
- Two evenings for general information about building permits, professionals needed, water and electricity services, waste management and recycling etc.
- Three evenings with specified subjects: Moisture Management, Energy Efficiency and Environmental Impacts, and Good Indoor Air Quality
- = About 12 hours of training on how to build an energy efficient, high-quality house
- Guidance continues with Building Supervision Permit Architect: Each block of builders has their own meeting where they can meet the neighbors and get more targeted guidance to issues that might be specific to their plot
 - **New online method for this is being developed.**



Guidance Materials – "Quality Cards"

- Dozens of instructional leaflets on different subjects. (2-12 pages)
- For both professional builders and single-family home builders
- <https://www.ouka.fi/oulu/rakennusvalvonta/laatukortit>
 - Fire Safety
 - Energy Concepts – Choosing your main energy source
 - Solar Power Options
 - Energy Efficiency
 - Making Energy Plans (for professionals)
 - etc.



www.pientalonlaatu.fi

"Quality-Of-Single-Family-Home.fi"

- Tool to help making choices that affect the quality of your home.
- See how the choices affect the overall quality.
- "We are building a four star home!"
- One star is the minimum level



www.pientalonlaatu.fi

PIENTALON LAADUN ARVIOINTI


OULU | Rakennusvalvonta

Etusivu
Kosteudenkestävyys (8/81)
Sisäilmanlaatu (7/90)
Energiantarve (3/27)
Ympäristövaikutukset (2/52)
(vastatut 20/kysymyksiä yhteensä 250)
Kosteudenkestävyys
Sisäilmanlaatu
Energiantarve
Ympäristövaikutukset
Tulosennuste

Suunnitteluvaihe		Toteutusvaihe		Käyttövaihe	
Pisteet 12/89 p.		Pisteet 0/22 p.		Pisteet 0/11 p.	
CO2 päästöt	Tontti	Rakennus- materiaalit	Muunto- joustavuus	Turvallisuus	Käyttöikä- suunnittelu
12/32 yht.	0/12 yht.	0/12 yht.	0/10 yht.	0/8 yht.	0/15 yht.

1. Lämmöntarpeen hiilidioksidipäästöt


(8/23)




Lataa Energiajuniori

Lämmöntarpeen hiilidioksidipäästöt voidaan laskea maksuttomalla ylläolevasta linkistä ladattavalla Energiajunior -laskentaohjelmalla.

		Kyllä	Myöh.	Ei		Pisteet
1	Ovatko vuosittaiset lämmöntarpeen CO2-päästöt alle 30 kg/netto-m2 ? vai	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LVI	8.00
	Ovatko vuosittaiset lämmöntarpeen CO2 -päästöt alle 25 kg/netto-m2 ? vai	<input type="checkbox"/>			LVI	11.00
	Ovatko vuosittaiset lämmöntarpeen CO2 -päästöt alle 20 kg/netto-m2 ? vai	<input type="checkbox"/>			LVI	14.00
	Ovatko vuosittaiset lämmöntarpeen CO2 -päästöt alle 15 kg/netto-m2 ? vai	<input type="checkbox"/>			LVI	16.00
	Ovatko vuosittaiset lämmöntarpeen CO2 -päästöt alle 10 kg/netto-m2 ?	<input type="checkbox"/>			LVI	18.00
2	Onko takan hiukaspäästöä todennettu? (Jos takkaa ei ole jätetään kysymykseen vastaamatta)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ARK	5.00





2. Sähköntarpeen hiilidioksidipäästöt

(4/9)

www.pientalonlaatu.fi

- Technical Quality
 - Moisture Management
 - Indoor Air Quality
 - Energy Efficiency
 - Environmental Impacts
- Quality of the Living Environment
 - Lifespan of the House
 - Yard
 - Functionality
 - Comfort



www.pientalonlaatu.fi

PIENTALON LAADUN ARVIOINTI

Etusivu	Suunnitteluratkaisut - kosteusriskien kartoitus Pisteet 0/145 p.	Työmaan kosteudenhallinta Pisteet 0/10 p.	Asumisen
Kosteudenkestävyys (0/81) >	Rakennuspaikan kuivatus 0/22 yht.	Rakennuksen perustukset 0/31 yht.	Rakennusvaippa 0/36 yht.
Sisäilmanlaatu (0/90) >			Märkätilat 0/31 yht.
Energiantarve (0/27) >			
Ympäristövaikutukset (0/52) >			

(vastatut 0/kysymyksiä yhteensä 250)

Kosteudenkestävyys

Sisäilmanlaatu

Energiantarve

Ympäristövaikutukset

Tulosennuste

LISTAA TALLENNNA JA POISTU

TALLENNNA JA JATKA Max 3.00 p

1. Tontin muotoilu, pintavesisuunnitelma ja rakennusten korkeusasema

2. Sadevesien, pintavesien ja kattovesien poisjohtaminen ja viem

1 Johdetaanko kattovedet suoraan rännikaivoihin ja edelleen ehytseinäimäiseen sadevesiputkeen? Kyllä Myöh. Ei

2 Varaudutaanko em. varsinaisen sadevesijärjestelmän tukkeutuessa estämään veden pääsy rakenteisiin johtamalla vesi rännikaivosta pintoja pitkin pois päin rakennuksesta? Kyllä Myöh. Ei

3. Lumien sijoituspaikat tontilla

4. Puiden ja pensaiden sijoittaminen rakennusten lähetyville

Guidance for Retrofitting

- Building Supervision has a *Renovation Expert* whose job is to
 - give guidance to the public on how to proceed with their retrofitting projects,
 - review their plans and make suggestions on which way to take their project,
 - NOT to act as a planner for them,
 - gives unbiased advice that you might not get from someone trying to sell you something
 - **go through actual building permit applications and grant the permits for retrofitting**
 - when the Renovation Expert has already given guidance to the renovator, the permit process is fast and straight forward
- Team (engineer, HVAC engineer, architect) to support the retrofitting permit process and guidance.

Energy Efficiency Requirements for Retrofitting of Existing Buildings

- All renovation **that can affect** the **healthiness** or **safety** of the building is subject to building permit.
- Since 2013, when doing retrofitting that requires a permit, you must consider if it's possible to improve the energy efficiency of the building at the same time.
 - e.g. If you are replacing the outer cladding, you need to consider changing/adding more insulation to make the walls more energy efficient.
- Energy efficiency needs to be improved if it's possible **technically, financially** and without compromising the **functionality** of the building.

Energy Efficiency Requirements for Retrofitting of Existing Buildings

How to fulfill energy efficiency requirements, 3 options to choose from

1. *Improving energy efficiency of the parts of envelope which are retrofitted*
 - e.g. when replacing the roof, improving the U-value of the roof structure (new U-value needs to be 0,5x original value)
2. *Improving the energy consumption of the house **
 - based on calculated standardized energy use of the building (kWh/m²)
3. *Improving the E-value **
 - based on total calculated standardized energy use of the building (kWh_E/m²)
 - the national factors of different energy sources are taken into the calculations (electricity 1,2, fossil fuels 1, renewable energies 0,5, district heating 0,5)

** end result must be 0,8-0,7 x the original depending on the type of building*

Retrofitting guidance for apartment blocks in Kaukovainio

(hyväksytty rakennuslautakunnassa 25.2.2013 §23) ¹⁽⁶⁾

OULU KAUKOVAINIO KORJAUSTAPAOHJEET KERROSTALOT

Nämä korjaustapaohjeet täydentävät Kaukovainion kerrostaloalueella voimassa olevaa asemakaavaa. Näissä annetaan ohjeita Kaukovainion 1960-70-luvulla valmistuneiden kerrostalojen korjaus-, muutos- ja uudisrakentamissuunnitelmiin laatijoille sekä korjaustöiden suorittajille rakennusten ulkovalpaan ja piha-alueiden osalta. Ohjeiston avulla halutaan tukea alueen rakennusperintön ja ympäristön positiivisten ominaispiirteiden säilymistä. Lähtöaineistona korjaustapaohjeille on ollut Oulun kaupungin Rakennusjoelutöityhjän raportti "Kaukovainion rakennuskannan ja viheralueiden inventointi 2010-2011, Metsälähiön moderni rakennusperintö".

KAUKOVAINION KERROSTALOALUEET

Kaukovainion kerrostaloalue on rakennettu suurimmalta osaltaan vuosien 1965-1974 välisenä aikana ns. metsälähiöperiaatteen mukaisesti. Metsälähiöperiaatteen tavoitteena oli yhdistää luonnonläheisyys, kylille ominainen yhteisöllisyys ja modernin yhteiskunnan mukavuudet.

Kaukovainiolla kerrostalot rakennettiin männikkökankaalle jättäen metsikköjä rakennusten väleille ja piha-alueille. Rakennukset sijoittuvat väljästi toisiinsa nähtäen jättäen tilaa metsäpihoille ja kevyen liikenteen väyille. Säilyneet kookkaat männiköt ovat edelleen merkittävä maisematekijä koko alueelle.

Kerrostalopihojen aitaamattomuus kuuluu luonnonläheisyyttä korostavan ympäristön piirteisiin. Osa metsäpihoista onkin edelleen aitaamattomia ja ne liittyvät saumattomasti avarien viheralueisiin.

Polut ja kevyen liikenteen väylät yhdistävät rakennuksia ja kortteleita toisiinsa. Pysäköintialueet sijoittuvat lähelle katualueita jolloin rakennusten keskelle muodostuu suojaisia oleskelualueita ja leikkipihoja. Paikoitus-alueilla on autotalleja ja -katoksia eri aikakausilta.

1960-luvun lopulla rakennetut seitsenkerroksiset kerrostalot Kanahaukantiella, Jalohaukantiella ja Vaskitiellä muodostavat paikallisen identiteetin suhteen erittäin merkittäväksi arvotetun, yhtenäisen alueen.

1970-luvun alussa rakennettujen Tomihaukantiiden, Tuulihaukantiiden ja Nuolihaukantiiden kerrostalot muodostavat alueen yhtenäisyyden osalta ja paikallisen identiteetin osalta erittäin merkittäväksi arvotetun alueen.

Korkeat kerrostalot ovat julkisivupinnoiltaan pääosin betonipintaisia tai rappauspintaisia, harjattuja ja valkoisiksi maalattuja. Vanhimmissa niistä parvekkeet on sijoitettu osin tai kokonaan sisäänvedetyiksi. Vanhimpien rakennusten ikkunat ja suorakaiteen muotoiset betonielementit muodostavat julkisivuissa nauhamaisia vaakasuuntaa korostavia linjoja. Vaskitiiden kerrostaloissa on kalkkikiekkatiloista muuratut päätyseinät.

Merikotkantiiden länsipuolella oleva Kanahaukantiiden, Varpushaukantiiden, Suohaukantiiden ja Jalohaukantiiden nauhaikkunoilla varustettujen, punatiilillä verhoiltujen kolmikerroksisten kerrostalojen alue on toteutunut 1960-luvulla Kaukovainion alkuperäisen asemakaavan mukaisesti. Pääosa kerrostaloista on tehty paikalla rakentaen. Rakennuksissa on osin maanpäälliset kellaritilat. Kolmikerroksiset kerrostalot ovat hissittömiä. Alueen paikallista identiteettiä luovat arvot ja alueen yhtenäisyyden arvot ovat erittäin merkittäviä.

Useimmat rakennuksista ovat pääosin säilyttäneet alkuperäispiirteensä.



OMINAISPIIRTEIDEN SÄILYMINEN

Korjaustapaohjeiden tavoitteena on alueen säilyminen tulevaisuuteen arvoineen ja rakennusajalleen ominaisine piirteineen. Alueen yhtenäisyyden säilymistä tukevat alkuperäisen mukaiset tai sen luonteiset korjaus- ja uusimistavat muodoissa, rakenteissa ja materiaaleissa.

Kokonaisuuden säilymistä tukevat myös alkuperäisen värityksen, puukunkunoiden ja -ikkunaovien, ulko-ovien sekä muiden alueen kannalta arvokkaiden yksityiskohtien varjeleminen tai korjaustöissä alkuperäistyylin linjan mukaiseksi palauttaminen.

Vanhojen rakennusosien tullessa elinkaarensa päähän, uusimisen lähtökohtana on hyvä pitää alkuperäistoteutusta. Korjaustavan tulee olla myös teknisesti toimiva ja kestävä ratkaisu, joten mahdollisia alkuperäisten rakenteiden rakennevirheitä ei kuitenkaan tule toistaa.

RAKENNUKSET

Vesikatto ja räystäät

Katot ovat yleensä loivia sisäänpääkallistuvia singelipintaisia bitumikattoja, tuuletettuja matalia pulpettikattoja tai loivia harjakattoja. Pulpettikattojen ja harjakattojen pintamateriaalina on pelti. Jyrkät harjakatot eivät kuulu Kaukovainion kerrostalojen rakennusajalle tyypillisiin kattoratkaisuihin eikä niitä suositella tehtäviksi tulevaisuudessa ratkaisussa.

Kattojen ja räystäiden muotojen ja materiaalien mahdollisista muutossuunnitelmista tulee neuvotella tapauskohtaisesti Oulun kaupungin rakennusvalvonnan kanssa jo suunnittelun alkuvaiheessa.

Julkisivut

Pääsääntöisesti julkisivujen korjaustöissä on suositeltavaa käyttää alkuperäisen suunnitelman mukaisia materiaaleja sekä värisävyjä. Julkisivujen pinnanajot ja syvyysuhteet pyritään säilyttämään.

Yleisiä vaurioita vanhoissa betonijulkisivuissa ovat sään aiheuttamat rasitukset ja raudoituksien korrosiovauriot. Pakkasrapautumisen aiheuttamat vauriot voidaan korjata laastipaikkauksilla mikäli ne ovat paikallisia ja niitä on määrällisesti vähän.

Ulkoseinävaurioita aiheuttavat usein myös vauriot vesikatteen, pellityksissä, elementtisaumauksissa ja muissa liitoskohdissa sekä sadevesijärjestelmissä. Nämä vauriot korjataan mahdollisimman aikaisessa vaiheessa.

Betonijulkisivut on tarkoituksenmukaista korjata betoni- tai rappauspintaisiksi. Alkuperäiseltä sävyiltään valkoiset julkisivupinnat korjataan tai huoltomaalataan valkoisiksi.

Olevien julkisivupinnoitteiden koostumukset tarkistetaan uusien pintakäsittelyaineiden yhteensopivuuden varmistamiseksi.

Korjattuja julkisivuja tulee huoltaa ja tehdä ylläpitokorjauksia säännöllisesti.

Parvekkeet

Parvekkeiden vaurioaltteimpia kohtia ovat yleensä ohuet betonikaiteet ja parvekelaattojen reunat. Kullekin parvekkeen osalle suunnitellaan sovelias korjaustapa kuntotutkimuksen avulla arkitieteellinen kokonaisilme huomioon ottaen.

Parvekekorjaustöissä varmistetaan kokonaisuuden kosteustekniinen toiminta.

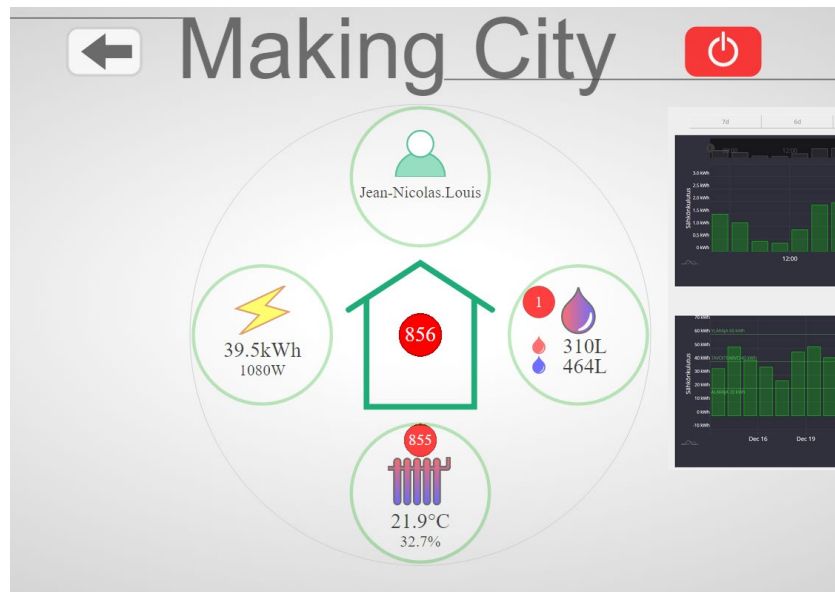
Mahdolliset parvekelasitukset tehdään mahdollisimman huomaamattomiksi. Taloyhtiökohtaiset parvekelasitukset suunnitellaan ja toteutetaan detaljeiltaan yhtenäisesti.

Korjaustöissä ja tarvittavissa uusimisissa pyritään säilyttämään tai palauttamaan alkuperäismateriaalit, -muodot ja -värisävyt.



Mobile applications in Making-City, I

- ▶ Simple interface to engage users where they can
 - Display and access their energy data
 - Receive meaningful information related to their heat and power consumption, thermal comfort
 - Provide real time feedbacks (especially in terms of thermal comfort)
 - HTML5 based, web and phone application to be deployed (+ in-home displays



Tenants view



General interface

Mobile applications in Making-City, II

▶ The users can access (when available)

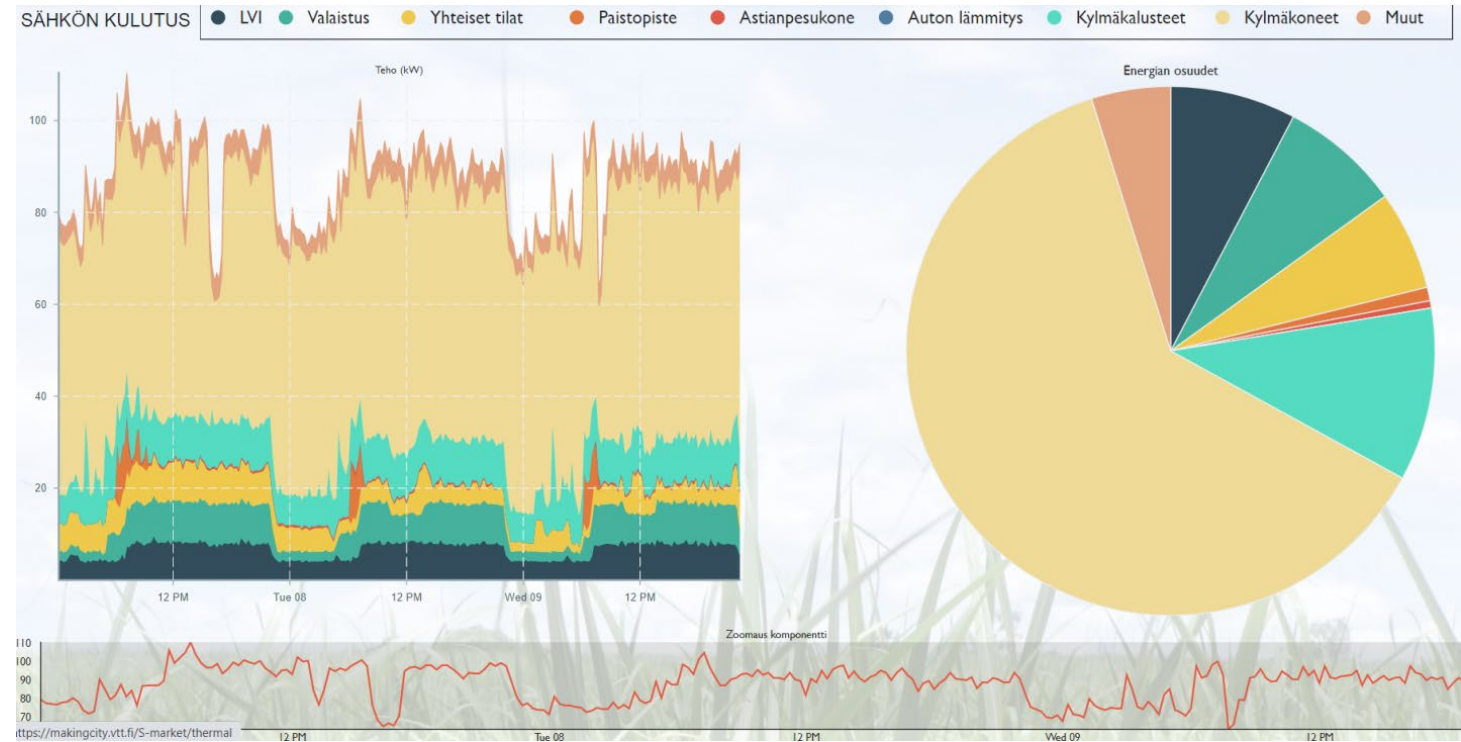
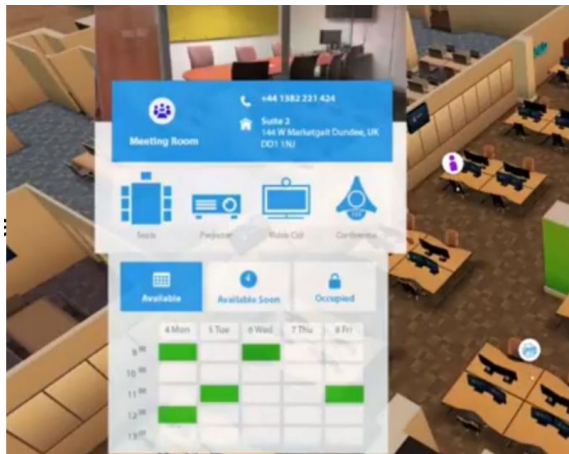
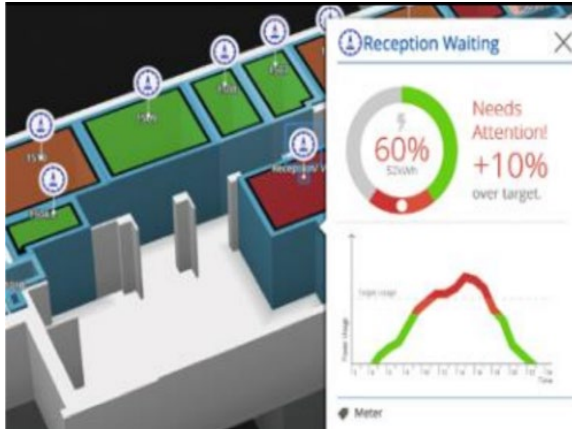
- Water, electricity, and heat data.

▶ The users can...

- See their thermal comfort (calculated based on the ISO 7730)
- Provide feedbacks regarding their thermal comfort
- Set electricity consumption goals or having them set automatically to work as an incentive to reduce their energy usage
- Evaluate their environmental impact (and potentially compensate)
- And much more...



Education plans in Kaukovainio school



Recommendations

- ▶ People must have a feeling of being respected, by oneself and the others
- ▶ Listen what people say and consider the words according to that, reflecting or answering to the question
- ▶ Make more questions than propositions
- ▶ When this is not possible, make the information easily available, in logical order.
- ▶ Avoid exaggerating your own competence, keep the focus in the substance.
- ▶ People get interested in something, when they feel it being somehow close to them

Thank you

Get in touch for more information!



XXXX
XXXXXX@XXXXXX



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Project information available on the
MAKING CITY website: www.makingcity.eu
Contact us: contact@makingcity.eu

MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

Groningen



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1
Social context of the city

Content

- ▶ Characteristics
- ▶ Approaches
- ▶ Activities
- ▶ Tools
- ▶ Social Barriers
- ▶ Other WP's
- ▶ Identification
- ▶ Room for comments and questions

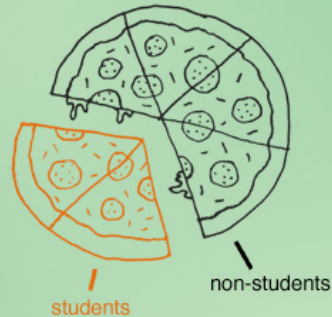
City Characteristics I

Groningen facts and figures



**Groningen,
The Netherlands, Europe**

475 km from Copenhagen, 466 km from Berlin
231 km from Hamburg, 304 km from Brussels.



200'000 inhabitants,
300'000 city users.



The youngest city population in the
Netherlands. 50% younger than 35 years.



57% of all journeys within the
city are by bike.



Our 6 km radius makes us find
each other quick and easy.



Half of the workforce has a
university degree.



2 institutes for higher education.
The Hanze University of Applied
Sciences and the 400-year-old
University of Groningen.

City Characteristics II

Groningen what makes Groningen special



A very hospitable city.



Greenest city in the Netherlands.



Most innovative city in the Netherlands.



Happiest city in the Netherlands.



Vibrant culture and city centre.



Our nightlife has no closing hours.

Current citizen engagement approaches, activities and tools

Main actors

▶ Gemeente Groningen (GR0) – Municipality of Groningen

- Government
- Goal to be carbon neutral in 2035

▶ Grunneger Power (GP0) – Energy Cooperative

- Cooperative (+/- individual 1.500 members)
- Energy inclusiveness



Approaches – local

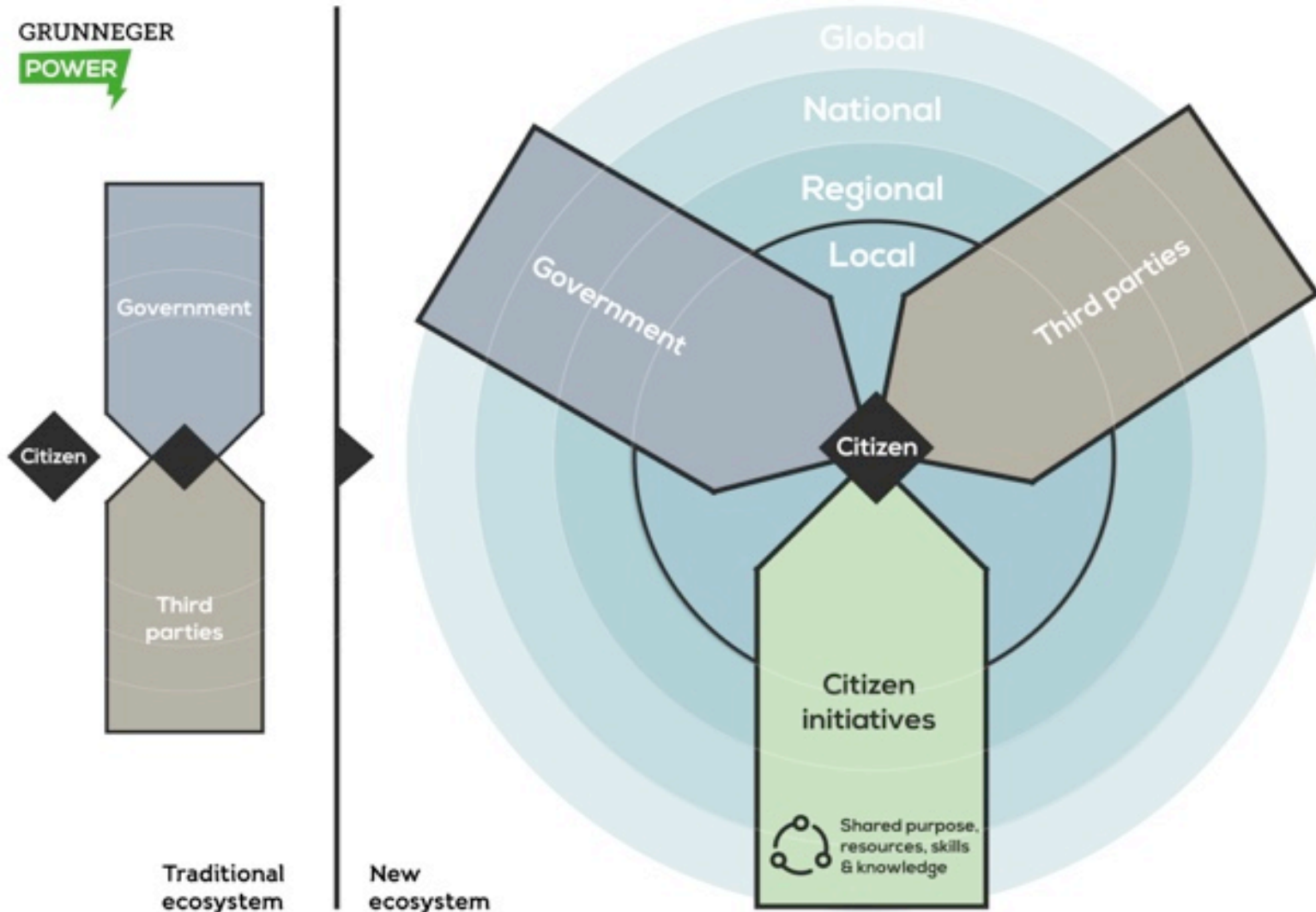
▶ District Energy Approach (GRO)

- Each district makes a unique plan
- Districts are distinguished by architectural, social and/or economical factors
- Combination of governmental officials, professionals and citizens

▶ Cooperative Approach (GPO)

- Citizens play a central role in the development of (district) plans
- Social cohesiveness determines scale (street, neighborhood, town)
- Local citizens supported by GPO and o

Approaches



Activities – Community based

▶ Crowdfunding Solar Park

- Provide investment opportunity in local sustainable energy

▶ Wind Platform

- Set-up communication platform for development of windmills

▶ District Energy Plans

- Develop a locally supported plan with citizens for district development

▶ Energieloket (Energy Counter)

- Provide free individual advise for energy saving, including a gift bag, for people with a lower income

Tools – local successes

▶ Design Ateliers

- Connect citizens with students and researchers to develop multidisciplinary solutions for real-life problems

▶ Energy Coaches

- Train local people from within the district to help the other inhabitants save energy

▶ Focused Group Communication

- Be aware of who the group is you're addressing. Different districts require different (communicative) approaches

We Energy Game

- Try to make 'common fact finding' fun by turning it into a game



2021 activities

- ▶ Both GRO and GPO will help three starting initiatives
 - Gebrand Bakkerstraat – Street
 - Oosterpoort – Neighborhood
 - Hoogkerk – Small Town
- ▶ All cases will be researched by HUAS, TNO and other partners



2

Social and behavioural barriers

Background

- ▶ Two citizen social research studies (Sep 2019–Jun 2020)
- ▶ Exploratory study & Noorderplantsoen neighbourhood study
- ▶ Collaboration with local sustainability initiative *De Groenste Buurt*
- ▶ Survey (105 respondents) and interviews (18 respondents)

Impression of the Noorderplantsoenbuurt

- ▶ Around 4.000 inhabitants
- ▶ Mostly private homeowners and students
- ▶ All-electric or heat grid impossible
- ▶ Instead: hybrid solution using heat pumps, insulation and PV panels



Financial and personal barriers

Financial

- ▶ Steep implementation costs
- ▶ Investment risk and long payback time

Personal

- ▶ Lack of motivation
- ▶ Lack of time or ability

Communication barriers

- ▶ Insufficient communication / awareness about energy transition
- ▶ Communication with municipality
- ▶ Language barrier

Perception and technological barriers

Perception

- ▶ Misperception on energy transition
- ▶ Embarrassment

Technological

- ▶ Immaturity of technology

Demographic and contextual barriers

Demographic

- ▶ Difficulty engaging tenants
- ▶ Tenants' lack of incentive
- ▶ Ownership of rooftops

Local context

- ▶ (International) students rarely involved
- ▶ Dislike of top-down approach

Key challenges

- ▶ Financial investments largest barrier
- ▶ Not all residence types suitable for improvement
- ▶ Building community trust
- ▶ Shortage of (professional) manpower
- ▶ Not all stakeholders addressed (properly)
- ▶ Communication can often be improved



3

Strategy for the deployment of
the new citizen engagement
actions

Overall approach

1. Analysis of the current situation and state of the art
2. Design of the new citizen engagement strategy
3. Design of citizen participation methods and tools
4. Transfer of participation methods and tools for application in practice
5. Evaluation framework for the participation methods and tools

Unified citizen engagement approach



Customer journey to a natural gas-free home

Phase 1: Becoming aware

Step 1: Becoming aware of natural gas-free as an issue

Step 2: Tam-Tam-phase

Step 3: Awareness of personal situation

Phase 2: Decision making

Step 4: Choice of orientation, waiting or active resistance

Result:
Resist,
wait, go
on

Step 5: Orientation

Step 6: Choosing a solution

Cooperative approach - Grunnuger Power

Phase 1: Initiation (preparation, forming of a coalition and district (energy) plan

Step 1: Community - With whom?

- * Form a community (assemble all initiators that are representative for the district that is focused on)
- * Strengthen the community (train the community. Set clear and achievable targets. Set up a step-by-step roadmap, starting with a scan of the district. The training is hosted by professionals)
- * Stakeholder analysis (make an inventory of all (possible) relevant partners and invite them to an introduction of the plans of the district)
- * District meeting (present the initiative to the other people of the district. Also explain the roadmap towards the future)

Result:
Letter of
intent

Step 2: Vision - What is possible?

- * Analysis with the district (gather local knowledge, wishes and needs of the citizens)
- * Matching opportunities (make an overview of current developments, collaboration projects and challenges within the district)
- * Strengthen the community (increase the support base and visibility of the community)
- * Social and technical assessment ((energy) analysis. Gather information, such as energy consumption, destination plan, living situations, household information and demographic data)
- * Create scenarios (translate the input into several scenarios)
- * Choose scenario (information the district about the different scenarios and collaboratively choose one option for the district, under supervision of professionals)

Result:
Local
(energy)
vision

Step 3: Translation - How to execute?

- * Requirements (write down common requirements, wishes and preconditions for the district (energy) design)
- * Local property (determine the conditions of which the Community wants to cooperate on the development of local (energy) supply and local (energy) assets)
- * Scenario - step 2 (Visualize the plan and accompany the decision-making process of the (energy) community)
- * Write the district (energy) plan (compose a document for collective and individual actions together with the district inhabitants, which will affect the district itself).

District Energy Vision - Municipality of Groningen

Phase 1: Analyses and exploration (neighbourhood energy vision)

- * Analysis of the neighbourhood; the houses, home owners, industry, age and quality of the energy networks (gas and electricity) (done by municipality employees).
- * Analysis of the social structure of the and expected future developments of the neighbourhood (done by municipality employees).
- * Formulating the opening bit by choosing a scenario (heat net, hybride or all electric solution) (done by municipality employees).
- * Evaluating the opening bit with a select group of people from the neighbourhood (e.g. neighbourhood energy workgroup)

Result:
Neighbourhood
energy
vision

Phase 2: Making choices

- * After evaluating and deciding on the first phase, results are worked out in more detail and the most fruitful (combination) of scenario's are financially calculated. This provides insight in how costs are divided and which subsidiary means there are available.
- * The long term vision is translated into concrete steps for the short and middle term period, together with neighbourhood residents. This provides insight in the final energy scenario and practical implications.

Purpose and target group: Identification of Actors

- ▶ Shortlist GRO and GPO: citizen initiatives in the municipality
- ▶ Three districts: Hoogkerk (Large), Oosterpoortbuurt (Medium), Gerbrand Bakkerstraat (Small)

Impact of Covid-19 crisis

- ▶ Original plan: implement unified approach (or parts thereof) in the three selected districts
- ▶ Contingent on cooperation of initiatives
- ▶ No gatherings, workshops or co-creation sessions possible
- ▶ Alternative: focus on Noorderplantsoenbuurt, Reitdiep, Paddepoel, Europapark instead

Cooperation with other work packages

Deliverable / Task nº	Relation
WP1	Capacity building, coaching and mentoring for energy planning deployment (Task 1.4), city mentoring (Action 52) and Citizen and stakeholder engagement strategies (Subtask 1.5.2) City vision per follower city (first: webinar in December 2020).
WP4	Stakeholders and citizen engagement (Subtask 4.3.1)
WP5	Social innovation – increase citizen ownership of the solutions (Task 5.7)
WP6	User Innovation in business model incubation and development and Intellectual Assessment Management (Task 6.2)

Thank you

Get in touch for more information!



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Contact us: contact@makingcity.eu

MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

- León
- Bassano del Grappa
- Kadıköy
- Vidin
- Lublin
- Trencin



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MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

FWC LEÓN



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Citizen Engagement Strategies and Tools

- ▶ What is the department of citizen participation doing?
Working for a "León of All."
- ▶ Channels open to the citizens
- ▶ Specific plans or projects

Citizen Engagement Strategies and Tools

► Working for a "León of All." León belongs to all its citizens

- The preparation of the **Regulation** of Neighborhood Consultations.
- The organization of the "**II Open Municipal Meeting**", on participatory budgets.
- The organization of the second round of regular **Councilor-Neighborhood meetings**.
- Updating the Municipal Registry of Associations.
- The official delimitation of neighborhoods.

Citizen Engagement Strategies and Tools

► Working for a "León of All."

■ 2nd round of Regular Councillor-Neighbourhood meetings

The 2nd round of Regular Meetings were held in September 2020, each councilor meets with 3 neighborhoods

Objectives:

"Maintain a **regular** dialogue with the residents of the neighbourhoods and make citizen participation a pillar of this new León."

These regular meetings allow not only to bring up new topics of interest but to keep track of them over time, see their evolution and taking into account the changes that might happen.

It includes an open microphone at the end for anyone who wants to raise any municipal issue.



CONCEJALÍA DE PARTICIPACIÓN CIUDADANA

"LEÓN DE TODOS"

"LLIÓN DE TOOS"

REUNIONES REGULARES DE BARRIO

Trataremos:

- Información EDUSI.
- CONSULTA VECINAL: Informe y rendición de cuentas.
- MICRO ABIERTO: Explicándonos y escuchándonos.

CALENDARIO SEGUNDA REUNIÓN

CONCEJAL / A	BARRIOS	SEPTIEMBRE 2020
SUSANA TRAVESÍ	Polígono 58 Trobajo del Cerecedo Área 17	MIÉRCOLES 16
EVELIA FERNÁNDEZ	Cantamilanos Asunción San Esteban	LUNES 21
CARMELO ALONSO	Fernández Ladreda Lastra - Chantria San Claudio	MARTES 22
VICENTE CANURIA	Barrio Húmedo Santa Marina Mercado (Casco Histórico)	MIÉRCOLES 23
ÁLVARO POLA	Ventas - San Mames Inmaculada Puente Castro	JUEVES 24
LUIS MIGUEL GARCÍA	Eras de Remueva Centro Área 18	LUNES 28
LOURDES GONZÁLEZ	Palomera San Pedro Armunia	MARTES 29
ARGELIA CABADO	Crucero Pinilla Oteruelo	MIÉRCOLES 30
VERA LÓPEZ	Polígono X El Ejido Santa Ana	JUEVES 1 OCT

LUGAR: Salón de actos Ayuntamiento (C/ Alfonso V)
HORA: 20:00
MES: SEPTIEMBRE 2020

AFORO LIMITADO. PARA PRESERVAR LA SALUD PÚBLICA SE RUEGA CONFIRMAR ASISTENCIA EN:
Email: atencion.ciudadano@aytoleon.es Telf. 987 89 56 38 (De 9:00 a 15:00 hs.)

AYUNTAMIENTO DE LEÓN

León

Citizen Engagement Strategies and Tools

► Channels open to the citizens

Citizen participation channels to make reports, complaints and suggestions

1 Citizen Attention Service

2 The Mayor Responds

3 Green Line Smart City

4 Municipal Councils



Citizen Engagement Strategies and Tools

► Channels open to the citizens

1 Citizen Attention Service

Ayuntamiento de León

tu ciudad

tu empresa

tu ayuntamiento

tus servicios

atención ciudadana

servicio de información para personas sordas

trámites

www.aytoleon.es/es/servicios/atencionciudadana/Paginas/home.aspx

conectate:

castellano | english

Ayuntamiento de León > es > tus servicios > atención ciudadana

atención ciudadana

La **Atención Ciudadana** es una de las prioridades del Equipo de Gobierno Municipal.

Un objetivo que se traduce en este caso en una nueva ventana abierta al ciudadano en la nueva página Web del Ayuntamiento de León que permitirá acercar a la Administración Local, de una manera mucho más eficaz y rápida, las **necesidades, sugerencias o denuncias** de los vecinos sin moverse de sus hogares.

Con apenas unas sencillas operaciones y sin desplazarse de su casa, la nueva ventana de **atención al público** nace con el propósito de agilizar y facilitar, y por tanto resolver, las observaciones del ciudadano que una vez que lleguen al buzón de recogida se transmitirán, de inmediato, al departamento al que se dirige. La nueva herramienta servirá a su vez como trabajo de campo para detectar las principales **observaciones y denuncias** de los contribuyentes y así aplicar la solución más conveniente en cada uno de los casos.

Si prefiere comunicarse por medios más tradicionales puede hacerlo a través del teléfono de información municipal **010** o si llama de fuera del municipio en el 987 89 55 00. También puede dirigirse a las oficinas municipales en la Av. Ordoño II nº 10, 24001, León.

Para cualquier incidencia sobre **Alumbrado Público de Exterior** se debe comunicar al teléfono **987 794 987**. Es un servicio atendido las 24 horas.

Datos del Remitente

*Nombre:

*Apellidos:

*TipoDocumento:

NIF

*Número:

Dirección Completa:

Localidad:

Provincia:

Teléfono de contacto:

*correo electrónico:

Mensaje

*En calidad de:

REPRESENTANTE VECINAL

*Dirigido a:

*Con motivo de:

Quejas y reclamaciones

*Asunto:

BECAS AYUDAS Y SUBVENCIONES

*Texto del Mensaje:

Deseo recibir mi respuesta preferentemente por:

☐ correo electrónico

☐ teléfono

On-line, by phone or in person at municipal offices

Customer service window to expedite, facilitate and resolve citizen observations.

Once they arrive at the general collection box, they are immediately transmitted to the department to which they are addressed.



Citizen Engagement Strategies and Tools

► Channels open to the citizens

2 The Mayor Responds

The screenshot shows the 'Ayuntamiento de León' website with the 'el alcalde responde' section active. The form is titled 'Datos del Remitente' and includes fields for Name, Surname, Document Type (NIF), Number, Address, and Phone. Below this is the 'Mensaje' section with dropdown menus for 'En calidad de:' (Representante Vecinal), 'Con motivo de:' (Quejas y reclamaciones), and 'Asunto:' (Becas ayudas y subvenciones). A large text area is provided for the message. At the bottom, there are radio buttons for 'correo electrónico' and 'teléfono', and an 'Enviar' button. The footer contains contact information for the Ayuntamiento de León, including the address, phone number, and website.

conectate:

Ayuntamiento de León castellano | english

Ayuntamiento de León > es > tu ayuntamiento > alcaldía > **el alcalde responde**

el alcalde responde

Quiero que sea este foro un medio más cercano y directo para comunicarme contigo. No dudes en enviarme tus propuestas, tus dudas y transmitirme las ideas y sugerencias que consideres que puedan servir para mejorar nuestra ciudad.

Datos del Remitente

*Nombre:

*Apellidos:

*TipoDocumento:

*Número:

Dirección Completa:

Localidad:

Provincia:

Teléfono de contacto:

*correo electrónico:

Mensaje

*En calidad de:

*Con motivo de:

*Asunto:

*Texto del Mensaje:

Deseo recibir mi respuesta preferentemente por:

☐ correo electrónico ☐ teléfono

Perfil Contratante **Agenda** **Directorio** **Callejero** **Sede Electrónica**

Ayuntamiento de León, Av. Ordoño II nº 10, 24001, León Tlfno centralita: **987 895 500** Atención ciudadana: **010**

condiciones legales | accesibilidad | **Contacto**

The proposals, doubts, ideas and suggestions that the citizen wants to convey to the mayor are made through an online form.

It is a closer and more direct communication channel with the Mayor

Citizen Engagement Strategies and Tools

► Channels open to the citizens

3 Green Line Smart City

<http://www.lineaverdeleon.es/>

Website and APP

where incidents and complaints can be processed.



Citizen Engagement Strategies and Tools

► Channels open to the citizens

3 Green Line Smart City

The channel is used for the following services:

- _ **Consults on** annoying activities, animals, savings, noise and air pollution, protected spaces, waste, energy efficiency, mobility, recycling, dumping, livestock routes (form)
- _ **Communication of** incidents in works, lighting, parks and gardens, cleaning, water, local police and others (through form, app and map for registered users)
- _ Channel guide and how to submit complaints to the City Council and Citizen Service Charter
- _ **Good practice guide on the environment** (By themes: Water, biodiversity, climate change, energy, sustainable lifestyle, waste, noise, sustainable transport. Specific section for companies)
- _ Environmental specials (**news and articles**)
- _ Environmental education resources and Links of interest
- _ Municipal ordinances related to the environment
- _ Waste
- _ News and alerts (water cuts, traffic, taxpayer calendar, etc)
-

Citizen Engagement Strategies and Tools

► Channels open to the citizens

4 Municipal Councils

The City Council has 8 Municipal Councils, consultative collegiate bodies (not-binding)

They are not-binding but they have an active participation in municipal policies

Woman
Commerce
Development Cooperation,
Disability,
Childhood and Adolescence,
Immigration,
Drug addiction
The elderly

Citizen Engagement Strategies and Tools

► Specific plans or projects

There are also particular projects, programs, strategies or plans, which develop - within each one - a participation plan related exclusively to that project:

- SUMP (the previous one, it is being updated coordinated with SECAP)
- León strategic plan 2018-2027
- EDUSI, etc.



Citizen Engagement Strategies and Tools

► Specific plans or projects

PARTICIPATION
THROUGHOUT THE
PROCESS AND ALL THE
PHASES

- DIAGNOSIS
- INTERNAL AND EXTERNAL ANALYSIS
- STRATEGIC FORMULATION, and CITY MODEL
- DEFINITION OF PROJECTS
- ROADMAP
- CONTROL AND MONITORING

The broader and more diverse the network of stakeholders involved, the better the participation

Citizen and stakeholder participation gives real value to the diagnosis (It updates and contrasts it) and allows to know the future prospects of the recipients of these plans and strategies.

Citizen Engagement Strategies and Tools

- ▶ Specific plans or projects

ALL THIS THROUGH

- Contributions received through the numerous **formal channels** that the city council has continuously open.
- Diffusion, presentation and public debate on a **draft document** in cross-sectional or sectoral working groups, social networks, municipal website and privileged observers of the city.
- on-line **questionnaires**
- personal **interviews**



Citizen Engagement Strategies and Tools

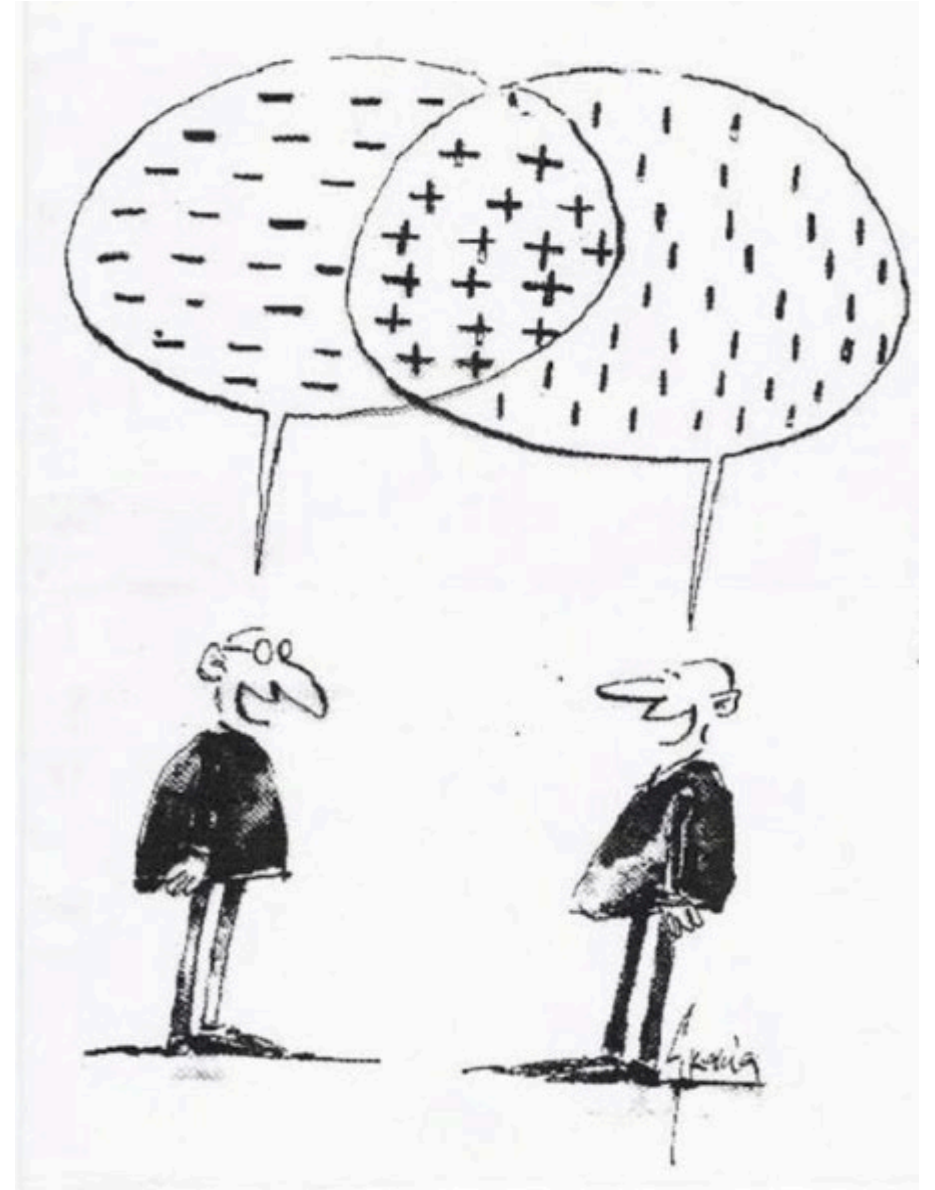
OPEN MIND

there are several realities / different versions of reality

both sides... every single side **has to learn** to participate

Participation is not just **communicating**

Participation is not just a **complaint box**



MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

BASSANO DEL GRAPPA



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AGENDA

▶ Citizen Engagement Strategies

▶ BASSANO DEL GRAPPA CONSIDERS 3 KINDS OF STRATEGIES:

▶ 1. POPULATION:

- 1.1 STUDENTS
- 1.2 OTHERS

▶ 2. ECONOMICAL STAKEHOLDERS

- 2.1 INDUSTRIAL
- 2.2 CORPORATIVE ASSOCIATION

▶ 3. POLITICAL STAKEHOLDERS

Citizen Engagement Strategies and Tools

1.1 STUDENT

1.1.1 GAMES: the future vision will be communicated to its users: today's young students. Play is the most effective way to engage them as we have experienced in Groeningen with WE-ENERGY GAME



1.1.2 HACKATHON: we want to repeat the experience of three years ago involving the students of the 4TH and 5Th year of secondary school in discussing about the energy transition and the related opportunity.



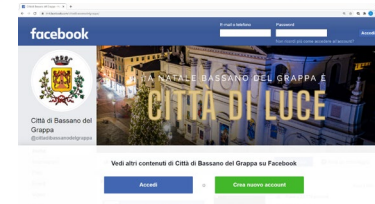
Citizen Engagement Strategies and Tools

1.2 Other population:

- 1.2.1 Mass media: local TV and newspapers



- 1.2.2 Social media: facebook



- 1.2.3 Sustainability Festival called “FUTURE ROOTS”

this event was scheduled in 2020 but postponed in 2021. It will be a 4 days of events, laboratories and conferences inside the town organized by the Municipality in partnership with Confindustria (Industrial Association) and the University of Venice and the University of Trento.

Citizen Engagement Strategies and Tools

2 ECONOMICAL STAKEHOLDERS

- 2.1.1 Industries of goods and services related to energy based in Bassano or in nearby cities. Such as:



- 2.1.2 Trade Associations such as:



Citizen Engagement Strategies and Tools

3. POLITIC

3.1 Administration:

- Local
- Nearest: 20 smaller towns around Bassano
- Regional:

3.1 Utilities Companies:

- Energy public company:
- Public Service company:



MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

24/KM Kadıköy Municipality



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Citizen Engagement Strategies and Tools

Focus Group Meetings

- *citizens
- *women
- *elderly people
- *youth
- *children
- * students

Consultant Meetings

- *experts
- *representatives
- *CSOs
- *public institutions
- *universities
- * city council

Open Platforms

- *Platforms
- *Social media accounts
- *Gazete Kadıköy
- *Billboards
- *website

Workshops Webinars Ateliers

- *world cafe method

Citizen Engagement Strategies and Tools

Surveys Interviews

- *online
- *face to face
with citizens
and staff

Online Voting Evaluations

- *platforms
- *SMS
- *website

Announcements Open Calls

- *Gazete
Kadıköy
- *Billboards
- * Website
*for
volunteering

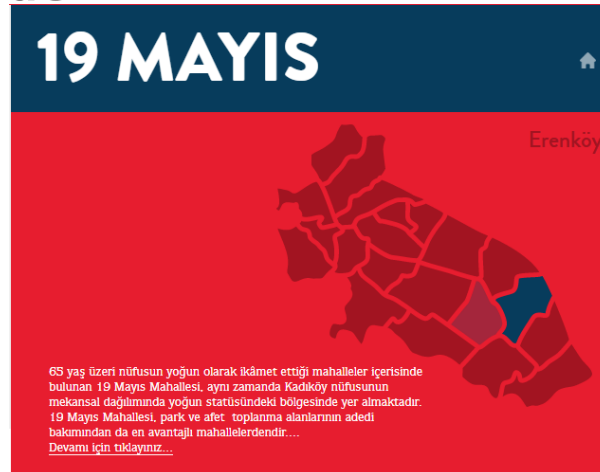
Common Uses Places Public spaces

- *Design Atelier
Kadıköy
- *Voluntaries'
Centres of
Kadıköy

Open Platforms

Anlat Kadıköy – Tell Me Kadıköy

- ▶ Anlat Kadıköy is a participation platform aim to put into practice to plan and manage the Kadıköy together with citizens.
 - ▶ It was established to prepare and evaluate the Strategic Plans of Kadıköy
 - ▶ Various data of neighbourhoods (maps, municipal services, populations, statistics and projects & plans



ANLAT KADIKÖY

**Anlat Kadıköy
Tell Me Kadıköy**

online platform

announcements

evaluations

Open Calls

Accessing data

anlat.kadikoy.bel.tr

Common Uses Places / Public Spaces

TAK
kadıköy

Design Atelier of Kadıköy (TAK)

- ▶ TAK, is a creative innovation space that welcomes citizens, designers, volunteers, students and supporters establishing national and international collaborations to create ideas and products for public good.
- ▶ TAK, establishes design processes that are sensitive to social conversions and evaluates urban problems under three themes as Design, Research and Participation.

Design Atelier of Kadıköy

Common use
places

design &
implementance

Volunteering

Participation

Collaboration



Corners – Borders is a
participatory design project in
urban places



takortak.org

Networks & Communities

Kadıköy Climate Ambassadors Network

- ▶ Kadıköy Climate Ambassadors Network was established within the scope of Kadıköy Integrated and Participatory Climate Action Project in 2017.
- ▶ Open call : for voluntaries to be a Kadıköy Climate Ambassadors
- ▶ 3 round workshops were organised in participation with 2 age groups citizens.

Kadıköy Climate Ambassadors Network

Open calls

workshops

Volunteering

Network



Networks & Places

Kadıköy Voluntaries and Voluntaries' Centres

- ▶ The Volunteer Centres have become a significant civil society organization (non-governmental body) of Kadıköy, and it aims at ensuring active participation of volunteers in every field of the society, cooperation among volunteers, Municipality, private sector and non-governmental sector and improvement and extension of volunteerism, and also setting up accessible physical spaces for volunteers.

Voluntaries's Centres of Kadıköy

Common places

anouncements

Volunteering

Network

MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

Municipality of Vidin



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AGENDA

- ▶ Citizen Engagement – Strategies, Tools, Models, Practices
- ▶ Good Example – Municipality of Vidin

Citizen Engagement Strategies and Tools – Models and Practices

Municipality of Vidin have elaborated specific strategy for citizen involvement in local policies development and monitoring processes with the main aim to:

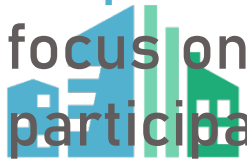
1. Build trust in citizens who will be affected by policies
2. Identifies public concerns and values in an open and clear format
3. Reach consensus among stakeholders
4. Inform citizens who are not directly involved in the policies but will be affected by them
5. Produce democratic solutions with excellent technical justification,
6. Strengthen democratic practices and encourage the active participation of citizens.

Citizen Engagement Strategy – step by step

Step 1 Defining the audience - Effective citizen and business engagement processes begin with a clear idea of who the audience is and who we want to reach.

Step 2 Involvement of the public- As part of the process of engaging citizens and businesses, they need to be informed about what is expected of their contribution, the extent to which their views are relevant and valid for policy-making.

Step 3 Design of the public inclusion process- The process design should focus on questions related to what information needs to be gathered from participants, when the results of stakeholder sessions are needed, what resources are available to engage stakeholders and which ones are most appropriate.



Making
City

Citizen Engagement Strategy – step by step

Step 4 Facilitation - When designing the engagement process, facilitation must answer questions related to the most effective methods, the needs to be addressed, ensuring equality and hearing and the resources available to process.

Step 5 Selection of tools for inclusion - In order to implement the best tools, the goals, audience and resources for formulating a policy need to be completely clear. To this end, the following questions need to be answered - which tools will be needed and with what degree of functionality and interactivity, how they should be configured, what style and tone of discussion are most effective, what resources are available, who will process and apply the results, how the results will be applied in practice.

Citizen Engagement Strategy – step by step

Step 6 Identification of communication channels - The purpose of information channels identification is to provide a wide range of traditional and innovative tools to increase citizens' knowledge of ongoing initiatives planning and implementation processes, to increase confidence in these processes and to improve transparency.



Citizen Engagement Tools

- ▶ **Public discussions** – we try to discuss every initiative and document adopted by the mayor or the municipal council widely with the whole public.
- ▶ **Public / municipal council** – One of the functions of the established municipal council is precisely to hear the voice of the citizens and to make decisions after their
- ▶ **Advice desk / information center** – For the convenience of the citizens there is an information center, where they can get answers to their questions, as well as submit their signals and suggestions.

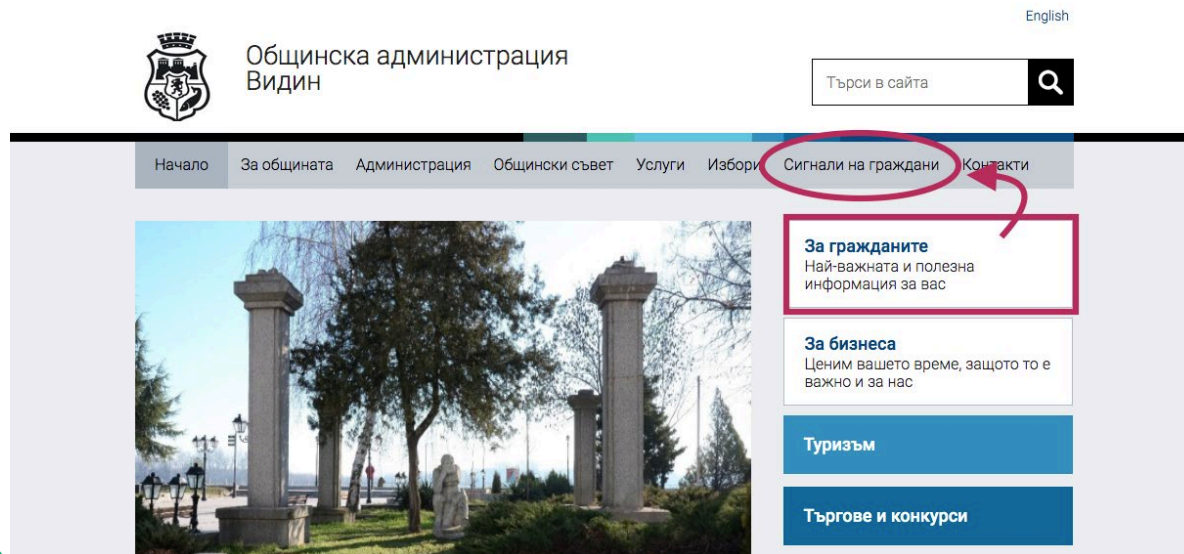
Citizen Engagement Strategies and Tools – good practices from Vidin

- ▶ **Citizen feedback mechanism** – The idea of the citizen feedback mechanism was to give citizens the opportunity to share their ideas and suggestions for the policies pursued by the local administration – in the field of environmental protection, health, social, cultural and tourism and other activities. As well as how to spend funds and proposals for activities in this regard. As a result, the departments and divisions receive numerous complaints, applications, signals and proposals, which we strive to implement through proper planning.
- ▶ **Public discussion of draft legislative changes** – This practice helps a lot for the effectiveness of our normative documents.

Citizen Engagement Strategies and Tools – good practices from Vidin

- ▶ **Open days in the administration** – With the Open Days in the administration we give the opportunity for direct access to our work. There are active discussions on the ground and citizens see the mechanisms and details in the work of the administration.
- ▶ **Funding of local initiatives** – Funding of local initiatives related to landscaping, creating green areas and recreation areas
- ▶ **Surveys and discussions on social networks** – Through surveys and discussions on social networks we try to reach all ages in order to thoroughly discuss the policies of the municipal administration.

The digital method for collecting feedback and suggestions from citizens



It will be realized on the basis of its existing website of the municipality.

It will concentrate all information relevant to citizens, including the possibility to submit signals, positive proposals and information about the mobile application created for this purpose. This, on the one hand, will facilitate the municipality in terms of organizing the content, and on the other hand – will make it easier for citizens to navigate the website of the municipality and find the information they are interested in.

MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

LUBLIN



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AGENDA

► Lublin's Citizen Engagement Strategies and Tools in a nutshell



Citizen Engagement Strategies and Tools

► Depending on the subject of consultations and potential recipients of consultations, they are carried out in at least two of the following forms:

- 1) recorded open consultation meetings with the Residents;
- 2) workshops for groups of residents aimed at developing solutions;
- 3) public hearing;
- 4) consultation duty;
- 5) panel civil;
- 6) qualitative and quantitative research;
- 7) the ability to read with the necessary documentation of the case, which is available for inspection;
- 8) accepting opinions in writing, including via the Internet, and orally for the record;



► We use, for example, online forms and surveys, which are generated by our CMS. From 2021, our tool will be a new geoportal system, equipped with a participatory panel.



LUBLIN 2030

Let's come up with Lublin together.
Participative create intelligent strategy Lublin 2030

- a case study of a participatory process in Lublin



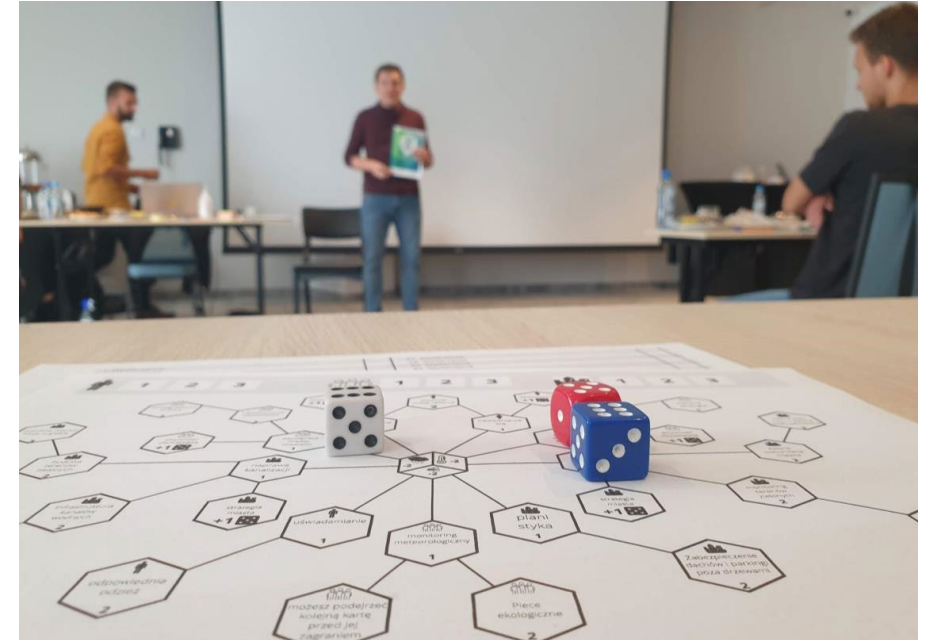
Citizen Engagement Tools

- ▶ MOBILE POINTS (769 participants / 17 meetings);
- ▶ OPEN MEETINGS (184 participants / 15 meetings);
- ▶ over 100 individual interviews;
- ▶ a survey of residents on a sample of over 1,800 households.



Citizen Engagement Tools

- ▶ FUTURE GAME - game about climate change
- ▶ FUTURE WORKSHOPS
- ▶ PARTICIPATION CAFÉ - 17 thematic events



*So far we gathered
more than 13.5 thousand.
residents' opinion*

MAKING-CITY

Webinar 1_Citizen Engagement Strategies

19th January 2021

City of Trenčín, Slovakia



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AGENDA

- ▶ Participation experience
- ▶ Participation principles
- ▶ Participation phases
- ▶ Participation problems and challenges
- ▶ Participation goals

Participation experience

▶ Large scale participation in TRENČÍN si TY

- urban and development planning
- large scale participation, focus groups, urban walks, questionnaires, etc.
- transformed into long term development strategy of the city

▶ Sustainable Urban Mobility Plan

- public talks, focus groups, public hearings and presentations
- during COVID using Decidim (Barcelona's open-source platform for participation) to participate with public on finalizing the long term strategic document

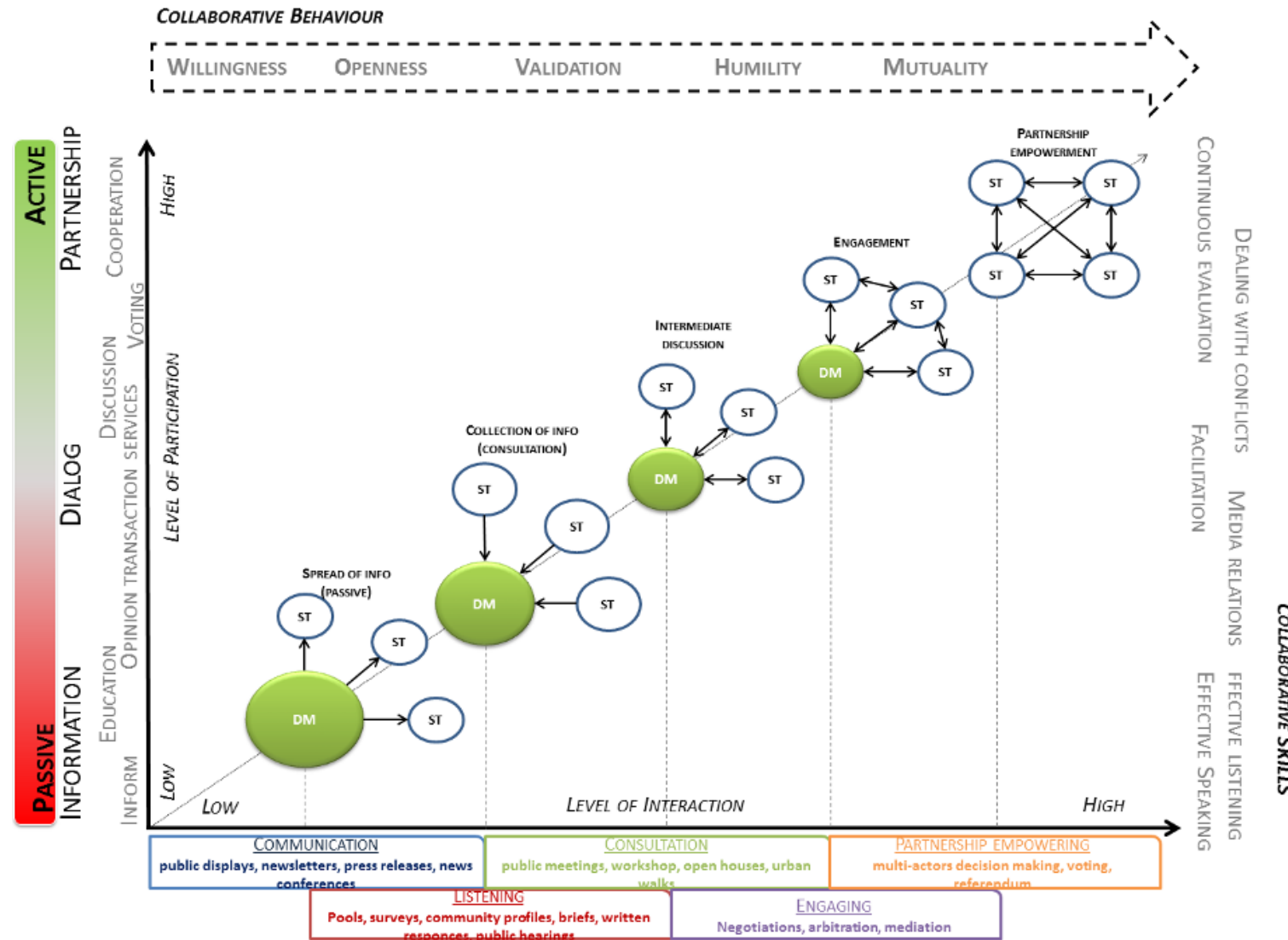
Participation principles

- ▶ Efficiency: Clear and well-designed procedures as well as a stakeholder engagement plan for informing, consultation, and active participation of stakeholders in decision-making process.
- ▶ Inclusiveness and transparency: Open and transparent engagement process and inclusion of a wide range of participants from the community.
- ▶ Effectiveness: Stakeholders' views are taken into account and have a real impact on plan or policy development and implementation.

Participation phases

- ▶ 1. Spread of information
- ▶ 2. Collection of information
- ▶ 3. Intermediate discussion
- ▶ 4. Engagement
- ▶ 5. Partnership, empowerment

Participation phases



Participation goals

- ▶ present the project to the public
- ▶ gather inputs from the public
- ▶ get the public on board in the PET to motivate them to take part in the project with their investments as well
- ▶ teach them about the importance of sustainable forms of energy
- ▶ disseminate information and inspire region with our sustainable energy PET project

Participation problems and challenges

- ▶ high-tide wave of public interest
- ▶ trush, apathy and skepticism of the public
- ▶ non-unified terminology
- ▶ leadership definition – finding the right leader
- ▶ long road to success
- ▶ voice of the public

Thank you

Get in touch for more information!



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Follow us on Twitter & LinkedIn!
[@MakingCity_EU](https://twitter.com/MakingCity_EU)



Project information available on the
MAKING CITY website: www.makingcity.eu
Contact us: contact@makingcity.eu

Social KPI evaluation framework

T5.6 Assessment at project level (PED) and city level. Social evaluation

Making City Webinar 19th of January 2021

Anne Immonen – VTT (anne.immonen@vtt.fi)



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Task 5.6: Assessment at project level (PED) and city level

Activities:

- ▶ Reporting of the city level and project level indicators
- ▶ Application of the integrated evaluation procedure by local partners in order to evaluate the performance of the project actions from technical, *social* and economic point of view

City level qualitative KPIs*

GOVERNANCE	
Initiatives and Strategies of the Public Administration	
Smart city factor in a city development strategy	Inclusion and level of detail of smart cities strategies in the urban strategic plans of the city.
Public ICT / Data	
Quality of open data	The extent to which the quality of the open data produced by the city was increased.
SOCIETY AND CITIZENS	
Citizen Engagement and Empowerment	
Citizen engagement/ empowerment to climate conscious actions	Appreciation of the benefits of city actions; Energy empowerment at home, satisfaction, happiness of people.
Encouraging a healthy lifestyle	The extent to which policy efforts are undertaken to encourage a healthy lifestyle.

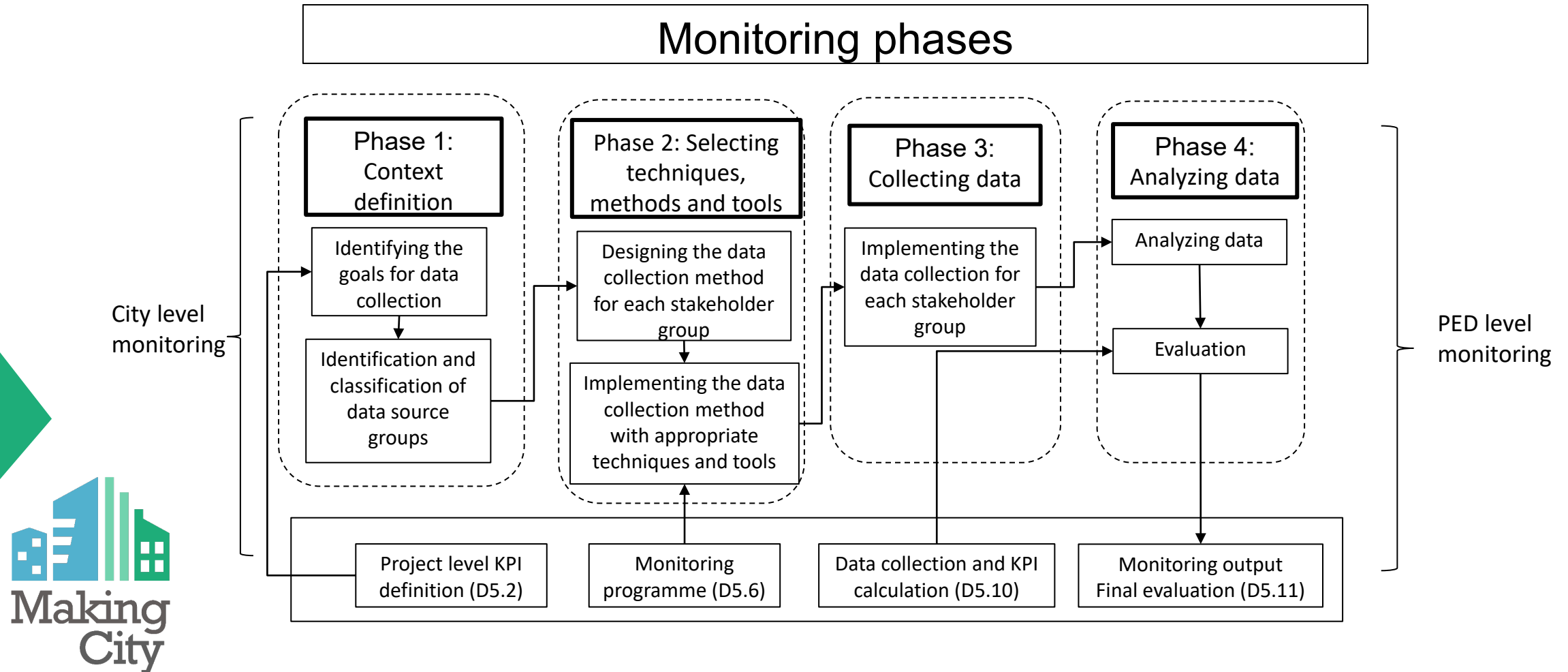
Project level qualitative KPIs*

SOCIAL AND RESIDENTS

Social and resident related indicators

S1: Energy poverty	Percentage share of energy bill as % of total household disposable income
S2: Consciousness of residents	Increased consciousness of residents of the area on the defined issues (project interventions, energy, environment, climate, personal/communal consumption, carbon footprint and handprint, etc.).
S3: Resident engagement/empowerment to climate conscious actions	Appreciation of the benefits of project actions; Energy empowerment at home, satisfaction, happiness of people.

Work plan for qualitative KPIs monitoring and evaluation



Phase 1: Context definition

► City level:

- Relevant indicators: City level indicators + PED level indicators
- Stakeholders: All the citizens of Oulu

► Project (PED) level:

- Relevant indicators: PED level indicators
- Stakeholders:
 - All residents of the demo buildings in Oulu (Kaukovainio)
 - The residents of the demo buildings in Oulu that are using Making City interface*

* The interface provides consumption data and energy related information to the residents.



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Phase 2: Selecting techniques, methods and tools

► City level:

- Questionnaire - both closed and open-ended questions
- Implementation: Questback Essential (<https://www.questback.com/>) on-line survey tool, and for target groups involved in the school/shop interventions

► Project (PED) level:

- Questionnaire - specific and personalized questions
- Implementation: Questback Essential (<https://www.questback.com/>) on-line survey tool, with linkage to online-application interface users (GDPR respected)



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Phase 3: Collecting data

► City level:

- Distribution of questionnaire: A link will be made available through web pages (City of Oulu, Making-City project etc.), direct e-mail distribution (if possible) and social media (Twitter and/or Facebook) of project partners
- Timing: In the spring of 2021 and in the beginning of 2023

► Project (PED) level:

- Distribution of questionnaire: Direct e-mail distribution to the residents
- Timing: In the beginning of 2022 and in the spring of 2023



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Phase 4: Analyzing data

► City level & PED level:

- Quantitative methods can be used to analyse the responses to the closed-ended questions, described as percentages or as numbers (Likert scale).
- Open-ended questions can be analysed using qualitative data analysis methods, such as the constant comparative method, open coding, etc.
 - For example, content analysis method enables to parse and present data in words and themes, and finally to identify the common characteristics among the responses.
- Some indicators (e.g. “Encouraging a healthy lifestyle”) may require estimation of policymakers or other relevant stakeholders based on the results of the project.



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Thank you

Get in touch for more information!



All the reports of the project will be available for download on the MAKING CITY website: www.makingcity.eu



Project coordinator: Cecilia Sanz Montalvillo, CARTIF

Contact us:



Follow us on Twitter & LinkedIn!
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1st Webinar: Citizen engagement strategies

Questions through the chat

Ferry Van Kann:

Are there any financial consequences for the households in your PED? And how do you deal with that, Samuli?

Samuli Rinne:

Ferry, the intention is that there are no financial consequences for households. The idea is to prevent the possible price increase in the future, even if now some investments are needed. But for the residents this is invisible.

Emilio Miguel Mitre:

How can cities engage citizens to become engaged ??

Gabi Kaiser:

There have been some examples in the webinar, in addition I can think of pledges as engagement tools, working with local groups and activists (local heroes), setting up partnerships with community groups...

Emilio Miguel Mitre:

Perception on how the COVID 19 is affecting citizen engagement?

Javier Burón:

I think it was answered during the session by my last intervention.

Els Struiving:

I have a question for Gabi Kaiser: coming from a citizens energy community and involved in MAKING-CITY PED North Paddepoel in the City of Groningen I wondered about the role of energy communities - the inbetween meso and macro since you're taking city level and community level together - my experience is that for citizen engagement a more local smaller community is needed than municipal level

Gabi Kaiser:

Hi Els, thanks for your comments, I think you are perfectly right that when it comes to energy communities - it would be useful to either split local and community level ... I will send you the link of the research and you can explore it a bit more. Or just email me

gabi.kaiser@steinbeis-europa.de .

<https://www.mysmartlife.eu/objectives/> it is D.1.2 Smart people ecosystem:

Providing an attractive environment for the development of human activities through a participative management model.

If you are interested in finding out more, please have a look at our public deliverables [D.1.2](#),



Nora Fernandez:

From your experiences, how feasible is that the cities change their policies, to promote citizen engagement or creation of energy communities?

Javier Burón:

Hi Nora, in our experience is doable. For example the process we created for the Bold city vision in Limerick is going to be part of Limerick's development plan. Fernandez Perez, Nora One of the process we have developed is called collaborative legislation and defines a methodology for municipalities to implement a participative process for creating municipal policies and actions plans

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