

Sustainable energy **P**ositive & zero c**AR**bon **C**ommunities**S**

Social empowerment and engagement tools in SPARCS

Use and results

Nino Gomes (SPI)

WP1 Urban Transformation Strategy



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- Introduction
- Quality Assessment Template (QAT), and Glossary of Concepts (GoC)
- Preliminary results / Dimensions of action
- Conclusions / Next steps



Introduction

- T1.6 SOCIAL EMPOWERMENT (Goals):

Involve and empower citizens and relevant stakeholders

Conceiving
Developing
Delivering

City Vision 2050

(Co-creation; Co-development; Co-implementation)

**Social and community engagement activities used horizontally
across the project work packages and tasks**

**Promote co-ownership by the citizens and stakeholders
(in the whole process)**



(SPARCS – Workshop on energy communities | KLD 2023)

QAT & GoC

- **Quality Assessment Template (operational tool):**
 - **Assess the quality of the social engagement procedures,** developed by the different WP;
 - Summarise the procedures (actions, tools, instruments) horizontally used throughout the project (D.10 Social engagement tools and procedures)
- **Glossary of Concepts (supporting document),** to help clarify the concepts used in the QAT questions
- **Toolbox / Citizen Engagement Platform – (Fraunhofer)**



SPARCS

SPARCS Quality Assessment Template (QAT) Task 1.6 Social Empowerment

Please note that for each social engagement activity a QAT will have to be filled in along with the respective activity information. Refer to the 'Glossary of Concepts' whenever you have doubts regarding the concepts used in the QAT questions.

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* Indicates required question

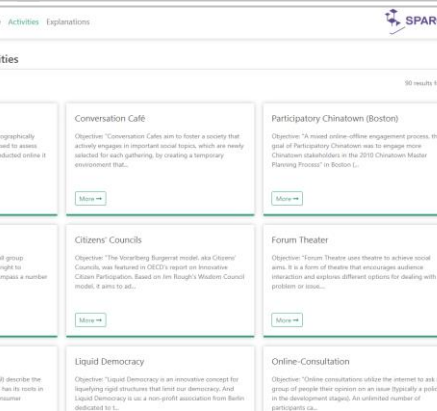
Email *

Your email

Objectives
Designed under Task 1.6 by SPI, the Quality Assessment Template (QAT) is an operational tool developed with 2 main objectives:

- Assess the quality of the social engagement procedures horizontally developed by the different WP throughout the project.
- Provide a standardized form allowing to duly report these social engagement activities (actions, tools, instruments and procedures), leading to the D1.10.

Next Page 1 of 8 Clear form



Fraunhofer Citizen Engagement Activities

1 to 24 from 50

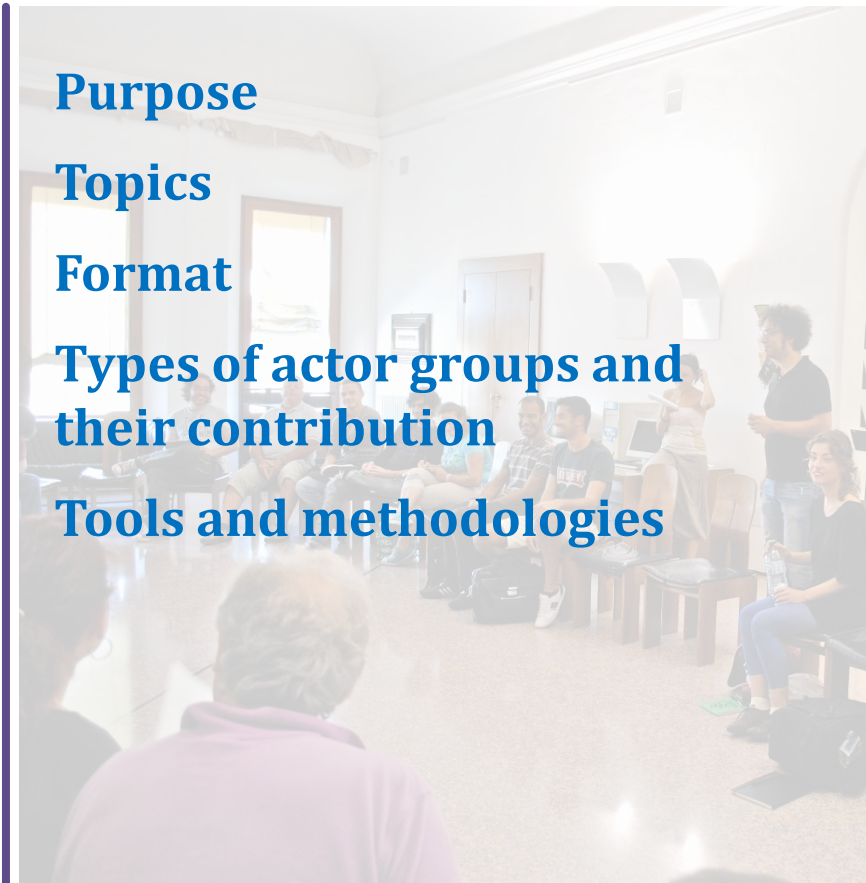
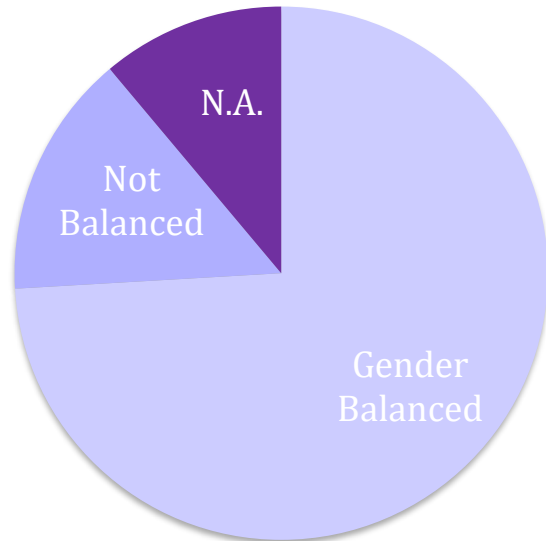
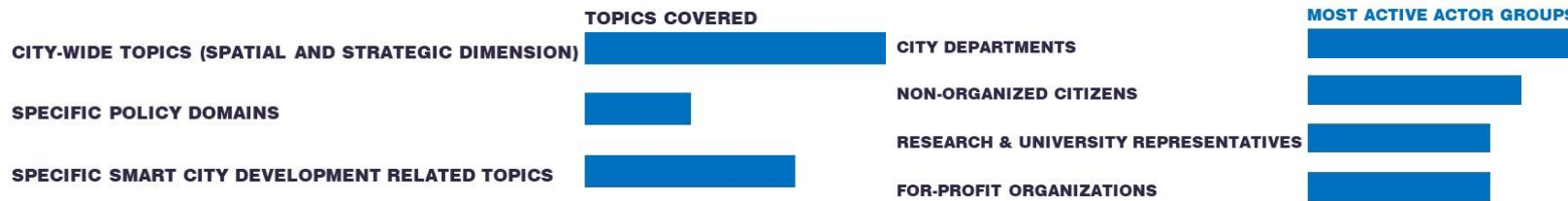
90 results found

<p>Citizen Panel</p> <p>Objective: "A Citizen Panel is a large, demographically representative group of citizens regularly used to assess public preferences and opinions, often conducted online in a synchronous mode."</p> <p>More</p>	<p>Conversation Cafe</p> <p>Objective: "Conversation Cafes aim to foster a society that actively engages in important social topics, which are newly selected for each gathering, by creating a temporary environment that..."</p> <p>More</p>	<p>Participatory Chinatown (Boston)</p> <p>Objective: "A mixed online-offline engagement process, the goal of Participatory Chinatown was to engage more Chinatown residents in the 2010 Chinatown Master Planning Process" in Boston L."</p> <p>More</p>
<p>Roundtable Discussion</p> <p>Objective: "Roundtable discussions are small group discussions where everybody has an equal right to participate. This method can in reality encompass a number of different formats/timelines..."</p> <p>More</p>	<p>Citizens' Councils</p> <p>Objective: "The Worthington Burgerist model, aka Citizens' Councils, was featured in OECD report on Innovative Citizen Participation. Based on Jan Rough's Western Council model, it aims to ad..."</p> <p>More</p>	<p>Forum Theater</p> <p>Objective: "Forum Theater uses theater to achieve social aims. It is a form of theater that encourages audience interaction and explores different options for dealing with a problem or issue..."</p> <p>More</p>
<p>Laddering</p> <p>Objective: "Gardner and Ormerod (2014, p. 18) describe the laddering method as follows: "This method has its roots in market research with the aim to identify consumer relationships to products..."</p> <p>More</p>	<p>Liquid Democracy</p> <p>Objective: "Liquid Democracy is an innovative concept for hybridizing rigid structures that limit our democracy. And Liquid Democracy is run a non-profit association from Berlin dedicated to L..."</p> <p>More</p>	<p>Online-Consultation</p> <p>Objective: "Online consultations utilize the internet to ask a group of people their opinion on an issue typically a policy in the development stages. An unlimited number of participants..."</p> <p>More</p>

Dimensions of action

1) Process Structure

- General structure of the activities being developed



Purpose

Topics

Format

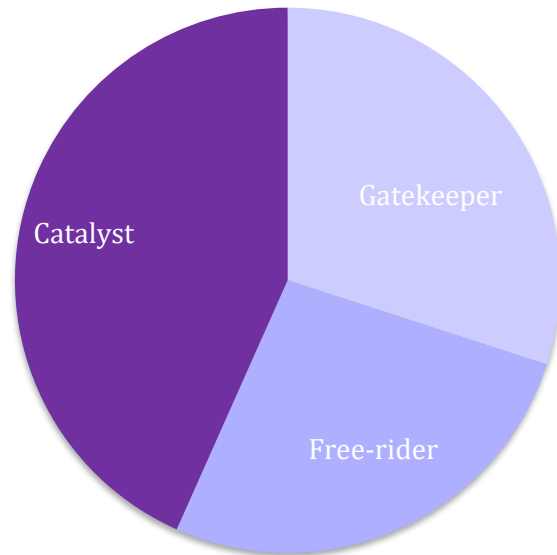
Types of actor groups and their contribution

Tools and methodologies

Dimensions of action

2) Institutional Context

- Institutional assets and policy frameworks within which the public engagement process prepared and implemented



Entities involved in the design and implementation of the activity

Role and contribution of these entities



Dimensions of action

3) Partnership Development & Agency

- Mechanisms and Contexts enabling - through actor group agency - the development of new partnerships and/or agreements (formal/informal)

NEW PARTNERSHIPS

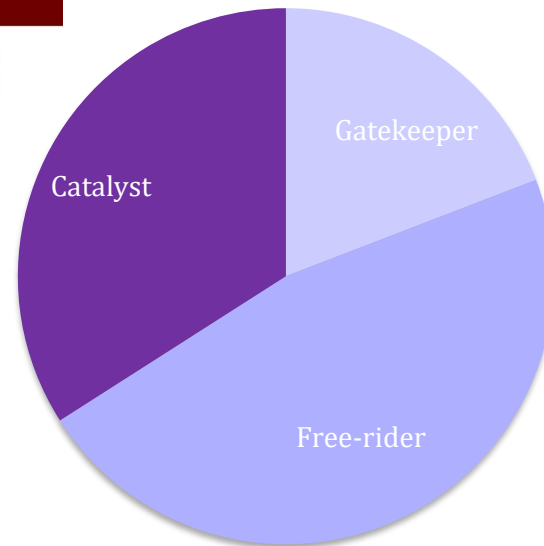
8 sessions

NEW COOPERATION FRAMEWORKS

11 sessions

NEW INTER-INSTITUTIONAL FRAMEWORKS

9 sessions



Establishment of new partnerships

Development of new cross-sectorial cooperation frameworks

Development of new inter-institutional frameworks

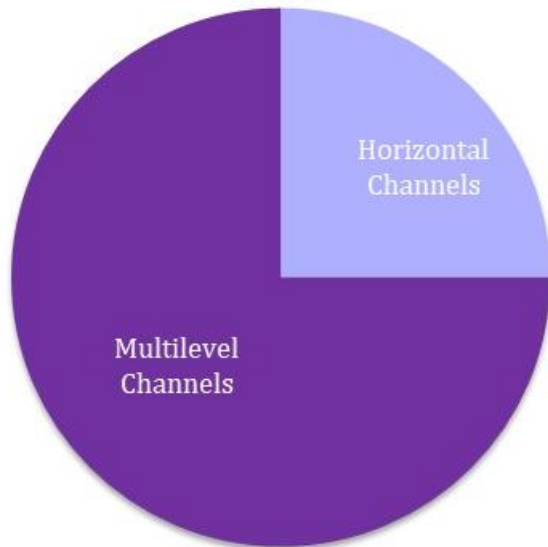
Actor groups role and contribution during the activity

Conflicts among participants

Dimensions of action

4) Communication Channels

- Systems/modes of information exchange and/or communication



WITH COMMUNICATION STRATEGY	10 activities
WITHOUT COMMUNICATION STRATEGY	11 activities
(Not applicable / Not answered)	6 activities

Communication channels used
 Communication tools used
 Communication strategy
 How to improve communication



Dimensions of action

4) Communication Channels

- Systems/modes of information exchange and/or communication

“Having own channels, platform and networks for reaching diverse citizens/participants”

“ Adapting different communication channels for the different typologies of actor group ”

“ More networking, public relations, articles in the local newspaper, social media feeds ”

“ Good and timely communication with local schools and after-school as well as day-care centres can attract citizens and families very well ”



Dimensions of action

4) Communication Channels

- Systems/modes of information exchange and/or communication

“Finding ways to simplify the communication with the public”

“Sharing some questions or small tasks in advance in order to get participants prepared”

“Create a working group involving the city council / city Mayor”

“Adopting multilevel channels to facilitate the involvement of different groups of actors”

“More people to prepare and resume”



Dimensions of action

6) Governance know-how & Knowledge Transferability

- Mechanisms and contexts enabling innovative processes of inter-institutional exchange and integration

“Cooperation with citizens, smart city development from multiple perspectives”

“Helped integrate and foster a common understanding of challenges and chances regarding a climate neutral future”

“Understanding (intra organisational) is key to a successful and effective execution of climate neutrality”

“Communicating/working together; Integration between city units; institutional learnings”

“The outcomes of the city vision workshop will be shared with the city council for future planning”

Contribution to organizational improvements / institutional learnings

Adequateness of the current normative and procedural frameworks for:

· social and community engagement activities

· inter-institutional knowledge exchange



Dimensions of action

6) Governance know-how & Knowledge Transferability

- Mechanisms and contexts enabling innovative processes of inter-institutional exchange and integration

“New methods of working with stakeholders”

“Developing skills in conducting mobile ethnographic research and testing tools for these purposes”

“Realizing the importance of involving all citizen segments in the decision making process”

“Involvement of "hard to reach groups" (young people)”

“Providing tools and methods for co-creation in area development and implementation of PED solutions”

Contribution to organizational improvements / institutional learnings

Adequateness of the current normative and procedural frameworks for:

. social and community engagement activities

. inter-institutional knowledge exchange



Dimensions of action

6) Governance know-how & Knowledge Transferability

- Mechanisms and contexts enabling innovative processes of inter-institutional exchange and integration

“The city gained experience on online events and online tools for stakeholder engagement”

“Developing strategies to monitor the development of projects to make the municipality smart, innovative, and creative, and to evaluate its results”

“Results feed into the city’s new green plan and strategy as well as possible future visioning projects”

Contribution to organizational improvements / institutional learnings

Adequateness of the current normative and procedural frameworks for:

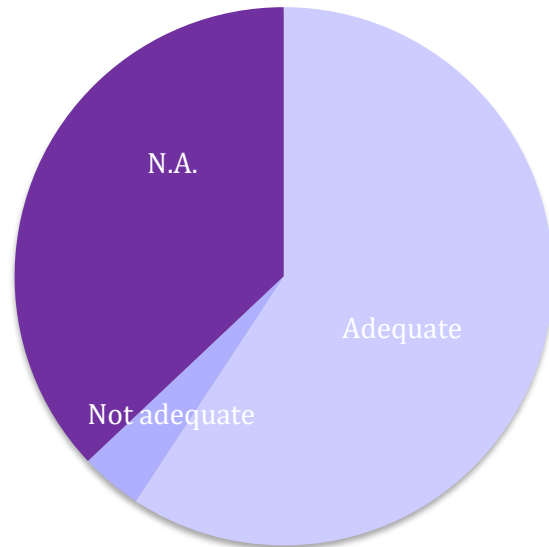
- social and community engagement activities
- inter-institutional knowledge exchange



Dimensions of action

6) Governance know-how & Knowledge Transferability

- Mechanisms and contexts enabling innovative processes of inter-institutional exchange and integration



Contribution to organizational improvements / institutional learnings

Adequateness of the current normative and procedural frameworks for:

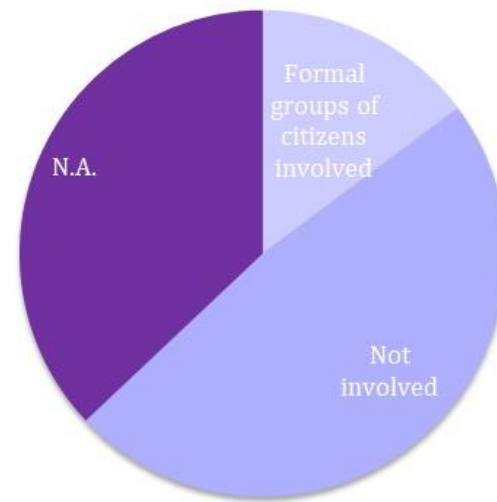
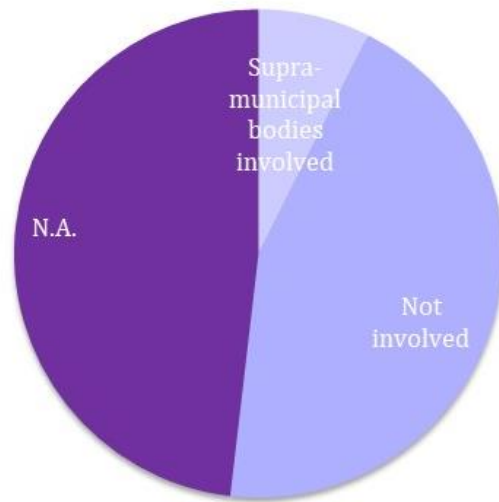
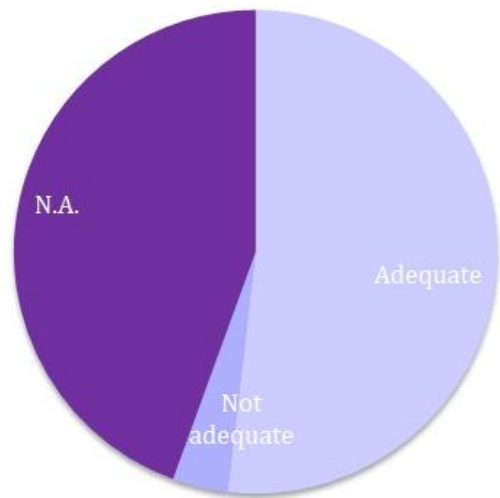
. social and community engagement activities

. inter-institutional knowledge exchange

Dimensions of action

7) Inter & Intra Organizational Learning

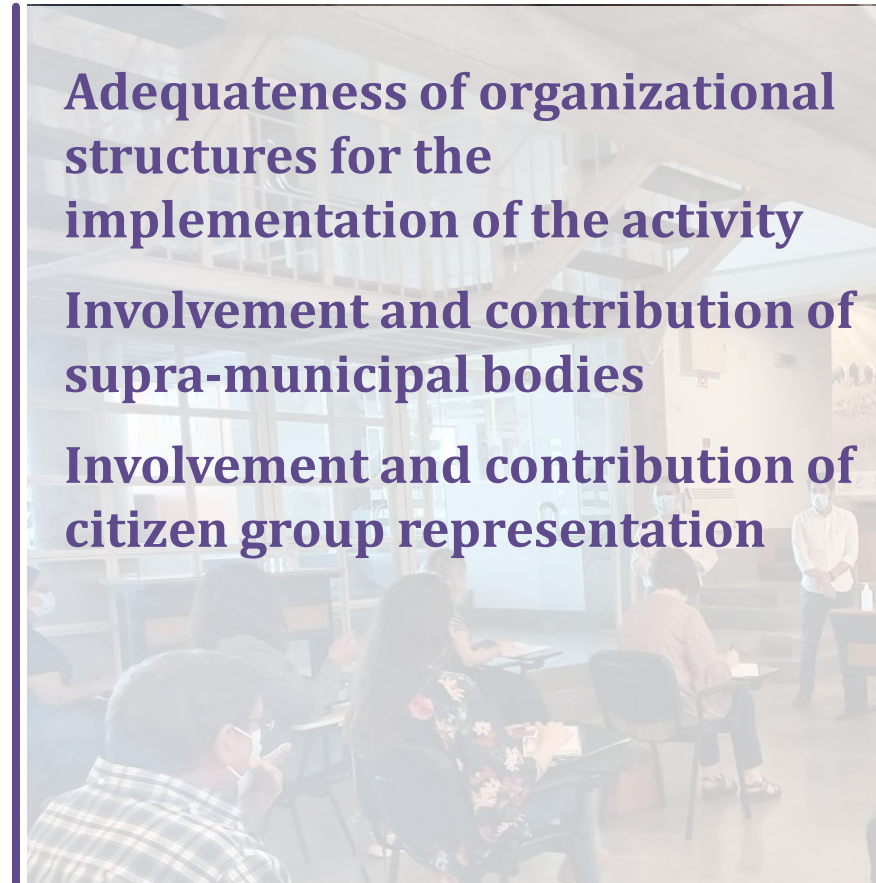
- Mechanisms and contexts enabling new organizational configurations for public engagement implementation



Adequateness of organizational structures for the implementation of the activity

Involvement and contribution of supra-municipal bodies

Involvement and contribution of citizen group representation



Conclusions / next steps

- **Work in progress**
 - ✓ 27 QAT introduced in the database
 - ✓ ...
- **Preliminary results**
- **Development of the “D.10 Social engagement tools and procedures”**



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