

TEMPLATE

Output factsheet: Tools

Version 1

Project index number and acronym	CE677 URBAN INNO
Lead partner	Municipality of Rijeka
Output number and title	O.T2.1 Toolbox of Smart urban innovation participatory methods and tools Toolbox available: http://www.user-participation.eu
Responsible partner (PP name and number)	PP4 E-zavod
Project website	http://www.interreg-central.eu/Content.Node/URBAN-INNO.html
Delivery date	30.11.2017

Summary description of the key features of the tool (developed and/or implemented)

A toolbox of Smart urban innovation participatory methods & tools is a unique tool that will help you engage end-users (citizens, consumers) into urban innovation process (developing urban development strategies, smart urban solutions, services or technologies).

It is designed as a manual which will guide you through the process of:

- identifying your target groups,
- animate them by using new communication channels and technologies (social media)
- interaction with them in person and/or virtually at co-designing of solutions
- maintaining relationship with them after the interactive event.

The toolbox is developed in a form of a publication (to be delivered by the end of February 2018) and virtual on-line toolbox. It consists of:

- Participatory methods described for different scenarios
- Tools available to support methods implementation and their implementation guidelines
- List of qualified facilitators who can assist the use of methods (to be added in final version)
- It is available in English (for now in English, final version will be translated into local languages - German, Polish, Hungarian, Italian, Slovenian and Croatian).

The toolbox is designed for advanced users, which means that you need at least some basic experience with participatory processes (like participatory workshops). In case you do not have that, you can find a list of experts for moderating and facilitating the participatory process in your language (to be provided at the later stage).

Toolbox will guide you through the planning of participatory process step-by-step, so the best way is to follow it through starting at step one.

NUTS region(s) where the tool has been developed and/or implemented (relevant NUTS level)

NUTS regions: SI, PL, IT, HU, DE, AT, SK, HR.

The toolbox of smart urban innovation participatory methods will be tested in all participating regions, within the running pilot projects in WPT3.

Expected impact and benefits of the tool for the concerned territories and target groups

To ensure expected impact and benefits of the developed Toolbox, a training process for facilitators in participating regions will be organized by coordinator of the WPT2, in the form of a two-day workshop. With the focus on knowledge transfer among partners and training of facilitators (one from each region), it is based on key findings of the testing approach. Participatory toolbox strongly correlates with the WP T3, where pilot projects will be implemented. Participatory methods and tools, identified in the toolbox, will be upgraded and tested through the implementation of pilot projects and provide input for the final version of the toolbox.

In all project partner regions, target groups (local, regional public authorities, public infrastructure and service providers, higher education and research institutions, SMEs, business support organizations and general public) will be engaged as members of quadruple-helix urban innovation network development (at Thematic WP 1). Methods and approaches developed in the framework of Toolbox, will become »modus operandi« of those networks and defined in their action plans. Quadruple-helix partners will test participatory tools at pilot project implementation.

Sustainability of the tool and its transferability to other territories and stakeholders

The toolbox will be transferred through:

- One-on-one mentoring process, where interested cities/regions will be invited to participate at testing and evaluation of participatory methods/tools
- Experienced and trained process facilitators, available at PPs regions for transfer activities
- Transnational cooperation urban innovation strategy (WP4) and CE urban cooperation platform will be opened to other regions and cities to use project results.
- Presentations of the toolbox at targeted international events (conferences, seminars etc) related to open innovation, smart cities, public participation etc.

Lessons learned from the development/implementation process of the tool and added value of transnational cooperation

The development of the toolbox required an interdisciplinary approach, especially in terms of knowledge of open innovation process design (economics), participatory methods (communicology), social media and ICT tools (informatics, IT). This was provided by the different profiles in the project partnership itself (and by external service provider).

Moreover, different experiences of implementing participatory processes in different scenario (different target groups, different challenges, cultures, technological literacy etc.) were examined to provide practical tips and showcases - through the intrinsic broad and international character of the partnership.

In the toolbox development phase, it was very obvious that in some regions, participatory processes are normally used while in others they are almost not in practice. Toolbox development process and testing some methods and tools at partner meetings provided the toolbox co-creation process and spread of knowledge among partner regions.

References to relevant deliverables and web-links If applicable, pictures or images to be provided as annex

The Toolbox of Smart Urban innovation participatory methods and tools was built through the process of preparation of three deliverables:

D.T2.1.3 Analysis of previous projects results and capitalization plan: report includes analysis of previous relevant projects and results achieved and capitalization plan -used as an input for activity A.T2.2 in order to avoid duplication of activities or costs.

D.T2.1.1 Inventory of available participatory methods and tools: the participatory methods and showcases identified in the Inventory served as a starting point for the development of the toolbox.

D.T2.2.1 Toolbox of Smart urban innovation participatory methods and tools (first version): first on-line version of the Toolbox with the description of the process and participatory methods with the list of qualified facilitators.

Available: <http://www.user-participation.eu>.