



Citizen Focus Action Cluster

Initiative ‘CitizenCity’

Synopsis of the project

Cities will only manage to solve the intractable and chronic challenges and opportunities they face, across a whole variety of topics, by developing deep insight about society, engaging people, and causing them to actively participate.

CitizenCity represents the advocacy of the citizenry of cities in the process of city making. This includes promoting inclusive understanding of citizens, beyond gender-race-religion to include all users of cities as customers – residents, day workers, resident non-nationals, refugees, tourists, entrepreneurs and businesses. The second element is creating innovative scalable and sustainable platforms that bring these populations into the place-making process. The two primary projects are a societal engagement toolkit and a digital platform for place based citizen engagement.

The CitizenCity **Societal Engagement Toolkit (SET)** is an extension of the European Manifesto of Citizen Engagement that bridges the needs of cities with the supply of available tool resources.

The **Digital Place-based Citizen Engagement** is an innovative environment to engage citizen digitally and connect them to place.

Progress to date

More than a hundred projects and reports have been researched to assess the current landscape of needs, tools, platforms, and capabilities.

The **Societal Engagement Toolkit** has been outlined in three principal components

- (i) An initial *organising framework* that will help define scope and ensure common understanding
- (ii) An *assessment matrix* that will help match city needs to tools
- (iii) An ‘alpha’ set of tool summaries (from an inventory of around 80 tools) mapped to the framework.

Further development of the SET will be through a programme of collaborative design workshops, hosted by cities, to validate, progressively build on, and support the toolkit.

The **Digital Place-based Citizen Engagement** is still in a concept phase and is seen to be a digital means to sustain the SET. This has to date been discussed with cities, industry leaders and research institutions.

Plans going forward

To strengthen the SET and support its adoption:

1. Cities and experts will continue to be engaged through webinars
2. A programme of 3-5 collaborative design workshops will be held around Europe. These will include ~40 city authorities and ~40 stakeholders/advisors
3. The toolkit will move to a working beta solution, that will undergo ongoing tested by cities
4. The longer-term sustainability model for the initiative will be developed.

The Digital Place-based Citizen Engagement should also move from concept into a clear plan with a broad coalition of partners ready to develop and implement a test case. A series of webinars will be held to promote understanding of inclusive citizenry and broader opportunities for engaging citizens in the co-creation of cities.

Citizen Focus Action Cluster

Initiative ‘Citizen Centric Approach to Data’

Synopsis of the project

In the wake of the Snowden revelations, there is now a unanimous recognition that something must be done to protect the citizen rights for privacy. Europe is currently finalizing a new regulation, the GDPR¹, that will call for sanctions that could amount to up to 2% of the worldwide turnover of an enterprise in case of breach. More specifically the regulation requires

- Privacy by Design and by Default, i.e. data protection is designed into the development of business processes for products and services.
- Privacy settings to be set at a high level by default.
- Data Protection Impact Assessments to be conducted when specific risks occur to the rights and freedoms of data subjects

Cities will be required to have an accountable person to ensure compliance with the GDPR. Collectively this presents a considerable challenge.

The objective of this initiative is to provide data protection guidelines for EIP-SCC applications with a focus on a citizen centric viewpoint.

Progress to date

The initiative focused on awareness activities in 2016, including:

- Webinars were organised in April 2016 and in May 2016
- Presentations were made during the Eindhoven General Assembly in May 2016
- A workshop was organised by ERRIN in September 2016

The initiative is currently focusing on addressing GDPR compliance in existing projects

- A workshop on GDPR compliance was organised for the SharingCities H2020 project to address GDPR compliance, involving three cities, London, Milan, Lisbon, and a further one is scheduled
- A webinar was organised in April 2017 with the support of the ESPRESSO support action

Plans going forward

The initiative aims at delivering the following in 2017 and 2018

- Additional workshops on GDPR compliance
- Feedback on privacy management guidelines
- Discussion towards privacy management guidelines

¹ See https://en.wikipedia.org/wiki/General_Data_Protection_Regulation and <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2012:0011:FIN:en:PDF>

Initiative Resourcing	Citizen Focus Action Cluster – Manifesto on Citizen Engagement & Inclusive Smart Cities	AC	Mplace	GAP
Achievements	1. Manifesto on Citizen Engagement made available in French, Spanish, Portuguese, German, Italian, Russian	X		
	2. Assessment on Manifesto implementation in EU cities	X		
Issue	Engaging cities more consistently in the different activities of the AC			

Initiative Resourcing	CitizenCity Initiative	AC	Mplace	GAP
To Do	1. Ongoing research on SET Tools and Platforms	X		X
	2. Webinars on SET to mobilise target cities and experts	X		
	3. Run launch, and subsequent city-hosted SET workshops	X	X	X
	4. Get cities (& some experts) to complete SET tool summaries	X	X	
	5. Build and openly launch the Beta SET (toolkit)		X	X
	6. Identify a sustainable business model for SET	X		
	7. Test SET tools in cities and update summaries			
	8. Quality assurance of tools			
Issues	<ul style="list-style-type: none"> Sustainable resource (initiative lead over-committing) Engagement of cities in use of common toolset 			
Conclusion	An essential initiative for city transformation			

Initiative Resourcing	Citizen Centric Approach to Data Initiative	AC	Mplace	GAP
To Do	1. Develop and communicate ‘call to action’ to city leaders			
	2. Engage SCC01s on GDPR agenda, as workshop candidates		X	
	3. Develop privacy mgmt. guidelines (leadership/mgmt. levels)			

AC 20th June – Individual Workshop

Participants

25 registered participants, representing cities, city networks, consultancy firms and EU forums

Objectives

- General – to align SCC01 and EIP activities
- Build support for SET
- Build support for Privacy
- Develop ideas for sustainability of both initiatives
- Increase alignment between CF and the 3 vertical ACs

Outcomes

1. Defining an action plan to achieve very practical and tangible results
2. Action Plan / roadmap

Input

- i. Gathering input during the roundtable discussion on the three thematic areas, namely the GDPR, the SET and the Manifesto (follow up and dissemination)