



SEiSMiC: Enabling social innovation in European cities





SYSTEM



RESPECTS
PEOPLE



DISCRIMINATION

TRAFFIC
MORE
AND CAR ST



WHICH PRESERVE
TORY, WHICH HAS
MUSEUMS



HARASSMENT



PEOPLE
BIGGER
EACH PER

PEOPLE
BIGGER
EACH PER



6

understanding the context

Social innovation: An attempt at a definition | Cities and their importance for social innovation | Urban innovation

14

what is seismic?

SEISMIC objectives | Social innovation in SEISMIC | SEISMIC approaches to learning | SEISMIC's three-tiered architecture | Co-creation highlights

40

national network results

Belgique | België | Česká republika | Deutschland | Italia | Nederland | Magyarország | Österreich | Sverige | Türkiye | United Kingdom

56

the three seismic forums

New urban governance | Public space | New urban economy and migration

88

conclusions

Urban policy and social innovation | Obstacles along the road to social innovation-friendly cities

credits | **references**

preface

This book details the systematic work and manifold outcomes of a remarkable project on urban social innovation that was supported with EU funding and designed in line with the principles of responsible research and innovation (RRI).

By fostering multi-level dialogue, mutual learning processes and wide-ranging participation, SEiSMiC was able to build national and transnational bridges between citizens, scientists, policy makers and urban innovators in 10 European countries. By setting up 10 national networks, it effectively brought local needs and experiences into wider debates on urban policy and related research.

SEiSMiC delivered an in-depth analysis of urban dynamics and a creative and courageous praxis within the European innovation ecosystem. It underpinned multi-actor participation processes with extensive interdisciplinary and trans-disciplinary expertise and embraced a plurality of social perspectives in a constructive experimentation with novel ideas and methodologies, while always keeping a focus on the drive to innovate.

During its three years of implementation, the project served as a living and lively laboratory for urban, social and open innovation. It accomplished pioneering work on urban-related societal challenges and demonstrated its relevance for EU research and innovation, regional and urban policy and other European Commission policies related to environment, energy, mobility and transport, internal markets, industry, entrepreneurship and SMEs, education and culture, communication networks and technology.

SEiSMiC is intrinsically linked to the Joint Partnership Initiative (JPI) "Urban Europe" and has made a significant contribution to the formation of the Urban Europe Forum and the development of the JPI's Scientific Research and Innovation Agenda (SRIA). These achievements place SEiSMiC at the centre of the numerous EU efforts to achieve sustainable and liveable urban futures.

Dionysia Lagiou | SEiSMiC Policy Officer |
DG RTD, European Commission

executive summary

Background

The project Societal Engagement in Science, Mutual Learning in Cities (SEiSMiC), was FP-7 funded by the European Commission in line with the principles of responsible research and innovation (RRI). The central idea behind SEiSMiC was to feed JPI Urban Europe with the ideas, dreams and needs of civil society for European urban research, to illustrate the power of social innovations in facing the societal challenges of European cities; to experiment with multi-level dialogue and mutual learning processes; and to inspire European policy making with the richness of social innovators' ideas.

Implemented between 2013 and 2016, SEiSMiC created national networks in Austria, Belgium, the Czech Republic, Germany, Hungary, Italy, the Netherlands, Sweden, Turkey and the United Kingdom, bringing together a wide variety of social initiatives, grassroots movements, social innovators, social entrepreneurs, citizens, NGOs, interest groups, freelancers, educators, scientists and policy makers. Particip-

ants met regularly within each country, and a selection of them attended international meetings and transnational working groups.

Objectives

SEiSMiC built national and international bridges for mutual learning between society, the scientific community and policy makers. The aims were to mobilise a wide range of urban actors to identify research and innovation needs; contribute to the social dimension of JPI Urban Europe's research and innovation agenda; develop policy recommendations that address real social needs; and create a platform for dialogue and mutual learning among citizens and urban actors to strengthen social innovation in a local context.

Results in influencing European urban research

SEiSMiC differs from many other research projects on urban change because of its unique methodological and epistemolo-

gical stance. It is not an empirical study carried out by individual researchers working in isolation. In SEiSMiC, the boundaries between the researcher and the object of study are almost non-existent. Unconventional methodological approaches, the involvement of citizens, and the mobilisation of people and ideas through local events in cities are all part of the research strategy. The creation of new social relationships between social entrepreneurs, urban activists, citizens and researchers is in accord with the definitions of social innovation in academic literature.

SEiSMiC made a significant contribution to JPI's Scientific Research and Innovation Agenda (SRIA). The notion that more inter- and transdisciplinary urban research is needed — with the involvement of non-academic experts and stakeholders — to analyse the complex challenges cities are facing is strengthened by the message of SEiSMiC's social innovators. New frameworks are called for to tap the full potential of social entrepreneurship, social innovations, and shared economy. Creative quan-

titative and qualitative research is needed to grasp the complex, interrelated and competing factors influencing cities' social, economic and environmental sustainability. New strategies are needed to combine advances in economic opportunities with social innovation in order to create open, inclusive, cohesive and more liveable cities. And, of course, social innovators, civil initiatives and grassroots movements call for fewer barriers to their participation in scientific urban research and tenders.

Some of the most active participants in the SEiSMiC national networks will continue to contribute ideas and experiences via JPI Urban Europe's Stakeholder Involvement Platform. In this way, SEiSMiC's influence on JPI's scientific urban research will continue long after the end of the project.

Results in influencing European policy making

During the three years of project implementation, SEiSMiC served as a living and lively laboratory for urban, social and open

During the three years of project implementation, the SEiSMiC national networks served as a living and lively laboratory for urban, social and open innovation.

innovation. Everywhere in Europe citizens call for more green, better connected and stronger — more inclusive, less anonymous — communities. When local, urban, regional and European policies can contribute to this widely shared vision of European citizens, the gap between citizens and public policy making can diminish. Other directions of policy making that are strongly linked to the needs of civil society are the call for new modes of participatory governance; finding new balance between representative and participatory governance; including citizens in social innovations in mobility, urban planning and urban renovation; and finding solutions to make better use of empty public property. Also, new business models that promote social entrepreneurship and the sharing economy should be stimulated. In SEiSMiC's national networks, youngsters in particular voiced the need to find a better balance between temporary, non-paid, work-learning, "voluntary" contracts and traditional permanent labour contracts. More open procurement policies for less traditional and less formal social innovators and less cumbersome financing models for business would strongly enhance EU efforts to achieve sustainable, inclusive and liveable urban futures.

Results in stimulating mutual learning among social innovators

From SEiSMiC's three years of experimentation in mutual learning between a wide variety of civil society actors from different countries it became clear that there are ap-

proaches that stimulate international exchanges and learning processes. Seeing and explaining social innovations in practice ("walkshops") stimulates mutual learning. Organising encounters in non-traditional meeting places and sharing examples of social innovation creates better dynamics among participants. Also, narratives, case studies, filmed meetings and visualising the ideas of participants are good practices to stimulate mutual learning between a large variety of civil society actors. One of the intriguing experiences of SEiSMiC's mutual learning process is that citizens are better at visualising their ideas than experts, scientists and policy makers. Therefore, the visualisation and "language" of civil society is complementary and an added value to the traditional policy discourse of experts.

Discovery of good practices

In mobilising a wide range of urban actors from civil society in 10 countries, SEiSMiC came across many social innovation good practices that enhance the inclusive, sustainable and liveable future of European cities. These good practices include concrete tools to stimulate social innovations; new approaches to exchange via Internet cartographic tools used by groups of citizens; hotels run by migrants; the stronger involvement of women in the governance of cities; charters for the use of public space; and a focus on storytelling as an essential element of community building at the beginning of projects.



ARCHY
D TO
MAY
NOT



STOCKHOLM

WILL!


GÖTEBORG
IS BETTER AT THIS,
METHODS ARE
BEING WORKED
OUT.

POLITIC CLIMATE MUST CHANGE
NOTHING HAPPENS
WE HAVE 4 STEPS THAT WOULD MAKE IT
EASIER FOR MUNICIPALITIES TO HELP

- 1 PLAN FIRST, LATER ON THE MARKET
- 2 PLAN SMALLER
- 3 LATE PAYMENTS INSTEAD OF DIRECTLY



understanding the context



Urbanisation is one of the most significant global challenges of the 21st century. With urban conditions constantly in flux, cities have to find ways to adjust their development strategies. Cities that give priority to environmental concerns and sustainable development have the best chance of overcoming current and future challenges, but all actors and stakeholders must work together to develop a social vision and make policies that address the challenges more effectively.

Social innovation: An attempt at a definition

Something is changing in European cities. More and more citizens are taking action to provide direct answers to some of our most pressing urban problems. New actors are challenging traditional state and market structures by producing goods and providing services in a collaborative way. While traditional tools for enabling political participation are being abandoned, citizens are finding new ways to influence all phases of public policy (formulation, decision making and implementation), such as civic hacking and co-design. Interest in such kinds of social innovation is growing across Europe, as more and more citizens spontaneously employ a wide range of innovative practices to tackle urban challenges and respond to emerging needs. At the same time, there is no widely shared definition of social innovation; nor is there a common understanding of the impact of social innovation in a European urban context.

According to one definition, recently formulated by the Organisation for Economic Co-operation and Development (OECD), social innovation "can concern conceptual, process or product change, organisational change and changes in financing, and can deal with new relationships with stakeholders and territories." Social innovation,

then, is about producing goods and services by "identifying and delivering new services that improve the quality of life of individuals and communities; and identifying and implementing new labour market integration processes, new competencies, new jobs, and new forms of participation, as diverse elements that each contribute to improving the position of individuals in the workforce." (OECD 2016)

According to another definition, developed by spatial planning expert Frank Moulaert and others, social innovation is about collective empowerment rather than about producing goods and services: "Fundamental to the understanding of social innovation [...] is that it means innovation in social relations. As such, we see the term as referring not just to particular actions, but also to the mobilisation of participation processes and to the outcome of actions which lead to improvements in social relations, structures of governance, greater collective empowerment, and so on." (Moulaert et al. 2013)

Finally, social innovation is defined as new ideas that refer to products, services and models that simultaneously meet social needs and create new social relationships or collaborations. They are innovations that are not only good for society, but also enhance society's capacity to act. Social inno-

vation links new ideas and unanswered demands, and raises standards of living by doing so. As it is generally accepted that there is no single solution to complex social problems, innovative approaches need to be taken in order to overcome challenges. (European Commission DG Growth 2016)

Cities and their importance for social innovation

Despite the existence of several definitions of, and approaches, to social innovation, there is a shared belief that it is primarily an urban phenomenon. As noted above, the process of urbanisation in Europe is ongoing, and cities are more and more becoming places where citizens exercise their creativity and put their energies and competencies to work. Historically, cities have proved to be the core engines of cultural, economic, industrial, technological and social innovation, and they continue to provide the most fecund environments for creativity and social change (Florida 2003). At the same time, cities are where environmental, social and economic challenges are the most apparent and the most severe.

According to social innovation practices, cities are increasingly characterised as "commons". The scientific literature defines the term "commons" as an asset or aggre-

gate of assets from which no one should be excluded. According to Christian Iaione, "the 'common' nature of urban goods comes from the fact that they are closely connected to an area's identity, culture, traditions and/or they are directly functional to the development of social life of communities settled in that area — for example, a square, a park, a roundabout, a mountain path, a garden or a historical building, a school etc. [...] Given their common nature, it is necessary to guarantee universal access to them, and the involvement of community members [to this end] is inescapable." (Iaione 2012)

Urban innovation

Urban innovation, which is about identifying and testing new approaches to tackling challenges in cities, involves trying out new cross-sectoral partnerships, developing new business solutions, attracting finance, and finding ways to do more with less. Challenges for cities include modernising governmental and public services, strengthening the direct participation and engagement of citizens in urban development, making innovative use of urban spaces, and promoting community development through co-creation, and social innovation (urban "living labs" and the "sharing economy" are two examples).

Cities' changing relationships with their surrounding areas also call for partnerships beyond their administrative borders to find effective policy and governance solutions.

Cities with active populations can drive the shift towards more sustainable behaviour; and "smart citizens" — as they grow "smarter" — can be involved in a continuous process of improving their urban quality of life. A "self-organising city" can be achieved through innovative development strategies and tools that promote and stim-

ulate collaboration between urban stakeholders. Community-based activities, such as social entrepreneurship and local and collaborative economies, can contribute to the development of new business models and sustainable urban transition. Urban "living labs" — where citizens, practitioners, decision makers and researchers are brought together to jointly develop innovative solutions — can help transform urban areas into centres of innovation and technology, and can also facilitate integration and social cohesion.

Cities with active populations can drive the shift towards more sustainable behaviour; and "smart citizens" — as they grow "smarter" — can be involved in a continuous process of improving their urban quality of life.

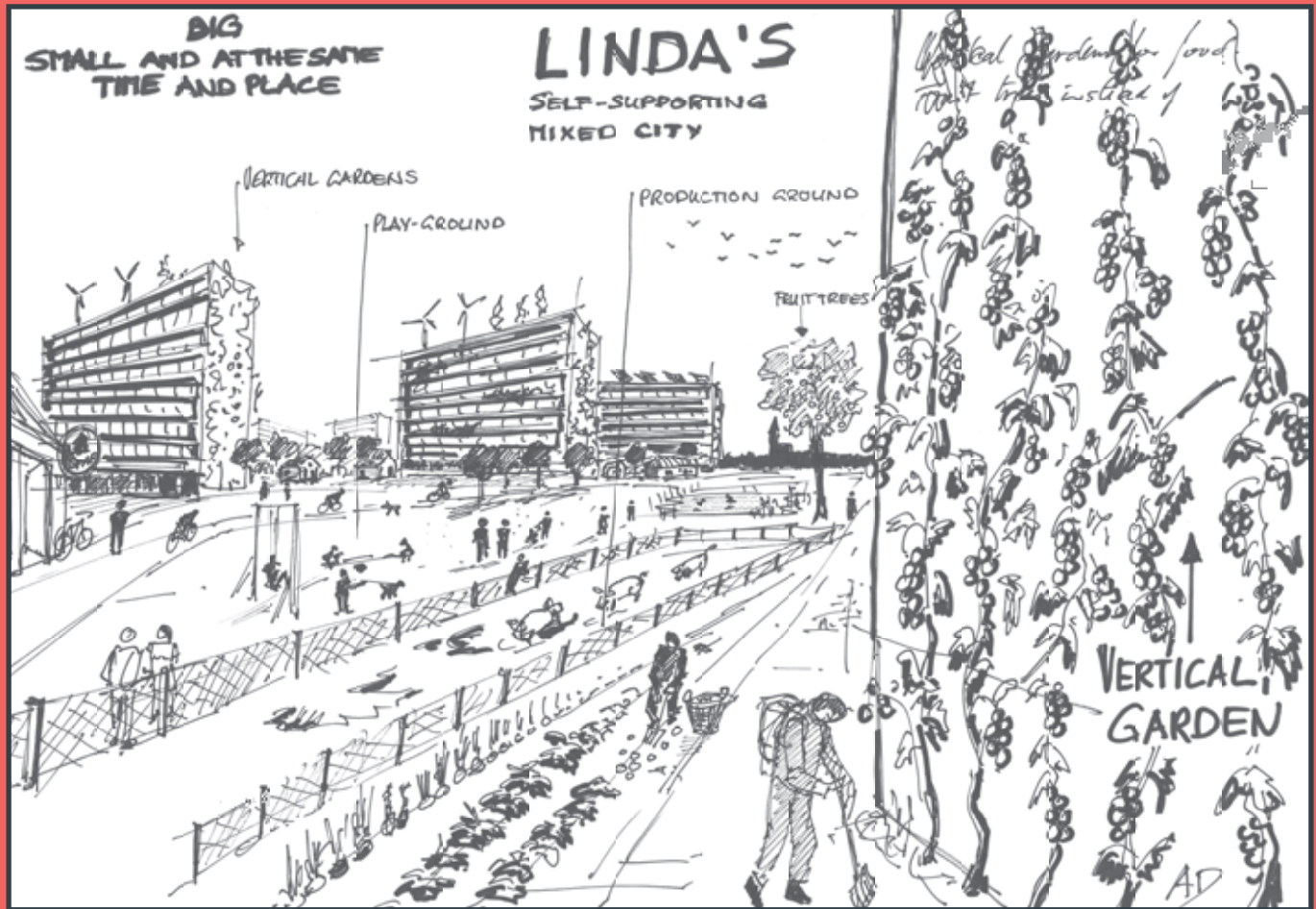
> It's up to us!

Social innovation is the ability to change and develop society for the better, starting from the roots — that is, from individuals working collectively. Following roughly three decades of the gradual withdrawal of representative government responsibility, and with the intensification of international economic, financial and demographic pressures, citizens can no longer rely on elected officials to effectively address new social imbalances. It's up to the people to take the initiative.

SEiSMiC brings together a variety of different social innovation projects from different countries that have been initiated in practice and offer the promise of becoming successful in a context of mutual encouragement and cross-fertilisation. It's not idealism, but practicality.

Derek Martin | Association of European Schools of Planning (AESOP)

Illustration: [Company New Heroes](#) artist



^



what is seismic?



Strong, cooperative coalitions of social innovators, policy makers, researchers and other urban stakeholders are needed to make and keep EU cities liveable, attractive and sustainable. For three years, SEiSMiC has provided a platform to enable these stakeholders to discuss future urban challenges. This collaboration has resulted in a wide range of research and policy recommendations and a great number of best practice examples.

Addressing societal challenges is high on the agenda of the European research and innovation strategy, and clearly emphasised in Horizon 2020. Substantial research is being carried out across Europe to contribute to smart, sustainable and inclusive growth strategies. With urban areas serving as innovation hubs, cities are key drivers for Europe's economic and social development.

Cities and urban areas face a broad spectrum of challenges that have to be tackled effectively if living standards are to be maintained or improved. These multifaceted challenges lead to complex scenarios in which various needs are often in conflict. The right technological solutions are of course necessary, but dialogue between municipal authorities and citizens is also needed to ensure due consideration of local requirements and support for innovative actions. Civil society should have a say in the kinds of research carried out and be given the opportunity to assess new ideas and proposed solutions against a background of local needs and conditions.

SEiSMiC objectives

The basic rationale behind SEiSMiC was to facilitate structured dialogue between urban actors. SEiSMiC built national and international bridges, enabling society, the scientific community and policy makers to learn from each other. National networks

(NaNets), set up in 10 European countries, ensured that local needs were voiced in the wider European debate on urban policy and research. Specific objectives were to:

- mobilise a wide range of urban actors, such as civil society, social innovators, urban policy makers, researchers, NGOs, practitioners and grassroots movements;
- build bridges between the scientific community, civil society and policy makers in order to develop policy recommendations that address real social needs;
- identify research and innovation needs through various social groups to enhance the relevance of research activities;
- create a platform to enable dialogue and mutual learning for citizens and urban actors on social innovation for the future, and to strengthen social innovation within a local context;
- identify commonalities and differences across European cities with regard to social innovation needs, awareness of challenges and potential solutions;
- stimulate initiatives and projects among stakeholders through mutual learning; and
- contribute to the social dimension of JPI Urban Europe's research and innovation agenda.

> JPI Urban Europe

The aim of the EU member state–led Joint Programming Initiative Urban Europe (JPI Urban Europe) is to align and coordinate urban-related research and innovation. The hope is that participating countries will benefit from the synergies of transnational cooperation, thus opening a gateway to important new discoveries and solutions. According to the initiative's Strategic Research and Innovation Agenda (SRIA), the focus is on providing robust knowledge and solid science that will give cities the capacity they need to make the transition towards a more sustainable and liveable future. Such a programme involves taking an integrated interdisciplinary and transdisciplinary approach that connects multiple stakeholders. This ensures, on the one hand, that urban complexities receive sufficient consideration; and, on the other hand, that the research conducted has a real impact on urban practice during the project period and that the results are transferable. Within this paradigm, JPI Urban Europe strives fully to connect and strengthen cooperation between researchers and urban stakeholders (from business, the public sector and civil society) through joint research and innovation activities and transnational knowledge exchange.

In this context, the SEiSMiC project made a significant contribution to the development of JPI Urban Europe. Through SEiSMiC, the initiative has been able to broaden its network and gain access to a diverse set of stakeholders — from city administrators, urban planners and academics to grassroots movements, social innovators and entrepreneurs, to name just a few. SEiSMiC-facilitated dialogue generated specific inputs relevant to developing the SRIA, while at the same time encouraging access to a diverse range of priorities and contexts from stakeholders across 10 countries.

As a result of SEiSMiC project activities, a community was established that began working together at the transnational level, developing new ideas and projects and reaching out to new partners. These efforts have, in turn, created added value for the JPI Urban Europe stakeholder network.

Furthermore, as JPI Urban Europe aims to follow a new paradigm in research and innovation, SEiSMiC underpinned this approach through its various activities and by providing a co-creative environment at national and transnational level. The experience acquired through various scales of network development and the facilitation of such dialogue and co-creation are valuable fields of reference for JPI Urban Europe's stakeholder involvement framework, and the conclusions of the SEiSMiC team will be carefully assessed to identify the best ways forward.

All in all, the project has channelled a broad spectrum of voices, views and opinions from urban communities and articulated them in a systematic way that transcends national and disciplinary boundaries. The project has helped policy makers (especially research policy makers) to identify and connect different infrastructures of everyday life, which in turn has had great influence on the thematic priorities of the SRIA.

JPI Urban Europe would like to thank the SEiSMiC team for their efforts and engagement, and expresses its appreciation for the proactive support and involvement of many individuals from the realms of civil society, policy, business and science. For JPI Urban Europe, the SEiSMiC-adopted approach lives on.



photo: JPI Urban Europe



The 10 countries involved in the SEiSMiC project were Austria, Belgium, the Czech Republic, Germany, Hungary, Italy, the Netherlands, Sweden, Turkey and the United Kingdom. The project ran from November 2013 to October 2016.

Social innovation in SEiSMiC

Rather than a scientific analysis of social innovation, the main goal of SEiSMiC was to involve a wide range of actors in a creative and inclusive process. Each actor has a concept of social innovation that depends on existing practices with which they are familiar. SEiSMiC's diverse and inclusive setting opened up the possibility to compare different approaches to social innovation. The process began with the organisation of 30 focus groups from all around Europe. The goal was to involve stakeholders in the field of urban social innovation in setting the SEiSMiC project agenda and identifying the main urban challenges.

The voices, views, opinions and needs varied from new modes of governance and decision making, to social innovations in mobility;

from new business to stimulate social entrepreneurship, to new forms of dialogue in urban renovation; from diminishing the anonymity of urban life, to making better use of empty public property; from better inclusion of unemployed youngsters in cities, to the better use of citizens' ideas in urban planning; from a better balance between paid and voluntary work, to the better use of local production (food, energy, services); from access to public space, to job creation in social enterprises; from the use of local currencies, to the better use of open data; from new procurement processes that better use the value added of informal social entrepreneurs, to the accessibility of social housing; from improving public transport in deprived neighbourhoods, to increased biodiversity; and from fighting urban poverty, to less regulation hindering civic initiatives.

In order to facilitate mutual learning within and between the SEiSMiC NaNets, all views, opinions, ideas and needs were collected and categorised according to three overall themes: new urban governance; new urban space; and new urban economy. One theme served as a focal point for each year of the three-year project.

SEiSMiC activities demonstrated a broad diversity in the understanding of social innovation. Both the national context and the features of individual actors were important independent variables when compiling different interpretations of social innovation.

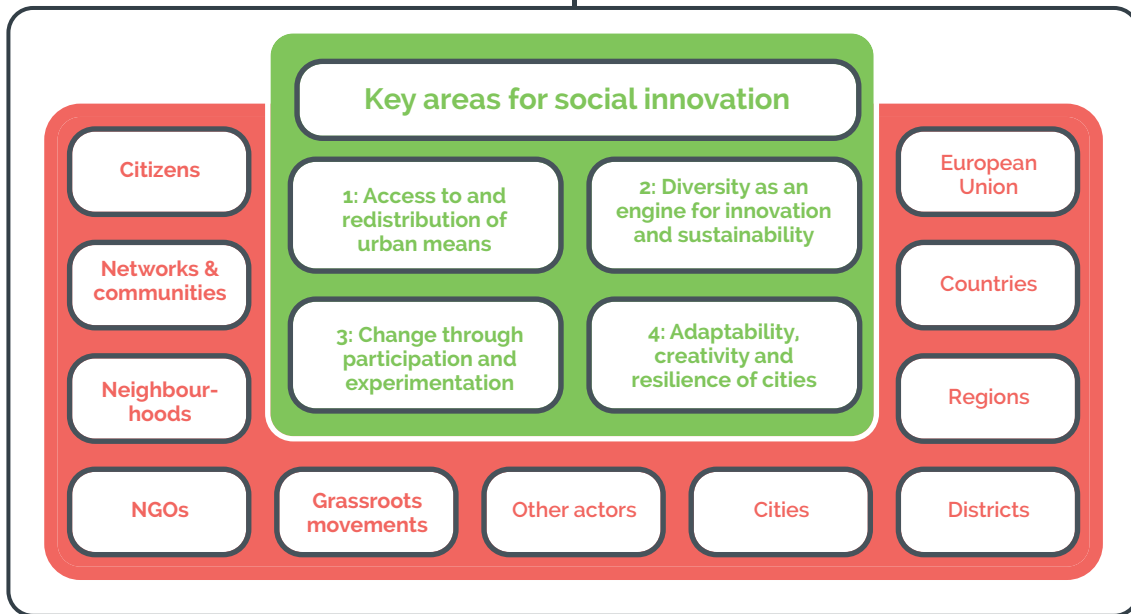




Challenges facing cities



Objective and common vision to be developed at NaNet inaugural meeting



Key areas of debate and work in SEiSMiC

SEiSMiC approaches to learning

SEiSMiC aimed to bridge the gap between science and urban society, and a multi-level dialogue process was implemented across Europe to achieve this aim. Such a process fosters mutual learning and opens up multiple avenues for citizen participation. The key component in the context of urban social innovation is co-creativity between a wide range of urban stakeholders.

The development of innovative solutions for the complex societal problems of our time involves challenging traditional governance practices and insisting on taking approaches that are more collaborative and open in nature. Innovation requires the collaboration of multiple and diverse

organisations, as well as the setting up of innovation networks and the co-creation of mutually shared values. The organisation of such governance practices raises new questions and brings into play a variety of perspectives, dynamic processes and multiple outcomes relevant for multi-stakeholder environments.

Traditionally speaking, civil society and other stakeholder groups are expected to provide input and perspective on a wide range of policy issues, including urban governance. But the terrain is shifting: more and more, members of civil society are expected to address social challenges head-on in a co-creative way — that is, to become social innovators. No longer is civil society seen singularly as a "recipient" of policy and policy measures, but rather as an "active contributor" to value creation.

SEiSMiC laid a common ground for urban actors and enabled creative and voluntary collaboration within an innovation ecosystem, but relationships and learning experiences between different actors grew deeper as the project framework expanded.

The goal of SEiSMiC was to achieve the purposeful engagement of science with society and other actors in urban areas, and a learning-driven framework was necessary in order to generate powerful ideas (co-creation) leading to valuable actions (co-production). SEiSMiC laid a common ground for urban actors and enabled creative and voluntary collaboration within an innovation ecosystem, but relationships and learning experiences between different actors grew deeper as the project framework expanded.

Co-creation

Co-creation was originally developed as an approach to innovation. The purpose of co-creation is to foster value creation and innovative product development in the private sector through the "active involvement of stakeholders, particularly end users, in the design of new goods and services" (Voorberg 2015). This approach increasingly blurs the strict conceptual separation between production and consumption (Zwass 2010; Prahalad and Ramaswamy 2004). Concerning the public sector, co-creation refers to the "active involvement of citizens in public service delivery by creating sustainable partnerships." (Voorberg et al. 2015)

Co-creation can also take place in urban communities, and most notably in collaborative and voluntary development and the

provision of services and products. In this context, co-creation is an active, creative and social process (Roser et al. 2009) that focuses on:

- connections (interactions between people);
- collaboration (rather than just involvement); and
- co-creativity (not simply co-production).

The boundaries that co-creation commonly transcends (Antonacopoulou 2010) are:

- borders (often stretching across geographical or contextual boundaries);
- disciplines (usually interdisciplinary, stretching across scientific or professional fields); and
- fields of practice (usually interactive and involving multiple fields of expertise).

Furthermore, every co-creative process is nested in a specific social context characterised by high-quality interactions between people and dialogue as building blocks (Agrawal et al. 2015). Taking this into account, co-creation for social innovation in cities needs to be embedded and appreciated in a social context in which a large number of diverse actors (citizen representatives, government officials, NGOs etc.) are involved. Such networks and partnerships among diverse actors play a central role in developing social value.

The key ingredients for taking a co-creative approach (Voorberg et al. 2015; Roser et al. 2009) are:

- collaborative, participative and reciprocal elements that can facilitate dialogue between partners as equals;
- the balancing of top-down and bottom-up communication streams; and
- the initial establishment of common values, followed by the building up of long-term commitment.

The mode of engagement for diverse stakeholder groups in collaboration for social innovation should be limited to the "production" of knowledge. Groups that focus instead on a process of "consistent learning" are more likely to provide scope for the generation of ideas. Ideas arising in the course of interactions have greater potential to deliver a meaningful impact. Creativity and knowledge need to be connected within an overall co-creation framework in order for the process to achieve maximum impact.

Mutual learning

Mutual learning is a vital precondition for co-creation in social systems. The fact that the SEiSMiC project facilitated mutual learning through both individual and system learning provided a solid foundation for producing transformative outcomes.

Preconditions for individual learning

The path of learning does not follow a linear input-output model, but must be seen instead as a self-guided process. It is not explicit content that drives individual learning processes, but rather the rules embedded in interactions that guarantee social survival (Simon 2002). In fact, one can avoid learning by living in a stable environment or by excluding troubling information. Thus, paradoxically, learning can also be equated with the loss of knowledge. People who want to do more than simply "obtain knowledge" can often clear away other obstacles to learning. They ask critical questions, unlearn old distinctions, and develop or regain a curiosity for current challenges. On one hand, such people are open to a newly structured world. On the other hand, by changing their behaviour they are able to transform their built environments as well (Simon 2002).

Turbulent conditions, now the norm rather than the exception, are driving change in European cities. In such an environment, mutual learning offers a platform for jointly shaping the future of our cities — not just from the top down, but from the bottom up as well. At the same time, powerful images are needed in order to empower humans as they go through a transformational process. According to Helmut Willke, a collectively desired vision does not come about through targeted obedience or

forced behavioural change through group dynamics or group pressure. On the contrary: true "visioning" work, while providing guiding principles, leaves enough room for each individual to learn according to their inner motivation, without applied pressure or specific instructions (Willke 1998).

Individual learning requires both a clear vision and the perception of diverse options that can allow us to realise "a desirable future in the present" (Schmidt 2004). Meanwhile, stories concerning the past or the future shape how our minds work and how we communicate. Oral and written storytelling offers glimpses of yesteryear and peeks into possible futures. Modern brain research indicates that humans experience stories in ways that replicate physical experience. A body that has experienced a real injury might perceive the same threat from a verbal attack (Schmidt 2004). What this means is that storytelling can have an immediate positive or negative impact on our nervous system.

The SEiSMiC project used the powerful instrument of storytelling to transform the mental maps of stakeholders. Shared stories — for example about social entrepreneurs in new urban spaces, new urban governance or new economy — helped SEiSMiC NaNet and forum participants to communicate more effectively and produce joint assessments.

System learning through context governance

Willke claims that some social units are able to learn faster and more efficiently than others when they "learn how to learn" and when they decide at a strategic level what is preferential to learn within their specific environment (Willke 2004).

Context always drives system learning. In the case of SEiSMiC, urban development needs depended greatly on a range of local contexts: cultural, economic and social conditions, geographical location etc. Whether in a local or a national setting, civil society actors could engage and collaborate with other actors, such as government officials or researchers, and it is through such collaborations that concrete actions were able to generate tangible impacts.

Societies — and indeed organisations — organise themselves by means of mental images, myths, legends, religions and other unifying criteria. Stories enhance the cohesion of social systems by indicating desirable internal arrangements and organisations. Following Hüther (2010), long-term oriented images are the most cherished elements of our life, and especially in turbulent times when social structures threaten to burst. Brain research also tells that collective positive images can provide urgently needed orientation in times of serious disruption that make it

> Research outside the box

SEiSMiC differs from many other research projects on urban change because of its unique methodological and epistemological stance. It's not about empirical study being carried out by individual researchers working in isolation. In SEiSMiC, the boundaries between the researcher and the object of study are almost non-existent. Unconventional methodological approaches, the involvement of citizens, and the mobilisation of people and ideas through local events in cities are all part of the research strategy. The creation of new social relationships between social entrepreneurs, urban activists, citizens and researchers is in accord with the definitions of social innovation in the academic literature. In an urban context, this implies, for example, supporting social entrepreneurship, creating social value, supporting social learning, allowing temporary land use and promoting do-it-yourself urbanism. Initiatives such as the City Makers Agenda (citiesintransition.eu) and CityLab (www.citylab.com) illustrate the enormous potential of unconventional transformation strategies.

Karsten Zimmermann | Technische Universität Dortmund;
European Urban Research Association

photo: www.citylab.com



necessary to redefine our living environments. Confidence and reliability are essential resources for driving social transformation processes.

Models of communication that combine small groups with large groups are usually successful in raising the level of collective wisdom — that is, for all stakeholders. In addition, networks have an enhanced capacity to work together to solve tough problems.

SEiSMiC's three-tiered architecture

As an exercise in mutual learning, SEiSMiC has widened the social impact of science by allowing researchers and citizens to learn from each other. Storytelling is based on the need for creativity, and structured dialogues are required in order for high-quality interactions to take place. As the need for careful facilitation is often overlooked, SEiSMiC's co-creative framework provides room to reflect on how co-creation is currently understood. Creative knowledge and expertise are not only exchanged within this space, but also dynamically intertwined (Antonacopoulou 2010).

"Context governance" works through communication and trust. It enables negotiation and consensus building, but also allows for existing contradictions. In addition, it strengthens self-organisation and

instils responsibility in individuals, teams and networks in terms of anticipating and shaping their shared future. SEiSMiC's three-tiered architecture (social, temporal and thematic) tailors learning environments to fit each unique context.

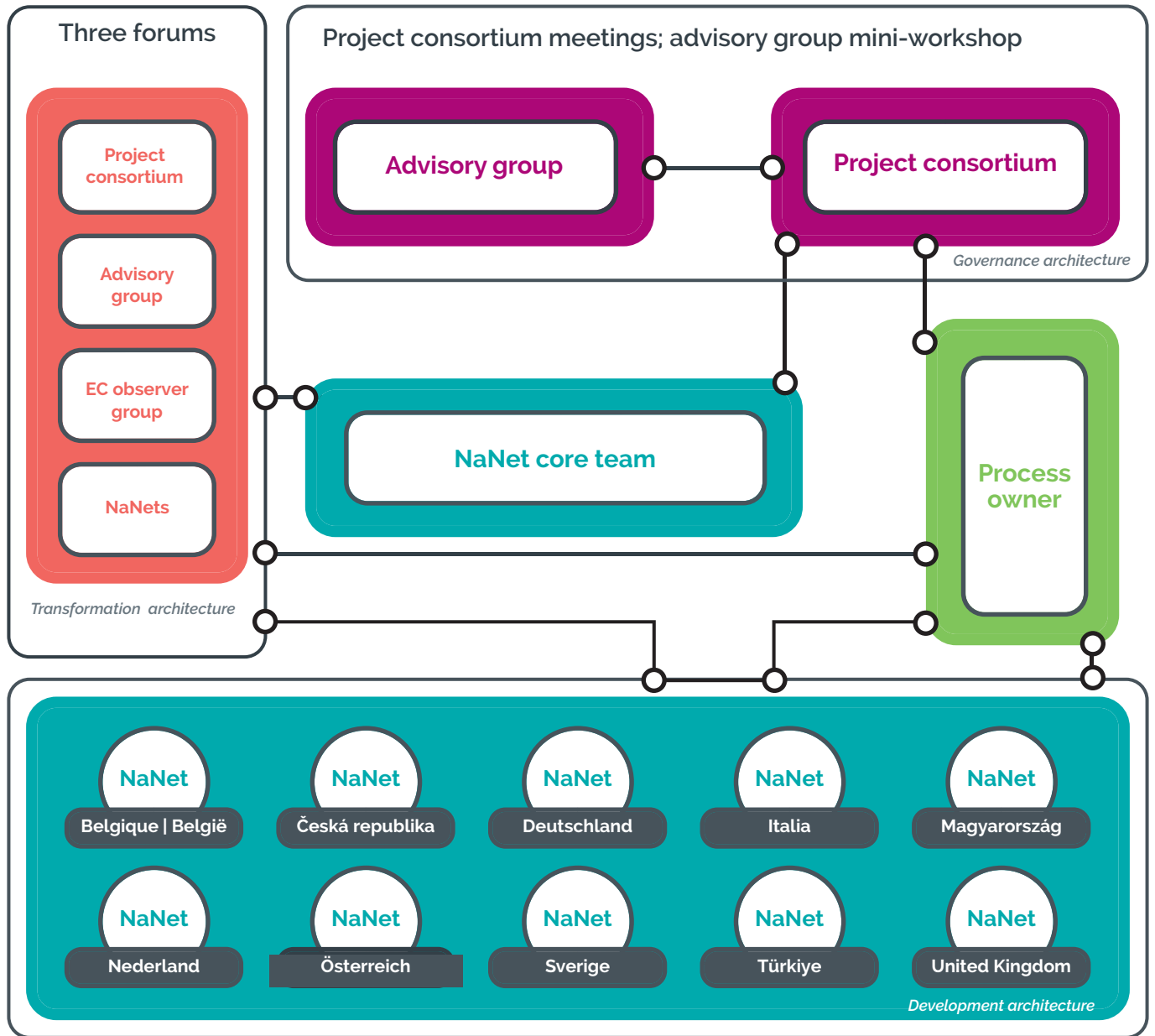
Social architecture

The purpose of social architecture is to offer structures for processes that enable new perspectives, which, in turn, reveal new modes of observation and reflection. These processes respond to the need for new means of communication when facing novel, challenging situations, and they respect and include unfamiliar perspectives within mixed groups of stakeholders. In complex projects, the "core team" — or "steering team" — serves as a frontrunner concerning learning and transformation processes. Learning has to take place in this group for new knowledge to spread to other components of the communication network (Königswieser and Exner 2002).

The SEiSMiC social architecture is illustrated in the figure on page 28 and described in detail below.

Process owner

The process owner guided the overall process of developing the architecture, conceptualised the networks and established



the mutual learning framework. The main role was to provide neutral and impartial external feedback and to free up space for all target groups to communicate while staying interlinked with all partners.

SEiSMiC consortium

The SEiSMiC consortium was responsible for planning and implementing the project from a structure and content point of view. Its primary goal was to ensure that the project delivered professional, high-quality results.

Core team

The primary aims of the core team (project partners from 10 countries) were to build up "social innovation networks" by coordinating and fostering social innovation dialogue in each country, and to coordinate the international dissemination of feedback and results. Network managers, the project manager and the process owner worked together to develop the common architecture and the SEiSMiC model; consolidated project findings; and planned European-level events. The core team was responsible for implementing the NaNets at local level.

These two groups overlapped to a large extent at individual level (some of the partners, for example, played two different roles). This enabled SEiSMiC to link content and co-creation issues very closely, and to develop the project in a highly coherent manner. The fact that the two groups were mutually de-

pendent was an intentional — and integral — feature of the SEiSMiC architecture, as it drew a distinction between project management and co-creative processes.

Advisory group

The advisory group consisted of European stakeholders who reflected on project development, while also providing strategic input and helping to connect the project to other initiatives. The "advisors" were small groups of representatives from organisations (AESOP, ERRIN, UN Habitat etc.) that consulted SEiSMiC during their processes of adaptation to the current social innovation landscape. These groups planned events, while also exploring and establishing links with other organisations.

Observer group

The observer group consisted of European Commission DG representatives (e.g. DG RTD, DG MOVE, DG GROWTH). The "observers" helped project partners to understand current European policy developments and schemes, while also supporting SEiSMiC in linking its policy recommendations to current European policy objectives and instruments.

SEiSMiC national network managers

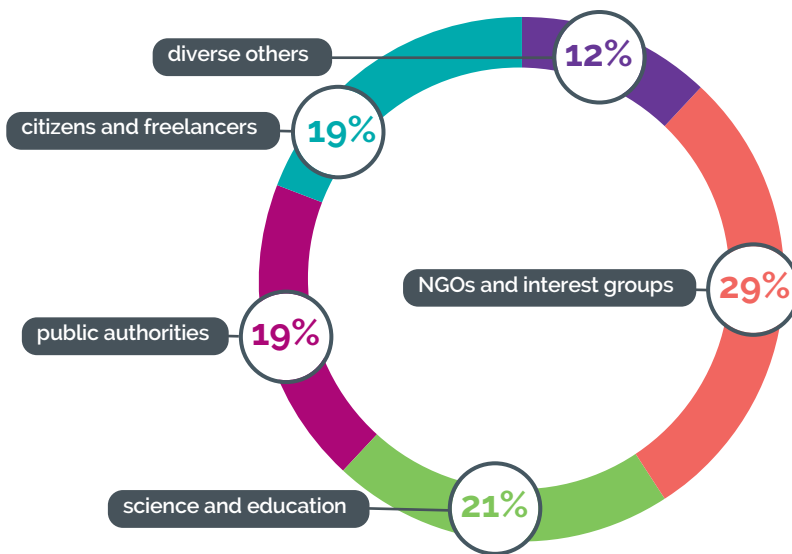
SEiSMiC national network managers were responsible for developing and coordinating the NaNets and building relationships between them.

National networks

The SEiSMiC NaNets included stakeholders, social entrepreneurs and representatives from civil society. National network managers and stakeholders from at least three cities were responsible for defining social innovation needs at the local level and for generating context-sensitive solutions regarding social innovation in the fields of urban governance, urban economy and urban space. They also developed their own network culture through the extension of collaborative relationships. The core objective of SEiSMiC was to involve a wide range of social actors in order to increase the relevance of urban research and build bridges between society and the scientific community. Through a well-designed process and

network, some 300 SEiSMiC stakeholders were mobilised in 10 countries. These actors included representatives of social initiatives, grassroots movements, interest groups, civil society, social entrepreneurs, educators and researchers, NGOs, interested citizens and local policy makers. The unique diversity and variety of stakeholders meeting, talking and putting ideas forward matched their commitment, creativity and energy.

SEiSMiC forums (including the launch event) were designed to mobilise and promote mutual learning at the European level, while involving multiple actors such as the core team, NaNet members, European Commission representatives and the advisory group.



Temporal architecture

Temporal architecture provides a framework for allowing enough time for joint reflection and mutual learning from different perspectives and insights. A typical fault is to allocate too little time to social processes. While a rapid sequence of workshops often fatigues people's learning capacity, long gaps between workshops hinder mutual learning because of a lack of intensity and focus on specific questions (Königswieser and Exner 2002).

The SEiSMiC project evolved in three temporal phases:

- 1) The network design and implementation phase saw the conceptualisation of the SEiSMiC model as well as agenda setting and the implementation of the NaNets (2014).
- 2) The operational phase (2015/2016) comprised a series of workshops for generating ideas at the local level that were then raised to national and European levels. At the beginning of this phase, three focus groups were set up in each country to identify local needs and challenges to which social innovation could help find solutions. This was followed by a series of national workshops in the 10 SEiSMiC project countries, which then led to a SEiSMiC forum in Brussels at which all of the national results were re-discussed and put into a European context. This sequence of 10 national workshops, resulting in one European workshop, was conducted three times over the course of the project on the project's three general themes: new urban governance; new public spaces; and new urban economy.
- 3) The legacy and continuity phase (2016) included the final SEiSMiC event (held on October 25 and 26) and evaluation efforts carried out by the core team and the NaNets.

Thematic architecture

The thematic architecture was directly linked to the goal of the project — that is, to enable all stakeholders to focus on specific issues. In the case of SEiSMiC, stakeholders were invited to discuss social innovation and social entrepreneurship in the context of central urban issues such as new urban governance; new urban spaces; and new urban economy.

First, the core team of project partners enabled intensive learning at the individual level from the outset. Conceptual and strategic questions related to experimental start-ups had to be discussed and decided. Furthermore, the design of the national focus groups and the overall concept of the SEiSMiC model had to be elaborated and endorsed. At first, the core team was structured in a top-down manner and in accordance with partners' responsibilities to develop and coordinate the NaNets.

Second, a bottom-up process of soft governance through visioning and trust-based co-operation was initiated to enable a shift towards reliable collaboration and mutual responsibility as key values, including all NaNet partners and consortium members. Novel cooperation paradigms and communication patterns beyond the typical parameters of expert organisations were implemented, allowing self-organised processes to play out at national level — that is, as NaNets.

Transdisciplinary and cross-sectoral, the second SEiSMiC forum on new public space gave experts and practitioners an opportunity to exchange best practices and provide grassroots feedback on specific needs for European urban research.



Third, bottom-up system learning over the entire project was implemented through periodic large group events (SEiSMiC forums) that linked diverse stakeholders and provided strategic depth. Organisational learning was conducted and enhanced through transparent feedback processes among individual network functions, which led to further fine-tuning of the emerging network structure.

Fourth, during the initial phase of network development there was a critical need for a “network counsellor” to successfully conceptualise and implement the co-creative architecture. Network counsellors had to provide all network actors with sufficient room in which to grow and strengthen their capability for self-organisation. They also provided feedback on potentially dysfunctional communication patterns, thereby offering solutions to emerging problems and challenges.

Co-creation highlights

Practice-relevant collaboration between science and society shifts the focus from politics to purpose (Antonacopoulou 2010). Transdisciplinary practice cannot simply be understood as a set of activities and modes of knowing without appreciating how all aspects of practice contribute to collective ways of making sense (Bourdieu 1990; cited in Antonacopoulou 2010).

SEiSMiC offered a rich mix of methods to bridge the gap between research, policy and practice by supporting active stakeholder involvement and collaboration for social innovation in cities.

Understanding and initiating co-production

Walkshops: Experiencing urban spaces in Brussels

Public spaces have many faces and different, often conflicting, functions, depending on historical context; physical scale; the socioeconomic composition of the local population; existing regulations; and public actions. In the context of new approaches to urban development, much ongoing debate focuses on access to and the use of public space — in the context of transport and mobility, for example.

As learning is achieved through experience and analysis of real human–environment interactions (Johansson et al. 2015), “walkshops” allowed SEiSMiC network participants to experience different public spaces in Austria, Belgium and Germany while exploring the areas by foot. Guided by local experts and social innovators, participants were asked to individually sketch good practice-related failures, barriers and enablers. The partners later discussed and mapped the impacts of public space on



photos: Paul Erian | Johannes Riegler

Marie's idea of a cultural-like park located in the old part of the city

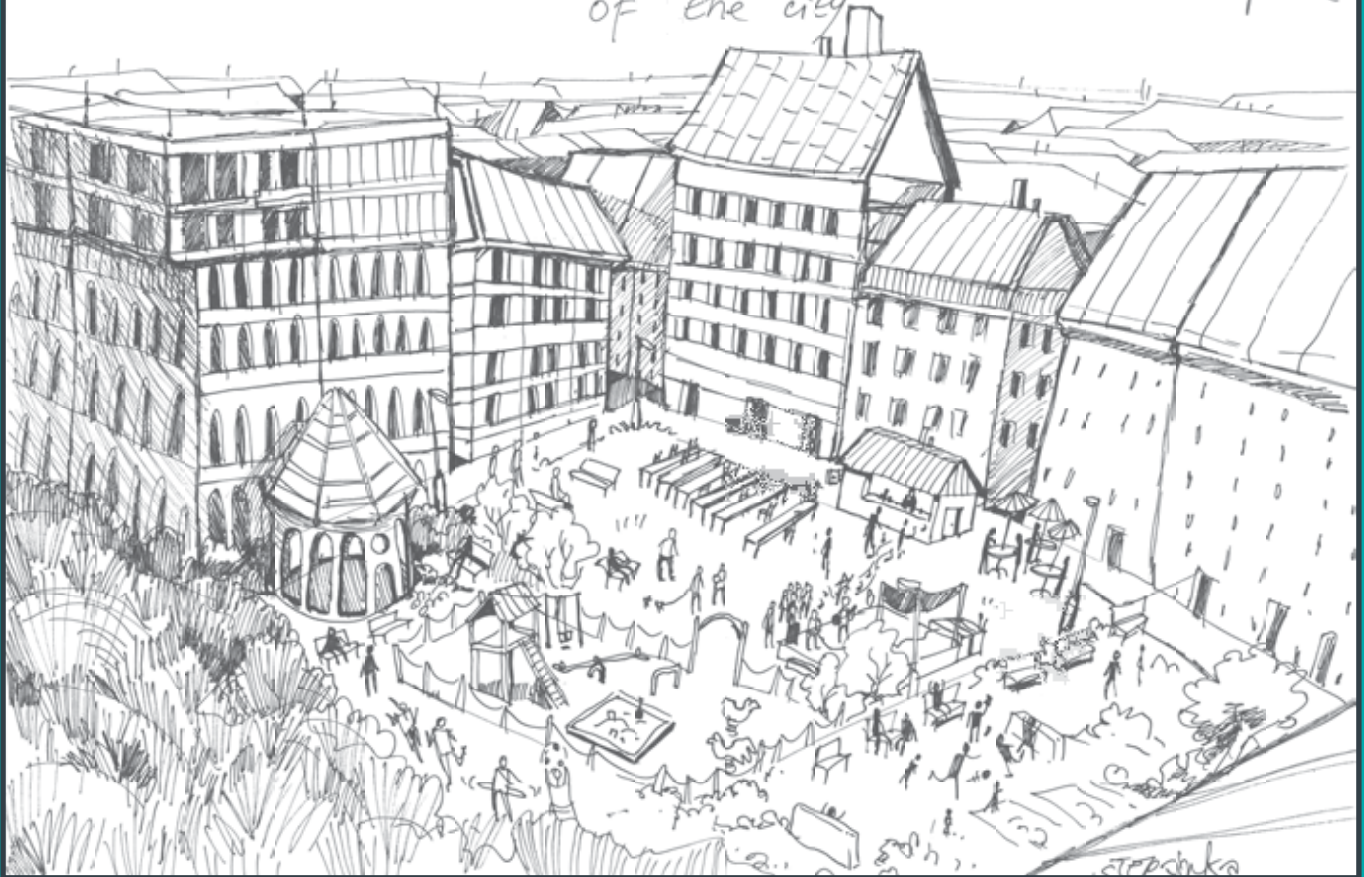


illustration: Company New Heroes artist

their surrounding neighbourhoods, and then worked out conclusions, recommendations and lessons learned for future urban planning.

Case studies

While the presentation of a case focuses on the process from idea generation to implementation, participants asked about patterns of stakeholder communication, cooperation and decision making. They explored environmental barriers and enablers, and also assessed the impacts and added value of various projects and initiatives.

Meetings at places of social innovation

In organising meetings with representatives of civil society in their home countries, SEiSMiC partners learned that holding meetings in unusual or informal places — places where social innovation can be seen in practice — adds to the dynamics and creativity of those meetings.

Finding a common language and cohesion

Sketching dreams of social innovation

The performance art group Company New Heroes supported the first development phase of the networks by raising public awareness and fostering civil society engagement through art and performance.

Company New Heroes produced sketches that were integrated into each national inaugural forum. The first step was for young local artists to interview citizens on the streets while the forum was taking place. The artists sketched what they heard described to them and then presented the images both at the end of each national forum and as part of the consolidated key messages delivered at the SEiSMiC launch event in October 2014. Company New Heroes was thus able to include messages from target groups that are not typically well represented in participatory stakeholder processes.

The sketches' most important messages, which varied by country, were that European citizens in general wish for stronger urban communities and for greener and better transport. Europeans voiced in several ways that they want better and stronger connections with each other and to become more attuned with nature. A remarkable revelation of the "Sketch" exercise was that so-called experts were struggling to visualise their own abstract and idealistic concepts of a "city of the future". Citizens on the street proved far more capable of visualising their own personal and concrete ideas. We might therefore draw the conclusion that both groups (i.e. experts and citizens) need each other to make the most of their complementary competencies.

The SEiSMiC Sketch events featured dashes of performance, art and play. Impressions of participants' input, exchanges and ideas were captured by artists and posted on the project's public blog.



Narratives of social innovation

We need to hear more about social innovation if we are to understand it properly. What are we trying to achieve? How do we intend to fulfil our objectives? What obstacles stand in the way? Who are the people behind these initiatives? Researchers and policy makers should frankly discuss the informal, sometimes chaotic, stories related to social innovation. Furthermore, they should be able and willing to translate such narratives into a more theoretical or policy-oriented framework. The practical, problem-solving style of most social innovators is rarely linked directly to scientific or policy-oriented discourse.

Responding to this challenge, different SEiSMiC networks filmed meetings and encounters to bring across the expanding narrative of social innovation and highlight the dynamics of encounters between different social innovators.

Creative dialogue: Diving deep into emerging urban phenomena

Based on the central findings and key questions emerging from the NaNet workshops, each transnational SEiSMiC forum hosted a series of "creative dialogue" sessions on aspects of the three key themes (urban space, urban governance, and urban economy). Creative dialogue participants

held in-depth discussions on emerging phenomena based on one or several keynotes presented by leading figures in the field, while also sharing their own insights and experiences. Creative dialogue participants synthesised their findings as first recommendations for policy, research and good practice, and a consolidated view on research and policy needs was established on this basis.

Delivering impacts

The SEiSMiC architecture was instrumental in boosting multi-level learning and in bridging the gap between science and society, both in and across European cities. Impacts were delivered in several ways, and transnational working groups provided a great example of how to scale up good practices.

The Dutch SEiSMiC NaNet, for example, with assistance from NaNet partners in Austria and Hungary, provided support to Erna Bosschart and Arjan Biemans to set up a working group to look into the acceleration of social innovation in European cities. Meanwhile, the SEiSMiC NaNet in Italy worked with Austrian and German partners to develop an online tool for interactive mapping in cities.

> Putting it on the map

Collaborative mapping refers to the use of cartographic tools that allow individuals to upload data and information to online maps. This popular new practice makes it possible to represent urban experience and knowledge in the context of multiple spatial issues — for example tangible and intangible cultural resources, unused public spaces, urban regeneration and urban actors. A transnational working group on collaborative mapping was created in the context of the SEiSMiC project to create a European platform to promote interaction, exchange and mutual learning, and to support the implementation of joint projects in Europe. The tasks of the working group included:

- collecting ongoing experiences from the 10 countries involved in SEiSMiC;
- building the platform and organising content;
- promoting online initiatives and events for discussion and interaction; and
- soliciting comments and recommendations from project participants, and actively participating in other European projects.

Beginning with its networking activity, the working group steered transnational debate and analysis to identify the main opportunities and address open questions related to collaborative mapping. Among its various activities, the working group organised several webinars and meetings on collaborative mapping, and also participated in the first and second SEiSMiC forums in Brussels. A seminar on collaborative mapping was organised in the context of the second Biennial on Public Space, held in 2015 in Rome, and in partnership with the related platform (www.mappi-na.it) the working group also promoted the Europe-wide competition "Mapping Street Art". The aim was to spark discussion about how street art can be used to reconquer public space in order to transform it in powerful ways.



> Teaming up

Social Innovation Acceleration in Cities (SIAC) is a transnational working and learning network that was started within the SEISMiC project. The network was founded by two Dutch citizens, Arjan Biemans and Erna Bosschart — both of whom do unpaid work in the field of social innovation. By studying social innovators, the pair learned that it is necessary to establish an innovation-friendly environment in order for social innovation to acquire real social and economic strength; and for that to occur, all groups within society need to co-create solutions to the most urgently felt problems.

Citizens, researchers, and both the private and public sectors need to cooperate and to create new relations, because we all share the same world. SIAC's dream is to create local infrastructure for all citizens within cities that will accelerate innovative solutions for the big challenges that society faces today. The SIAC network builds on the approach developed by the Flanders-based Social Innovation Factory over the past decade. Working with other like-minded people, SIAC started a process of network building within European offices and policy structures, JPI Urban Europe, and other European networks such as TRANSIT and URBACT. Participants with different backgrounds from eight European countries have held three international network meetings, written a joint research proposal (a collaboration between citizens and researchers), crafted a document about the shared features of citizens living labs, and created a network website (www.siac.network).

Engaged in lobbying efforts for more than 18 months, SIAC has managed to stay focused on the role of citizens in cooperating with cities and research institutions at every level — local, national and European. In a world dominated by institutions, starting a network without institutional support is a very challenging task. In order to bring multiple perspectives together at a practical level, SIAC is currently engaged in designing digital tools that will support local urban infrastructure for citizens. Together with the URBACT group Boosting Social Innovation, SIAC is taking the first steps towards testing the infrastructure on a group of 10 cities. Arjan and Erna work on a daily basis to create opportunities for the network to flourish and to provide some much-needed local space, while meeting many wonderful people along the way. The network wishes to continue as an association of like-minded people from all over Europe — people with local roots and big dreams of creating new relationships and taking practical action. But even after a year and a half, continuing efforts are needed.

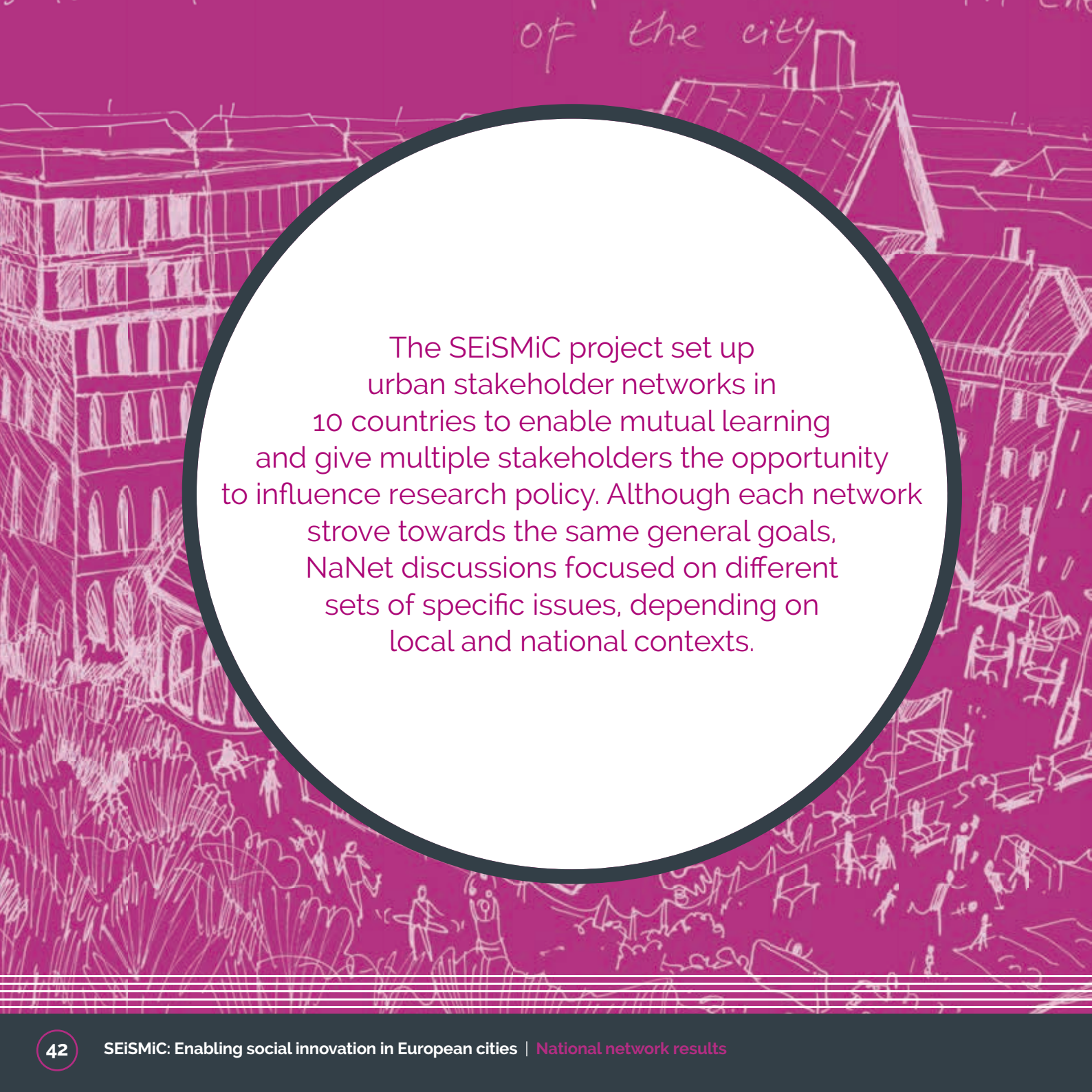
**SOCIAL INNOVATION
ACCELERATION IN CITIES**
Innovation that brings value to everyone







national network results



of the city

The SEiSMiC project set up urban stakeholder networks in 10 countries to enable mutual learning and give multiple stakeholders the opportunity to influence research policy. Although each network strove towards the same general goals, NaNet discussions focused on different sets of specific issues, depending on local and national contexts.

At national level, designated NaNet coordinators addressed three basic situations:

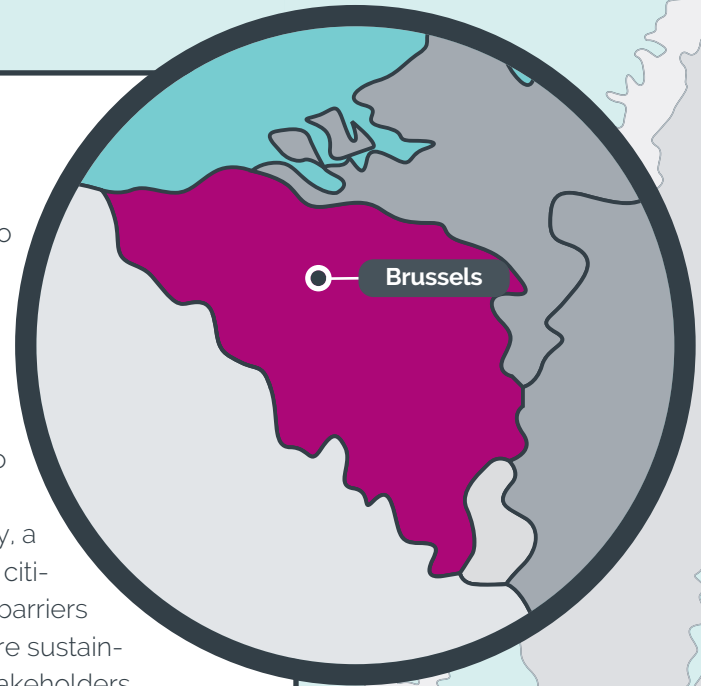
- National and local communities in the Czech Republic, Hungary and Turkey appreciated the SEiSMiC network as one among very few existing social innovation initiatives.
- Designated NaNet coordinators in Austria, Germany, Italy and Sweden were able to start working with NGO and civil society communities that are already quite vibrant and active, although the NaNet stakeholder mix was different for each of these countries. While public administration provided most of the input for Germany, Swedish and Austrian debate was generated mainly through architects, researchers and NGOs. SEiSMiC networks in these countries encountered interested and engaged communities and benefited from high levels of trans-disciplinary relationship building.

- The United Kingdom, the Netherlands and Belgium are home to strong social innovation communities and existing social innovation networks. What was essential here was to communicate added value in terms of a European-level dissemination platform and to promote opportunities for transnational cooperation. These networks decided to organise their meetings with a strong transnational focus and invited members from other NaNets to join. SEiSMiC needed to position itself within strong social innovation communities and networks, while demonstrating clear added value compared to existing networks, generated by transnational exchange and cooperation.

The results showed some clear differences between Eastern and Western European cities in terms of experience with participatory approaches, new governance models and social innovation frameworks.

Belgique | België

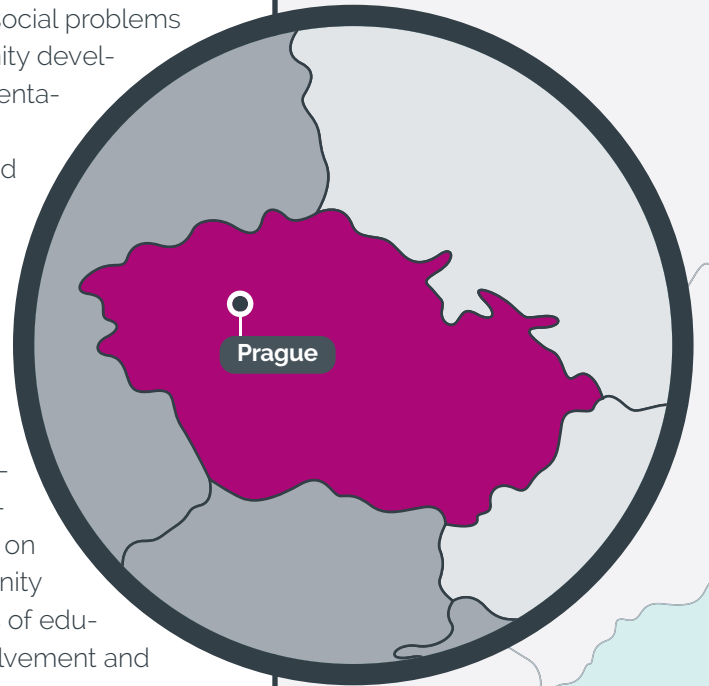
Stakeholders in Belgium discussed new ways to include civil society members, such as setting up a SEiSMiC fund to support families and individuals living in difficult circumstances. Besides this, there was a demand for direct and easy dialogue between citizens and European bodies regarding social innovation issues in order to build trust and bridge existing gaps. They also envisioned an openness to bottom-up creativity, a clearer understanding of what really matters to citizens, and the removal of legal and institutional barriers to innovation as a way of moving towards a more sustainable and socially responsive society. Belgian stakeholders would like to see a system of governance that is quick to respond to emerging demands and eager to promote and support local initiatives.





Česká republika

The case for action in the Czech SEiSMiC network was based on three issues: community development, social inclusion, and education for active citizenship to address pressing social problems and build trust in governmental bodies. Community development requires local partnerships with a representative balance between public administration, the business sector and the non-profit civil sector; and there was a need to develop a new cooperative relationship in the Czech Republic between citizens and public authorities. Social entrepreneurship was seen as a means of increasing social inclusion and tackling high unemployment, as people are able to earn their own money, create new jobs in the local environment and sustain their role in the local community. There was, however, a lack of European funds to support the development of social business. Another focus was on education, which is very much related to community building. The focus is not just on traditional forms of education, but on civic education through direct involvement and forum participation.





Deutschland

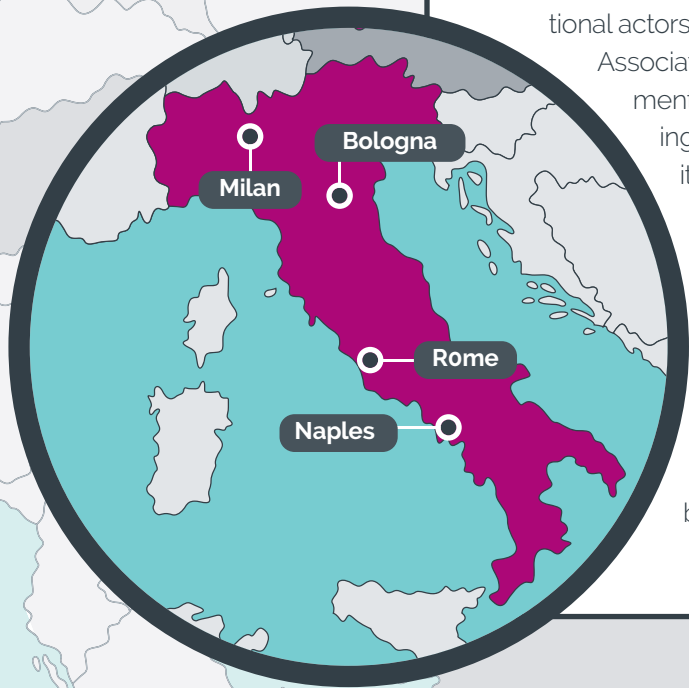
German stakeholders — especially people involved in urban initiatives in Berlin and North Rhine–Westphalia — worked on four topics: collaboration and participation; urban space; local knowledge; and community organisation. Discussions were based on concrete examples from social innovation initiatives. The need to develop new forms, models and participatory processes was also highlighted. Grassroots participation must be embraced as a “self-evident” part of urban planning, which also requires changes in the competencies and human resources of urban administrations — along with changes in self-image. The creativity and diversity of civil society and grassroots initiatives should be seen as valuable resources in planning, developing and re-creating urban space. Capital-driven projects and top-down political processes to distribute urban space must be counterbalanced by the officially approved “right” of civil society to access and shape urban space. How can civil society and urban actors secure their “right of access” to urban public space? This involves connecting the local knowledge of civil society actors with large-scale political processes. In addition, a better understanding of how to acquire relevant forms of capital (finances, contacts, knowledge, space etc.) is needed.



Italia

Italian stakeholders demanded more political and governmental transparency, while emphasising the great sense of belonging that prevails in their cities. Italian civil society is used to active engagement in public space, and accustomed to shaping the quality of urban life. SEiSMiC represented a window of opportunity to consolidate a network of social innovators engaged in reshaping the way urban challenges are tackled. Italy's NaNet membership comprised a creative mix of professionals, researchers, civil society and institutional actors. Cittalia, a research centre established by the

Association of Italian Municipalities, supported the engagement of local authorities. What emerged from the meetings was a demand for a process that would not limit itself to gathering and exchanging good practices, but would rather be aimed at proposing a future paradigm for urban governance and policies. The new paradigm is based on collaboration among urban actors in producing policies, goods and services, while open data and innovative tools, such as collaborative mapping, are emphasised as potential triggers of innovation. NaNet discussions also centred on pilot projects carried out by both institutional and non-institutional actors.



V

Nederland

Dutch stakeholders highlighted the need to broaden the policy playing field to include social innovations and social enterprises. This was related to a request to enable social innovation and social entrepreneurship platforms to join local, national and EU calls. Participants asked that sufficient legal and financial room be created for experimental initiatives — for example, by earmarking some of the public budget for community spending. The integration of sharing-economy principles into current economic models is viewed as an essential step towards combining public and private revenue pools, taking into account the added value of immaterial value creation. Additional effort is needed to focus on narrowing social gaps between those with higher and lower levels of education, and to facilitate (by fiscal or legal means), rather than hinder or impede, the rise of a growing number of local self-supporting energy, food and healthcare cooperatives. All of these bold experiments in participatory democracy require new roles for local and national government bodies.



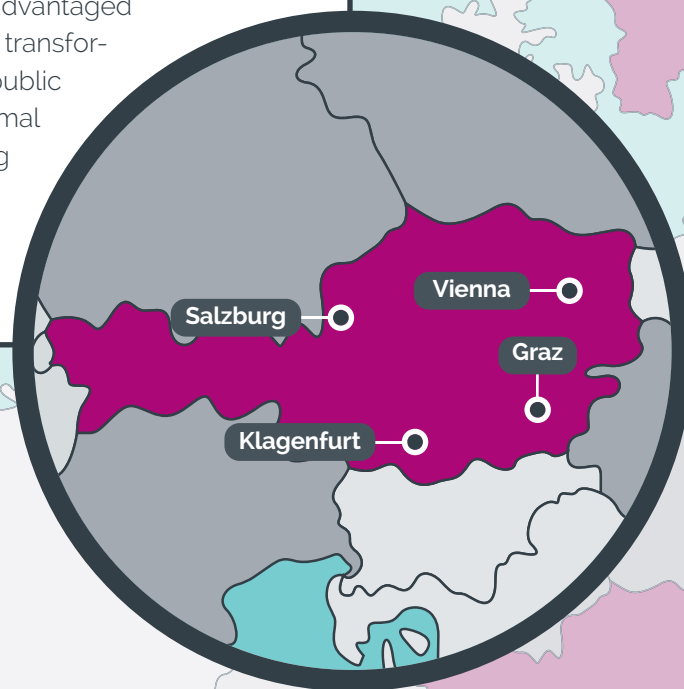
Magyarország

The Hungarian network received a strong contribution from NGOs, associations and artists that are highly engaged in social innovation activities — despite budgetary constraints and a lack of government support. According to the country's NaNet participants, poverty and social problems are the most important challenges to tackle, among which are youth employment and ensuring affordable housing. Again, education plays a strong role in preparing young people for life, and communities are needed to help work through a "crisis of values" — with women and minorities drawing the sharpest focus of attention. Hungarian participants also expressed a demand for more liveable cities, particularly "smart" cities with inclusive urban planning, upgraded infrastructure and new governance models. The need for new forms of urban mobility and better accessibility was also mentioned — for example, providing shared mobility and better accessibility for elderly and disabled people, and for parents with children.



Österreich

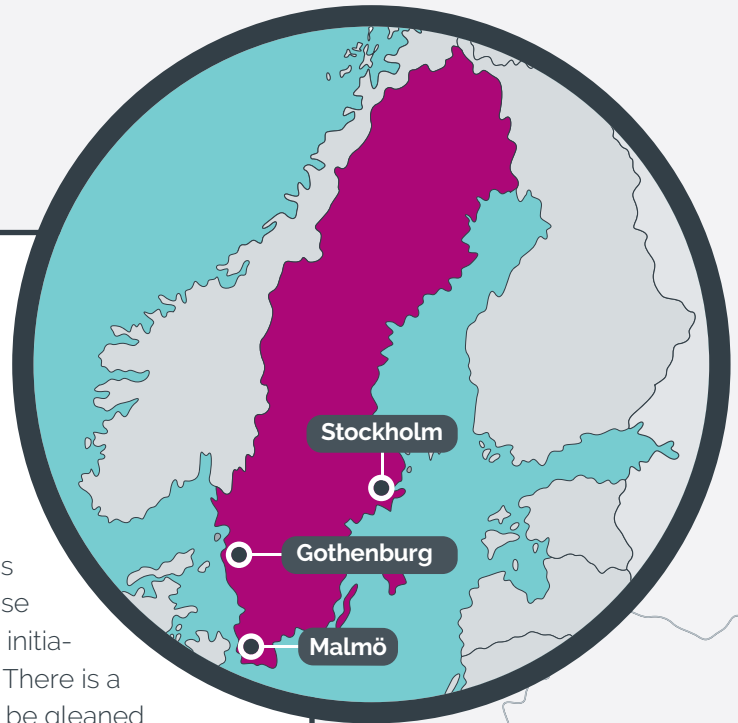
Austrian stakeholders emphasised the importance of discussing diverse, creative and experimental ways of thinking. These methods were then applied to the different thematic areas: new urban governance, new public space and new urban economy. The issue of social participation was also debated, resulting in a request to establish physical spaces as hubs for social participation in urban development processes and decision making. Another point of discussion arose from a call for more flexible and social innovation-friendly policies. Among the other issues considered were the involvement and inclusion of disadvantaged people and migrants in the job market; the transformation of a shopping street into a shared public zone; the relevance of education and informal learning; and the creation of self-organising spaces suitable for mutual learning and knowledge sharing.



V

Sverige

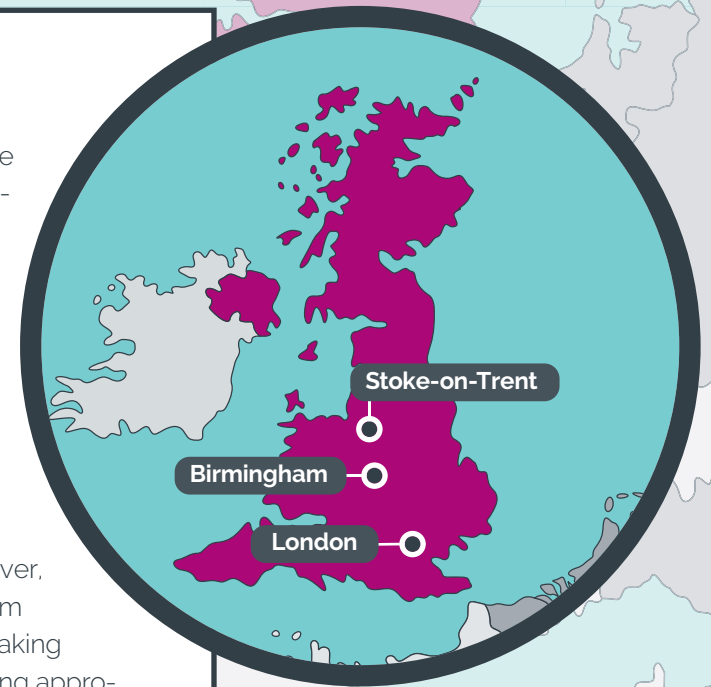
The NaNet coordinators in Sweden were able to work with a well-established community of NGOs and civil society. These well-organised communities, however, lacked important information on how to gain access to funds and research programmes. The topics raised in stakeholder discussions mirrored those of other countries. Small-scale and grassroots initiatives need more support from city authorities. There is a great deal of valid and valuable knowledge to be gleaned from the lives and practices of citizens, associations and local businesses. In terms of general resource management, the emphasis is on matching stakeholders of various sizes, roles and interests. In order to speed up transformation, knowledge generation should build on experiments and the co-production of knowledge in urban living labs, allowing for failures and learning from experience. In this context, participants called for efficient forums and tools for collaborating with researchers, businesses and cities. They also mentioned that the inclusion of people working in the real estate sector would facilitate social diversity.





United Kingdom

In the United Kingdom, stakeholders mentioned that the integrative nature of social innovation holds great promise for addressing multiple problems, but also that it poses some serious challenges. Social innovation focuses mainly on business and culture, but it is important to monitor its impact. It is therefore necessary to better understand how social innovation and community actions interact with existing structures of government (local, national and EU) and the economy. Severe cuts to city budgets have been a driving force for new models of urban development (e.g. seeking access to European funds or activating local communities). However, they have also revealed major gaps in public policy, from adapting regulatory and administrative frameworks to taking account of community and social enterprises or providing appropriate support and facilities. Finding ways to strengthen the capacity of community groups is essential if social innovation actions are to make a permanent difference.



Türkiye

Turkey faced the big challenge of having to bridge extreme geographical distances, as well as broad social and cultural differences, between its participating cities. The Turkish NaNet coordinator, for example, selected one of Turkey's least developed cities to host a project workshop. As the city was also close to the border with war-torn Syria, the demanding workshop conditions forced participants to consider an expanded range of urban issues. Stakeholders engaged in rounds of dialogue and expressed a clear commitment to continue working on a variety of topics, such as the need for advanced infrastructure to tackle urban growth.

Stakeholders also highlighted the importance of civil engagement and social innovation, and the need for appropriate governance models to strengthen social participation.



> Getting smarter

The European Regions Research and Innovation Network (ERRIN) is pleased to be associated with the SEiSMiC project. More and more citizens are getting involved in regional or city research and innovation ecosystems. Within the EU's Horizon 2020 programme, "science with and for society" is no longer seen as an add-on to the research and innovation programme, but as an area of inquiry in its own right that provides a framework for new ventures such as co-creation and citizen science. It is clear that, within an open science agenda, co-creation and citizen science will become a more prominent feature of the science, research and innovation landscape. Horizon 2020 work programmes from 2018 onwards will also reflect more on the public ownership of science and on the importance of developing the social credibility of science.

The concept of smart cities is gaining ground, and with it the increased importance of the engagement of citizens in the development of a smart city. Indeed, many city mayors have declared that smart cities cannot exist without smart citizens.

The SEiSMiC project has played a key role in developing a set of activities to discover and unleash ideas that can feed into European programmes and policy areas such as JPI Urban Europe, the European Innovation Partnership on Smart Cities and Communities (EIP SCC), and the newly approved Pact of Amsterdam, thus establishing an urban agenda for the EU and its research and innovation programmes.

Research and innovation are seen as key drivers of Europe's social and economic future. Research and innovation are not for the few, but should embrace the wider community in terms of flagging up challenges and delivering benefits across society. The SEiSMiC project has played an important role in contributing to this thinking, while also building bridges between the scientific community and society.

Richard Tuffs | European Regions Research and Innovation Network (ERRIN)



> Open minds

Of all the European projects I've been involved in over the past 12 years, SEiSMiC stands out because of the successful way it has managed to bring together a wide range of urban actors. More than any other project, it has been successful in linking up with grassroots professionals — city planners, social innovators, artists, activists, academics, policy makers, museum curators, social workers and other not-so-usual suspects — all addressing urban challenges that are important and matter to them, and dealing with them in very concrete ways. The members of the 10 national networks set up during the project have enriched the debate on urban challenges on many occasions, and have fuelled research projects carried out by JPI Urban Europe — a cooperative effort between member states pooling national research budgets. Recently, ministry personnel responsible for urban matters, with support from the European Commission and all relevant EU organisations, have agreed on the Pact of Amsterdam, a framework agreement for the Urban Agenda for the EU. It is inconceivable that this agenda will be implemented successfully without tapping into the open minds of the SEiSMiC community.

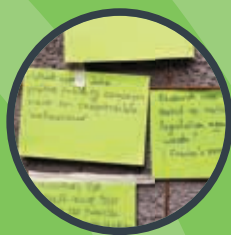
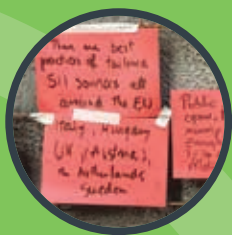
Mart Grisel | European Urban Knowledge Network (EUKN)

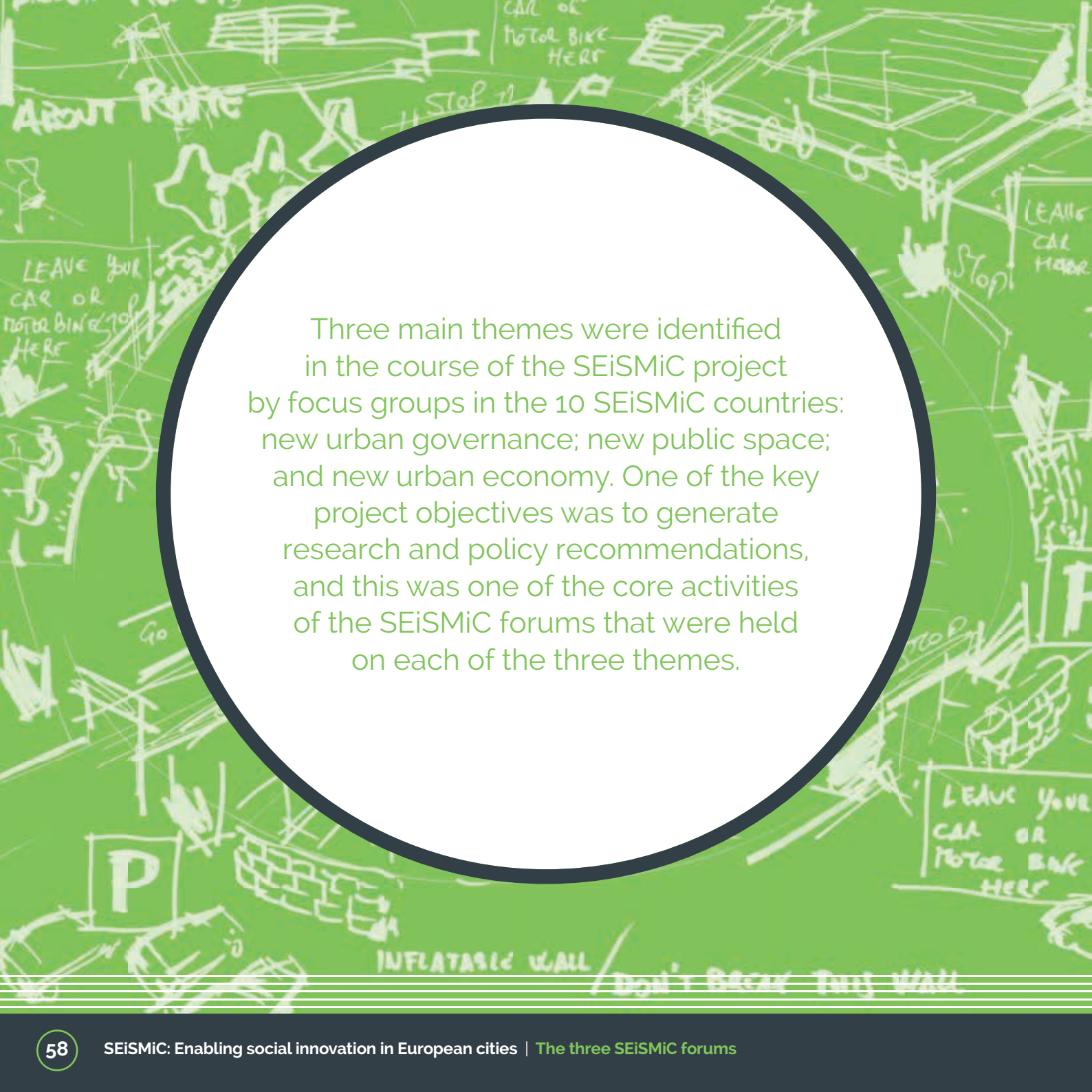
illustration: Company New Heroes artist





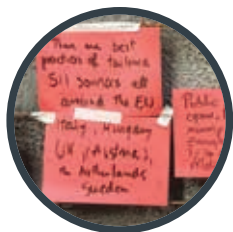
the three seismic forums





Three main themes were identified in the course of the SEiSMiC project by focus groups in the 10 SEiSMiC countries: new urban governance; new public space; and new urban economy. One of the key project objectives was to generate research and policy recommendations, and this was one of the core activities of the SEiSMiC forums that were held on each of the three themes.

Themed discussions among SEISMiC members from all partnering European countries gave rise to recommendations, which, while not complete in themselves, provided a good insight into the realities and concerns of different urban stakeholders across various disciplines. Each SEISMiC forum was dedicated to a specific topic. The first forum looked into new forms of urban governance; the second explored possibilities for public space in cities; and the third discussed new urban economy in the context of the current refugee crisis. Each forum had different sub-themes in which policy and research recommendations were developed and discussed. Each of the three forums and their sub-themes are outlined in the pages that follow.



New urban governance

With reference to urban governance, it was important for all the NaNets to look for new avenues of cooperation and new ways to link local participatory democracy networks with traditional models of representative democracy. Public knowledge, and the experiences and innovative efforts of everyday citizens, need to be translated and integrated into

policy. With this in mind, NaNet participants discussed a wide range of actions and experiments, such as adapting formal regulatory obligations to stimulate community initiatives; improving communication between authorities and urban communities; increasing the use of policy labs; earmarking public budget funds for promising social innovations; making better use of open data and applications that use open data; and visualising civil society experience via community cartography.

New frameworks and rules are needed to strengthen social innovation for urban development and to tap its full potential. A social innovation-friendly environment should extend beyond current approaches and follow instead an integrated and participatory concept. Related to this, there needs to be a closer look into how to improve communication and strengthen links between communities and civil administrations. It is essential for social entrepreneurs to realise their ideas faster and to integrate them more fully into urban strategies. This also relates to the question of how to channel social innovation into longer-term projects that can achieve greater benefits.

On the other hand, efforts are needed to better understand the circumstantial and financial conditions for social urban innovation. How, for example, will projects and initiatives be financed? And what should new business models look like? What organisational pre-

conditions are required to effectively realise social urban innovations? Growing demand for social innovation and changing roles in urban governance need to be debated, while new models need to be developed that empower local governments and strengthen local communities.

One of the main aspects of new urban governance is social participation in urban development and decision making. New models are needed, and the consequences of wider participation for urban administration, the economy and governance have to be understood.

Technology in governance

The relation between governance and the diffusion of technologies in cities is an increasingly crucial topic for public policy. On the one hand, technologies such as ICT, the Internet of Things and intelligent mobility systems offer new ways of tackling many urban challenges. On the other hand, the widespread use of technologies invites the risk of considering policy problems as merely technical problems, thereby excluding citizens and civil society from city governance. The main goal of this forum was to discuss how future urban governance will conciliate technology and citizen participation to make cities smarter, more inclusive and more resilient, and to explore which public policies — at both the European and local level — can foster this new governance.

Policy recommendations

- The diffusion of technology alone is not a sufficient condition for creating good urban governance. Public policies should empower people through the creation of platforms for sharing and producing data. Data should be open, reliable and accountable. People should be more and more involved so that they feel the responsibility of city governance, and new technologies can help steer policies in this direction.

Research recommendations

- There are questions related to the properties and reliability of software and data. City governments often buy private platforms and software from ICT companies, thereby binding themselves to the services and systems that are developed by those companies. Instead, city governments might rely on open source software — although this option is more time consuming and labour intensive for public administrations. At the same time, city governments often collect data that are produced by citizens through their smartphones, which raises questions about data reliability (Who guarantees the data? Can policy choices be based on such data?). It also raises questions related to privacy (Can governments and/or private companies collect and use data

on citizen behaviour?) and property (Who owns these data?).

- Another relevant research question has to do with links between technology development and social needs. Technological development should be more and more linked with social needs, and research can be helpful in this direction.

Focus on gender

Discussing new urban governance from a gender perspective implies, first of all, recognising that civic engagement processes are not neutral by default. They often reflect existing power structures and inequalities that are not inclusive from gender and/or diversity perspectives. The SEISMiC Gender Action Plan and Toolkit points to the need for women to be represented in local participatory processes and social innovation networks — and this is just one step towards recognising gender equality as a relevant dimension within urban governance and social innovation policies.

Policy recommendations

- New urban governance policies should take gender inequalities into consideration: initiatives and policies aimed at engaging citizens and fostering participation should make specific efforts to achieve gender-balanced

representation, while also taking into account content-wise the gender dimensions of the general issues and specific policy areas being addressed.

- Continued efforts should be made to increase the political representation of women in city governments.
- EU policies should facilitate the participation of civil society organisations (including new and small organisations, which are often the most socially innovative) in EU calls for proposals, which, at present, privilege more established (i.e. institutionalised) organisations that — in too many instances — are out of touch with their constituencies. This would allow for innovation in terms of language, methodology and awareness raising. There is a huge need for fresh tools and rationales that can reach greater numbers of both men and women.
- Promoting urban policies that foster interrelations and synergies between social and technological urban innovation is seen as one of the most effective ways of further integrating women into the social domain.

Research recommendations

- The gender dimensions of social innovation should be considered as a specific research area.

> **The Civil Society of Women (Civil Női Kormány) is a Hungarian NGO experimenting with new urban governance strategies. A “Shadow Government of Women” has established a presence in public urban debate, mostly in the policy areas of health, social protection and the environment. The group is closely following decision-making processes and raising public awareness whenever and wherever problems are detected. (<http://civilnoikormany.blogspot.hu/>)**

- As gender-disaggregated data are often missing from urban statistics, efforts should be made to produce urban gender statistics in the interests of crafting better, more carefully focused policies. Hard data on women’s actual involvement in civic engagement initiatives promoted by city governments would be particularly useful.
- Innovation processes should be analysed in terms of gender participation.
- The effects of institutionalisation on gender equality policies and initiatives should be studied.

Social innovation, conflict and governance

The multi-faceted challenges and complexity of urban development require new approaches and frameworks for city governance. In this regard, governance can function as a conduit through which social innovation can facilitate adaptation to current conditions.

Not all citizens will be equally open to socially innovative approaches. Some approaches might focus on one specific target group, for example, leading to conflicts. The challenge here is not to avoid conflicts but to highlight specific problems and solutions — and to work things out together.

Furthermore, socially innovative projects and ideas might conflict with existing frameworks in terms of legislation or existing space to create and develop new, experimental concepts. By the very nature of their novelty, innovative ideas and concepts are more or less bound to be introduced within existing legal frameworks; nonetheless, many ideas will need to transcend these boundaries in order to effectively address urban challenges or counteract built-in problems. Regulations might need to be reformed or eased in order to provide a fertile seedbed for new ideas, although such efforts rarely steer clear of conflict. The realisation of many

social innovation–friendly ideas that cross over into extra-legal terrain will require flexibility in terms of distinguishing between what is legal and illegal, and what is formal and informal.

Matthew Glasser, speaking at a World Bank seminar in London in 2014, addressed the danger of seeing the issue in strict terms of black and white: “We tend in the legal profession to have a binary view of things. Things are either legal or illegal. [...] The point I'd like to make is that there is a whole array of in-betweens where we do not even have good vocabulary, from the purely legal to the informal to the slightly extra-legal, to the illegal to the criminal. And when we put a street trader who is selling things where he shouldn't be [...] in the same category as a murderer or a rapist we are doing our laws and our society and the poorest amongst us a disservice.”

Policy recommendations

- Too many administrative and bureaucratic regulations limit mutual learning, discourage the realisation of new ideas, and stifle a social innovation–friendly environment. A process of de-bureaucratisation can help to reverse these conditions.
- The needs of communities and social enterprises should be incorporated into new regulatory processes — through, for example, impact assessments.
- Politicians require a carefully considered basis on which to take decisions. Reliable and verifiable figures are needed to back socially innovative ideas and to communicate their financial value.
- There is a need to provide enough room for experimentation with ideas, projects etc. in order not to exclude them from the beginning.

Politicians require a carefully considered basis on which to take decisions. Reliable and verifiable figures are needed to back socially innovative ideas and to communicate their financial value.

Research issues

- How can decision makers find the right balance between social innovation-friendly concepts and more traditional paradigms?
- Why are successful pilot projects sometimes not easily transferable to other cities?
- How much legal or moral leeway is acceptable when it comes to introducing or implementing social innovation-friendly concepts and models?

Multi-level governance

Stronger citizen involvement in decision making is one of the main aspects of new urban governance. New models of participation are needed, and their consequences for urban administration, the economy and governance have to be understood. Since urban policy makers are themselves embedded in regional, national and European policy processes, new approaches to urban governance need to be viewed in the context of these influential larger systems. This might lead to a shift in values, the implementation of new decision-making processes, higher degrees of inclusion of local actors along the entire decision-making chain, new ways of aligning different policy processes, or a general redefinition of regional governance. Stronger social partici-

pation at the local level is linked in particular to the availability of information and data. Voluminous data generation and open public data, for example, generate new opportunities for public decision making and planning, as well as for citizen involvement and entrepreneurship. Since changes to governance processes and systems are supported by new technologies but are highly defined by social innovations, the roles of different forms of innovation should be assessed, and their consequences for future research should be identified.

Policy recommendations

- Coordination between different levels (local, regional, national etc.) is crucial in order to define dedicated responsibilities. An innovative approach would go a step further in terms of alignment between different levels. By developing a clear vision that includes all levels of stakeholders, we can remove barriers between different levels and open up space to achieve common goals, as opposed to narrower, level-specific objectives. Having said this, it should be emphasised that local is not the opposite of regional, just as regional is not the opposite of national: these levels all belong to the same system. Transparency and good communication are the tools needed to ensure the successful alignment of levels and interests.

> Experiments in the social laboratory

Modern urban centres are more than mere numerical agglomerations of persons and structures. Due to their specific features — for example their diversity of people, socioeconomic conditions and activities; cultural and educational chances; and lifestyle opportunities — they constitute true social laboratories with high potential for social innovation targeting such issues as personal freedom and self-determination, openness and mutual respect, opportunities for choice and voice, solidarity, non-discrimination and cooperation. As incubators and drivers of change and development, they must and can address human hardships like stress, anonymity, isolation, insecurity and dependency. At the same time, they promote responsiveness to people's needs and desires, citizens' inclusion and participation, and urban quality of life in general.

The SEISMiC project approached and highlighted these aspects of “the City” in innovative ways, and benefited particularly from close involvement with a wide variety of interested civil society actors.

Dirk Jarré | European Federation for Older Persons (EURAG)

illustration: Company New Heroes artist



> In 2014, as part of its “Year of Change” initiative, the city of Amersfoort introduced a new model of collaboration between city administrators and citizens. Citizens are regularly mobilised to design and implement a range of local projects. For instance, a citizens’ project group was set up to plan a green area where an old hospital was to be destroyed. With citizens free to join or leave the project at any time during the process, a core group of participants put in about 1,400 hours of work — a significant volunteering effort, but “quicker, less expensive and achieving a wider consultation than when normally done by the municipality”.

“Year of Change” sparked a rethinking of how city administration was organised, and strove to include participatory projects as part of a more systematic strategy. A “Change Team” was set up to encourage an administrative shift from a “power role” to a “learning administration”. “Free-range” civil servants are encouraged to move around, spend more time in the field and interact with citizens.

The role of politicians is also evolving from that of solely making decisions to one of also ensuring fair participation. The mayor of Amersfoort and city councillors regularly held half-day sessions in city cafes to hold informal discussions. These settings made it possible to obtain the right balance between too much control on one side, and complete disengagement on the other.

A shift away from command and control to acting as a broker helps to ensure that all parties have a place at the table when decisions are taken. Important prerequisites have been underlined in analysing this innovative governance method. First, the collaborative city administration model is implemented for concrete projects — pragmatically speaking, the low-hanging fruit. It is also developed in a favourable context: in a medium-sized city with a comparatively younger and better educated population than the national average.

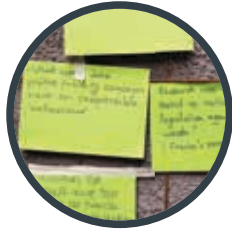
Transcending traditional institutional forms and dividing responsibilities are crucial in crafting new responses to contemporary challenges.

- A high degree of flexibility among and between different levels is needed: approaches should be “functional” rather than “administration based”. Transcending traditional institutional forms and dividing responsibilities are crucial in crafting new responses to contemporary challenges. For city development, citizen-based initiatives are often more streamlined, efficient and effective than administration responses at district level. A need for such approaches can also be seen at regional level, and regions from all over Europe are now cooperating at a supra-national level. In the context of regional cooperation (mutual learning, best-practice sharing, tourism etc.), the supra-national level is more suitable than the national level, as it enables regions to cooperate and act more rapidly and with greater flexibility.
- No great structural reforms are needed in order to adopt new approaches, but

stakeholders do need to embrace new values and new mindsets. This means involving all stakeholders (in politics, policy, administration, civil society) at all levels (local, regional, national, EU). Questioning and rethinking current administrative structures and coming to terms with system complexities are also necessary for innovation and for addressing today’s challenges.

Research recommendations

- The type of rethinking and questioning described above also applies to current research structures. A new role for research is to cross the boundaries between various levels and to provide solid data and evidence to decision makers at all levels.
- General research on multi-level governance is needed in order to better understand its complex nature.



Public space

Rapid spatio-economic changes and the effects of the economic crisis are pushing cities to transform empty public spaces, empty office buildings and deteriorating business parks. Communities and civil society can participate in local strategic planning (or collaborative mapping). One of the more promising developments in which citizens can play a participatory role is to transform empty spaces into locales for urban food production. Fresh policies should provide freedom and resources to stimulate new uses of public space.

Public spaces provide the urban backbone for societal interaction, relationship building, joint learning and the sharing of infrastructure. At present, the consideration of new approaches to urban development is widening and strengthening debate on access to and use of public space. What are the rights of individual city inhabitants? How should public space be developed against a background of different lifestyles

and requirements? How should public and private space be balanced to provide access for all groups of society? Different models of shared public space and participatory approaches for developing new public space need to be considered. Social innovation can drive this debate and pose challenges to existing approaches and concepts — for example regarding conflicts between mobility options and public space. These are all important considerations, as urban planning and design will have a strong impact on what cities will look like in the future.

Unused urban space

European cities are facing a growing demand for space from social entrepreneurs, innovators, start-ups, and artists. At the same time, vast amounts of space are unused or otherwise vacant, often creating a burden for owners. Despite several good practice examples and exemplary civic and municipal projects, a genuine breakthrough is still missing. The successful utilisation of unused and vacant urban spaces requires wide-ranging consultation between stakeholders. This would facilitate the establishment of links to balance supply and demand capacities for unused spaces.

Policy recommendations

- Flexible legal frameworks for mediation are needed to foster effective pairing between the owners of vacant or unused space and potential users of such spaces. While pairing attempts in Europe are mainly conducted through bottom-up initiatives or private entities, similar efforts from city governments are often lacking. City governments should be proactive in seeking to foster this type of cooperation. What this means in practice is that potential users of vacant spaces can first map them, after which city authorities can provide the financial means to network and promote the spaces. Therefore, a platform for urban stakeholders to share experiences and seek solutions should be developed.
- The development of social incubators can provide specific facilities and support to social and community enterprises, creating a flexible legal framework combining bottom-up and top-down approaches. This brings benefits on both sides: potential users of urban space can start putting their ideas into practice, while city authorities can help to upgrade, revitalise and beautify their urban areas.
- Things should be brought down to ground level. Applying for funding, or even just locating available vacant urban

space, often comes with bureaucratic challenges. Grassroots initiatives should work together with city authorities to make it easier for inexperienced and recently established institutions to apply for funding. They could experiment with alternative application procedures to simplify the bureaucratic process — using videos instead of written applications, for example.

- City authorities should champion social innovation as a powerful tool to promote positive urban change, and this can be done most effectively by showcasing its specific benefits for city government. Winning arguments include the fact that social innovation creates financial value, as civil society-led projects require fewer funds from city coffers. Furthermore, the empowerment of civil society brings further social, health and economic benefits to citizens, which in turn reduces city administration costs.

Research recommendations

- Research should be supported on how financial support for initiatives empowers civil society and makes citizens more independent. It should be borne in mind that initiatives with a strong community basis are those with the best chance of survival and success.

Spaces for social innovation

What are "spaces for social innovation"? And what different types exist? The objective here is to explore the interactive and relational essence of public spaces. In other words: What is it about public spaces that encourage social interaction, relationship building, joint learning and the sharing of infrastructure? What are the characteristics of successful public spaces that enable social capacity building? In the United Kingdom, social innovation experts have extended the traditional sphere of public spaces to places such as innovation hubs, incubators, co-working spaces and community spaces. Besides providing access to shared space, what these locales have in common is that they are helping entrepreneurs and social innovators to develop their businesses and projects.

Spaces for social innovation Spaces are designed to accommodate and foster social innovation and should take into account the difference between "problem solvers" (i.e. those who design activities to tackle social and economic issues in cities) and those who are actually affected by a given problem (e.g. disabled or economically disadvantaged individuals). Spaces and initiatives for social innovation ought to encourage both of these groups to meet and communicate with each other.

Type of spaces There are different types of spaces that serve social innovation purposes. Depending on the community they represent, they characterise themselves differently. In this context, two main categories can be identified:

- innovation hubs, incubators, co-working spaces; and
- community spaces.

The one aspect that defines their difference is geographical location. At one end, innovation hubs, incubators and co-working spaces could potentially be based anywhere, as the location itself is unlikely to have much effect on the practitioner's ability to work. Community spaces, meanwhile, need to be based in specific locations that are easy for people to get to.

Development process Within the process of founding and developing spaces, the community itself is the most important aspect to take into consideration. Specifically, it is important to identify what key elements can secure the development of a successful and impact-oriented space for social innovators and communities. These elements include:

- a wide range and mix of stakeholders involved in the planning and design process;

- a sound business model;
- a community that reflects a wide range of expertise;
- vision; and
- values.

The goal of investigating these elements should be to understand whether these processes are replicable and scalable.

Policy recommendations

- Public policy should always safeguard public spaces, especially those that are already there. These must be protected from urban development speculation.

- Public and private governance frameworks concerning public spaces are changing, and policy should reflect this. Furthermore, current public policy frameworks are being challenged. It is thus important to decide how the public policy sphere should perceive the different agencies and opportunities arising from the opening up of processes in policy and initiative making.
- Public policy is required to evolve so that diversity and opportunity are incorporated. Public policy should develop methods that focus on a process leading to more open decision making; the end result; and public goods.

Within the process of founding and developing spaces, the community itself is the most important aspect to take into consideration. Specifically, it is important to identify what key elements can secure the development of a successful and impact-oriented space for social innovators and communities.

Research recommendations and issues

- Do we need more spaces? Are there already enough available spaces (incubators, accelerators, hubs) for entrepreneurs that serve to promote social innovation and social impact? If not, how should existing spaces be transformed to fit this particular scope?
- What is the added value of these spaces to social innovation? Are there intangible values?
- Do we have the right theoretical framework to describe these values and use them to develop business cases and influence policy? A better understanding of the values and impact produced would help to legitimise the development of these spaces.
- Are existing business models self-sustaining? Would new models, built on the values and impacts created, contribute to developing different, transdisciplinary working environments?
- More resources should be allocated to action-research initiatives, rather than expensive research programmes. Action-research initiatives should use co-creative approaches that encourage mutual learning and aim to set up or shift the use of spaces in ways that are scalable and replicable.

The Charter of Public Space

The Charter of Public Space was adopted in 2015 during the Biennial on Public Space in Rome. It defines public space and describes some principles for creating, managing and enjoying public space that cities, urban actors and citizens can get behind and embrace. Good practices and good principles are meant to inspire civic action and mobilise citizens. The main concern expressed in the charter is that economic, social, ethnic, cultural and generational inequalities are worsening in cities all over the world. This is evident in the privatisation of housing, transport, leisure and sports facilities, and other traditionally public goods and services. Public space itself is the only real aspect of urban life that has yet to be privatised or fully turned into a commodity. Therefore, public space should remain a place where citizenship rights are guaranteed and cultural differences are respected and appreciated. All users of public space have the same rights and duties. The objective of the charter is to preserve, safeguard and uphold public space as a site of urban civility.

Public spaces are places that are publicly owned or for public use, and that are accessible to all free of charge. These places include streets, open spaces and public facilities. The "commons" were traditionally

defined as elements of the environment (e.g. forests, air, rivers, fisheries or grazing land) that were shared, used and enjoyed by all. Today, the commons also include public goods such as public spaces, marketplaces, public education facilities, and health and other infrastructure, that allow society to function (HABITAT 3, Issue paper 11, 2015).

Exemplary principles for the creation of public space include the following:

- Every public space should be designed with full consideration of diversity.
- Public space, as the "gymnasium" of democracy, provides an opportunity to cultivate and maintain over time feelings of citizenship and an awareness of the roles that each of us has and can have with regard to a personal and social living environment.
- The interconnection and improvement of public spaces as a strategy for upgrading peripheries and suburban areas should include improving connections, enhancing multi-functionality and access, and curbing the influence of privatisation and other exclusionary enterprises.

Exemplary principles in the management of public space include the following:

- The management of public space is an important responsibility of local authorities, but with the active collaboration of citizens, civil society and the private sector.
- Reducing private automobile traffic in cities is a primary condition for improving environmental conditions, enhancing public space and making it more liveable.
- Public space improvements determine significant value increments, and at least a part of them must be recaptured for the benefit of the community.

Exemplary principles for the public use of public space include the following:

- All citizens and users should have access to public space and should be able to enjoy it in complete freedom; this requires democratic processes, dialogue and regard for diversity.
- The peaceful use of public spaces for rallies, marches, demonstrations and urban public art is an integral feature of democracy.

Policy recommendations

- Local public authorities can use the charter principles to create, use, improve and maintain public space. This step is, incidentally, an important element of UN Sustainable Development Goal 11.

- To put public space higher on the agenda, urban stakeholders should look beyond Europe to cities around the world for lessons and good practices. New instruments and approaches that reconcile the needs of different groups by means other than regulation should also be evaluated. Evidence shows that closing streets to car traffic increases trade in shops, bars and restaurants. The experiences of Bogota and Curitiba (see page 75) offer valuable lessons related to apparent conflicts of interest.
- Improving the quality of public space can increase property values and rents, creating a vibrant urban atmosphere that attracts greater numbers of people. The financial resources needed to use, improve and maintain public spaces can be recouped from beneficiaries such as landlords and restaurant owners.

Research recommendations and issues

- An inventory of good practices should be developed, allowing practitioners to learn from and exchange experiences. There are many good examples that should be made more widely known and accessible.
- More statistics (accident rates, rent values etc.) and better monitoring of the effectiveness of public space improvements are needed to enhance policy debates. This applies not only to inner cities but also to outlying neighbourhoods.
- What is the role of regulation, and what are the principles of creating, using, maintaining and enjoying public space?
- Does a focus on the commons lead to other participatory processes involving the community?

Improving the quality of public space can increase property values and rents, creating a vibrant urban atmosphere that attracts greater numbers of people.

> The city of Curitiba, Brazil, is famous for its decision to connect all parts of the city and all citizens (including those living in the favelas) with high-capacity buses on dedicated lanes. The result is a bus system that delivers metro-system capacity at one-tenth of the cost. At present, the system reaches about 90 percent of the population. Designed to incorporate simultaneously both the city's living and working conditions, the system is utilised by 45 percent of the urban population. Central areas of the city have also been closed to car traffic. The bus system and road closures have led to a 22 percent drop in car use, while also contributing to dynamic economic growth for local shops and the development of community space for pedestrians. Curitiba's development principles are to start, work fast, learn, evaluate and adapt.



> In Bogota, Colombia, great value is given to equity, democracy and value sharing. A bus on a specially allocated lane has more right to use scarce public space than private cars. Further priority is given to bicycle lanes and pavements. Homeowners and shopkeepers that benefit from improved public space and the new rapid transit line contribute financially to these initiatives, which means that resources remain available for further public improvements.

- Are there alternatives to current regulations that are goal oriented, enable participation, and capable of stimulating far-sighted vision?
- Are principles, agreements and regulations pertaining to the public domain different from those that apply to the commons?
- What conditions have to be fulfilled so that principles can be beneficial for public space?
- What similarities and differences between the private, public and public-private sectors and the commons need to be considered in the development and maintenance of public space?

> The Bologna Regulation on Collaboration between Citizens and the City for the Care and Regeneration of Urban Commons is a regulatory framework that outlines how municipalities and citizens can co-manage public and private spaces and assets. It defines “urban commons” as tangible, intangible and digital goods that are recognised as important and “functional for the individual and collective well-being”. Municipal administrators and citizens share responsibility for taking care of or regenerating the urban commons by adhering to a series of principles outlined in the regulation, including mutual trust, publicity and transparency, responsibility, proportionality and civic autonomy.

Section 7 specifically mentions the promotion of social innovation and collaborative services: “The city promotes social innovation by activating connections between different resources in society in order to create services that fulfil social needs, while at the same time activating social ties and new forms of civic collaboration through platforms and digital environments, and especially through the civic network.”

The regulation also serves as a sort of handbook for civic and public collaboration through the introduction of a new urban governance model. By allowing citizen coalitions to propose improvements to their neighbourhoods — including the possibility for the city to contract citizens for assistance — the municipality becomes an enabler of civic action geared towards building or maintaining the urban commons.

Reprogramming the city

We are currently seeing the emergence of provisional and transitional urban development projects. Having entered a phase of new public governance, cities are inviting citizens, NGOs and other groups to make creative contributions to their urban environments. One crucial angle of the discussion is the intersection of temporary spaces, prototyping and grassroots practices related to the reprogramming of places, environments and cities. The term "reprogramming" suggests that urban development can be driven by "urban hackers" — people who approach urban planning systems as software code to be re-written and tinkered with. Such an approach demonstrates that co-creation not only involves gathering stakeholders' opinions, but also requires active stakeholder participation.

Policy recommendations

- Best practice examples should be used to stimulate urban development. Demands for public space need to be clearly articulated and presented to private land owners, who should take greater care to develop their properties in ways that are compatible with public space considerations.

- Prototyping is a powerful tool for determining the value of a concept. It is often used in product development, and can be of value as a city planning tool. This involves allowing sufficient room for experimentation with concepts and ideas without immediately evaluating them. If it becomes clear that a concept is valuable, it should be promoted from temporary or provisional to permanent status. If a concept does not work, it can be dismissed and its shortcomings evaluated. It is important to note that dismissed prototypes should not be viewed as failures in themselves, but as grounds from which to make further improvements.
- Development should be organised with interdisciplinary backgrounds, enabling a wider body of knowledge to support urban development.

Research issues

- How can prototyping be fused with legislative planning processes?
- How is it possible to make the transition from the quest for temporary solutions to a permanent and ongoing process of development and planning?



New urban economy and migration

Constrained municipal budgets, rising unemployment, scarce resources, social inequalities and growing refugee populations are significant challenges to traditional notions of urban economy and have inspired new strategies and forms of organisation that can deliver solutions faster and more efficiently without the usual bureaucratic encumbrances. Although "new urban economy" is a concept without rigid definition, there are a few widely acknowledged characteristics. The "collaborative economy", for one, includes practices and actions focused on the shared use of goods and services that were used previously only by their owners or provided by a small number of specialist vendors. The "sharing economy" concerns practices and actions that focus on access to and shared use of a wide range of goods and services, such as co-working, co-housing, car sharing and bike sharing. The "social economy", meanwhile, is driven by economic actors who take into account the social impact of their activities rather than just the financial bottom line.

Growing attention to sustainability has brought about the rise of "circular economy", which encompasses activities such as waste recycling, urban agriculture and short production chains. Even if we cannot exactly define the new urban economy, a common thread running through the concept is the importance of peer-to-peer networking, which is built on a foundation of trust.

The new urban economy has the potential to make a positive contribution to social and environmental sustainability and to bring economic benefits to local communities, but its emergence raises some thorny questions. Are all these new models collaborative and sustainable? Will they revitalise urban economies, or will they fill only a small economic niche and deliver limited impact? Do they risk creating inequalities, poorer work conditions and reduced employment opportunities? How can cities and local governments produce and promote policies that facilitate social and community enterprises? Can economic and social benefits be stimulated, or are new policy initiatives creating an unequal playing field? What impacts will social trends in cities (e.g. growing numbers of refugees, ageing, unemployment) have on the rise of a new urban economy?

Migration and refugees welcome

Due to the current migration wave, many European cities have seen a rapid increase in the number of refugees seeking shelter

from war and conflicts in their cities. The first, acute, phase of the situation is causing pressure on local authorities and communities to provide housing, food, education and other life necessities, while the second phase involves fully integrating the newcomers into society. In many cases, in Sweden and elsewhere in Europe, NGOs are reacting much faster than municipalities, cities and regions when it comes to taking the first steps. Alongside the established NGOs and traditional humanitarian organisations, there are also plenty of social innovators who have stepped in on a voluntary basis to provide either short-term or long-term help and services, even in the face of difficulties that sap time and resources.

In the context of a new urban economy — which is characterised by more people outside the regular labour market, and the growing importance of a sharing economy, social entrepreneurs and mixed business models — and the likelihood of a turbulent future with recurring migration waves, SEISMiC opened up a dialogue on how city administrations and civil society initiatives can cooperate in more structured ways to address the current refugee situation. City administrations also discussed how to integrate and involve civil society initiatives more successfully when mobilising for future crisis situations, and to better assess their short-term and long-term effects on local economies.

Many European cities have seen a rapid increase in the number of refugees seeking shelter from war and conflicts in their cities. In Sweden and elsewhere in Europe, NGOs are, in many cases, reacting much faster than municipalities, cities and regions when it comes to taking the first steps.

good practices

> At the SEiSMiC forum, the discussions were launched by keynote presentations from municipalities and initiatives in Sweden, Germany, Italy and Turkey. It was concluded that, in order to ensure the success of refugee-related initiatives, it is essential to involve experts and people with direct experience in their respective fields of action. Moreover, it is quite important to enable person-to-person encounters between newcomers and host-country representatives. Good practices regarding the welcoming of refugees are also based upon certain planning perspectives offered by local authorities and their administrations. The initiatives themselves have to incorporate a flexible working style that allows for constant adaptation of operations. And, last but not least, a solid legal foundation for the initiative is essential. Notable examples include:

- Info Compass (Germany)
- Refugee Phones (Sweden)
- System of Protection for Asylum Seekers and Refugees (SPRAR) (Italy)
- Welcome of Refugees in Östra Göinge (Sweden)

Policy recommendations

- The increased use of "design thinking" should be facilitated when devising new policy initiatives. The German initiative was led by two designers working independently but with support from local authorities. The same approach, which involves paying close attention to user experience and rapid prototyping of solutions, may also be used by local governments. Indeed, the urgency of the refugee situation requires swift action, and "design thinking" practices can speed up responses.

Research recommendations

- The Refugee Phones example utilises resources from the private sector, such as phones, SIM cards, logistical services and office space. The sheer value of donated resources suggests that the social entrepreneur, by combining resources in new ways, can play an effective role as a fast-moving intermediary. This opens up research questions that concern the place of social entrepreneurship relative to social resilience and crisis mitigation.
- In terms of relationships between social innovators (often associations) and active NGOs, there seems to be a tension between newcomers and incumbents, which yields a pattern of competition

rather than cooperation. This implies that future research on similar tendencies within the private sector could be melded with social innovation studies.

Cooperative urban economy

European societies today are confronted with austerity measures and the financialisation of real estate markets and urban services. The gradual withdrawal of state and municipal administrations from providing certain services and maintaining certain spaces has prompted citizen initiatives and professional groups to organise and provide their own goods and services.

A unique combination of socioeconomic circumstances has propelled a movement towards self-organisation to create new spaces for work and cultural and social activities. Some of the key factors are unemployment, solidarity networks, and fluctuating real estate prices and ownership patterns. In some cases, cooperative ownership structures exclude the possibility of real estate speculation; in others, new welfare services are integrated into the local economic fabric, relying on untapped resources and capacities. New cooperative development processes have also brought new types of investors that operate according to principles of ethics or sustainability, or work to move certain properties off the market.

Policy recommendations

- The added value that interventions create should be divided, rather than ending up exclusively in private hands.
- Planning processes need to be transparent and accessible, and the language used to conduct these processes needs to be transparent.
- External project managers (i.e. those not working in city administration) can play a helpful role in realising projects.

Research recommendations

- Financial considerations need to be supplemented with new indicators for cooperative city projects (e.g. economic, social and cultural indicators).

good practices

- > **Citizens' initiatives and community tools:**
 - **Holzmarkt, Berlin** (www.holzmarkt.com/)
 - **Zo!City, Amsterdam** (www.zocity.nl/)
 - **Storytelling** (an essential tool for community building at the beginning of projects)

Social innovation incubators

The European Commission had a critical role to play in promoting business incubators in the 1980s — and should have again in relation to social innovation incubators (SIIs). The question is how to maximise the impact of SIIs.

To answer this question, SEiSMiC UK, in collaboration with SEiSMiC affiliates in Hungary, the Netherlands and Sweden, is undertaking a comparative analysis of the

good practices

> **Good practice examples were identified in all five countries in which SEiSMiC SII research was conducted. These are presented in detail in the SEiSMiC SII research report. The group discussion focused on those practices represented in the creative dialogue:**

- **Project oo (UK)**
- **!GEN/Kreater (Hungary)**
- **SEED Foundation (Hungary)**
- **NESsT (Hungary)**
- **Impact HUB (Hungary)**

relative strengths of incubation and shared workspace models across Europe that promote social innovation and social enterprise. The goal is to help such undertakings to develop more quickly and successfully than would be the case without support.

The research project aims to:

- investigate how widely and effectively incubation is being used in Europe to promote social innovation;
- compare experiences across five EU member states that are part of the SEiSMiC consortium (Hungary, Italy, the Netherlands, Sweden and the UK) to identify different models and practices; and
- produce recommendations for practitioners and policy makers on maximising the contribution of incubators to promote social innovation.

In the interests of investigating different SII models across a range of different issues, interviews were carried out with professionals and SII providers in each country.

The outcomes of this transnational and comparative research are relevant to the JPI Europe agenda, and to European policy makers. The launch of the Juncker Fund has kindled renewed interest among policy makers in the role of social innovation as an accompaniment to purely economic measures to promote the revival of Europe's economy.

Policy recommendations

- Regarding the role of SII in promoting and scaling up social innovation, European policy should address the need to provide more SII infrastructure and support services.
- The EC should support SII in the same way that it supported traditional business incubators in the 1980s — that is, by providing tailored funding opportunities.
- An EU-wide policy is needed to promote SII best practice while taking into consideration cultural, economic, and legal differences between countries.

Research recommendations and issues

- How can SII develop stronger partnerships with private business? And how can they attract further investment from the private sector?
- A conceptualised and systematic approach is needed to help introduce efficient means of measuring, monitoring and evaluating SII. Fresh research should identify new qualitative and quantitative indicators that can be easily adopted by SII providers and be used to justify investments.
- Can the SII model be replicated in a rural context?

Public policy for the new urban economy

City regulations generally include administrative and bureaucratic procedures that prevent social entrepreneurs from developing and flourishing. Based on findings from the work of EURO CITIES on smart social inclusion in cities across Europe, the city should be involved in raising awareness of the existence and benefits of social entrepreneurship as a type of business; providing support for platforms, hubs, spaces, advisory groups and business plans; and using its strength and influence to obtain social clauses in procurement processes, social impact bonds and crowd-funding schemes.

Public procurement is a very strong tool, but public administrations have used it differently, and some national laws do not allow its use for social enterprises. In 2016, the EC required national governments to adjust their laws to support social responsibility in public contracts, but differences remain between states in terms of implementing this regulation.

In Italy, the National Association of Italian Municipalities (ANCI) created a national “observatory” of smart cities, gathering 1,200 projects into a single web platform: www.italiansmartcity.it. The main goal is to scale up local pilots to full project status.

> The Magdas Hotel was founded by Caritas Austria to demonstrate the “social business” concept and bring it to market in Vienna. The hotel provides job opportunities for the long-term unemployed and others with low job prospects — particularly refugees who have been granted asylum in Austria. Magdas now employs 25 people, including five highly experienced hospitality professionals who help to train and mentor the refugees employed at the hotel. In autumn 2015, Magdas launched an apprenticeship programme for unaccompanied minors and refugees under the age of 18. Setting up the Magdas Hotel has raised awareness of the lack of opportunities currently available to refugees who have legally been granted asylum in Austria but are often forced to rely on social welfare.

The city of Milan is part of the Horizon 2020 lighthouse project “Sharing Cities” (www.sharingcities.eu). With Milan’s middle class becoming poorer, social innovation projects are stepping in to address the crisis. The city government has also opened a dialogue with big players in the sharing economy to find a solution to conflicts within the traditional economy. At present, more than 100 cities and local governments in Italy (Milan included) have agreed on a local bill for the commons — mainly for the use of public spaces. Reggio Emilia is in the process of creating a “citizenship contract”.

Policy recommendations

- European Commission impact assessments need to take social enterprises into account — that is, the EC needs to understand the impact of European policies on social enterprises.
- Greater collaboration is needed between cities and NGOs applying for European funds.
- Public administration bodies would benefit from mutual learning.
- There needs to be a mental shift: most people are used to paying for things

and expecting them to work; instead, everyone should get involved and take responsibility for what they do.

- Regulations are needed to localise production chains.

Research recommendations

- There is a need for research and scoping papers on new urban economy that are applicable at all levels.
- Research is needed on the transparency of partnership operations.

Food redistribution

Recent sweeping legislation, such as the bill unanimously passed by the French Parliament to have all food waste donated to charities, have captured the public imagination throughout Europe. As campaigners celebrate their victory and work to turn the French example into an EU directive, we need to think about the capacity of the third sector to cope with such drastic changes, as well as the impact they can have on operating business models.

Fortunately, technology has been harnessed in multiple forms to assist the kinds of work that organisations have been doing for years. Technology helps build the connections between those that need food and those that need to bin it, while highlighting

the scale of the issue and raising important questions about the responsibilities of the state, businesses and consumers.

In the UK, two main models of food redistribution are emerging: a more traditional one, exemplified by the Trussell Trust network of foodbanks; and a more collaborative partnership between the third sector and businesses, of which FareShare is one representative.

While the food bank network in Britain offers a lifeline to millions of impoverished families and individuals, it is a solution that depends on large-scale public generosity. At the other end of the scale, FareShare aims to work in partnership with the food industry to help address issues of efficiency and waste within current models through the FareShare Food Efficiency Framework. By consulting industry representatives, FareShare manages to divert large quantities of already produced surplus food into their regional centres. The food is then distributed through FareShare's Community Food Network, which includes homeless shelters, day-care centres for the elderly, and drop-in centres for people with substance abuse problems.

FareShare has recently incorporated a completely different way of working with not-for-profits. By collaborating with the Irish start-up FoodCloud, FareShare has al-

ready been adopted by the UK's biggest retailer and second largest employer.

At the same time, there seems to be a boom in the number of platforms that either share surplus on an individual level or in partnership with small businesses looking to bypass the big retail chains and keep things local. While the challenges of reconciling these very different organisational structures are no longer an issue, these platforms nonetheless lack the power of other big players to initiate immediate mass take-up.

While the FareShare project and other similar enterprises are still in their infancy, they have nevertheless opened up many avenues for critical discussion about the potential of such initiatives to influence the management of surplus.

Policy issues

- Establishing a hierarchy of food waste is a widely adopted visualisation of the principles of waste prevention and waste management. It goes through the multiple phases of dealing with waste: reducing waste volume, feeding people in need, feeding livestock, anaerobic digestion, composting and, finally, disposal. While this inverted pyramid is widely accepted in national guidelines across EU states, it is not formally enforced. Regulations vary from country to country. The UK has tax breaks for the anaerobic digestion industry, which makes it more profitable for businesses to divert surplus food to energy production. At the same time, strict environmental regulations prevent the wider use of surplus to feed livestock, reducing the opportunities to circulate surplus food in the food chain itself.
- The wider adoption of legislation similar to France's ban on food waste from supermarkets would involve a concentrated effort to build a charity and social enterprise sector ready to handle vast quantities of food in a systematic way — not an ad hoc arrangement between particular stores and volunteers. There needs to be clear guidance on, and encouragement for, the development of enterprises that make use of this resource and address the wider issue of food poverty, while at the same time creating skills and business opportunities for affected communities.
- The various initiatives that address food poverty by using surpluses should also be guided by public health regulations. As austerity cuts affect many budgets, public health initiatives need to incorporate nutritional value in emergency food provision in order to ensure that the food provided to disadvantaged communities is nutritious and of good quality.

- Alongside the focus on fruit and vegetable waste, attention also needs to be given to unhealthy eating habits. The vast majority of consumers buy food products based on cost — and it is not only the most disadvantaged who skimp on nutrition to eat cheaply. It should not come as a surprise that many of these inferior products will be redistributed. The fact that poor-quality food actually increases the amount of food wasted makes a strong case for the introduction of a "sugar tax" on foods with low nutritional value.


Research issues

- How can we change perceptions of food in society?
- What is the nutritional value of donated food?
- How can the public become more favourably inclined towards surplus food donation?
- What effect on public opinion is generated by positive publicity (from, for example, celebrity chefs)?

The various initiatives that address food poverty by utilising surplus should also be guided by public health regulations. As austerity cuts are affecting many budgets, public health initiatives need to incorporate nutritional value in emergency food provision to ensure that the food provided to disadvantaged communities is nutritious and of good quality.



conclusions



The relationship between urban social innovation and public policy is a tricky one. On one hand, city governments and policy makers tend to act in a path-dependent way and are unprepared for the policy changes necessary to foster urban social innovation. On the other hand, social innovation actors rarely demand changes in public policy and, if they do, have to build up the necessary competencies to participate in policy processes.

Urban policy and social innovation

Public authorities are somehow used to public policies that social actors produce autonomously. However, social innovation activities do not square with the traditional categories that public authorities are used to: state, market, third sector etc. Actors involved in urban social innovation (i.e. citizens or citizen groups running community projects or community or social enterprises) challenge traditional organisations because of their weak organisational ties and because of what David Harvey describes as the absence of “nested hierarchies and [...] leadership structures”.

This creates a gap between public administrations and urban social innovation actors. A new generation of urban policy developers and social innovators is needed in order to foster the birth and growth of an urban model based on sustainability and cooperation between citizens. Public policy for urban social innovation can comprise three main dimensions:

- a regulatory dimension that provides a friendly framework for co-creation;
- a dimension providing practical support, related to the use of resources such as money, facilities, buildings, land etc.; and
- a governance dimension, related to the co-design of public policy and the participation of new economy actors in policy making through all its stages (decision, implementation, evaluation).

There is no overall public policy “recipe” for urban social innovation on the part of EU, national and city governments. Nevertheless, many public authorities are acting as pioneers in experimenting with new public policies that address urban challenges and support the sharing economy, the social economy and the circular economy. At the European level, programmes such as JPI Urban Europe, the European Structural and Investment Funds (ESIF), URBACT and Urban Innovative Actions (UIA) are promoting innovation in cities through multi-level governance.

Obstacles along the road to social innovation-friendly cities

The debate developed in the context of SEiSMiC also highlighted controversial aspects of social innovation. The emergence of innovative practices is related to their impact and sustainability. As regards social inclusion, some have argued that social innovation can be used to justify welfare cuts. While new digital tools for participation can foster

the inclusion of citizens, they also contribute to a transition from representative democracy to a type of “post-democratic governance”. Some have highlighted that the rise of new informal models of the sharing economy will exacerbate inequalities, create poorer work conditions and reduce employment opportunities. Dellenbaugh and others have argued that state and market actors have repeatedly co-opted the practices and spaces of alternative self-help, creativity and resistance in order to repair and replace the eroding welfare state (Dellenbaugh 2015, p. 102).

Pietro Garau, an architect and researcher at the University of Rome who was invited as a keynote speaker at the SEiSMiC forum on public space, defines these risks as “the dark side of social innovation”. According to Garau, the conviction that “clever individuals, alone or in groups, can create alternative realities with the help of widely available portable technology (smartphones, apps etc.)” can lead to “a new form of alienation” that he associates with an “increasing lack of interest in the material world”.

These obstacles raise several complex and challenging questions that stakeholders should tackle together to create social innovation-friendly cities. In fulfilling its objective to involve a broad range of social

actors to elaborate a research and policy agenda for Europe in the field of social innovation, SEiSMiC carried out research activities in the framework of JPI Urban Europe to address these challenges. Among the main impacts of SEiSMiC is its contribution to formulating JPI Urban Europe’s Strategic Research and Innovation Agenda (SRIA), within which social innovation plays a key role.

The SEiSMiC project took on board several lessons from the SRIA, recognising, among other things, the need for:

- interdisciplinary and transdisciplinary research, with the involvement of non-academic stakeholders;
- new frameworks that make it possible to tap the full potential of social entrepreneurship, social innovation and shared economy;
- creative quantitative and qualitative research in order to grasp the complex, interrelated and competing factors that influence the social, economic and environmental sustainability of cities; and
- new strategies that combine enhanced economic opportunities with social innovation and create open, inclusive, cohesive and more liveable cities.

Objectives achieved

The SEiSMiC project succeeded in mobilising a wide range of urban actors (e.g. civil society, social innovators and entrepreneurs) to identify research and innovation needs, commonalities and differences across European cities with regard to social innovation, thus allowing them to make valuable contributions to the social dimension of JPI Urban Europe's research and innovation agenda. Less clear, or not yet apparent, is the level of achievement concerning objectives to build bridges between the scientific community, civil society and policy makers, and thus to

create a platform that both enables dialogue and mutual learning for citizens and urban actors on social innovation for the future; and stimulates initiatives and projects between stakeholders.

Lessons learned

SEiSMiC aimed to set up national networks with a broad set of stakeholders from various disciplines — academia, policy-making authorities, civil society and business — to generate discussion and input relevant for research and policy priorities in a European context. Another goal was to provide forums for knowledge exchange and joint activities

The SEiSMiC project succeeded in mobilising a wide range of urban actors to identify research and innovation needs, commonalities and differences across European cities with regard to social innovation, thus allowing them to make valuable contributions to the social dimension of JPI Urban Europe's research and innovation agenda.

Specific objectives of the SEiSMiC project

Achievements

Mobilise a wide range of urban actors, particularly civil society, social innovators and entrepreneurs

+

Build bridges between the scientific community, civil society and policy makers in order to develop policy recommendations that address real social needs

+

Identify research and innovation needs through various social groups to further enhance the relevance of research activities

+

Create a platform to enable dialogue and mutual learning for citizens and urban actors on social innovation for the future, and to strengthen social innovation within a local context

+

Identify commonalities and differences across European cities with regard to social innovation needs, awareness of challenges and potential solutions

+

Stimulate initiatives and projects between stakeholders through mutual learning

+

Contribute to the social dimension of JPI Urban Europe's research and innovation agenda

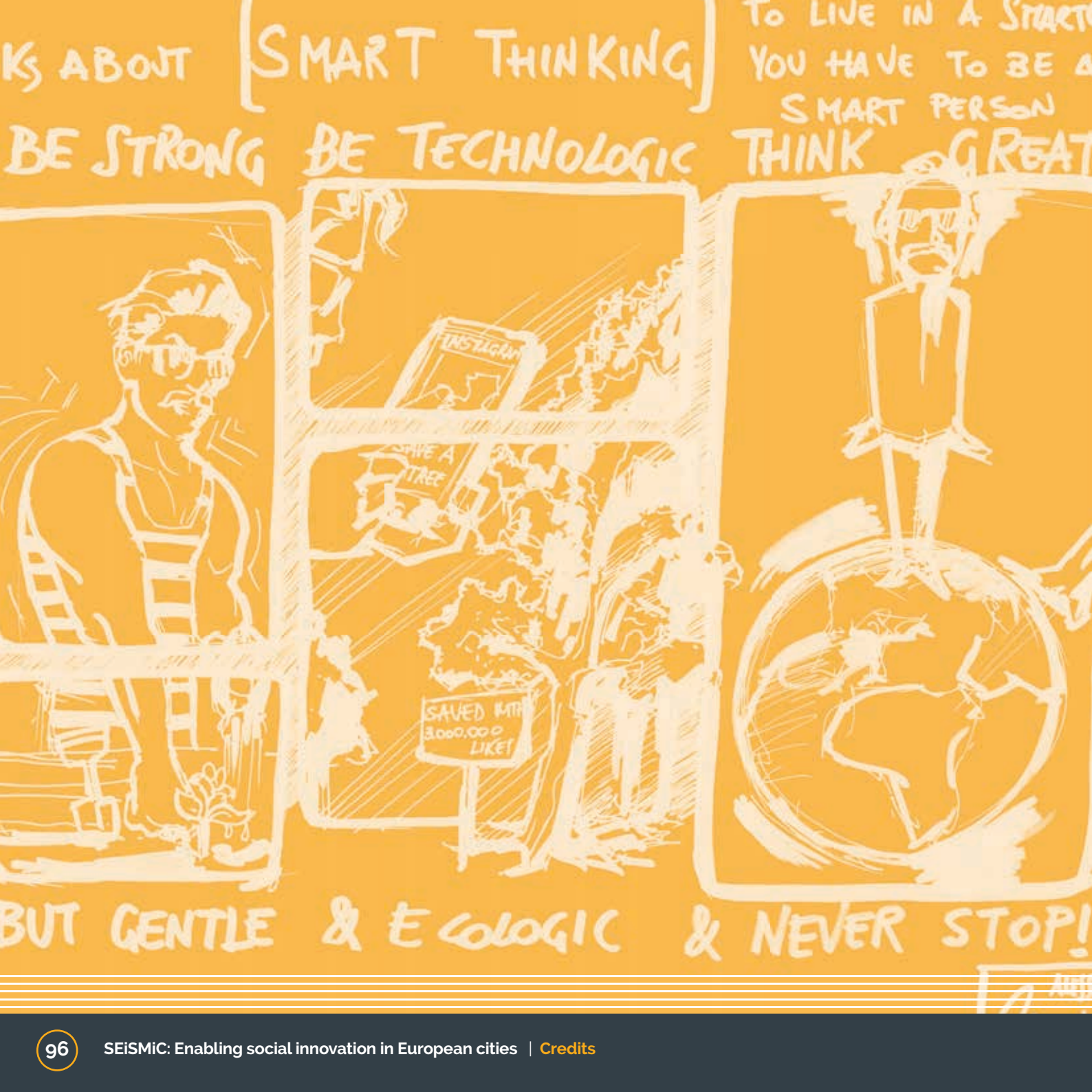
++

across national borders. Based on the experiences of NaNet coordinators in the 10 countries, we can draw a few conclusions concerning strategies for setting up national networks, and also offer an assessment of SEiSMiC's potential long-term gains.

Setting up a network that stretches across established sectors requires dedicated effort and an elaborate strategy to frame topics and identify, approach and convince key actors to join. The strategies applied by the NaNet coordinators reflect national circumstances — for example how social innovation is framed in a national context, what organisations and initiatives are already operating, the mobilisation capacity of coordinating organisations and their networks, or the available number of personal contacts from previous projects. Key elements of successful strategies include co-operating with existing initiatives to organise events; defining topics and formats together with stakeholders; defining and communicating the added value of the network; teaming up with social innovators in other countries to influence EU policies; expanding networks by meeting with people outside immediate circles; and taking the time and effort to connect with people, build trust and learn about their agendas and priorities.

The main challenges of running a network over time is to keep people engaged between meetings, to maintain a balance between informality and structure at meetings, and to accomplish as much as possible within time and resource constraints. One important lesson for the future is that it is important to understand and adapt to the different logics of the actors you want to involve, and to have enough funding to finance international co-creation.

Relative to the JPI Urban Europe research programme, SEiSMiC has contributed to a deeper understanding of the social dimension of urban development, which in turn has influenced future research priorities. Effects of SEiSMiC at the national level include shifting opinion on social innovation; helping to frame social innovation in an urban development context; establishing local groups that will continue after SEiSMiC; and disrupting the outmoded agendas of established organisations. In all countries, meetings were initiated that would not have taken place without SEiSMiC — and these meetings could prove to be the seeds of future activities.



Ks ABOUT

[SMART THINKING]

TO LIVE IN A SMART
YOU HAVE TO BE A
SMART PERSON
THINK & GREAT

BE STRONG BE TECHNOLOGIC



BUT GENTLE & ECOLOGIC & NEVER STOP!

credits

Sketch

Sketch is an installation performance created by Company New Heroes and Het Zuidelijk Toneel.

The city has everything to offer — but does it offer everything you want? Would you add something if you could? Arthur is a young architect who travels the world with his Sketch installation to learn from people what kinds of buildings or places people miss in their own city. Everywhere he goes Arthur invites people into his Sketch to describe their dreams and wishes for the city. The desired building is sketched on the spot with the help of Sketch artists and then pasted up in the installation.

Sketch toured through the 10 SEiSMiC project partner countries between May and October 2014. With the help of local artists, we collected drawings of the best social innovation ideas for each city. At the end of each day we gave advice to inaugural meeting participants regarding necessary social innovations in their cities.

Company New Heroes

Company New Heroes creates art projects and promotes urban actions in public spaces. We want to reclaim “the commons” as places for real encounters.

In a world where there is no longer one truth or one ruling ideology, and where everyone has to decide for themselves what they stand for, the need for such encounters is greater than ever. That’s why we create moments in which you can encounter yourself, others and the world around you — moments in which you are not forced to be, but allowed to be. The public space is the perfect place for such encounters — a place where the normal, the unknown and the sought after can all be shared. In all its projects and actions, Company New Heroes strives to transform the public space from a consumerist marketplace into a space that connects, amazes, distracts, surprises, confuses — and, in essence, “creates the encounter”.

SEiSMiC Sketch (contributing artists)

Austria | Vienna: Philipp Froehlich | Sebastian Grande | Mustafa Karadzic | Emanuel Leirich | Alexandra Parger

Belgium | Stekene: Lot Bakker | Liesje van den Berk | Cathelijn van Goor | Richtje Reinsma | Tanja Sap

Czech Republic | Prague: Honza Chabr | Ludmila Hrachovinová | Franco Huller | Stepanka Jislova | Anej Nuhanovic | Magda Stanova

Germany | Berlin: Sonja Augart | Anja Ehrenberg | Katrin Popken | Omar Jaramillo Traverso

Hungary | Budapest: Balázs Antal | Virág Bogyó | Emese Fodor | Csilla Hódi | Mózes Murányi

Italy | Rome: Mary Cinque | Sonia Giambrone | Annamaria Iantaffli | Marco Serra | Alessio Tommasetti

Netherlands | Amersfoort: Lot Bakker | Joep van Gassel | Ad Roefs | Floris Solleveled | Liesbeth Verhoeven

Sweden | Stockholm: Linda Andersson | Cecilia Hansson | Hrönn Hedin | Emma Macintosh | Marthe Roosenboom

Turkey | Istanbul: Irmak Baycan | Hakan Filiz | Murat Kosif | Buse Kökçü | Gözde Can Köroğlu | Boğaç Oydemir

United Kingdom | Birmingham: Amy Cox | Jodie Drinkwater | Nadine Lowe | Laura Russell

SEISMiC Advisory Board (in alphabetical order)

Mart Grisel | European Urban Knowledge Network (EUKN)

Dirk Jarré | European Federation of Older Persons (EURAG)

Derek Martin | Association of European Schools of Planning (AESOP)

Frederic Saliez | UN Habitat

Wolfgang Teubner | ICLEI – Local Governments for Sustainability

Richard Tuffs | European Regions Research and Innovation Network (ERRIN)

Karsten Zimmermann | TU Dortmund; European Urban Research Association

Work Packages (WPs)

WP 1: Coordination (Austrian Institute of Technology GmbH) Paul Erian | Margit Noll

WP 2: National Networks (Austrian Institute of Technology GmbH) Doris Wilhelmer

WP 3: Dialogue and Participation (Austrian Institute of Technology GmbH) Doris Wilhelmer

WP 4: Communication (Regional Environmental Center) Patricia Barna | Rachel Hideg | Nathan Johnson | Sylvia Magyar | Daniel Mirea | Greg Spencer

WP 5: Evaluation (Centre for Strategy and Evaluation Services) Mike Coyne | Elena Guidorzi

WP 6: Policy Watch (EUROCITIES) Mariangelina Evliati | Soraya Zanardo

WP 7: Legacy and Continuity (IQ Samhällsbyggnad) Katarina Schylberg

Gender Gap Evaluation Report (ECTW) Eva Fabry | Maria Sangiuliano

National Networks

Austria (Austrian Institute of Technology GmbH) Paul Erian | Margit Noll | Johannes Riegler | Petra Wagner | Doris Wilhelmer

Belgium (VITO) Hannes Couvreur | Han Vandevyvere | Yves De Weerd

Czech Republic (University of Karlovy v Praze) Selma Muhić Dizdarević | Marie Dohnalová | Ondřej Kačaba | Kateřina Legnerová | Adéla Piatková

Germany (Humboldt-Universität zu Berlin, Department of European Ethnology) Jens Adam | Wolfgang Kaschuba | Marc Lange | Jörg Niewöhner | Christoph Sommer

Hungary (Regional Environmental Center) Attila Katona | Csaba Mezei | Greg Spencer

Italy (Cittalia) Massimo Allulli | Gabriele Guazzo

Netherlands (Platform 31) Frieda Crooy | Koos van Dijken | Bram Heijkers | Nadia Petkova

Sweden (IQ Samhällsbyggnad | Mistra Urban Futures) Magnus Brink | Joakim Forsemalm | Karl Palmas | Katarina Schylberg

Turkey (Istanbul Technical University) Veysi Altintas | Tüzün Baycan

United Kingdom (Centre for Strategy and Evaluation Services) Mike Coyne | Elena Guidorzi | Anna-Maria Krarup | Jack Malan | James Rampton | Achilles Tsamis

references

- > Agrawal, A.K., A.K. Kaushik and Z. Rahman (2015): "Co-creation of social value through integration of stakeholders." *Procedia-Social and Behavioral Sciences*, 189, 442–448.
- > Antonacopoulou, E. P. (2010): "Beyond co-production: Practice-relevant scholarship as a foundation for delivering impact through powerful ideas." *Public Money & Management*, 30, 219–226.
- > Argyris, C. and D.A. Schön (1999): *Die lernende Organisation: Grundlage, Methode, Praxis*. (Autorisierte Übersetzung aus dem Amerikanischen von Wolfgang Rhiel). Stuttgart: Klett Cotta.
- > Bourdieu, P. (1990): *The Logic of Practice*. Cambridge: Polity.
- > Cagnin, C., M. Keenan, R. Johnston, F. Scapolo and R. Barre (eds.) (2008): *Future-Oriented Technology Analysis — Strategic Intelligence for an Innovative Economy*. Heidelberg: Springer.
- > Dellenbaugh, M., M. Kip, M. Bieniok, A.K. Müller and M. Schwegmann (2015): *Urban Commons: Moving Beyond State and Market*. Basel: Birkhäuser.
- > EC DG GROWTH (2016): *Empowering people, driving change: Social innovation in the European Union*. Luxembourg: Publications Office of the EU.
- > Florida, R. (2003): "Cities and the creative class." *City and Community*, 2, 1, 3–19.
- > Habitat 3 (2015): Issues Paper 11. <http://unhabitat.org/wp-content/uploads/2015/04/Habitat-III-Issue-Paper-11-Public-Space-2.0.compressed.pdf>
- > Harvey, D. (2012): *Rebel cities: From the right to the city to the urban revolution*. London and New York: Verso.
- > Hüther, G. (2010): *Die Macht der inneren Bilder. Wie Visionen das Gehirn, den Menschen und die Welt verändern*. Göttingen: Vandenhoeck & Ruprecht Verlag GmbH.
- > Iaione, C. (2012): "The City as Commons." www.shareable.net/blog/interviewed-professor-christian-iaione-on-the-city-as-commons
- > Johansson, M., D.C. Sternud and I. Ferreira (2015): "The Walkshop: A tool to integrate research on human aspects of sustainable urban design in teaching." *Högre utbildning*, 5, 145–157.
- > Königswieser, R. and A.D. Exner (2002): *Systemische Intervention. Architekturen und Designs für Berater und Veränderungsmanager*. Stuttgart: Klett-Cotta.
- > Moulart, F., D. MacCullum, A. Mehmood and A. Hamdouch (eds.) (2013): *International Handbook on Social Innovation: Collective Action, Social Learning and Transdisciplinary Research*. Cheltenham, UK, and Northampton, USA: Edward Elgar.
- > OECD (2016): LEED Forum on Social Innovations. Organisation for Economic Co-operation and Development. www.oecd.org/cfe/leed/forum-social-innovations.htm
- > Prahalad, C. K. and V. Ramaswamy (2004): "Cocreation experiences: The next practice in value creation." *Journal of Interactive Marketing*, 18, 5–14.

- > Roser, T., S. Alain, P. Humphreys and E. Cruz-Valdivieso (2009): *Co-Creation Report: New Pathways to Value. An Overview*. London, UK: LSE Enterprise.
- > Schmidt, G. (2004): *Love-affairs betwixt problems and solutions. Hypnosystemic work in difficult contexts*. Heidelberg: Carl Auer Systeme Verlag.
- > Simon, F. B. (2002): *Die Kunst, nicht zu lernen. Und andere Paradoxien in Psychotherapie, Management, Politik*. Heidelberg: Carl Auer Systeme Verlag.
- > Voorberg, W., V. Bekkers and L.G. Tummers (2015): "A systematic review of co-creation and co-production: Embarking on the social innovation journey." *Public Management Review*, 17, 1333–1357.
- > Willke, H. (1998): *Systemisches Wissensmanagement*. Stuttgart: Lucius und Lucius.
- > Willke, H. (2004): *Einführung in das systemische Wissensmanagement*. Heidelberg: Carl Auer Systeme Verlag.
- > Zwass, V. (2010): "Co-creation: Toward a taxonomy and an integrated research perspective." *International Journal of Electronic Commerce*, 15, 11–48.

Book concept: **Paul Erian**

Editor: **Paul Erian**

Visual concept: **Magnus Brink**

Design and layout: **Tricia Barna | Sylvia Magyar**

Copyediting and proofreading: **Rachel Hideg | Nathan Johnson**

Contributing authors: (in alphabetical order)

**Massimo Allulli | Tüzün Baycan | Koos van Dijken | Paul Erian | Mariangelina Evliati |
Katarina Schylberg | Petra Wagner | Doris Wilhelmer**

Photographs: **Paul Erian | iStock | JPI Urban Europe | Johannes Riegler | www.citylab.com**

Illustrations: **Company New Heroes | Het Zuidelijk Toneel**

Publisher: **Regional Environmental Center for Central and Eastern Europe (REC)**

Printing: **Typonova**

Paper: **Cyclus Offset 140g | Cylus Offset 350g**

No. of copies printed: **800**

ISBN: **978-3-200-04663-4**

Website: **www.seismicproject.eu**

This publication is not for sale. Spread the word and distribute widely.

© SEISMIC 2016





PLATFORM31



REGIONAL ENVIRONMENTAL CENTER



SEiSMiC (Societal Engagement in Science, Mutual Learning in Cities) is a European Commission-funded project dealing with social innovation in an urban context. The objective of the project is to build up a network of urban stakeholders who share knowledge and learn from each other in the field of social innovation.

These stakeholders include researchers, practitioners and city administrations as well as NGOs, grassroots movements and local citizens.

The network is being developed simultaneously in 10 partner countries (Austria, Belgium, the Czech Republic, Germany, Hungary, Italy, the Netherlands, Sweden, Turkey and the United Kingdom). Network partners meet regularly for workshops at national, transnational and international level to discuss a variety of topics and to provide recommendations for research and policy making. SEiSMiC activities are strongly linked to the Joint Programming Initiative (JPI) Urban Europe, thus the recommendations derived from SEiSMiC are directly integrated into JPI Urban Europe's Strategic Research and Innovation Agenda.

This book provides a summary of the project. It describes the phases of concept and structuring; implementation; and the generation of outcomes. In order to use different methods of knowledge communication and to open up scientific and policy-driven topics to a wider audience, the definitions, case studies, research questions and policy recommendations are interspersed with sketches and photographs. The publication thus disseminates the outcomes of the project in an easily accessible and understandable format.

The variety of stakeholders addressed by the publication reflects the diversity of stakeholders involved in SEiSMiC.



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no. 612493.

www.seismicproject.eu