

Digital Inclusion in Action: CommuniCity's Pilot Framework

EDUCATION & CAPACITY BUILDING WG

Thursday, 23rd May

09:30 – 11:00 CET

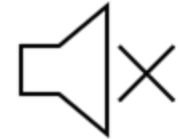


Some rules before we begin...

1. This meeting is recorded: keep your camera off if you do not wish to appear in the recording



1. Keep yourself muted if you do not participate in discussions or for questions



1. Stay active in the chatroom



1. Help us respect the agenda



AGENDA

Time	Topic	Speaker
09:30-09:35	Opening	Kaisa Spilling, Forum Virium Helsinki
09:35-09:45	CommuniCity's approach and the Living-in.EU movement	Michelle González Torres, ENoLL
09:45-09:55	Presentation: Open Call Instruction Manual	Anne-Mari Sandell, Forum Virium Helsinki
09:55-10:05	Presentation: Toolkit for Organising Agile Piloting Programmes	Silja Peltonen, Forum Virium Helsinki
10:05-10:45	Interactive Session: Open call and piloting - hindering and enabling factors	Facilitators: Kaisa Spilling, Silja Peltonen, Anne-Mari Sandell
10:45-10:55	Sharing Results and Discussion	
10:55-11:00	Closing Remarks	Kaisa Spilling, Forum Virium Helsinki

LIVING-IN.EU

Living-in.EU was established in 2019 as a result of the Finnish presidency in Oulu with the launch of the declaration **Join, Boost, Sustain**.

It aims to accelerate digital transformation at the local level by facilitating collaboration and knowledge exchange between municipalities, regions, and countries.

Founding partners



What's in it?

“We, decision makers at all levels of government together with organisations and networks of cities and communities of all sizes, believe that **strong cooperation through multi-level governance in the EU** and **co-creation with citizens** are key to our mission of **turning our cities and communities into smart and sustainable places** where people enjoy living and working.”

Four priorities



Advancing the twin
green and digital
transformation at local
level



Fostering
technological innovation



Better-informed
policies through data



People-centred
digital
transformation



Cross-domain interoperable digital solutions



Local Data Platforms

Local data platforms are central hubs that collect, store, and manage diverse data from various sources in a city or community.



Data Spaces

Data spaces are infrastructures facilitating data transactions among different parties in each ecosystem.



Local Digital Twins

Local digital twins are virtual models of a city's physical assets, using data, analytics, and AI to simulate real-world scenarios.



Assets of Living-in.EU



Minimal Interoperability Mechanisms (MIMs)

Common set of standards and technical specifications to achieve interoperability of data, systems, and platforms among cities and communities and suppliers around the world.



AI Procurement Clauses

Vital contractual terms ensuring **responsible AI system** acquisition by public authorities, fostering **transparency**, **accountability**, and **trust**.



LORDIMAS

"Local and Regional Digital Maturity Assessment". It is an interactive tool aimed at helping local and regional authorities to understand where they are in their digital transition journey.



Living Lab approach

The Living Lab approach, emphasises a **citizen-centric** and open innovation strategy for developing digital solutions.

Living-in.EU Working Groups

Living-in.EU working groups, aligned with the Join, Boost, Sustain commitments, cover financial, technical, legal, education, and monitoring aspects. Open to representatives from cities, regions, and member states, they provide a collaborative space for discussing challenges, sharing experiences, and working together to upscale digital solutions.



**Education &
Capacity Building**



Legal



Financial



**Monitoring &
Measuring**



Technical



Join Living-in.EU movement!



living-in.eu



Living in EU



CommuniCity

Innovative Solutions Responding to the Needs of Cities & Communities



This project has received funding from the European Union's Horizon Europe research and innovation action HORIZON-CSA under the grant agreement No 101070325 (CommuniCity).

Overview of the CommuniCity project



- Coordinator: Open & Agile Smart Cities and Communities – OASC
- The overall objective is to find 100 tech solutions to improve the everyday lives of marginalised communities.
- Co-creation, co-learning and knowledge sharing are at the heart of the project.
- CommuniCity enables development of Innovative technology solutions to decrease the digital deviance and improve citizens' life. Also technical tools are available.

1

CommuniCity increases the effectiveness of engagement of marginalised communities.



2

Through co-creation processes, citizens from **Aarhus, Amsterdam, Breda, Helsinki, Prague, Porto** and **Tallinn** take part in pilots for digital solutions that meet their needs.



3

CommuniCity has 3 Open Calls for Applications to support the innovation process of selected third parties.
YOU CAN JOIN THE UPCOMING CALL!



The Third Open Call

- Organised by OASC
- For whom? All EU cities and associations can participate
- 62 pilots will be granted with a minimum of € 12 500 grants

Timeline

- Open Call launching: **10 September 2024**
- Evaluation: **November 2024**
- Announcement of winning pilots: **December 2024**
- Pilots run from **December 2024 to May 2025**



Why should cities and associations join?

- Gain knowledge and experience in co-creation with marginalized groups and boost their engagement in your city.
- Promote tech development for the benefit of marginalized groups and utilize CommuniCity technical components and tools.
- Receive guidelines for a successful Open Call and piloting process, and replicate solutions developed in other European cities.

For further information



If you are interested in participating:

- Send an e-mail to josephine@oasc.org

If you are interested in following the project:

- Sign up for the newsletter
- Follow the project on social media

Website

<https://communicity-project.eu>

Instagram

www.instagram.com/communi_city/

Twitter

twitter.com/communi_city

Mastodon

<https://mastodon.social/@CommuniCity>

LinkedIn

www.linkedin.com/company/communicity/



Funded by
the European Union

Thank you!

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Open Calls – A catalyst for innovation and collaboration

“Publicly disseminated invitation for submissions in the form of a tender or application. Invitation typically outlines the specific requirements and criteria for participation, and it seeks contributions from a broad and diverse audience.”

Open calls offer a powerful tool for organisations seeking to:

- **Diversify their talent pool and perspectives** – Leads to more comprehensive solutions, higher levels of innovation and a richer pool of potential collaborators.
- **Spark creative solutions** – The open nature of the call encourages participants to think outside the box resulting in unexpected and groundbreaking innovations.
- **Build trust and credibility** – Resulting in wider range of individuals and organisations participating, ultimately leading to a more robust pool of applications.

CommuniCity Open Calls in brief





CommuniCity Open Call Manual

- CommuniCity Open Call Manual provides general guidelines for organizing and conducting open calls for pilot programs. It also includes practical, real-life examples from the CommuniCity project.
- Currently, the CommuniCity project is using Open Call Manual to manage the final round of open calls launched on 10 September 2024.
- The content will be updated during the final round of the CommuniCity open calls, with the final version published by August 31, 2025.

Available at:

<https://manuals.communicity-project.eu/opencalls/>



Preparations

To create a successful open call, start by establishing **clear objectives**. Then, formulate the specific challenge(s) you want addressed.

Next, carefully consider the **expected outcomes** and **impact** of the open call. This will help you tailor the evaluation criteria to effectively assess the submitted applications.

Finally, establish a **comprehensive framework** that encompasses legal considerations and available resources. This framework defines the parameters of the open call, including overall scope and scale.

Preparations

- Formulation of open call challenges
- Tailoring evaluation criteria
- CASE: CommuniCity evaluation criteria
- Legal considerations
- CASE: CommuniCity Open Call documents
- Budgeting
- Market consultation



Running the open call

By building **trust** with potential applicants after launching the open call, the open call host organization can attract stronger applicants, pave the way for successful pilot projects, and foster collaboration.

It is also crucial to actively **promote** the open call and **engage** with potential applicants through targeted outreach, social media campaigns, and tailored events such as informative sessions.

Running the Open Call

- How to launch an open call?
- CASE: Example of a timeline
- Informative sessions
- CASE: CommuniCity Info Events



Evaluation of the applications

To ensure a **professional and fair evaluation** of the applications, invest enough time and resources to select evaluation jury members. Pay attention to their professional expertise and experience.

Furthermore, carefully selected **evaluation criteria** and **scoring systems** ensure the selection of the highest-quality applications with the strongest potential for success.

Finally, providing **constructive feedback** to all applicants demonstrates respect for their efforts and strengthens the applicant pool for future open calls.

Evaluation of the applications

- Selection of jury members
- CASE: CommuniCity Jury Selection
- Evaluation Platform
- CASE: CommuniCity Open Call platform
- Evaluation process



Closing the Open Call

After the open call closes, jury members begin their assessment of the applications. Upon completion of their evaluation – including the delivery of verbal feedback and/or scores to applicants – the open call results can be **publicly announced**.

The final step involves signing a **Piloting Contract** between the open call host organization and the chosen piloting team.

Closing the Open Call

- CASE: CommuniCity Piloting Contract
- Announcing the results

Toolkit for Organising Agile Piloting Programmes



CommuniCity Manuals

The first versions of the manuals are targeted to cities participating in the CommuniCity Open Calls in 2023-2025. By the end of August 2025 these manuals serve all cities organising their own open calls and running agile pilots.

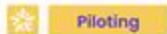
CommuniCity is a transformative citizen-centred project funded by the European Commission.



Instruction Manual for arranging Open Calls for Piloting

The Open Call instruction Manual provides general guidelines for organising and conducting open calls for pilot programs. The CommuniCity project is currently utilising this manual to manage its open call rounds running from 2023 to 2025.

The content of this manual is expected to evolve during the CommuniCity project. The final version, to be published by August 31st, 2025, will be edited to include a comprehensive set of instructions along with hands-on examples from the CommuniCity project.



Toolkit for organising Agile Piloting Programmes

The Piloting Toolkit is designed to assist with co-creating innovative solutions to match the challenges of the communities.

It is based on agile piloting methodology and will help pilot managers from cities and NGOs manage their technology pilots in a way that benefits all stakeholders.

manuels.communi-city-project.eu/piloting/what-is-piloting/

CommuniCity Manuals

Open Calls **Piloting**

What is Piloting?

- Definition of a pilot
- Phases of pilot
 - CASE: CommuniCity pilot "flow"
 - CASE: Interactive DigiGuide well received by Rehabilitative Work Activities in Helsinki
- Co-creation as a method
 - CASE: Co-creation is in the core of CommuniCity
 - CASE: Co-creation journey of Porto towards more inclusive, engaged, and vibrant communities

Preparations

- Arranging a pilot host meeting and a kickoff meeting
- Co-defining the framework for the pilot
- CommuniCity Technical Framework
- Permission processes
 - CASE CommuniCity research permits
- Payment process
- Ethics in piloting

Running the Pilots

- Supporting activities
- Meetings
- Co-creation events
 - CASE: Co-creating VR-solution with the disabled in Helsinki
 - CASE: Concluding co-creation event for pilots helping the elderly in Porto
- Payments

Wrap up

- Final Reporting and gathering learnings
- Sharing learnings / Dissemination (Final event)
- Final payment

Reports – CommuniCity templates

Dissemination

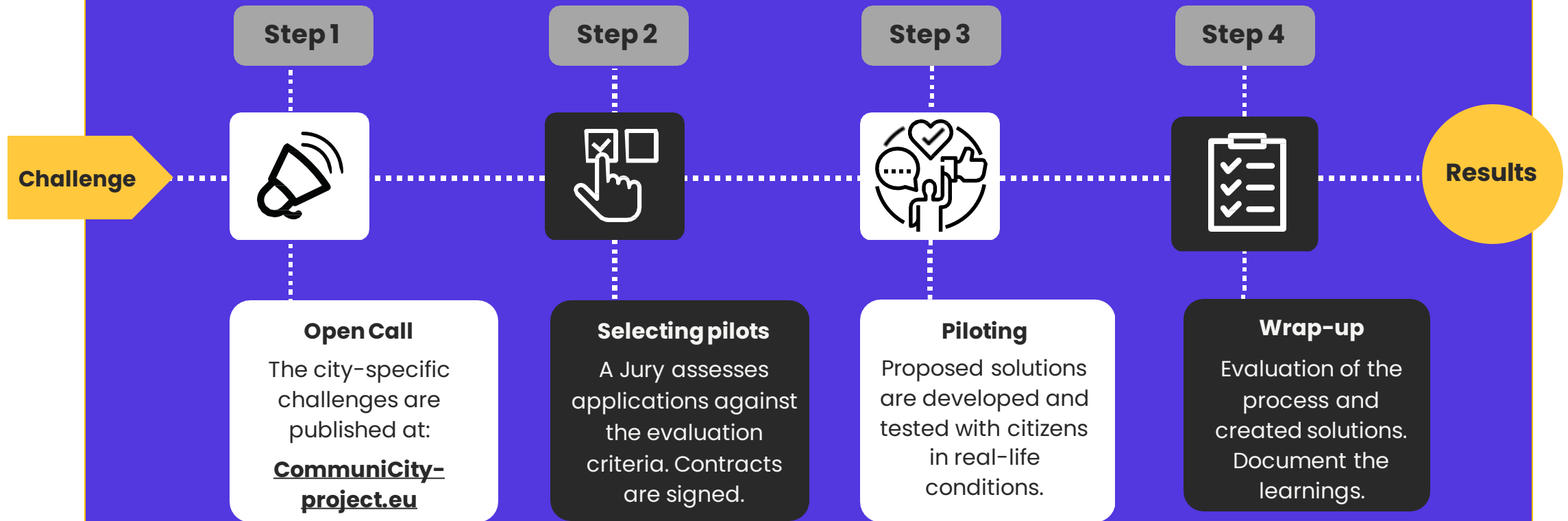
Documents of the piloting toolkit

Glossary

X Close



Agile Piloting Process



Pilot example from CommuniCity

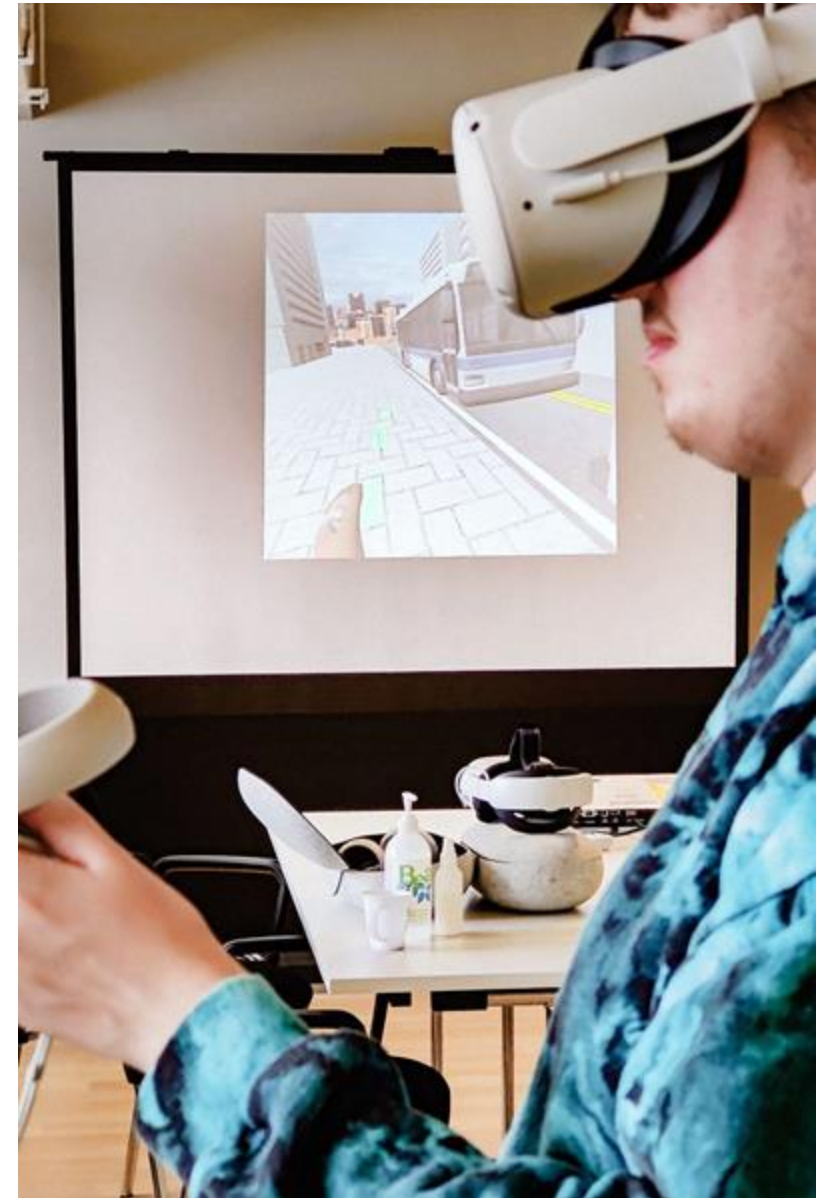
Challenge: How the disabled can improve their skills by using virtual technologies?

Solution: InclusiVerse is a VR-based application from [CTRL Reality](#) for Meta Quest headsets.

The solution aims to enhance the social and digital skills of adults with developmental disabilities.

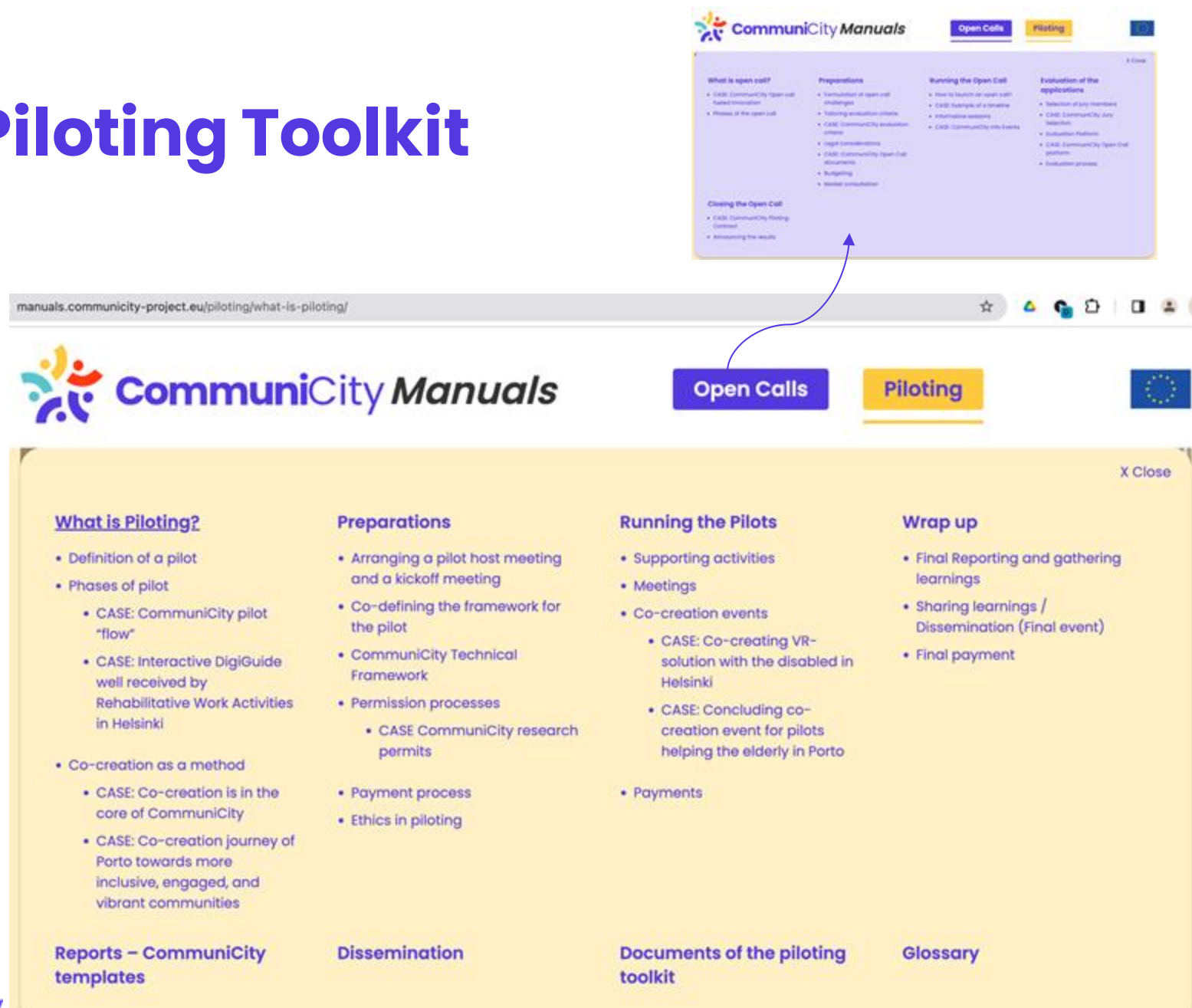
Safe and motivating virtual environment to practise new skills: grocery shopping, riding a bus and job interviews.

150 clients of the 'Virtual Services Unit of Disability' participated in the co-creation sessions and tested the VR application in 2023.



CommuniCity Piloting Toolkit

- Developed during the three open call rounds of CommuniCity project
- First version has been used by the piloting cities of the 2nd open call round
- Final version ready in summer 2025
- Targeted for all communities to independently arrange open calls and run piloting programmes
- Includes practical guidance, cases and tools to ease the tasks of the pilot managers





X Close

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Documents of the piloting toolkit

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Glossary





Documents of the Piloting Toolkit

Reports – CommuniCity
templates

Dissemination

Documents of the piloting
toolkit

Glossary

Checklist for piloting
CommuniCity Communications Guidelines
CommuniCity Technical Framework
Template for Pilot Host Meeting
Template for Kickoff Meeting
Template for Midterm Meeting
Template for Final Meeting
Example of Emails
Midterm Report Questions
Final Report Questions



Thank you!

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