

# Towards a co-creative form of stakeholder engagement in Smart City projects: A lifecycle approach

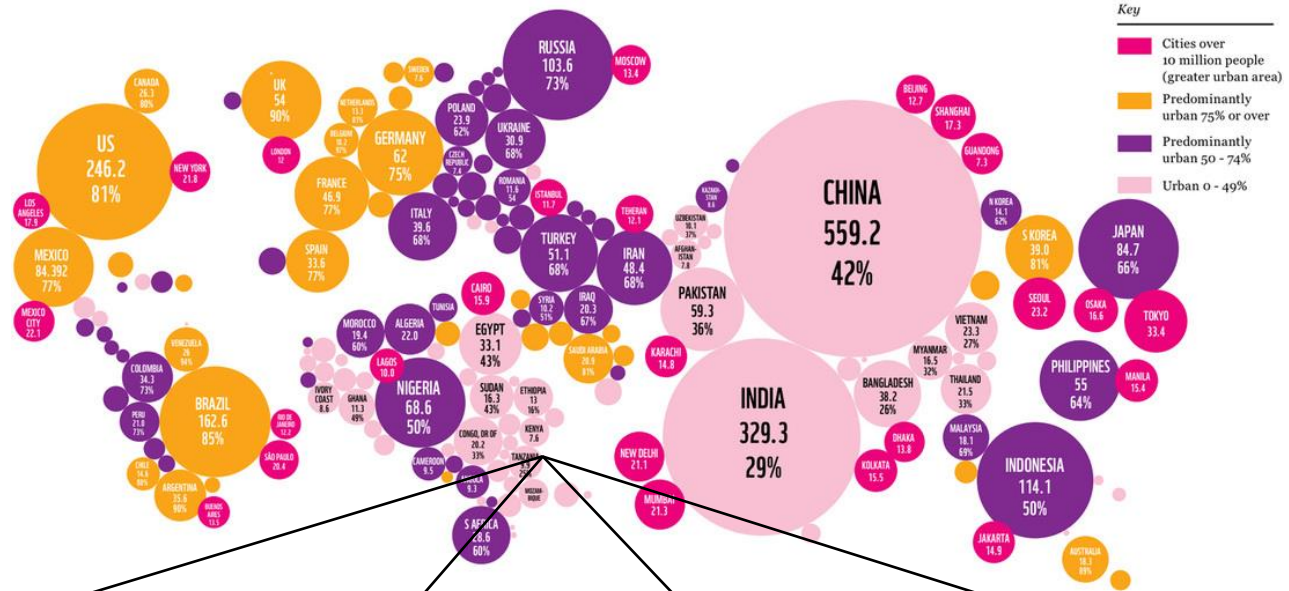
HTA Design LLP Tuesday Talk  
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Dr Richmond Juvenile Ehwi

# Outline of presentation

- The common problems facing cities
- What are Smart Cities, and what are they made up of?
- Stakeholder engagement and why it matters in Smart cities
- Co-creative forms of engagement in Smart Cities and their limitations
- The lifecycle approach to co-creation in Smart Cities
- Next steps for the framework

# The “Common Problems” facing cities



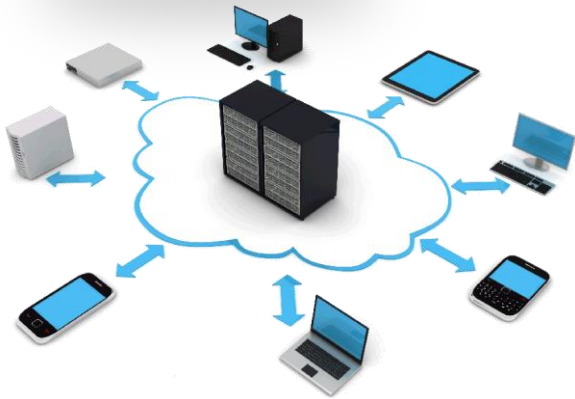
# Digital innovations and technological breakthroughs



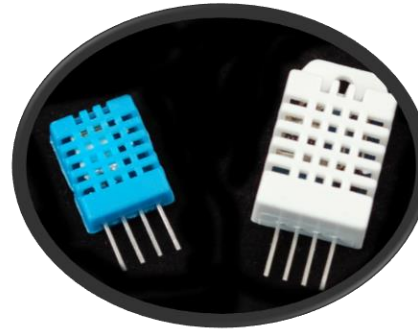
**Big data**



**Cloud storages**



**Networked computing**



**Sensors**



**Wi-Fi Networks**



**Artificial intelligence**

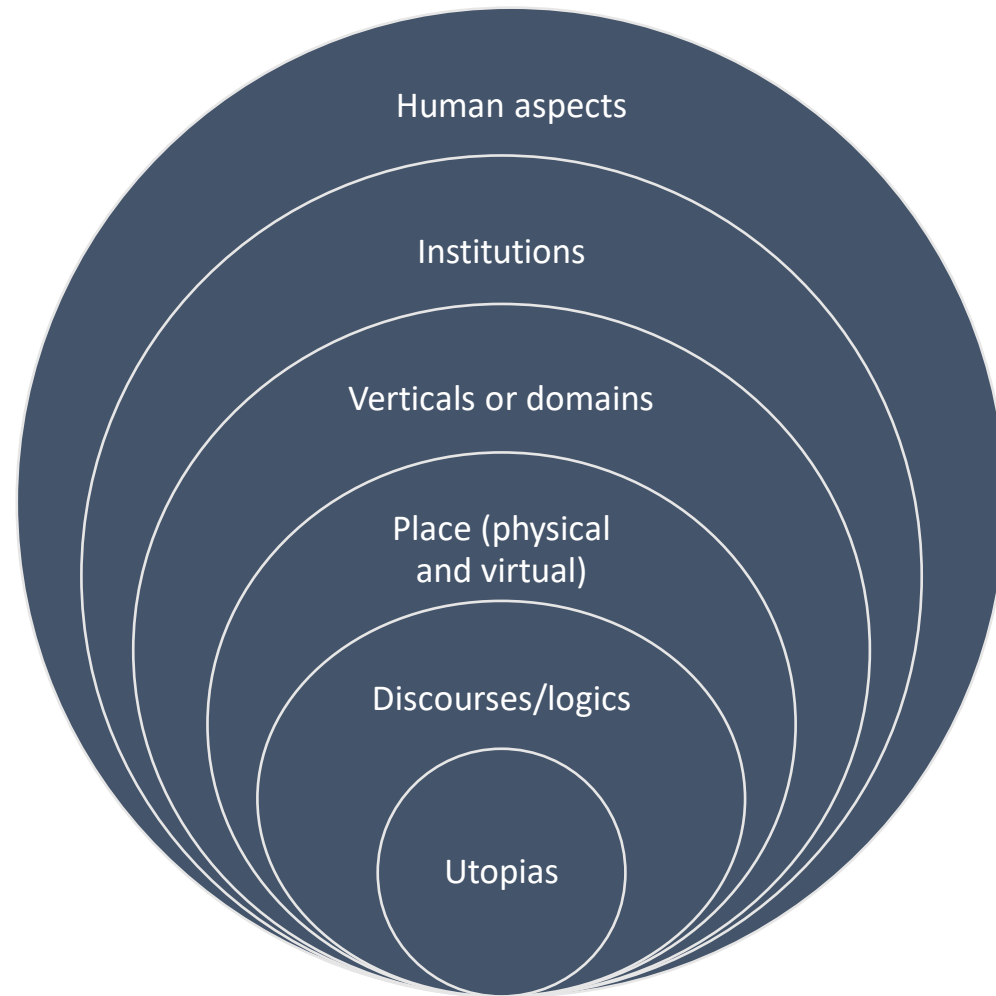


# What are "Smart" "Cities"?



"The concept of a Smart City can be viewed as recognising the growing and indeed critical importance of technologies (especially ICT) for improving a city's competitiveness, as well as ensuring a more sustainable future, across networks of people, businesses, technologies, infrastructures, consumption, energy and spaces." (Manville et al. 2014)

# What constitutes a Smart City?



# Stakeholder engagement and why it matters in Smart Cities



## Knowledge asymmetries

- Different city stakeholders experience cities in different ways and hence have different knowledge
- Knowledge, training and skills of stakeholders all differ between cities

## Power asymmetries

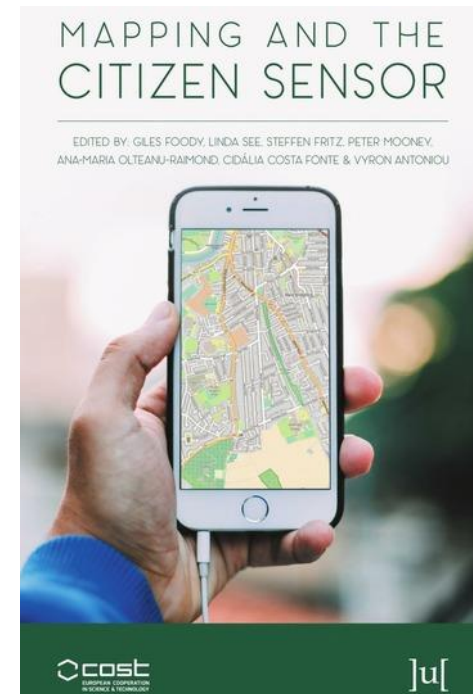
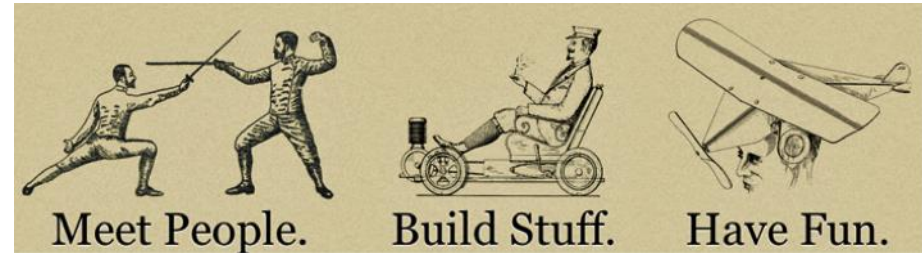
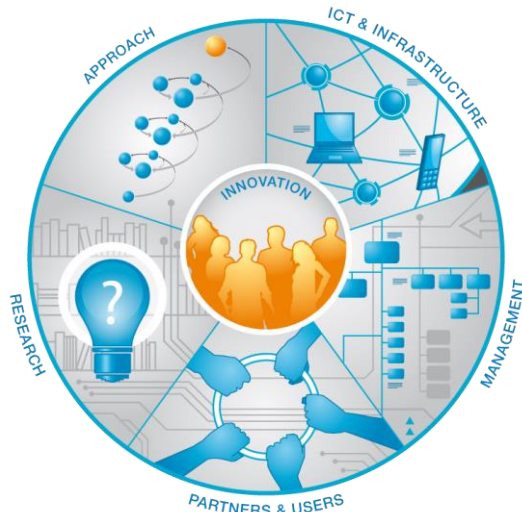
- Different city stakeholders occupy different power positions, exerting different influence over processes within cities

## Outcome asymmetries

- Outcomes of urban interventions or decisions (positive or negative) are felt unevenly across cities

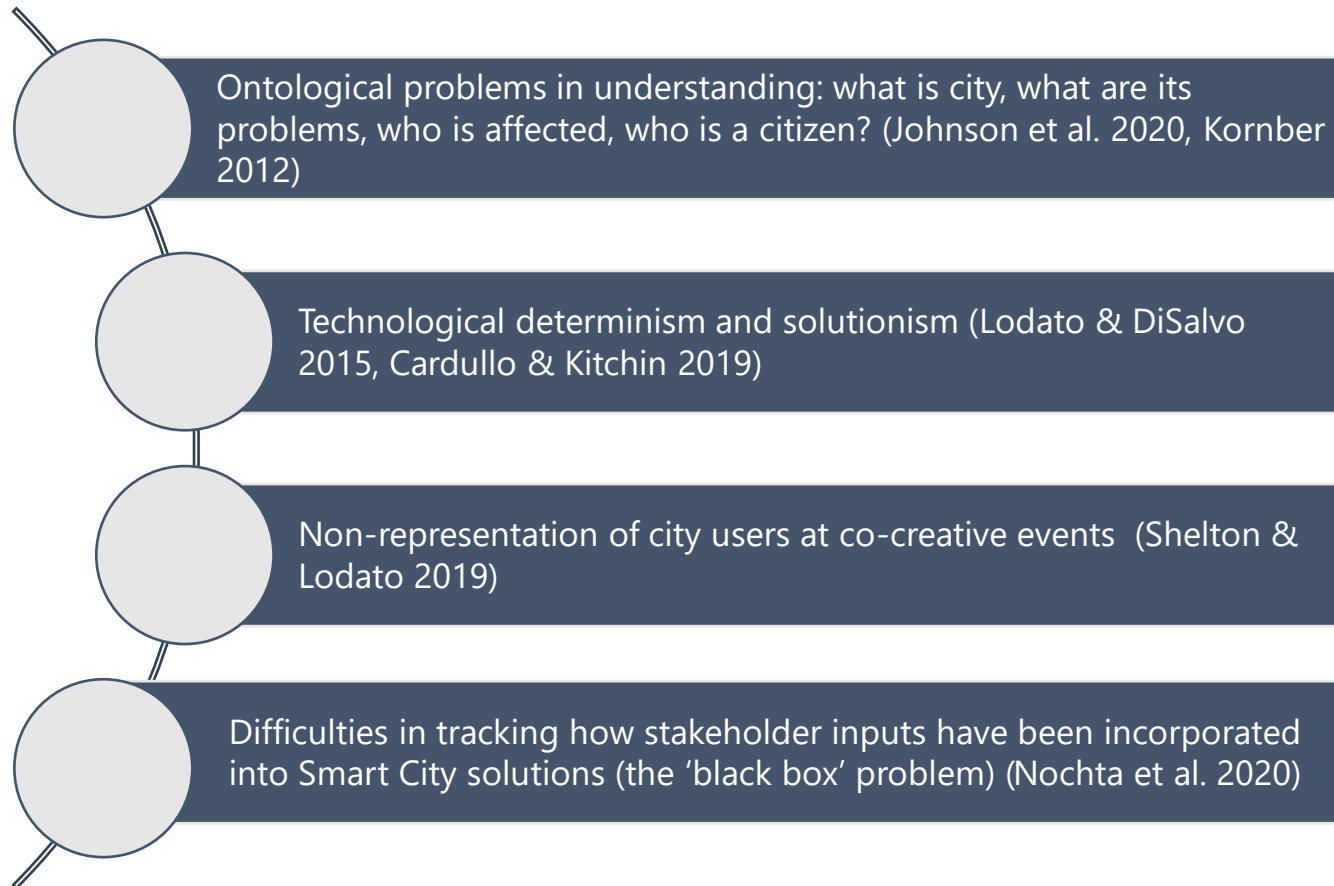
A stakeholder is: ***anyone, including individuals and groups, who is affected or can be affected by the activities in a city or who can affect activities in a city.*** (Adapted from Freeman, 1984)

# Forms of co-creation: stakeholder engagements in Smart Cities

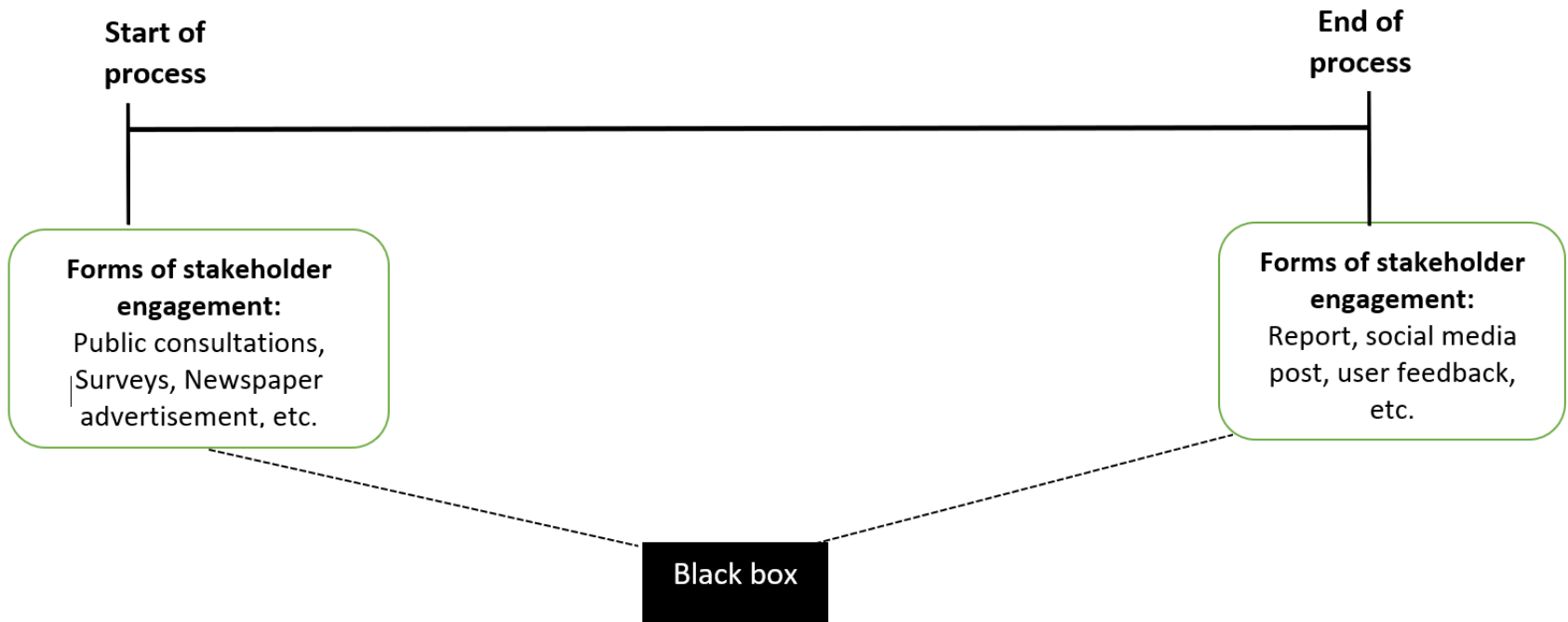




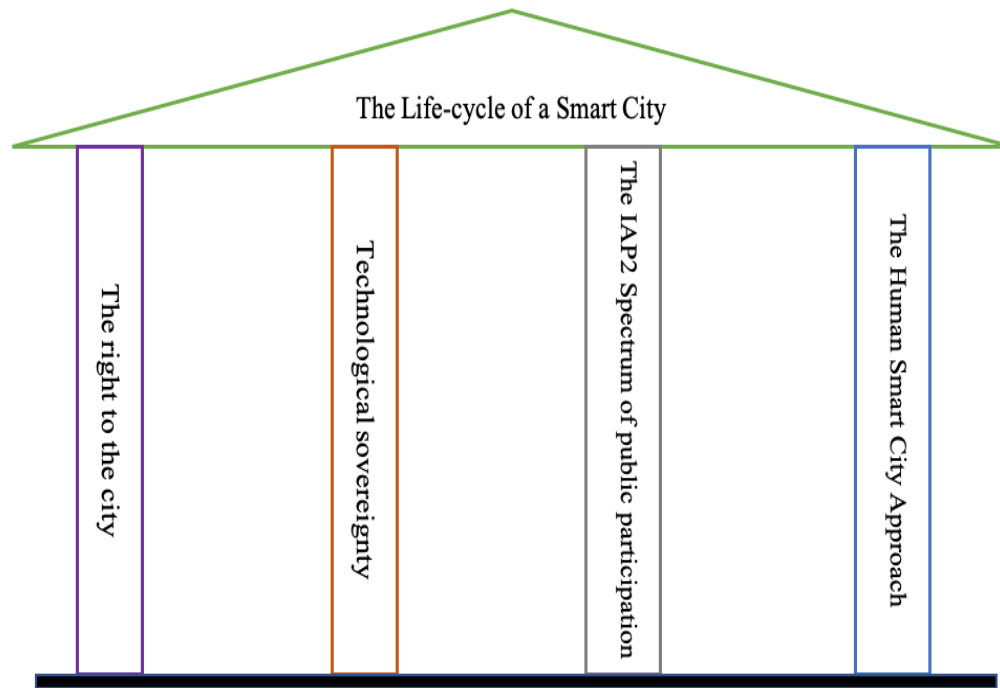
# Limitations of current approaches to co-creation in Smart Cities



# The current approach to stakeholder engagement in Smart Cities

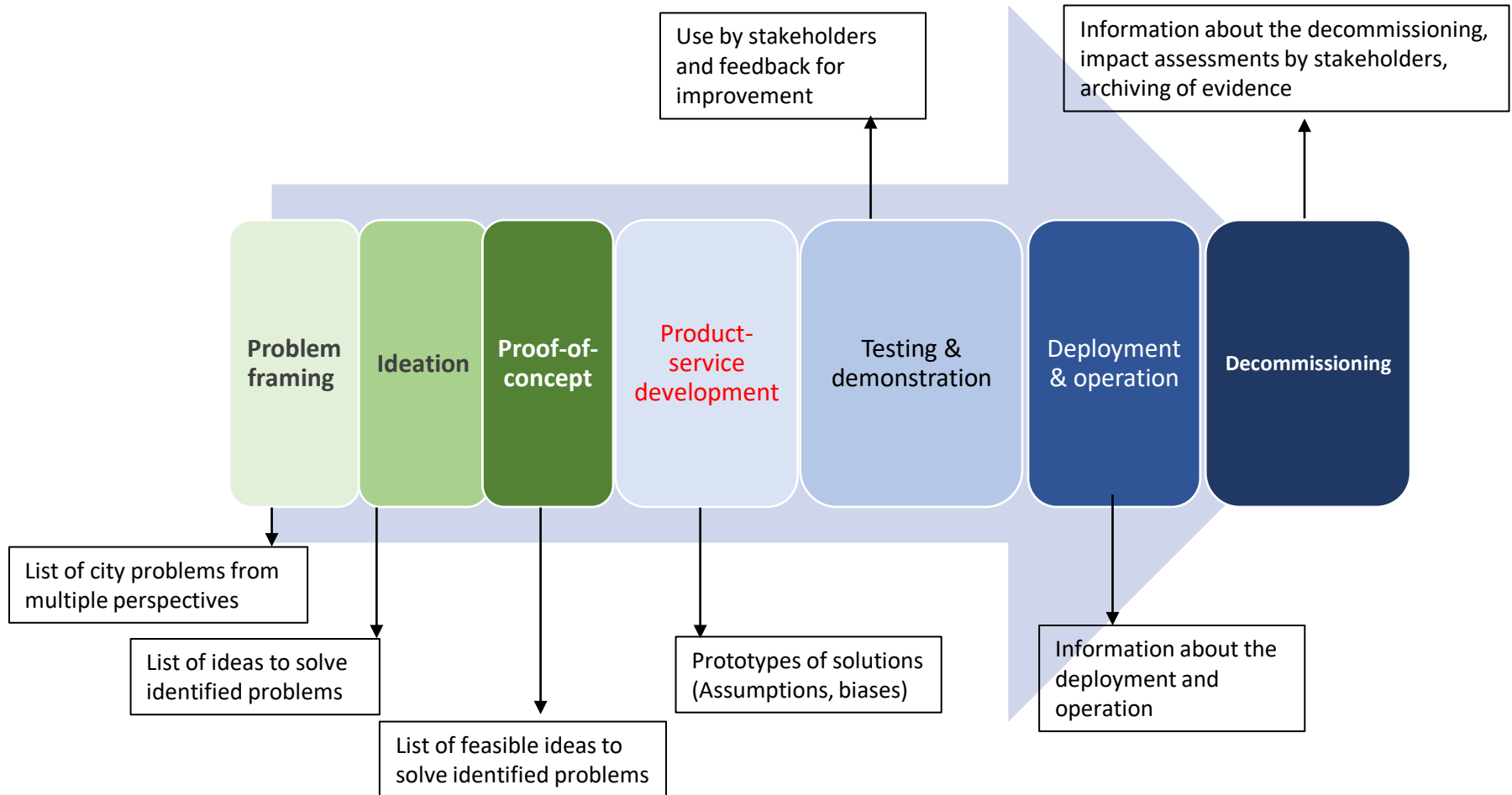


# Co-creative stakeholder engagement framework



- ❑ The 'lifecycle of a Smart City project' (Paskavela 2015)
- ❑ The IAP2 spectrum of public participation ([www.iap2.org](http://www.iap2.org))
- ❑ The right to the city (Lefebvre 1968, Harvey 2008)
- ❑ The 'technology sovereignty' paradigm (Galdon 2017)
- ❑ The human-centred approach (Lara et al. 2017)

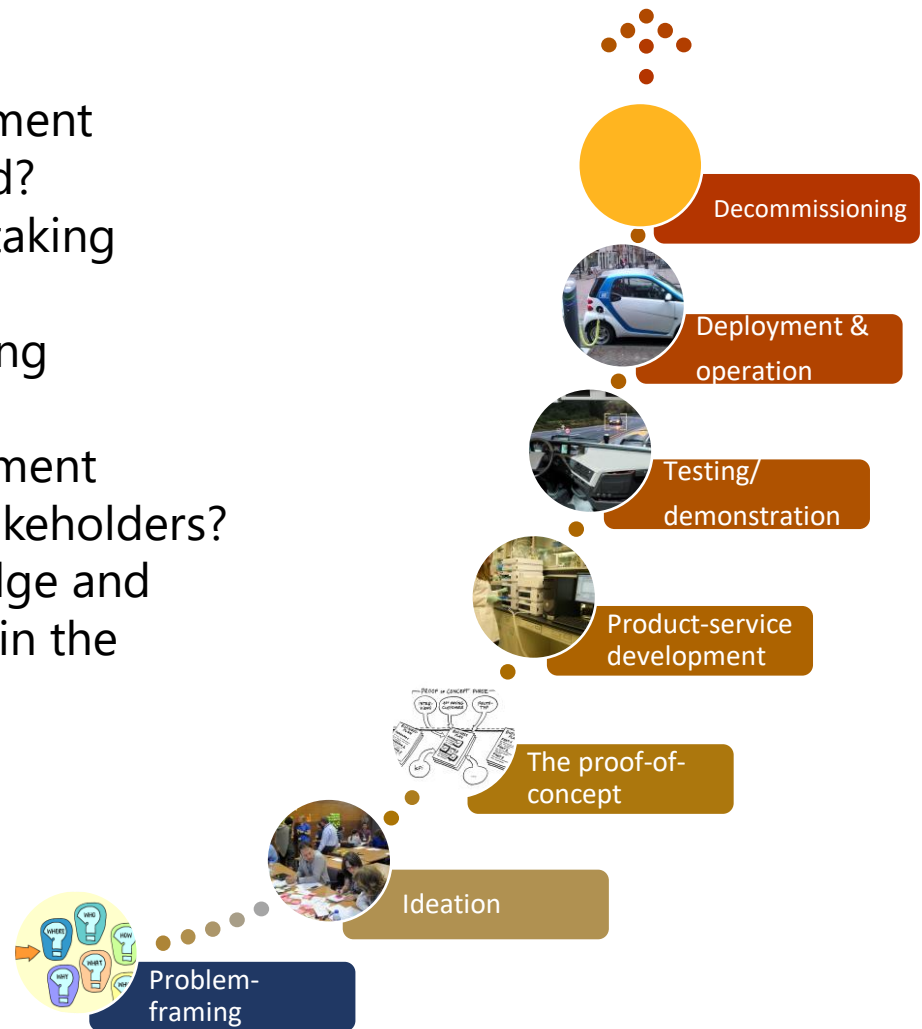
# Elaboration on the Co-creative stakeholder engagement framework following the Lifecycle Approach





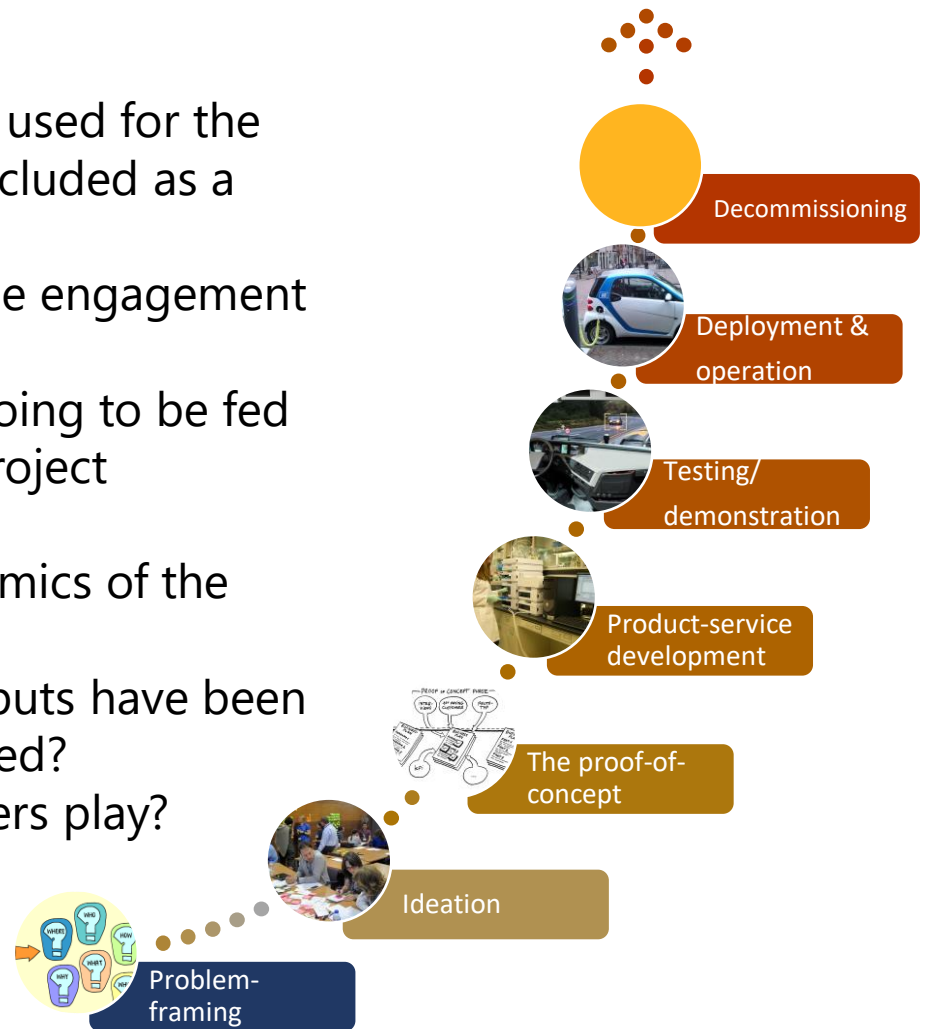
# Co-creating Smart City solutions through the lifecycle approach I

1. Who is participating in the engagement process and how were they selected?
2. Where is the engagement process taking place?
3. What forms of engagement are being conducted?
4. What is the purpose of the engagement process and what is expected of stakeholders?
5. What are the levels of skill, knowledge and preparation required to participate in the engagement process?



# Co-creating Smart City solutions through the lifecycle approach II

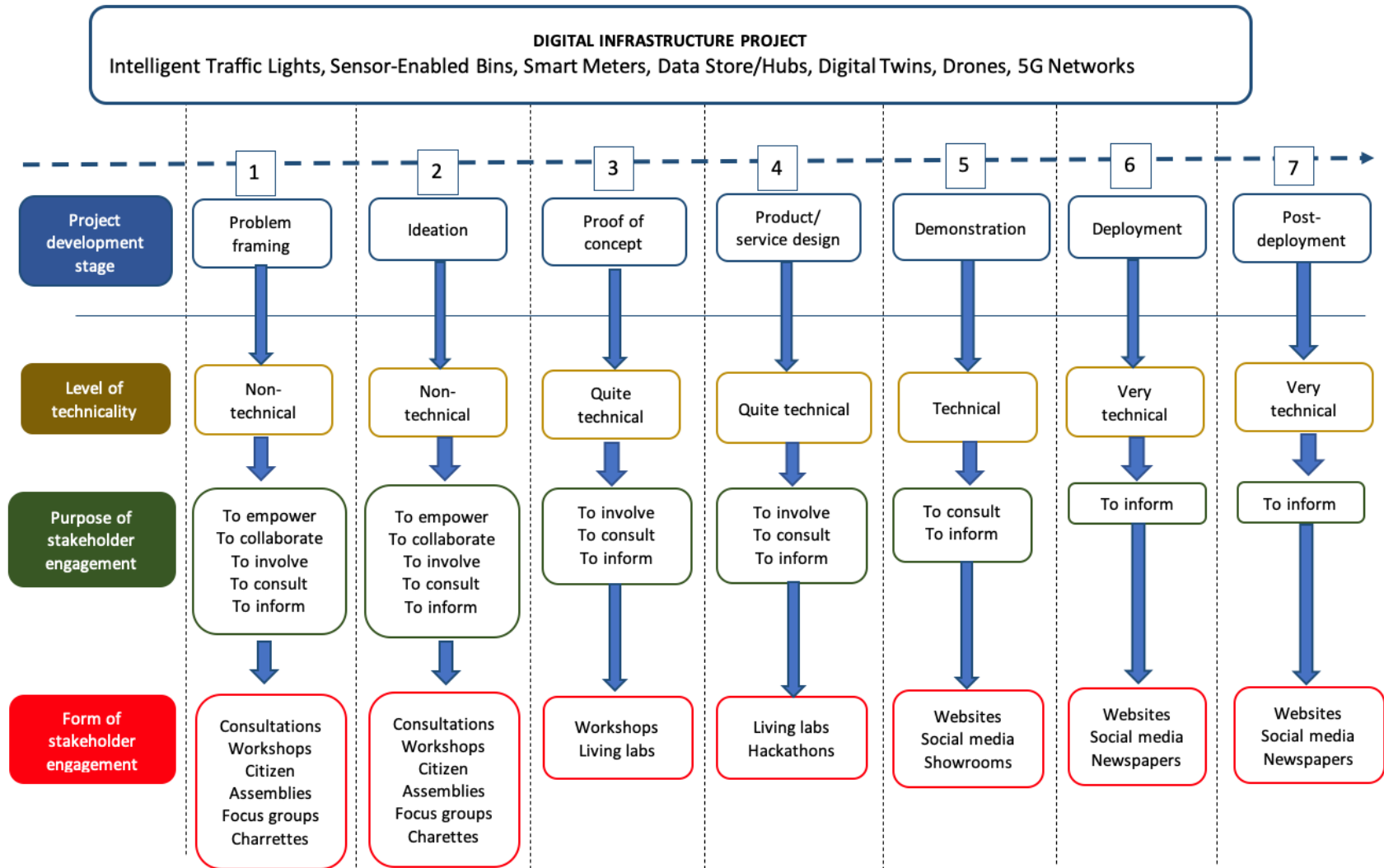
6. What boundary artefacts are being used for the engagement process and who is excluded as a result?
7. What is the role of technology in the engagement process?
8. How are inputs from participants going to be fed into each stage of the Smart City project development?
9. What are the spatio-temporal dynamics of the solution development process?
10. How will participants know their inputs have been incorporated in the solution provided?
11. What role must Smart City promoters play?



# What is distinct about this co-creative stakeholder engagement framework?

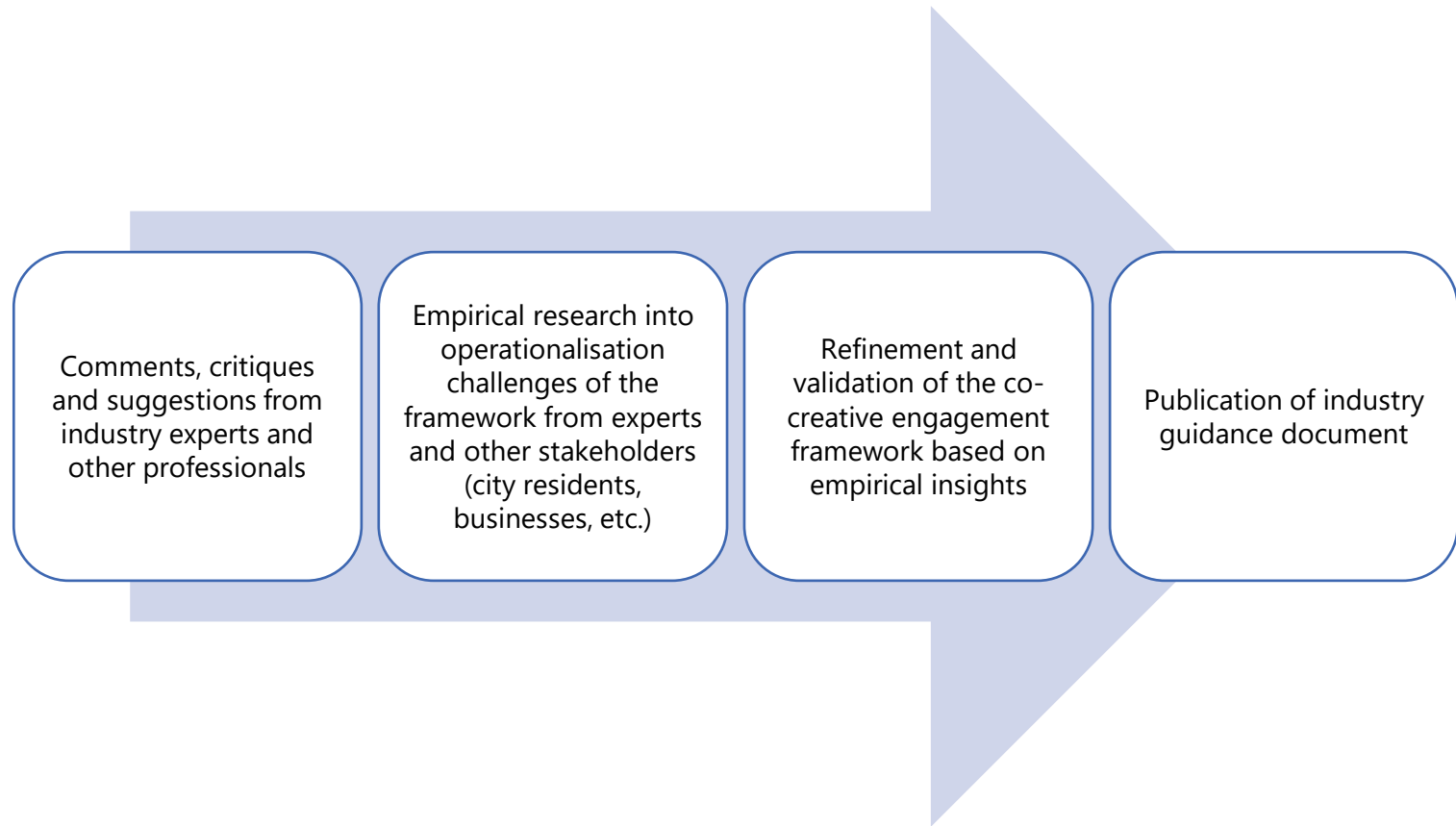
- 1** It can be adopted for all Smart City projects
- 2** It can be used for projects where technological solutionism is not the inevitable outcome
- 3** It can be adopted and applied at each stage of the Smart City project development
- 4** It can help to create awareness of the consequences of steps skipped and possible remedial strategies

# The co-creative stakeholder engagement framework





# Next steps for the framework

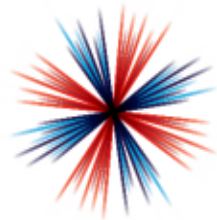


# Acknowledgements

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