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ESSC 2024: Co-creating Future Social Services

Social Inclusion in Smart Cities

Dr. Matthias Berg

Contesting „Smart Cities“

- Smart Cities are driven by
  - Technology
  - Marketing
  - Economic interests
- Smart City means
  - Rather surveillance than support
  - Rather innovation than people
  - Rather exclusion than inclusion

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Smart City

- Use of digital solutions
- For the benefit of inhabitants and business
- Better resource use and less emissions
- Interactive and responsive city administration
- Safer public spaces
- Needs of an ageing population

cf. European Commission

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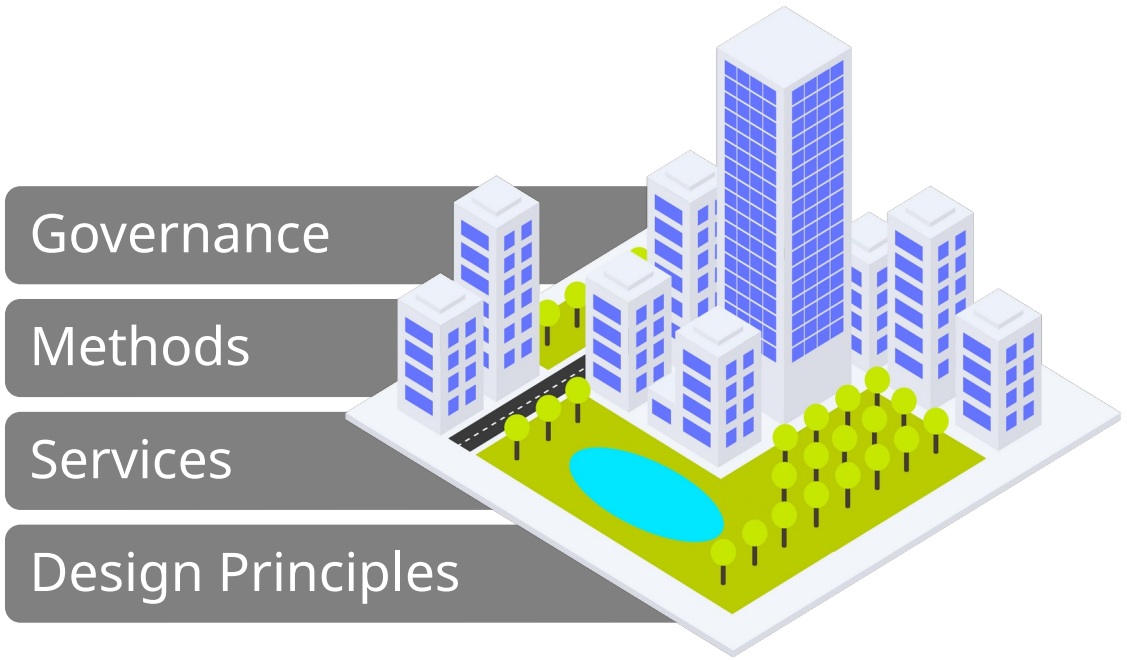
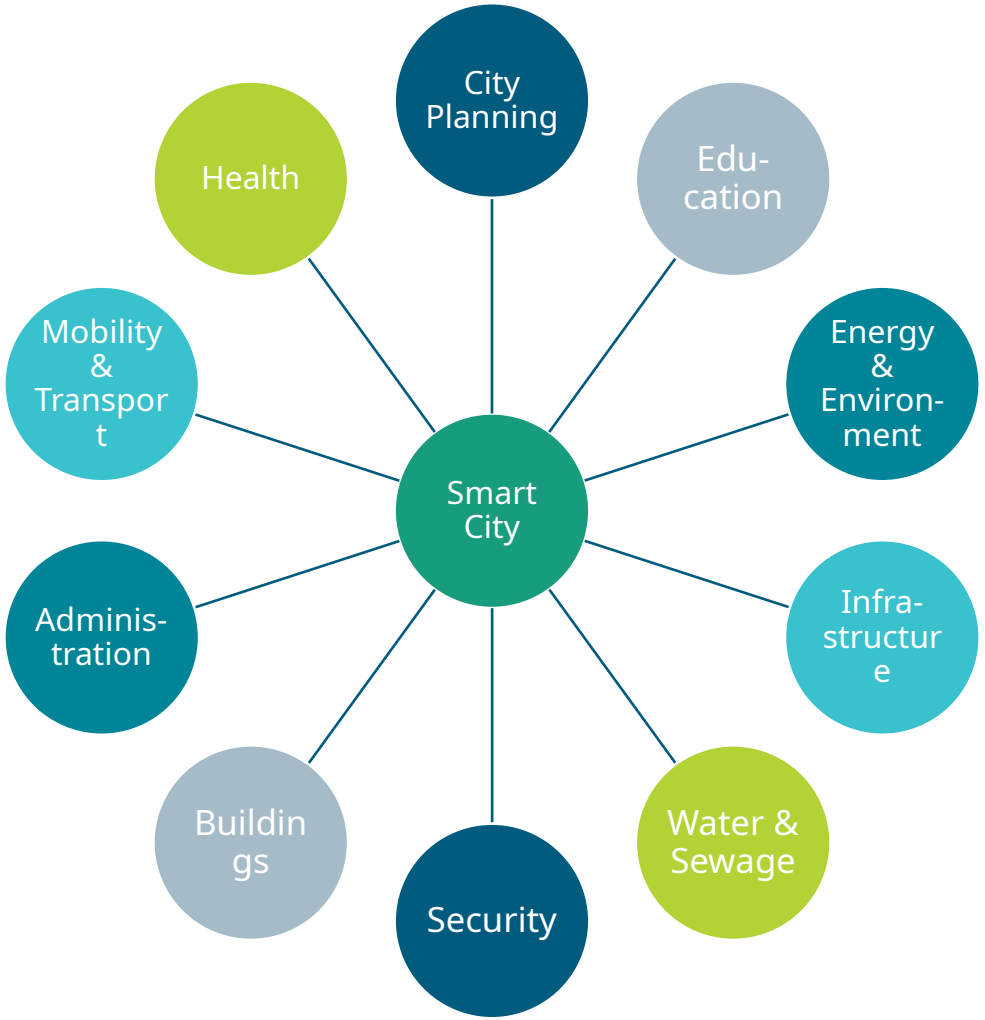
Smart City and Inclusion
Touch Points





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Smart City and Inclusion
Governance

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« Digital transformation needs transparency, participation and co-design »

- Strengthening transparency and democracy
- Ensuring digital participation, integration and inclusion
- Promoting co-design

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Smart City and Inclusion
Methods

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- Smart City Strategy as a joint effort through the participation of various community actors
- Development of digital services through co-creation (e.g. in software engineering)
- Approaches:
  - Digital as well as analogue formats
  - Transparency of outcomes
  - Appreciative

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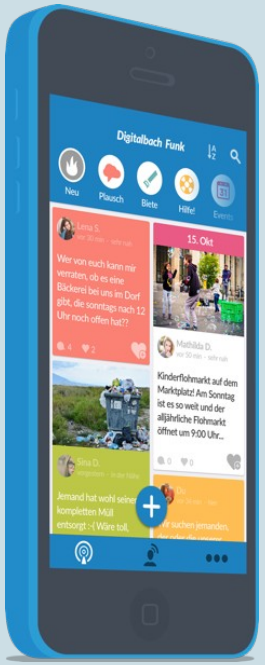
Smart City and Inclusion

Digital Services for…



…the community

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… disadvantaged groups

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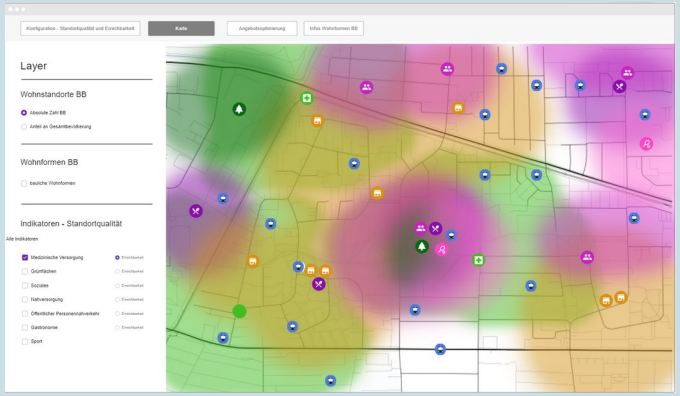

…an optimized provision of public services

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Smart City and Inclusion
Design Principles

- For the common good
- Purposeful
- User-centered
- Empowering
- Low-threshold
- Usability
- Accessibility

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Smart City and Inclusion
Call to Action

In order to benefit from the Smart City, social service actors should

- Claim visibility
- Get involved
- Explain needs
- Contribute use cases
- Share data
- Collaborate

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Questions?
Comments?
Ideas?

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