

Community Engagement as a Tool to help deliver Smart City Innovation: A Case Study of Nottingham, UK

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Introduction and background

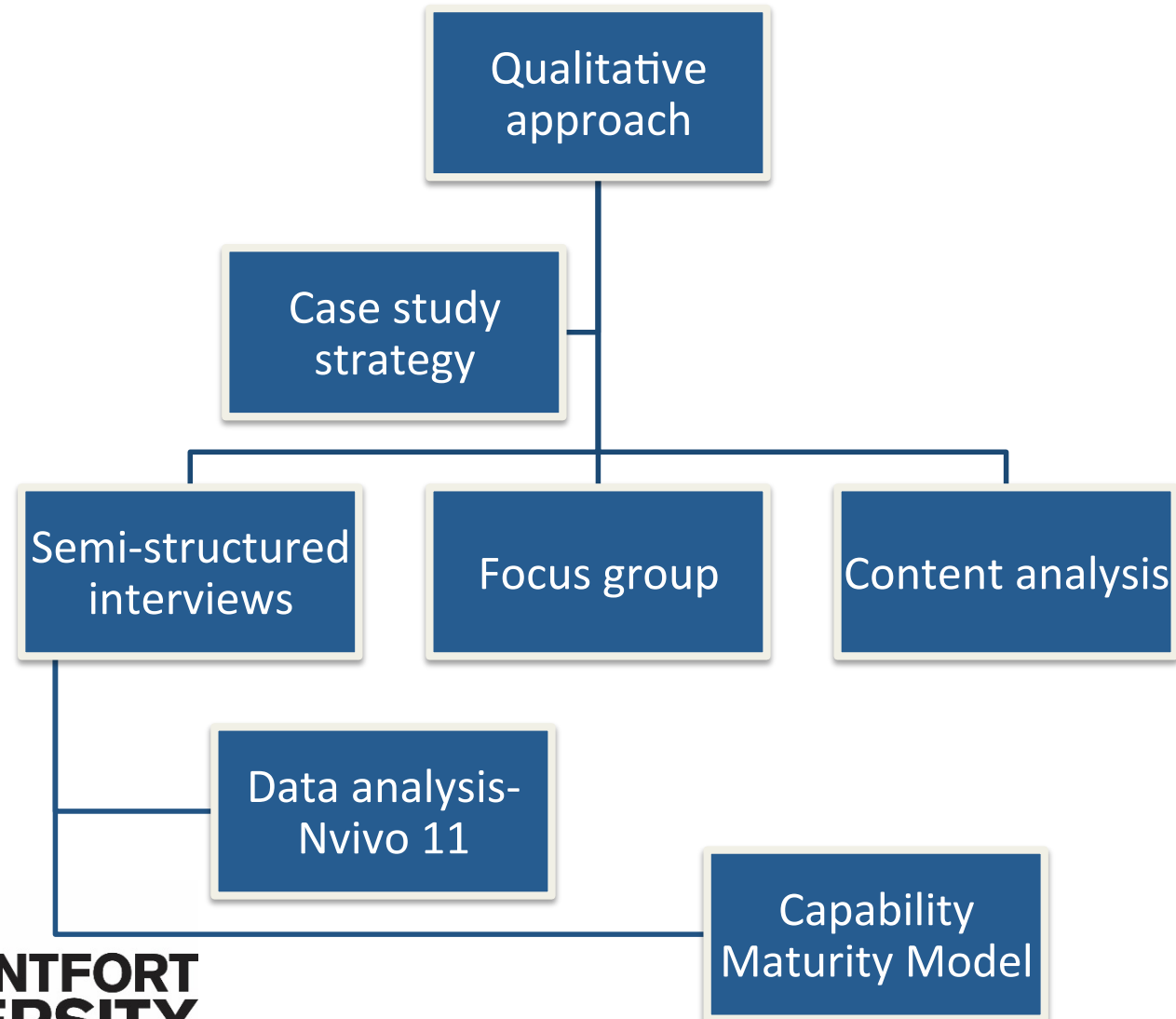
- Cities are complex urban conurbations
- Occupied by 51% of population, consuming 80% of resources
- 'Smart City' is emerging as a major response
- Focus remains on technological interventions
- Citizens and communities are key for transformation
- Local authorities have a leadership role



Research aim and objectives

- Explore Community Engagement (CE) to help deliver smart city innovation and the way local authority engages communities in its smart projects
 - Current state of community engagement
 - Community engagement strategy
 - Drivers and barriers

Research context and methodology





Nottingham as a case study

- Commitment to sustainable energy and carbon management
- Surpassed carbon reduction target of 26% by 2020
- UK's first council owned Robin Hood Energy
- Largest district heating network
- Retrofitted over 5000 properties with solar PVs
- Low carbon transport system
- Aiming to be a leading example of 'smart city'



State of community engagement (1)

- Considered important
 - Core to business but ‘core business’?
- CE strategy is not developed, but a part of the energy strategy
- CE remains transactional
 - Good examples; transitional, transformational
- ‘Inform’ and ‘consult’ level
- Not a holistic and mainstream activity
 - Project to project basis and requires steering

State of community engagement (2)

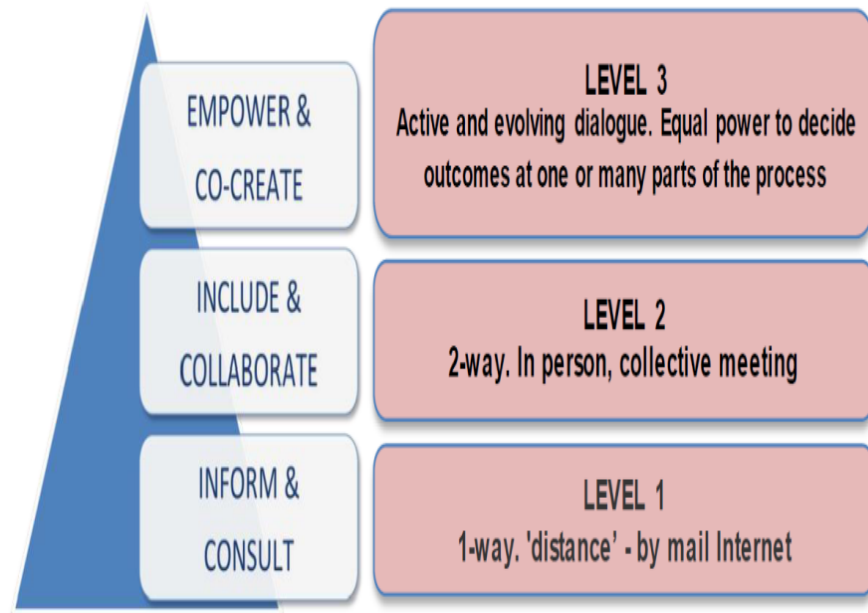
- Citizens do not have full stake at the initiation and design stage
- Opportunities for collaborative working with community groups
- Various communication and engagement tools
- Evaluate and measure performance
 - No agreed KPIs against which engagement can be measured/quantified.

“Citizen engagement will definitely need to evolve from one off, occasional engagement to substantial sharing, co-design and co-creation. City governance needs to be radically and profoundly transformed, work across silos. An ability to delegate power will become crucial”.

Community engagement strategy (1)

- Separate CE strategy
- CE needs to be embedded within existing strategies
- CE actions are implemented for energy projects; unclear at what stage the process starts
- Nottingham has developed a set of actions for CE with
 - Targets
 - Communication tools
 - Timeline
 - Budget
 - Responsibility

Community engagement strategy (2)



Drivers and barriers to CE

Drivers

- Reducing energy bills
- Warm and comfortable homes
- Local jobs creation
- Appearance of the community

Barriers

- Lack of knowledge and understanding
- Lack of funding
- Lack of time and interest
- Segregation
- Lack of partnership

Conclusions

- CE is essential for smart city innovation
- Evolving process and need continuity
- Local authorities have a key role to facilitate
- Cities can learn from good practice and explore replication
- Need whole life cycle engagement and new models of co-creation
- More dialogue with community groups
- Mainstream CE in decision-making as a core part of organisational processes
- Cities can use CE as a tool for smart city development

Questions/Discussion

Thank you

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