

# USERCENTRICITIES AWARD 2023

## CALL FOR SUBMISSIONS

### BACKGROUND

To raise awareness and recognise the efforts made by European cities and regions in meeting the objectives of the Tallinn Declaration and developing user-centric services in their territories, UserCentriCities has created the annual UserCentriCities Award.

The aim of the award is to reward outstanding digital public services developed by European local authorities with user-centricity at its core and to encourage the operationalisation of the Tallinn Declaration at the local level.

The winner will receive the award for “Best user-centric service in European cities and regions”, acknowledging the crucial role played by cities and regions in putting citizens’ needs at the heart of public services design and delivery.

The 2022 UserCentriCities Award was given to Helsinki for the [pre-primary education allocation service](#) developed by the city and delivered proactively to parents by sms. For more information, please visit [this page](#).

### ELIGIBILITY

The call for submissions is open to local authorities (cities and regions) from all EU Member States and European Free Trade Area (EFTA) countries (Iceland, Liechtenstein, Norway, Switzerland) and the United Kingdom.

Applicants must be local public authorities that have legal competence in developing and implementing user-centric services in their territory.

Each application's contact person must be a local or regional administration representative. Consultancies and other public agencies are not eligible.

The call is open for digital public services that follow the user-centricity principles of [The 2017 Tallinn Declaration on e-Government](#). Only services submitted through the [UserCentriCities services repository](#) will be eligible.

Each applicant is encouraged to submit one or more services. Partner cities are required to submit a minimum of three services.

Nomination of other city or region services is allowed with consent from the nominee’s administration. Citizens can also propose a service they think should be highlighted for their user-centric approach.<sup>1</sup>

In order to qualify for the award, services must have already been implemented.

For more information on what services are eligible [please visit this page](#).

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<sup>1</sup>Contact information from the local administration must be provided with the nomination.



## EVALUATION CRITERIA

Following an eligibility check, all submissions will be reviewed by an expert high-level jury. The jury will examine submissions in relation to the following criteria:

1. **Consistency with the user-centricity principles of the Tallinn Declaration on e-Governance:** How does the digital service address the needs and expectations of its users? How do they manage to always remain user-centric?
2. **Impact (effectiveness and efficiency):** What difference has the service made in the local administration and for the citizens? How was the service measured and evaluated? In what way is it particularly effective and/or efficient? How does it complement other services?
3. **Co-creation with citizens:** How have citizens been involved in the designing, development and/or implementation of the service? What benefits has this co-creation produced?
4. **Proactiveness:** How is the service addressing citizens' needs proactively? How is the service addressing key social benefits? Do these ensure data quality and interoperability?

## SCORING

For each criterion, a maximum of 5 points can be achieved:

0 points	Does not meet requirements at all
1 point	Barely meets requirements
2 points	Almost meets requirements
3 points	Meets requirements
4 points	Meets requirements with excellence
5 points	Meets requirements with excellence and even exceeds them

The average score will be calculated for each criterion based on each jury member's evaluation. Based on the sum of all criteria, the jury will agree on the top three finalists, and the winner will be chosen from these. In case of a tie, the jury will have the final saying.

## JURY

The jury will consist of a high-level expert panel in the field of user-centricity and public service design. More information will follow shortly.

## ONLINE SUBMISSIONS

Applicants must submit their candidate services through the UserCentriCities online repository via the form at <https://www.usercentricities.eu/new-service>

To access the online repository, applicants need to create an account by registering to the UserCentriCities website [www.usercentricities.eu](http://www.usercentricities.eu)

The applications must be submitted in English. Please make sure to answer all questions with clear and relevant information about the services.

Applicants are encouraged to upload a selection of documents, videos and images to illustrate their services.

The application form can be accessed and edited as many times as the applicant wishes until **21 April 2023 at 24:00 (CET)**.

## AWARDS CEREMONY

The Award Ceremony will take place in mid-May in Brussels in the framework of the 2023 UserCentriCities Summit. Only at that moment the finalists, and the public, will find out who is the winner. Only the finalists will receive an official notification the first week of May.

Political or high-level representatives of the finalists will be invited to attend the Award Ceremony.

The winner and the finalists will benefit from visibility at the European level. This includes coverage in the UserCentriCities consortium partners' social media and other communication channels, and recommendations to invite the winner and finalists to participate as speakers in relevant high-level conferences and events.

## CONTACT

In case of any questions about the UserCentriCities Awards and the application process, please contact [mayra.garcia-blasquez@eurocities.eu](mailto:mayra.garcia-blasquez@eurocities.eu)