USERCENTRICITIES AWARDS 2022

CALL FOR SUBMISSIONS

BACKGROUND

Local authorities play a fundamental role in digital government service delivery, they are the front office of government as a whole and the first way citizens experience digital services. But the role of local authorities in implementing user-centricity principles, design thinking, and co-creation is not sufficiently recognised, and they lack the fundamental tools to implement user-centricity at scale.

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 Awards.

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 to "Best user-centric service in European cities and regions", acknowledging the crucial role played by cities and regions in putting the end-user at the heart of public services design and delivery.

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 United Kingdom.

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

The contact person for each application must be a representative of a local or regional administration. Consultancies and other public agencies are not eligible. In case of doubt, applicants will be contacted to provide proof of their legal status as a local or regional administration.

Only services submitted through the UserCentriCities services repository will be eligible.

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

Nomination of other city or region services are allowed with consent from the nominee's administration.

In order to qualify for the award, services must have already been implemented or at an advanced planning or design stage.

For more information on what services are eligible please visit this page.

EVALUATION CRITERIA

Following an eligibility check, all submissions will be reviewed by an expert 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?

JURY

The UserCentriCities Awards are judged by an independent expert panel consisting of:

- Ms Kimberly D. Johns – Senior public sector specialist, The World Bank
- Ms Arūnė Urtė Matelytė – Head of GovTech Lab Lithuania
- Ms Paola Pierri – Head of design and research, Democratic Society
- Ms Greta Nasi – Associate professor, Bocconi University

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 .

The applications shall be submitted in English. Applicants are invited to answer all questions with clear and relevant information about their 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 **29 April 2022 at 24:00 (CET).**

AWARDS CEREMONY

The Award Ceremony will take place in June 2022 (or eventually online). Only at that moment the winners, and the general public, will find out the name of the winners. Only the finalists will receive official notification by end of May.

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

User Centri Cities

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, an invitation to the winner to be a keynote speaker in the next UserCentriCities Summit 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, please contact mayra.garcia-blasquez@eurocities.eu .