Call for Abstracts – 'Leading Change in Public Services'

Friday 13 May 2016: Queen Margaret University, Edinburgh

Title: 'SmartGov' Smart Governance of Sustainable Cities: Citizen Engagement, ICTs and Sustainable Urban Development in the United Kingdom, The Netherlands, and Brazil.

Authors:

1. William Webster: Centre for Research into Information, Surveillance and Privacy, Stirling Management School, University of Stirling (UK).

Email: william.webster@stir.ac.uk

Biography: William Webster is Professor of Public Policy and Management at the University of Stirling. He is a Director of CRISP (the Centre for Research into Information, Surveillance and Privacy), a research centre dedicated to understanding the social impacts and consequences of technologically mediated surveillance. Professor Webster has research expertise in the policy processes, regulation and governance of CCTV, surveillance in everyday life, privacy and surveillance ethics, as well as public policy relating to data protection and e-government. He is chair of the Scottish Privacy Forum and the LiSS COST Action, and is involved in a number of research projects, including IRISS, ASSERT and SmartGov.

2. Douglas Robertson, School of Social Sciences, University of Stirling (UK).

Email: d.s.robertson@stir.ac.uk

Biography: Professor Douglas Robertson's research expertise focuses on sociological understandings of place, belonging and identity, examining how these interact and influence society, particularly in relation to both social and housing policies at both local and national scales. He also has a long standing interest in governance, spatial planning and housing policy. Having spent his teaching career contributing to post-graduate MSc / Diploma in Housing Studies, following a five year term as Head of School, he moved over to teach undergraduate Sociology and Social Policy.

3. Charles Leleux, Centre for Research into Information, Surveillance and Privacy, Stirling Management School, University of Stirling (UK).

Email: charles.leleux@stir.ac.uk

Biography: Charles Leleux is a Researcher with the Centre for Research into Information, Surveillance and Privacy, Stirling Management School, University of Stirling. He has worked on European Commission FP7 Projects: Increasing Resilience in Surveillance Societies, 2012-15; Assessing Societal Impact of Security Research, 2013-14, and European COST Action: Living in Surveillance Societies, 2009-13. He has an M. Phil (Urban Policy) University of Glasgow, 1996. Prior to academia, Charles worked in local government, coordinating: outcome-based performance reporting, archives/records, and information management. Current research includes an ESRC project on Smart governance for sustainable cities, and the use of body-worn video in Scotland's public services.

Presenter: Douglas Robertson, School of Social Sciences, University of Stirling (UK).

Abstract:

'SmartGov' Smart Governance of Sustainable Cities: Citizen Engagement, ICTs and Sustainable Urban Development in the United Kingdom, The Netherlands, and Brazil.

Smart Governance of Sustainable Cities' (SmartGov) is a four year collaborative transnational research project on the value of ICTs for engaging and empowering citizens in the governance of sustainable cities. Funding Councils in the United Kingdom (ESRC); The Netherlands (NWO), and Brazil (FAPESP) are, respectively, co-funding the research. The three partners are: the University of Stirling (UK); Utrecht University, (The Netherlands), and Fundação Getulio Vargas, Sao Paolo, (Brazil). The project started in October, 2015 and will end in September, 2019, and falls within the remit of the ESRC, addressing questions of governance; sustainable urban development; information and communication technologies; participatory democracy; smart cities; smart governance; public administration; urban governance and e-government studies. By comparing the development of 'smart technologies' in different national urban contexts, the project seeks to identify key socio-technical ingredients for the successful implementation of sustainable urban 'smart governance'. Comparative analysis will take place of 'smart governance' in different organisational, institutional, political and learning contexts, looking closely at the infrastructure, economy and poverty in the three case study cities: Utrecht (The Netherlands); Curitiba (Brazil), and Glasgow (United Kingdom). The empowerment of citizens and communities in the use of new ICTS with which to engage in the governance of their municipalities will be examined and compared, as will barriers to learning and social inclusion. Big Data will be used to inform the research through accessing central and local government datasets, and from research conducted by partners associated with the project.

While focusing on the theme of governance and democracy, with the analytical and empirical research addressing the three cross-cutting policy areas (infrastructure, economy and poverty), the project also considers resilient societies, social justice and the economic vitality of core urban areas. It emphasises roles played by 'smart' technologies in fostering change and the co-production of services, development of new urban infrastructure and evolution of services and governance arrangements to address poverty, inequality and vulnerability. This research will enhance our

understanding of the requirements for sustainable urban development within an environment where the drivers for sustainable and resilient societies are increasingly technologically orientated. The proposal makes a significant contribution to developing knowledge through blending two theoretical traditions, urban studies and e-governance, into a synthesised context sensitive, socio-technical approach to understanding and operationalising the 'smart governance' of sustainable cities.

The overall aim of the project is to provide insights that will guide city governments in using ICTs to empower and engage citizens in the governance of sustainable cities. Sustainable urban development requires new forms of governance based on citizen engagement. New information and communication technologies (ICTs) promise to transform urban governance into 'smart city governance' when the technologies are integrated in strategies for citizen participation, e.g. the City of Amsterdam uses Citizen Toolkits to engage citizens in environmental monitoring, the Greater London Authority uses open data to stimulate sustainability initiatives, and the City of Toronto uses social media to engage citizens in fighting crime. The new technologies are 'sexy' but little is known about their effectiveness in different organisational, institutional, political and public services contexts.

Keywords: Governance, Smart governance, E-governance, E-government, E-participation, Information and communication technologies, Participatory democracy, Citizen and Community Empowerment, Sustainability, Sustainable urban development, Social inclusion.

Colloquium Topics:
Community Empowerment, Localism and Leading Change
Using Big Data and Information Systems to Inform Change