

dr10p

Putting the residents
at the heart of social
district regeneration

Capacity Building set for district renovation Insight and Lessons from Ermua 's Experience

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- Santa Ana neighborhood, Ermua
- Capacity domains for district renovation
- Co-design process of the Capacity-Building set in collaboration with Ermua council
- Lessons learnt
- Q&A

For reference: *D6.3 A capacity-building set for digitally-enabled district renovation processes, drOp project*

What is drOp

- The core ambition of drOp, a Horizon Europe project, is the development of an **integrated renovation methodology** (IRM) aiming to transform **social housing districts** into inclusive **smart neighborhoods**.
- The goal is to promote **social innovation** and boost the **local economy** and with that purpose drOp will adopt a **human-centered approach**, integrate **innovative technologies** and explore the growth creation potential of **cultural and creative industries**.





Santa Ana, ERMUA

Santa Ana, Ermua



URBAN CHARACTERISTICS



PRIVATE DWELLINGS:

- Old buildings (60s -70s)
- Lack of accessibility (ej. no lift)
- Low energy efficiency

PUBLIC SPACES:

- Car oriented
- Lack of quality public space
- Decreasing number of local commerce
- Lack of greenery

SOCIO-DEMOGRAPHIC CHARACTERISTICS

- Low-medium class
- Old population
- Lack of participatory culture

Capacitation needs and desires in Santa Ana

RESIDENTS

- **Energy Efficiency:** Training on energy-saving practices.
- **Digitalization:** Skills development in digital tools and platforms.

LOCAL BUSINESSES

- **Digital Capacities:** Enhancing digital marketing and online presence.
- **Business Innovation:** Mentoring on innovative business models and service design.

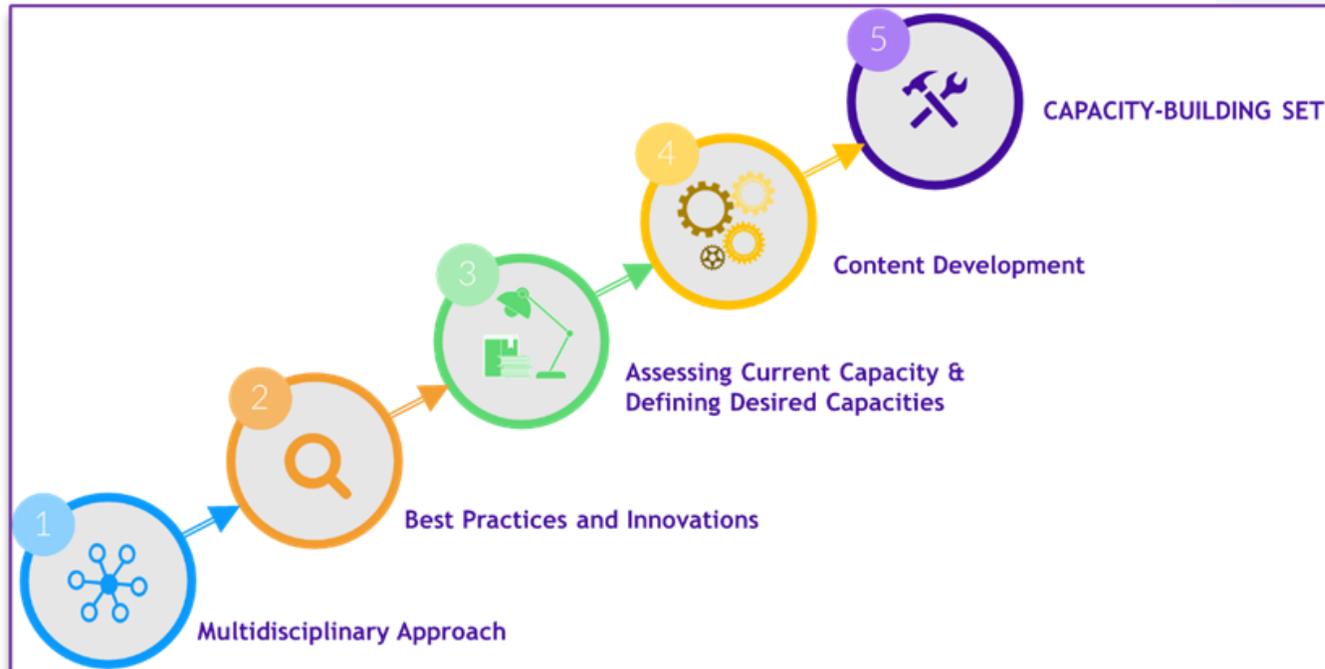
COUNCIL STAFF

- **District Renovation:** Understanding energy efficiency, smart neighborhoods, and active aging.
- **Citizen Engagement:** Strategies for effective community participation and support.



Capacity domains for district renovation

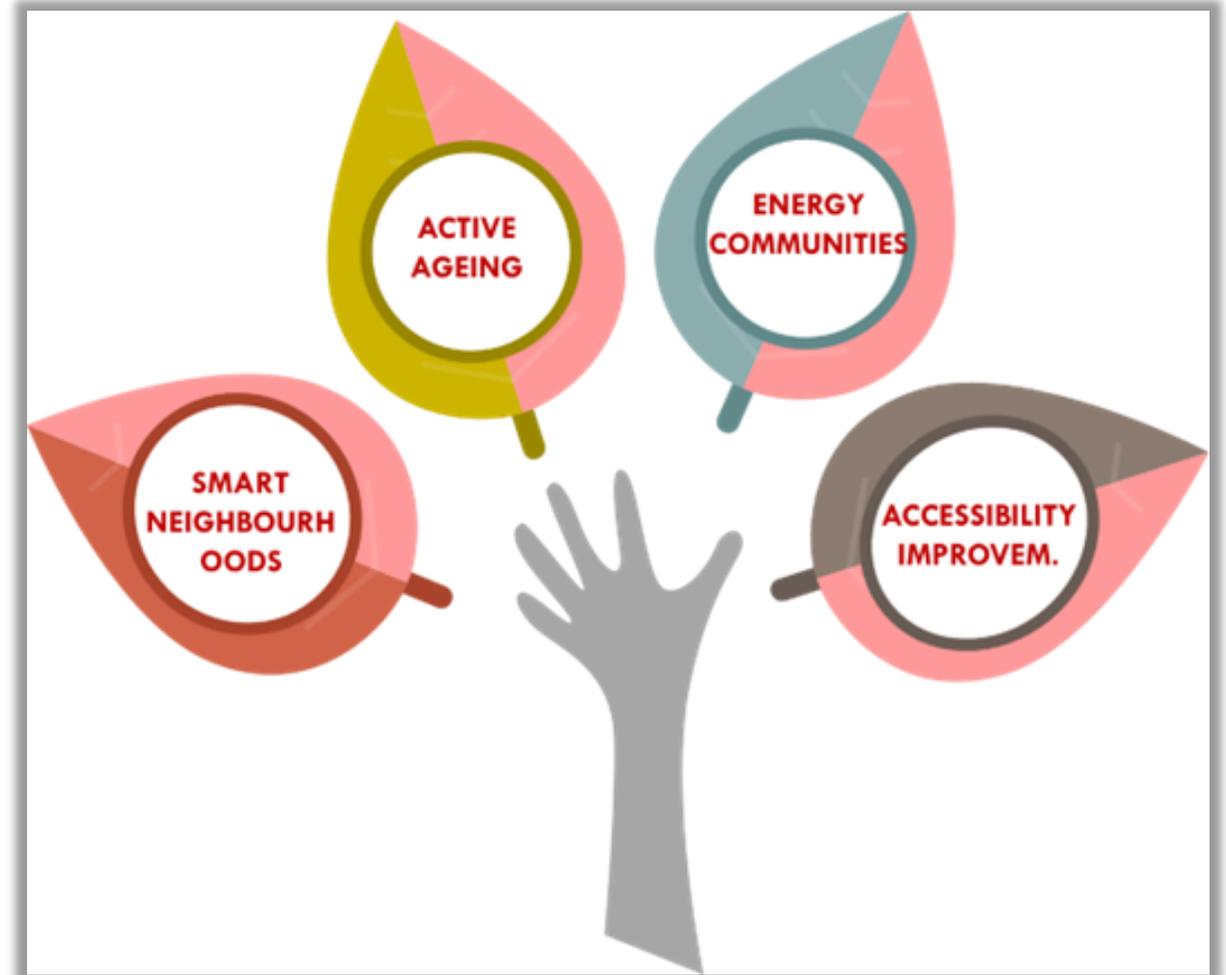
Methodological approach



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Methodological approach

How renovation processes can foster and promote **new business models and services**, and **new opportunities** for the local ecosystem, specifically around the **construction sector** and the provision of new services to **improve people's quality of life**.



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Multidisciplinary Perspective

DIGITALISATION



- Digital Literacy Training - basic computer skills training
- Job Placement Assistance
- Entrepreneurship Development

*FOR RESIDENTS

- Digital Skills for SMEs
- Mentorship & Coaching
- Digital Infrastructure

*FOR COMMERCE & BUSINESS

- Access to Finance

URBAN REGENERATION



- Project Management
- Economic Development
- Cultural & Historical Sensitivity

*FOR COUNCIL STAFF

- Urban Planning & Design
- Community Engagement & Social Inclusion
- Monitoring & Evaluation

*FOR RESIDENTS

- Community Engagement & Social Inclusion

ENERGY EFFICIENCY



- Technical knowledge of building physics minimizing energy demand
- Knowledge of Energy-efficient technologies
- Project management in energy efficiency and building integrated renewable energy
- Energy modelling and software simulations
- Data analysis of monitoring techniques
- Local Energy Communities: Communication and Stakeholder Engagement skills

*FOR RESIDENTS

Multidisciplinary Perspective

SOFT SKILLS



- Entrepreneurial competences: creativity, vision, ethical and sustainable thinking, and mobilizing resources
- Personal initiative, resilience, and collective value creation

*FOR RESIDENTS

- Stakeholder Engagement & Communication

- Problem-Solving & Adaptability

*FOR COMERCE & BUSINESS

INNOVATION MANAGEMENT



- Strategic Foresight & Visioning
- Stakeholder Engagement & Communication
- Innovation Ecosystem Building

*FOR MUNICIPAL STAFF

- Cross-sectoral Coordination
- Strategic Foresight & Visioning
- Project Management and Financing Innovation
- Social Innovation and Inclusion

*FOR COMERCE & BUSINESS

PARTICIPATION & ENGAGEMENT



- Awareness of Participatory Processes & Basic Principles of Participation
- Tools & Techniques to gather insights from the community
- Facilitation of Co-Creation Sessions
- Guided Implementation Workshop

*FOR MUNICIPAL STAFF

- Collaboration & networking
- Leadership & initiative
- Adaptive problem-solving

*FOR RESIDENTS

Best practices: European case studies

- ❑ UN-Habitat's City Resilience Profiling Tool (CRPT): This [tool](#) focuses on building the capacity of city authorities to enhance urban resilience, which is crucial for sustainable district renovation. The CRPT provides a comprehensive framework that includes methodologies for data collection, analysis, and action planning. It also offers training workshops, technical support, and online resources.
- ❑ [URBACT](#) is a European exchange and learning program promoting sustainable urban development, which includes district renovation. It provides capacity-building through networks, workshops, and action planning tools that support local authorities in urban development projects. The program offers case studies, good practice guides, and tools that are particularly useful for European cities undertaking district renovation.
- ❑ [Caserne de Reuilly](#): an urban regeneration project providing affordable housing in Paris' city centre which exemplifies capacity building through its comprehensive urban regeneration efforts. By transforming a former military barracks into a mixed-use neighborhood, the project increased the supply of affordable and social housing while preserving architectural heritage. Key interventions included the construction and renovation of accessible dwellings, the reuse of over 600 tons of materials, and the integration of sustainable systems like rainwater management and renewable energy sources. Community engagement was fostered through public meetings, consultations, and co-design workshops, ensuring active resident participation.
- ❑ [Sociale Energie Sprong](#): Ensuring cost-neutrality for residents after the renovation operation. The Sociale Energie Sprong renovation model accelerates energy-neutral renovations through economies of scale, making the process faster and more affordable. Key aspects related to capacity building include utilizing prefabricated external cladding and energy modules for quick on-site work, ensuring cost-neutrality for residents by balancing energy production and consumption, and providing technical and financial support through partnerships and funding. The model aligns with 2050 climate objectives by promoting energy-efficient solutions and reducing the carbon footprint, collectively enhancing the capacity of the social housing sector to undertake large-scale, sustainable renovations while maintaining affordability for residents

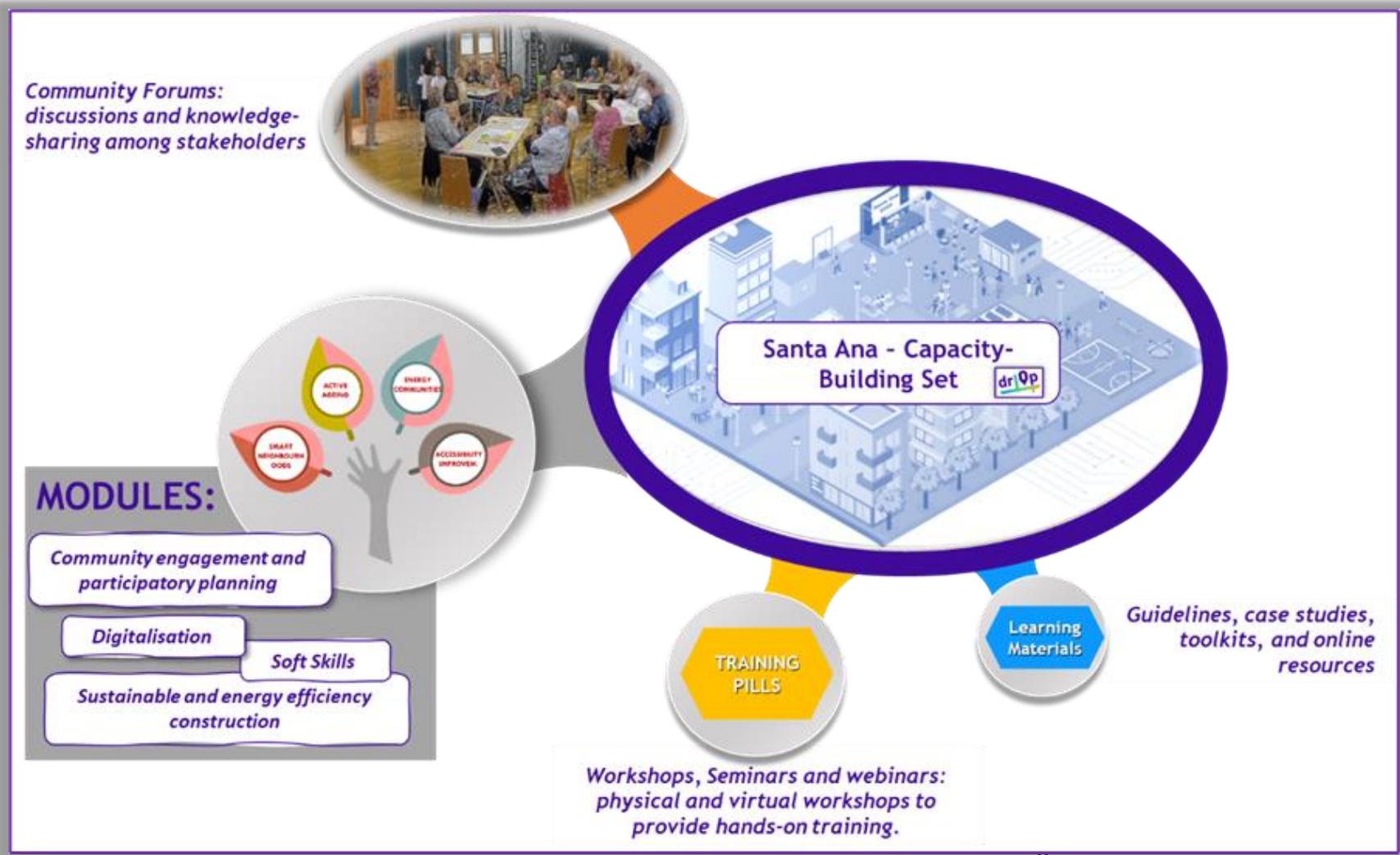
Best practices: European case studies

- **Vilawatt Project:** setting up a public-private-citizen partnership (PPCP) to support renewable energy supply, fast renovation of private buildings & learning. The Vilawatt UIA project in Viladecans, Spain, implemented a comprehensive capacity-building plan aimed at enhancing local expertise in energy efficiency and building renovations. This initiative trained around 200 individuals from various fields, equipping them with the necessary skills to meet the growing demand for energy-efficient building renovations. It also included Community Engagement training involving local residents and stakeholders in the planning and implementation phases, ensuring that the community was well-informed and actively participating in the energy transition.
- **Progetto Energheia, Turin:** Improving the energy efficiency of buildings and creating an energy community for their inhabitants. Progetto Energheia aims to enhance energy efficiency in buildings and foster energy communities among residents. It actively engages residents in energy-saving behaviors and fosters a sense of community through gamification as a way of capacity-building so residents can understand their energy usage patterns and identify areas for improvement, change their behavior and increasing energy literacy among residents
- **La ferme du rail, Paris :** “An agri-urban space open to All - to welcome, train and integrate the most fragile people. La Ferme du Rail, part of the "Réinventer Paris" Innovative Urban initiative launched in November 2014, focuses on integrating disadvantaged individuals through urban agriculture and solidarity. The project provided training in relevant jobs to meet city needs such as involving participants and future tenants, mainly from vulnerable societal groups, in all construction phases, ensuring their employment on-site. The new workforce receives training to enhance their future employability. Collaborations with local partners, such as restaurants, for bio-waste collection and composting, increase the project's visibility and acceptance.
- **Matrycs** The MATRYCS or **Modular Big Data Applications for Holistic Energy Services in Buildings** (an Horizon 2020 research and innovation program), implemented several capacity-building actions to enhance energy efficiency in buildings through big data applications. These actions included providing technical assistance and training for stakeholders on advanced data processing, machine learning, and AI tools. Workshops and webinars were conducted to educate participants on the use of the MATRYCS open, cloud-based data analytics toolbox.



Co-design process of the Capacity-Building set in collaboration with Ermua council

Capacity-Building set DEVELOPMENT



Capacity-Building set DEVELOPMENT

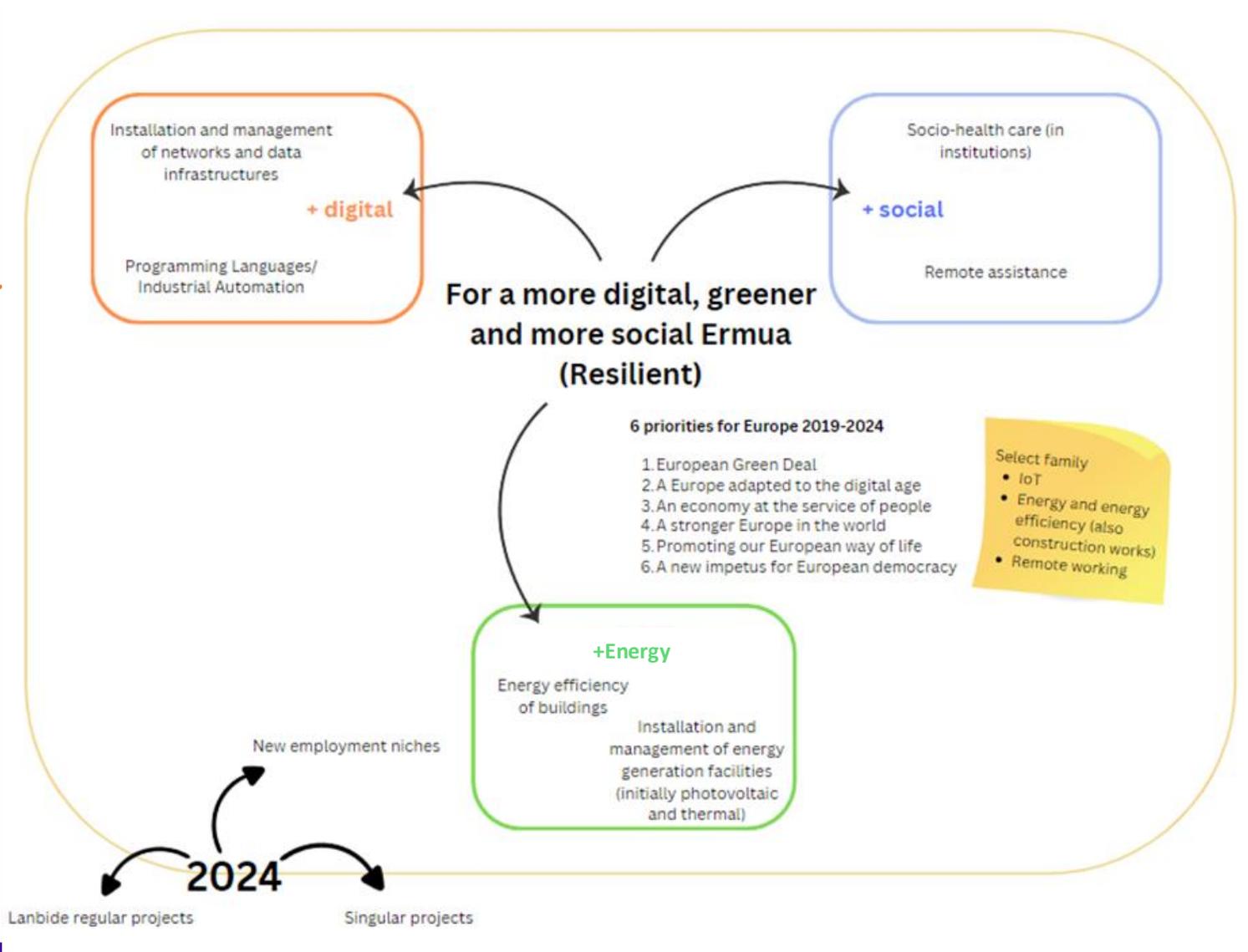
*Community Forums:
discussions and knowledge-
sharing among stakeholders*



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Capacity-Building set DEVELOPMENT

Community Forums:
discussions and knowledge-sharing among stakeholders



Capacity-Building set DEVELOPMENT: DESIRED CAPACITIES

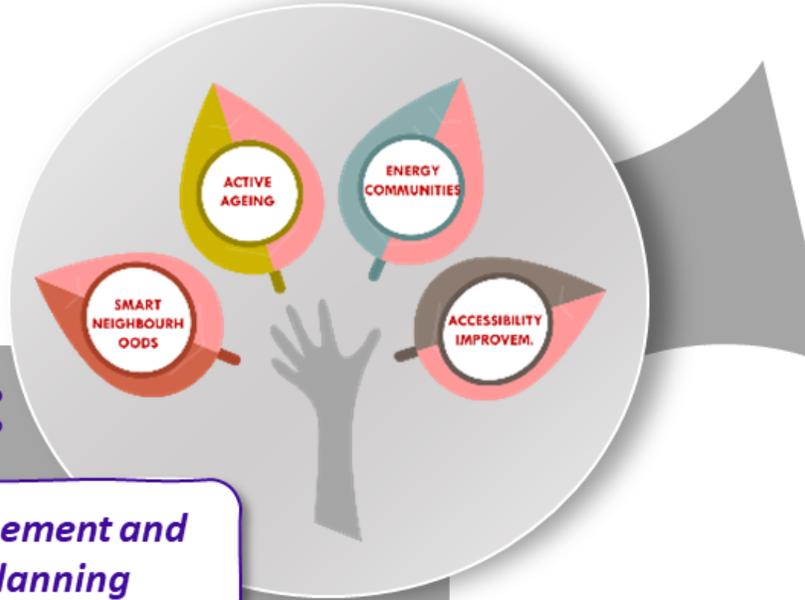
MODULES:

Community engagement and participatory planning

Digitalisation

Soft Skills

Sustainable and energy efficiency construction



- Advice and training facilities organised, in particular in the field of **self-management**, **empowerment** and **economic support**.
- Learning tailored to **social business models** or socially useful products and services development.
- Public space and **support structures for learning and working**, campaigning and project development.
- Promote and support **SMEs business** (e.g. business incubators)

Capacity-Building set DEVELOPMENT: TARGET GROUPS



**RESIDENTS - SANTA
ANA NEIGHBOURHOOD**

**LOCAL COMMERCIAL
BUSINESSES**

**COUNCIL
STAFF**

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Capacity-Building set ELEMENTS

“Professional Course”: A training program tailored to several skills and knowledge affected by building renovation which includes an official grade or professional title



CONTENT

- **Rehabilitation**: focus more on quality in rehabilitation, for example, installation of windows to prevent infiltration.
- **Facilities**: New decarbonisation solutions - Heat pumps; Aerothermal energy; Housing ventilation systems; Photovoltaic installation



AUDIENCE

An "ad-hoc course" to encompass several professional fields around construction and renovation sectors such as envelopes, bricklayers, plumbers, electricians, etc. Aspects of energy efficiency (e.g. aerothermal energy).



STAKEHOLDERS

Professional Educational centre at the municipal or county level, main companies in the sector to come and give "practical" orientation talks in these clusters.



BENEFITS

An official professional title and the possibility of doing internships would be offered.

Capacity-Building set ELEMENTS



Capacitation Modules for Residents



CONTENT

- *Training in local energy communities and collective photovoltaic self-consumption.*
- *Energy efficiency "awareness" training (e.g. understand your electricity or gas bill); Energy efficiency mentoring linked to the recommendations from the municipal QLIK service*
- *Digital training (different levels): digital capacitation to unemployed or employed residents*



AUDIENCE

Any type of residents lacking digital skills as well as unemployed or employed population demanding updated digital capacitation.



STAKEHOLDERS

Professional Educational centers at the municipal level, private academies, public or private academic centers.



BENEFITS

- *Helps residents reduce electricity and gas bills; contributing to a healthier environment; enables informed decisions about energy use, including participating in local energy communities; fosters a sense of community and shared responsibility for energy usage.*
- *Reduces digital literacy gap; Improves employability of residents; enhances their opportunities and competitiveness.*

Capacity-Building set ELEMENTS

Capacitation Modules for Local Commerce



CONTENT

- *Energy efficiency mentoring linked to the recommendations from the municipal QLIK service.*
- *Mentoring in other areas such as innovation management and design thinking or creativity tools.*
- *Digital training: digital marketing and/or e-commerce.*



AUDIENCE

Existing microenterprises and SMEs placed in the neighbourhood (hairdressers, coffee-bars, restaurants, local shops).



STAKEHOLDERS

Public or private academia or training agencies



BENEFITS

- *Enhanced Energy Efficiency: By implementing the recommendations from the municipal QLIK service.*
- *Increased Competitiveness: Mentorship in innovation management, design thinking, and creativity.*
- *Expanded Online Presence: can enable businesses to reach a wider customer base.*
- *Improved Business Operations: help businesses optimize their operations and increase profitability.*

Capacity-Building set ELEMENTS

Capacitation Modules for City Council technicians



CONTENT

- *Multidisciplinary approach (for Project Managers)*
- *Digitalisation*
- *Soft Skills*
- *Citizens participation and Engagement*



AUDIENCE

Municipal Staff from all departments involved in District Renovation and or Urban regeneration



STAKEHOLDERS

Public or private academia or training agencies



BENEFITS

- *Able to acquire and apply skills and knowledge from different disciplines on professional problem-solving.*
- *Systematic planning of administrative, financial and technical management of housing stock*
- *Adapt his/her communication style to different situations and people*
- *Familiar with technological changes in society and the latest solutions for renovation in the housing sector, including district renovation*



Lessons Learnt

Lessons Learnt

- ✓ Comprehensive understanding of **capacity requirements**.
- ✓ In-depth knowledge of **available structures and learning** programs for residents.
- ✓ Strong **network** at the municipal level with key stakeholders in training services:
 - Common interests on developing training programs
 - Interaction with stakeholders from sectorial clusters
- ✓ Find a well-rounded collection of **flexible potential training modules** that can be adapted to other contexts.
- ✓ Assess the **willingness** of residents and local businesses **to participate** in training programs



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Let's stay connected!

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Q&A



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