

Resident participation for sustainable service provision

Co-designing and testing together with the residents and businesses

**Next2Met Webinar on Citizen
Participation 24.3.2021**

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**Vipuvoimaa
EU:lta
2014–2020**



PÄIJÄT-HÄMEEN LIITTO



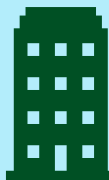
ASKEL – Steps to co-design sustainable resident services



1.3.2020 - 30.9.2021



100 000€



Anttilanmäki-Kittelä resident association

Jalkarannan-Metsä housing co-operative

@askelproject #askelproject #askelkohtikestäväasumista lab.fi/fi/projekti/askel

Resident-driven steps



NEED:

Lack of knowlegde about the services supporting sustainable living. Services do not match to the resident needs.



AIM:

To develop with the help of service design process and resident-business co-design environmentally efficient services to resident associations.



OUTCOME:

Encourages residents with sustainable housing and living and supports businesses to develop services that enable low-carbon consumption.

Residents' acts:



Growing own food,
plant bank,
recycling waste,
decreasing
food waste,
moving by bike
and public transport,
walking.



Residents' wishes:

Increasing energy
efficiency, product
lending service,
village helper,
sharing know-how,
repairworkshop, organic
and local food.

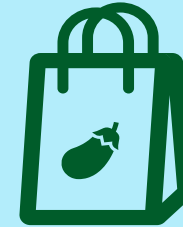


Service drafts

Product lending



Vegetarian
food



Efficient energy



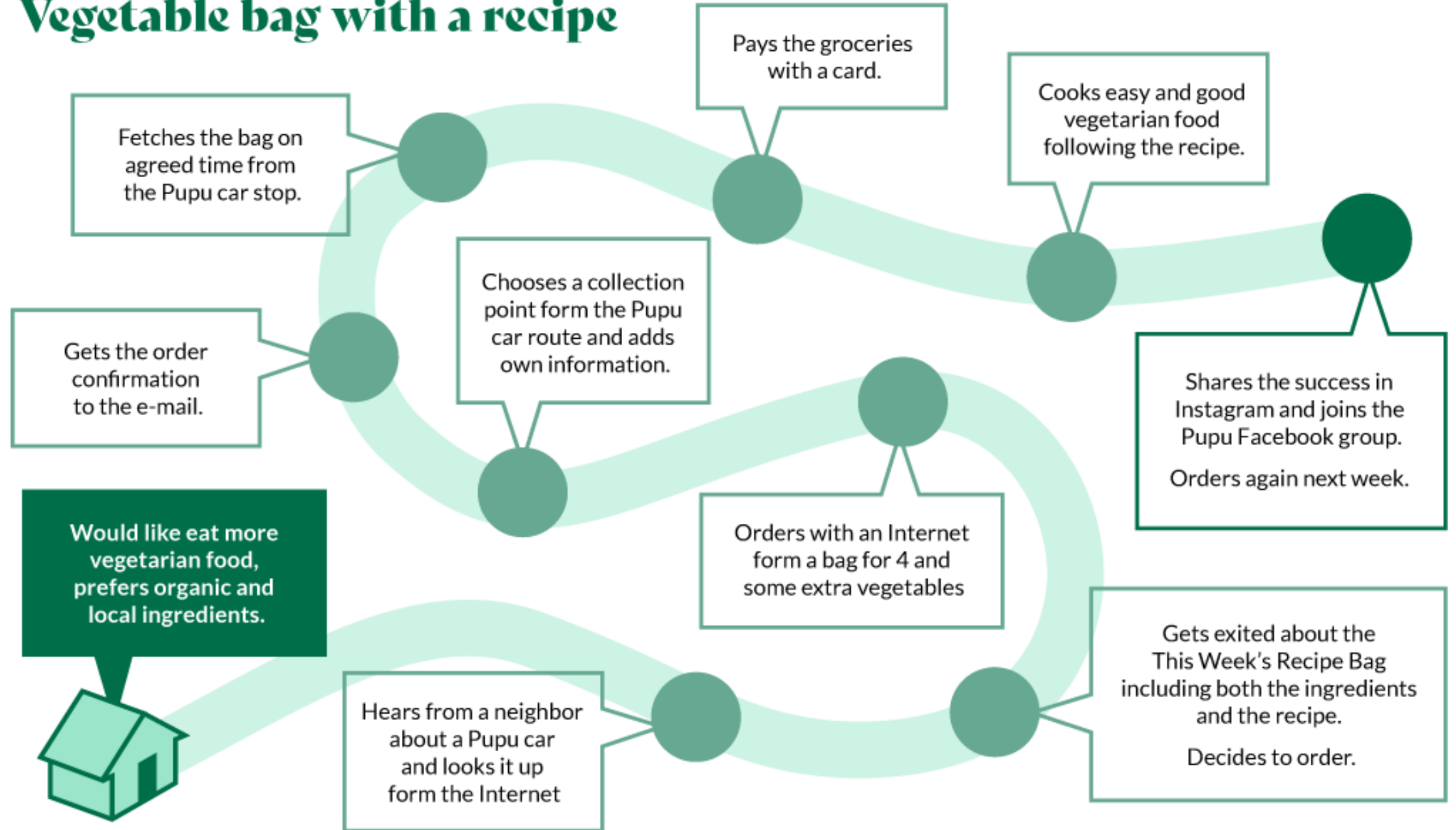
Resident-driven development of the customer journeys

The MA students in design and media developed drafts for customer journeys for the selected services. These were co-designed further together with the resident participants.



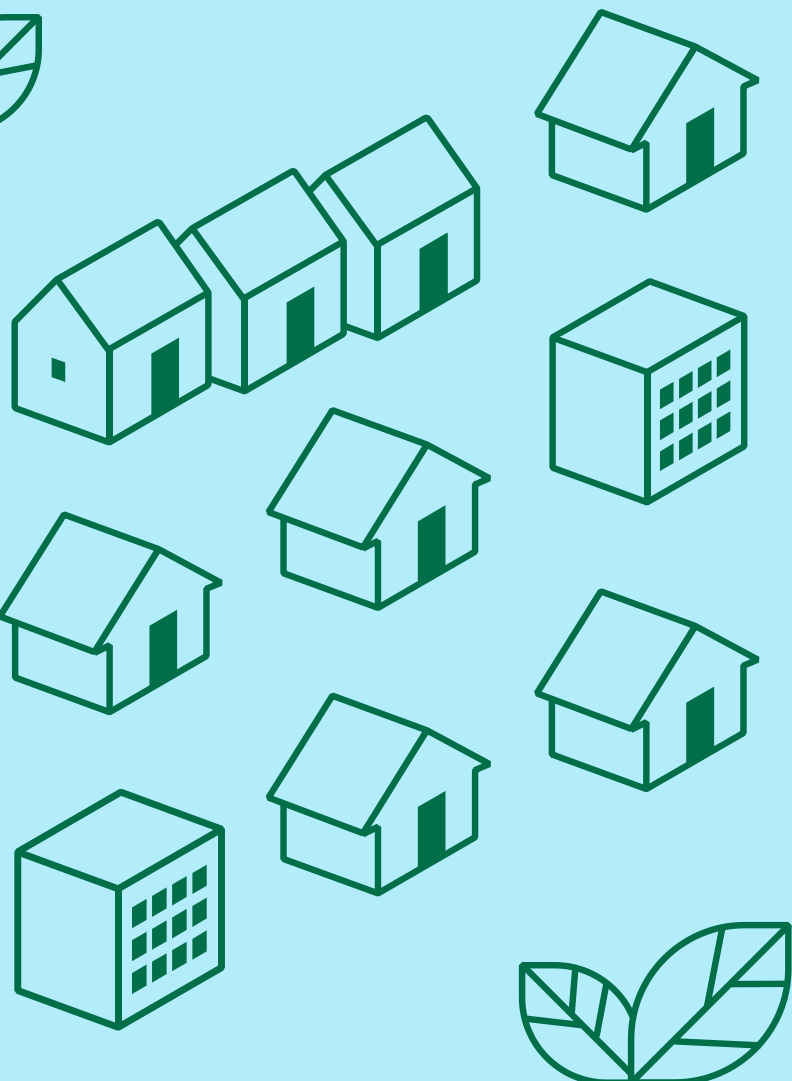
Pictures: Elina Köngäs ja Riikka Flink

Vegetable bag with a recipe





ASKEL



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Publications:

Kälviäinen, M. 2020. Palvelumuotoilulla käyttäjälähtöistä ympäristövastuullisuutta.

LAB-ammattikorkeakoulun julkaisusarja, OSA 4.

<http://urn.fi/URN:ISBN:978-951-827-332-8>

THANK YOU!