



City Innovation Snapshot ENSCHEDÉ, The Netherlands

Overview

- ▶ **Mayor:** Onno van Veldhuizen
- ▶ **Term:** 2015–2021
- ▶ **Innovation Lead:** Gerdien Looman
- ▶ **Population size:** 159 000 (2019)
- ▶ **Innovation / open data website:**
<https://kennispark.nl/en/>
<https://novelt.com/en/>

What is the organisational structure?

Enschede's innovation work is **sprinkled throughout the municipality**, with **no dedicated staff** working specifically on building innovation capacity.

Staff skills and profiles include:

- Project Manager
- Data Scientist
- Strategic Communications / Marketing



Spotlight | I4 Sociaal

In the spirit of collaboration and knowledge sharing, Enschede has entered into an innovative partnership with other Dutch cities. The independent cooperative, named “Dimpact”, is designed to initiate and co-create innovative solutions for optimal public service delivery. The city has co-developed “I4 Sociaal”, a digital environment where residents can create a tailored public profile with their personal data. Based on these data, the municipality can offer targeted solutions and public information useful for users. The platform enables municipalities to provide residents with useful information about facilities and important regulations in a quick and efficient manner.

What is the city's innovation vision?

Like 50% of cities surveyed, Enschede has **no formal innovation strategy**.

The city most closely associates innovation capacity with:

- **Experimentation, pilots and prototyping**
- **Data analytics**

What is the city's innovation approach?

Similar to more than half of cities surveyed, Enschede approaches innovation capacity **both from a holistic / macro level and in specific areas**.

The top two priority policy areas for the city's innovation work are:

Social Welfare /
Social Services

Digital
Governance

What innovation partnerships exist?

Enschede has developed partnerships to **promote innovation capacity** with other public agencies, private firms, not-for-profit organisations, and city residents/resident associations.

To **improve data use**, the city has also developed data partnerships with the private sector, academia and think tanks, to collect and analyse data, as well as with other cities.



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What funding is available?

Like 81% of cities surveyed, Enschede has dedicated funding to support innovation capacity, which comes from the following sources:

- International/multilateral institution budget
- Higher levels of government
- Municipal budget (operating budget / innovation investment fund in social domain)
- External (non-public) funding (academic or think tank resources)
- Innovative financing tools

Enschede's funding for innovation capacity is generally directed towards **generating ideas and brainstorming**, investing in digital systems, investing in physical infrastructure, and paying for third-party services



How is innovation helping the city?

- ✓ Anticipating and managing future challenges
- ✓ Gaining efficiency within the public sector
- ✓ Improving service delivery

The most critical success factors in supporting the city's innovation work are **dedicated funding**, a focus on metrics, a culture of innovation within the municipal administration and leadership from the Mayor.



How is data used?

Data plays a **significant role** in the decision-making and innovation efforts in Enschede. The city has started **using data to align its budget process with its strategic priorities**. Challenges preventing the use of data to support innovation goals include a **lack of technical infrastructure**, **insufficient staff capacity to collect and analyse data** as well as **limited compatibility of data across policy areas**.

Enschede maintains a **comprehensive data inventory** on some key topics and **publishes open data to a central, public online location**.



How are outcomes measured?

Policy areas **with sufficient data** or **without sufficient data** to support innovation capacity in the city.

Transport / Mobility	Economic Development	Housing	Policing and Law Enforcement	Health
Government Finance	Waste and Sewage	Labour Market and Skills	Environment and Climate Change	Education
Culture	Social Inclusion, Equity	Public Works	Tourism	Digital Governance