



European Network of Living Labs

Adherent Member
Application Guidelines

13th Wave - 2019

Empowering Everyone to Innovate

The European Network of Living Labs (ENoLL) is a community aiming to promote and enhance user-driven innovation ecosystems, more precisely the Living Labs concept globally.

ENoLL Living Labs are user-driven, open innovation ecosystems based on a systematic user co-creation approach integrating research and innovation processes in real life communities and settings.

ENoLL Living Labs place the citizen at the centre of innovation where they are fully integrated within the co-creation process of new services, products and societal infrastructure.

ENoLL counts today with 160 active members worldwide (400+ historically recognised Living Labs over 10 years), including in 22 of the 28 EU Member States, and with 20% of members based outside of the European Union.

We warmly invite you to submit your application to join our every growing community of innovation actors.

From test-beds for internationalising SMEs, to long-term public sector guidance on innovation development, to social innovation activities hand-in-hand with citizens, ENoLL members - individually and as a network - provide innovation support and development services for all actors.

As such, ENoLL is well placed to act as a platform for best practice exchange, learning and support, and Living Lab international project development.

Adherent Member Value Offer



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How to apply?

Step 1 - Contact the ENoLL office at info@enoll.org to receive the application material.

All necessary application material can only be obtained through pre-registration with the ENoLL Office (info@enoll.org) by providing the following:

- Living Lab name
- Host organisation name
- Web address
- Applicant country
- Contact person details

Step 2 - Submit a complete application and proof of payment before 09:00 AM Monday 25th March (GMT+1) to info@enoll.org

Applications can be submitted by any legal entity from any country in the world that is or hosts a Living Lab or equivalent structure.

The Complete Application Package includes:

- Single PDF file containing a complete application form of around 10 pages, not counting Annex documents.
- Annex Documentation such as brochures, activity reports, letters of support, audiovisual material, and any other relevant support documents.
- Proof of Payment of 250 Euro evaluation fee.

Important Dates

January 8th Application Opens

March 25th Application Closes

May 13th Notifications of results

June 1st Activation of Membership

September 3rd OpenLivingLab Days 2019

Welcome ceremony for new ENoLL members



**European
Network of
Living Labs**

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Evaluation Process

To ensure high-value added exchanges within the network and quality outputs from ENoLL certified Living Labs, Adherent and Effective membership is limited to those organisations able to demonstrate the consistent use of a Living Lab approach.

As such, ENoLL Living Labs undergo a structural and methodological quality assessment on their maturity as an innovation ecosystem. This seal of quality makes ENoLL Living Labs the global standard on user-driven innovation.

Complete applications are evaluated by a Committee of 3 experts. These 3 evaluators are selected from a pool of long-standing Living Lab practitioners from the network. Their selection is done to ensure geographic and thematic diversity, and avoid any conflict of interest.

Examples of non-eligible applications

- Late submission of application.
- Template not used or severely misused
- Missing Living Lab legal body (host organisation)
- Missing name or VAT/registration number
- Missing Living Lab contact person details
- Application grossly exceeding the length of 10 pages with 10pt font.
- Missing letter of recommendation and other support documents

Stages

- Submission of completed form
 - Payment of evaluation fee
 - Eligibility check by Secretariat
 - Review of application by Evaluation Committee and request of further support material if necessary
 - Applicant receives evaluation report on maturity level assessment of Living Lab structure
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Evaluation Criteria



ENoLL Living Labs are not limited to a specific region, type of organisation, area of expertise, or group of people.

As such, the evaluation criteria takes into account this great diversity by looking at a set of key indicators within 6 common attribute areas of mature ENoLL Living Labs.

This assessment process helps make ENoLL a dynamic platform for quality exchange on best practices related to Living Labs.

- Active User Involvement: this refers to the methods or practices that incorporate users on all stages of development as active partners, particularly at the beginning of the process. This means not limiting user-engagement to a validation stage but creating the conditions necessary to develop an “ownership” of the process by the end-user.
- Multi-method approach: there is no single Living Lab methodology and as such each Living Lab approach must combine and customize user-centric methodologies that best fit their purpose.
- Multi-stakeholder participation: the involvement of all Quadruple Helix actors must be an intrinsic part of the process, properly accounted for with established mechanisms of interaction.
- Orchestration: orchestration looks at the Living Lab (LL) beyond a meeting point for societal actors in an innovation process. It looks at the mechanisms in place within a LL that place that LL as a spring board for external actors to interact within the larger innovation ecosystem.
- Real-life setting: activities must take place in the real-world to have a solid understanding of their context and allow for upscaling or transfer feasibility.
- Co-creation: builds on the idea of active user involvement by proposing the user as an actor, not a factor. Co-creation understands the Quadruple Helix of actors as necessary and equal partners, as a mid-point between top-down and bottom-up approaches to innovation.

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Evaluation Criteria

Key Evaluation Indicators

Evaluation committee members take into consideration the following indicators to assess the degree of maturity of a given Living Lab.

- Experience in Living Lab operations
- Strength and maturity of multi-stakeholder partnership (quadruple helix)
- Robust organisation, management and governance
- Readiness to participate in EU and international innovation systems
- Commitment to open innovation practices
- Appropriate privacy and intellectual property protection in line with activities
- Openness of the stakeholder partnerships
- Effectiveness of communication and media usage
- Availability of appropriate equipment and infrastructure
- Effectiveness of LL business model (sustainability)
- Appropriate methods for user engagement
- Concreteness and reality of usage contexts
- Adoption of user-driven service design methods
- Quality of user-driven innovation methods and tools
- Co-created values from innovation processes tailored to each actor
- Visibility of benefits of participation to LL stakeholders
- A lifecycle approach
- Coverage of value chain (different roles of the ecosystem)
- Ability to access national and international funding
- Appropriate and qualified staff

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Frequently Asked Questions

Q1 - Can the application submission deadline be extended?

A deadline extension can be requested for consideration until February 28th. This is done to allow sufficient time to reschedule an appropriate evaluation committee based on expert's availability.

Q2 - We would like to join the network but we do not feel we would pass the evaluation process at this time. How can we be involved with ENoLL?

In preparation for their evaluation, some organisations take part in the "Learning Lab" before the OpenLivingLab Days conference. This is a specially designed training day for starting and mature Living Labs on theoretical and practical aspects of running a Living Lab. More information at <https://enoll.org/about-us/learning-lab/>

Q3- What are the total costs associated with joining the network?


The adherent membership fee is 500 Euros per calendar year and gives access to all the benefits as state at the beginning of this booklet. The entry evaluation process has a nominal fee of 250 Euros to partially cover the administrative and expert costs. Fees at the point of entry into the network are calculated based on the remaining months of the year.

12th Wave Members receive their ENoLL Certification during OpenLivingLab Days 2018



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