

10/02/2025

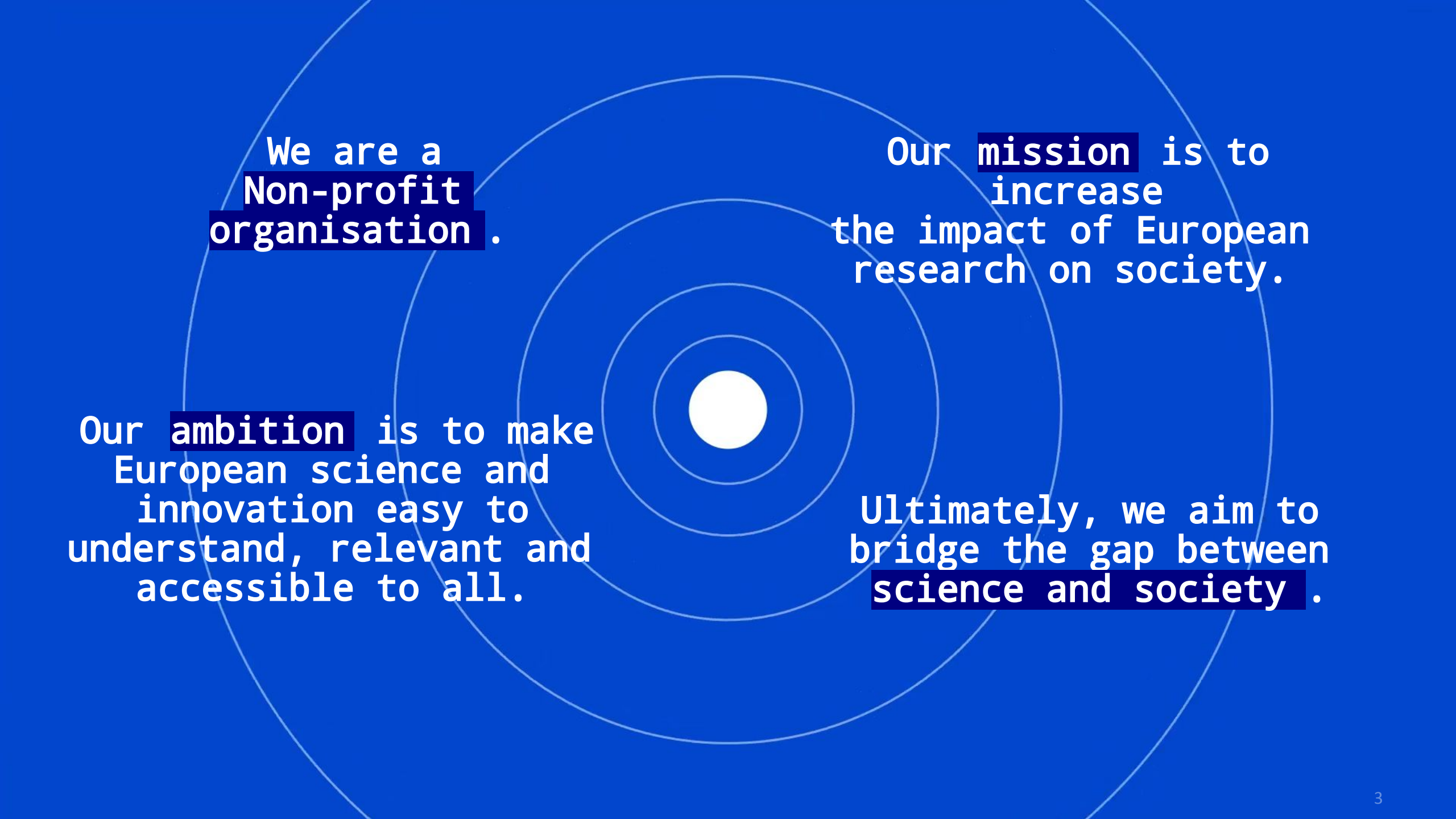
# ICONS

The Significance of Human-Centric Frameworks in  
R&I

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Head of Social Innovation

ICONS

**Introduction – Who we are**



We are a **Non-profit organisation**.

Our **mission** is to **increase** the impact of European research on society.

Our **ambition** is to make European science and innovation easy to understand, relevant and accessible to all.

Ultimately, we aim to bridge the gap between **science and society**.

# Foundation



Established  
in 1999



Headquarters in  
Lodi



ongoing  
projects



108  
staff



Multinational  
background  
(13 languages)



3rd in Lombardy  
by number of  
Horizon Europe

# Project areas

80 EU  
ongoing  
projects



Smart  
Cities



Transpor  
t



Societ  
y



Energ  
y



Circular  
economy



Securit  
y



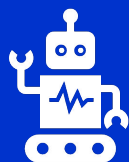
Bioeconom  
y



Environmen  
t  
& Climate



Health



ICT/Digital



Nanotec  
h



Heritage

The **Social Innovation (SI)** team is currently involved in **25 EU-funded** research projects. The team facilitates the application of a wide variety of methodological approaches and guides project partners in carrying out engagement strategies, co-design processes and evaluation frameworks

- Human-centric design
- Theory of Change (ToC)
- Design thinking
- Co-design
- Living Labs
- KPI development: engagement and social impact



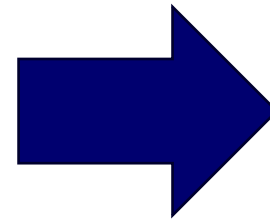
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# Unpacking Human-centric frameworks: our approach

Main areas and overall approach

# Human-centric frameworks and social innovation

“Social innovations are new ideas that meet social needs, create social relationships and form new collaborations. These innovations can be products, services or models addressing unmet needs more effectively” (European Commission)

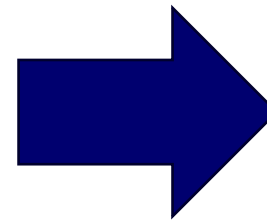


*Integrating social science and humanities in EU-funded projects*



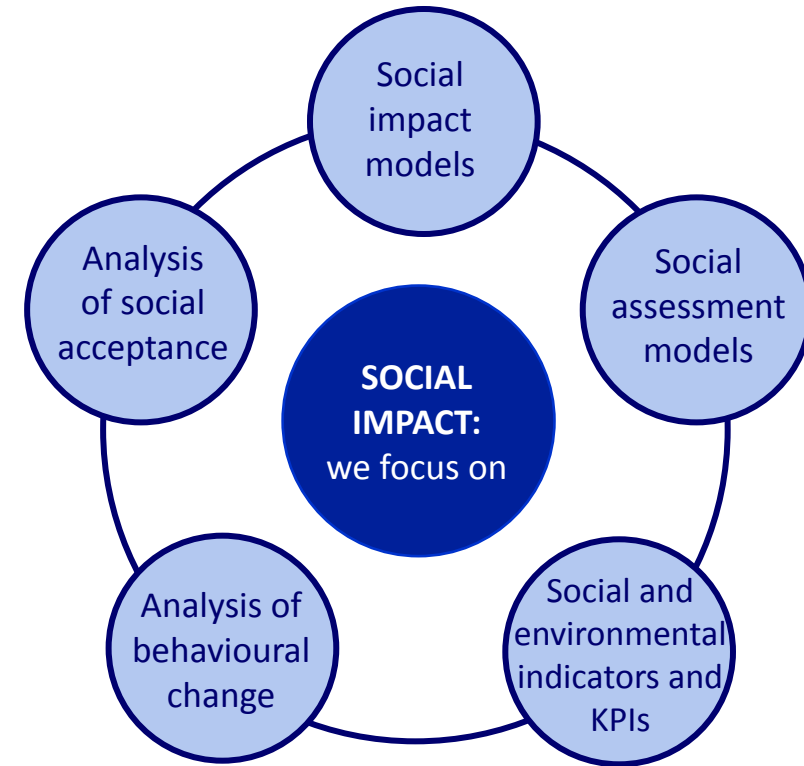
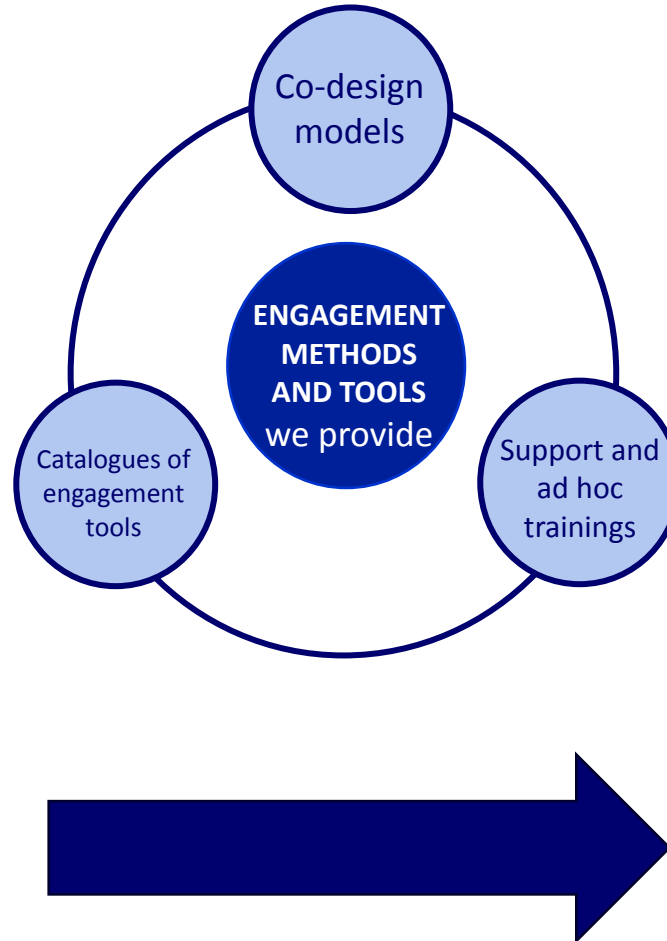
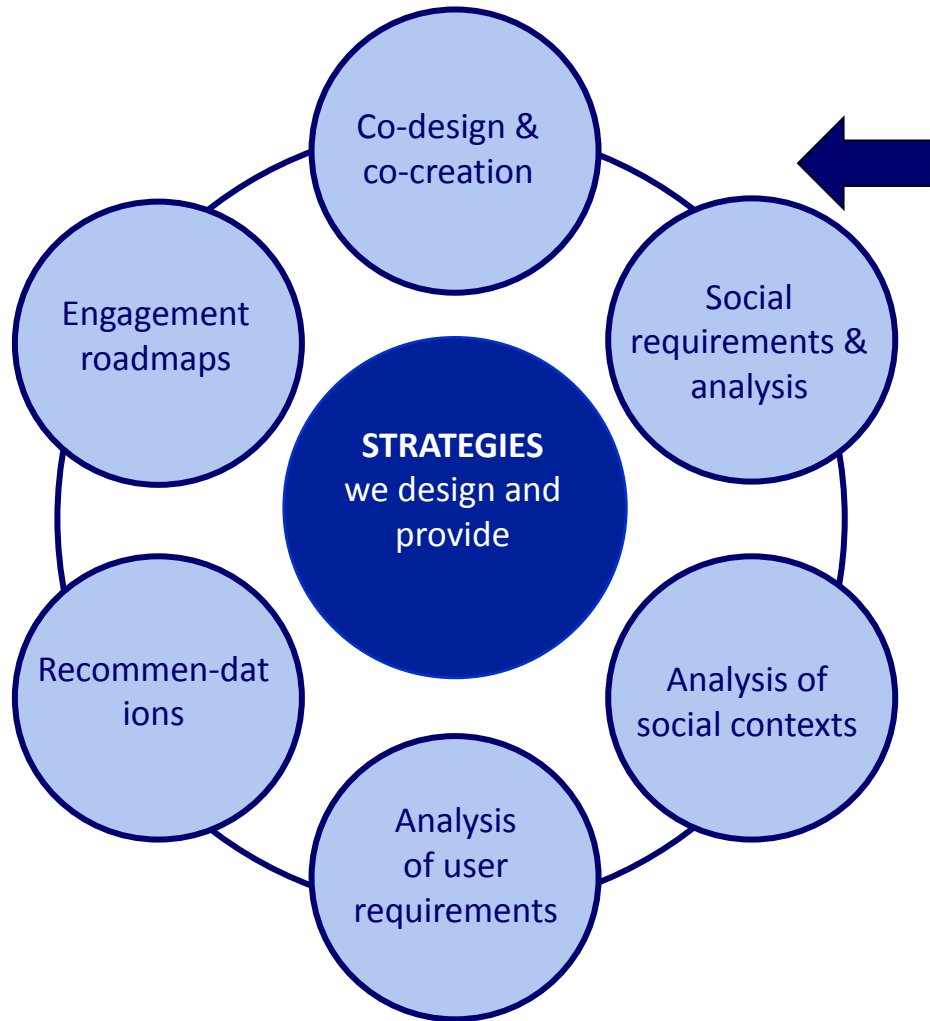
# Human-centric frameworks and social innovation

“This topic requires the **effective contribution of Social Science and Humanities (SSH) disciplines and the involvement of SSH experts, institutions as well as the inclusion of relevant SSH expertise [...] Social innovations should also be considered, notably as new tools, ideas and methods leading to active citizen engagement and as drivers of social change, social ownership, and new social practices”**



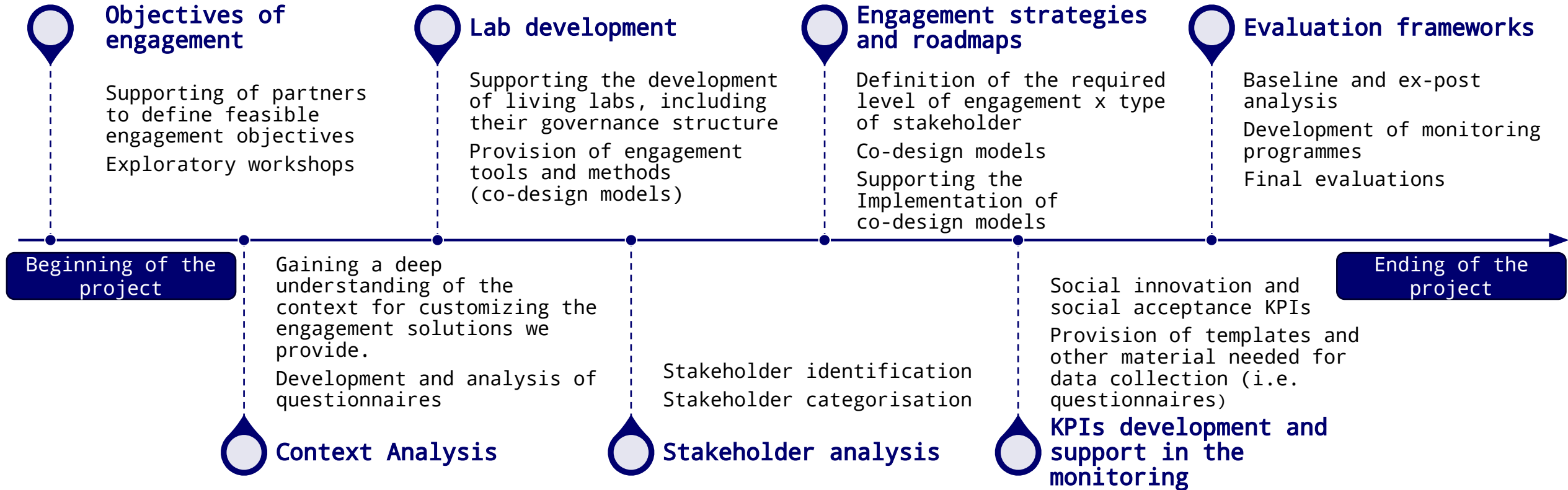
*Integrating social science and humanities in EU-funded projects*

# How we do it



# Human-centric approach

*What do we do? Let's imagine the lifetime of a project*



# Objectives of engagement

To guide the development of technical solutions (e.g. smart buildings digital solutions)

To facilitate the co-creation of socio-technical solutions (e.g. nature-based solutions)

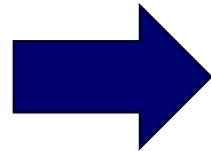
To co-develop specific outputs (e.g. policies and guidelines)

To develop use-cases and create collaboration frameworks to support value chain integration

To define evaluation objectives and validate KPIs

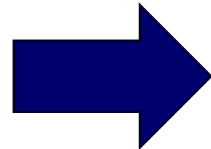
# Social Evaluation Frameworks in EU projects

**Participatory processes**



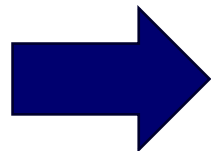
To what extent the engagement strategies designed within the project have achieved its intended objectives?

**Social Acceptance**



To what extent is the product/technology/intervention being accepted by its intended user?

**Projects' Social Outcomes/Impact**

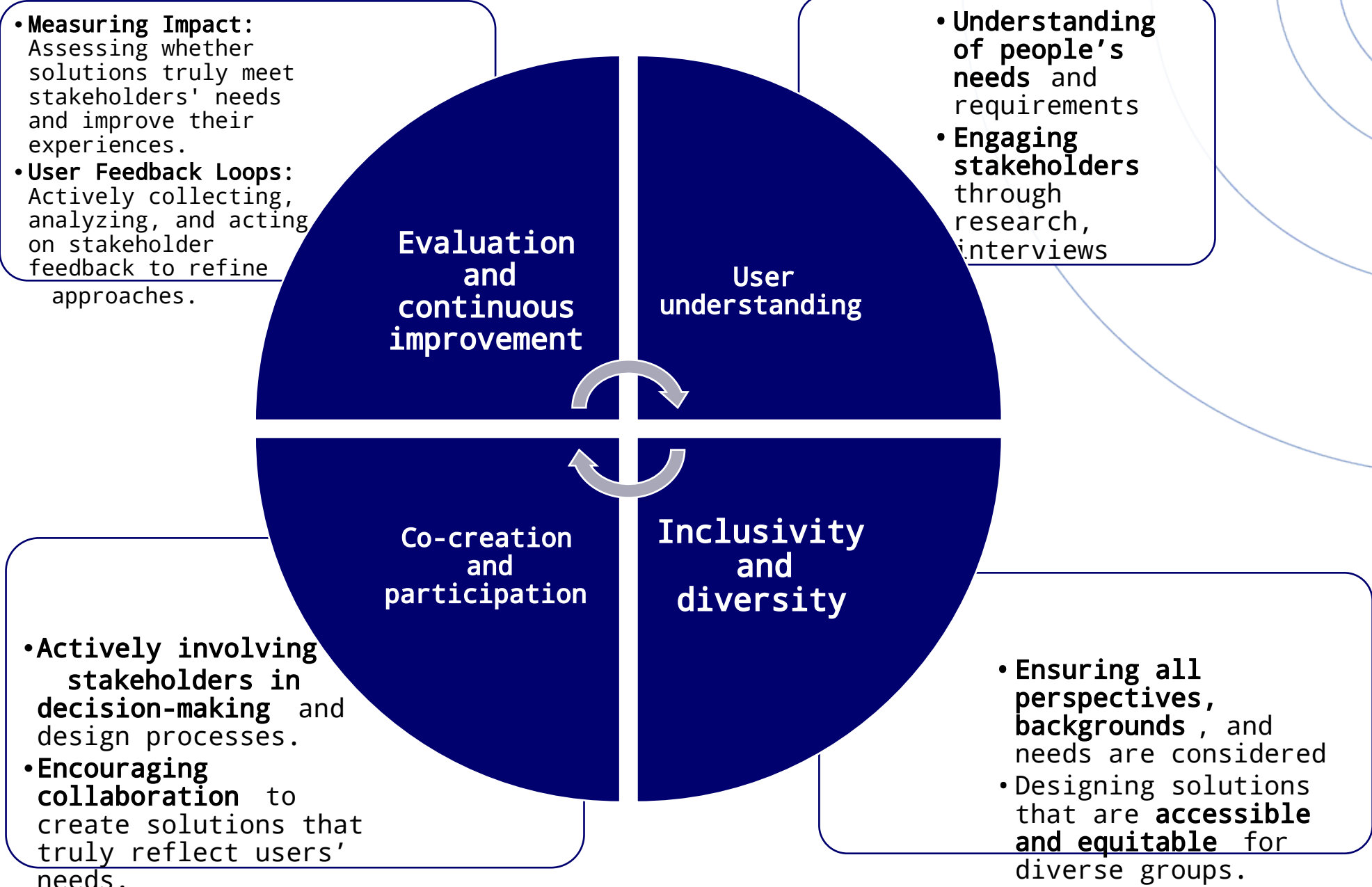


To what extent X has achieved its intended objectives, regarding Y?

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# Wrapping-up

The significance of human-centric frameworks



**Thank you! Any questions?**

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