





# Shared Space in Public Real Estate through Service Design

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## Municipalities in Denmark

-  Economic pressure
-  Public real estate?
-  Sustainable development
-  Facilities for associations

## Need for space in cities



## Interaction



## Shared Space

More than one player, who use the same space either at the same time or at different times

## Environment



## Saving

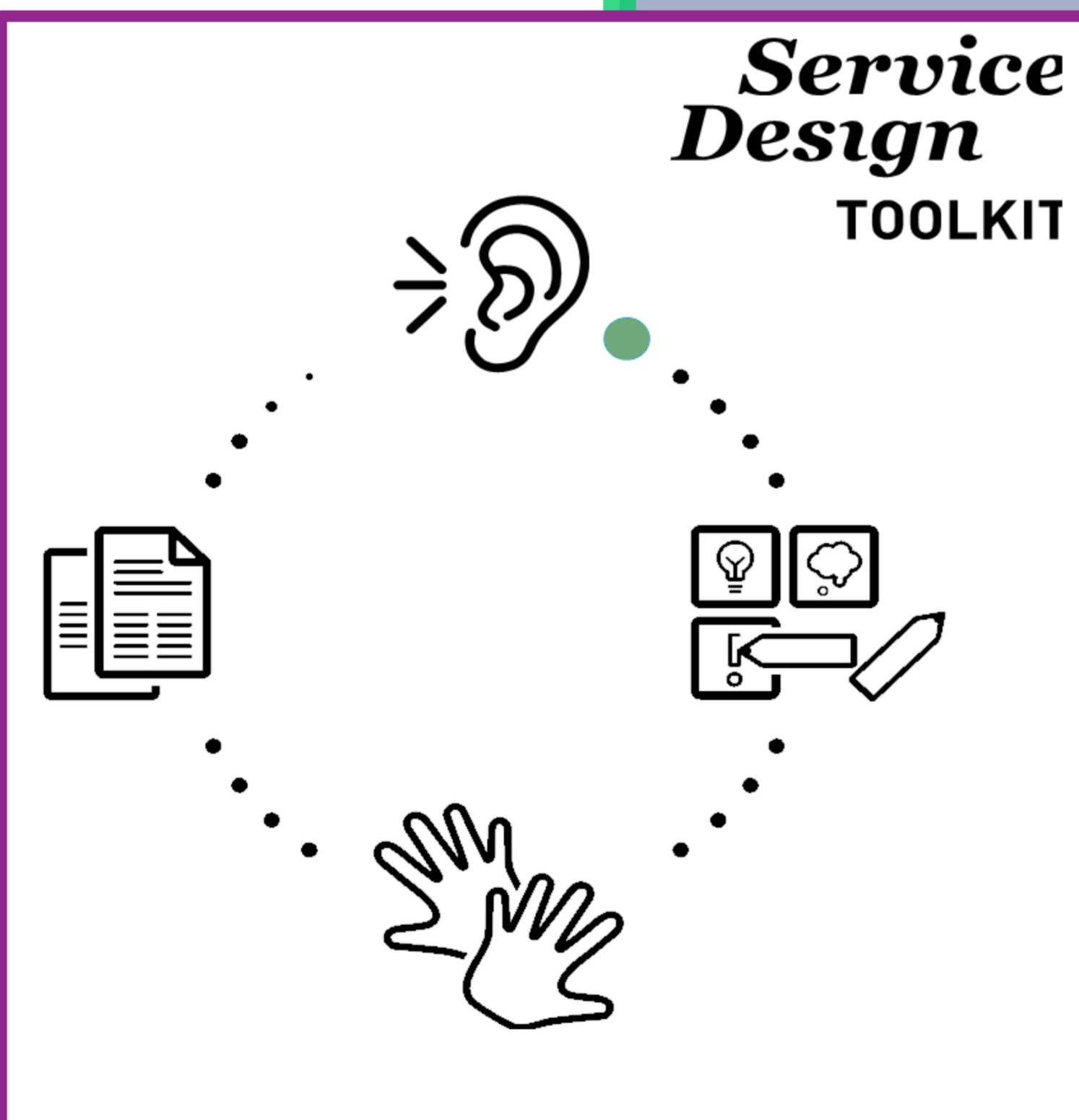


## What do the Municipalities get?

- **New method** with seven focus areas for optimizing the use of public estate
- Shared space supports **sustainable development**
- **Economic advantages**
- **Better service** for the citizens

## Service Design

- 1. Observe and listen**
  - Involve citizens, users and potential users of public real estate
  - The use of the buildings
- 2. Scenarios**
  - What can be shared?
  - Who can share?
- 3. Testing**
  - Workshop with the users
- 4. Briefing**
  - Document for further political process



## Lundtofte Pilot Project

- Use the facilities 2-60 % of the potential time
- 12.660 m<sup>2</sup>
- School, child and youth care, associations, leisure activities, sports activities
- 9 estates

## In the end of the project

- 10-24 % less m<sup>2</sup>
- Can sell 3-6 estates and demolish 1-2 buildings
- Positive response on the public participation during the process

## Seven Focus Areas

- 1. Strategy for public real estate in the municipality**
- 2. The motivation for using shared space:**  
Flexibility, interaction, economy, environment
- 3. What to share and how to share**
- 4. The level of service:**  
General vs. tailor-made
- 5. How to involve the citizens:**  
Social research methods as interview, focus group etc.
- 6. Keep the public involved and informed throughout the length of the project :**  
For the municipality to legitimise the process the public must be involved.
- 7. Observe and listen, scenarios, test and design briefing:**  
Use service design as a frame for the project

|               | Operational cost<br>[kr] | Exterior Renovation<br>[kr] | Buildings | m <sup>2</sup> |
|---------------|--------------------------|-----------------------------|-----------|----------------|
| <b>Before</b> | 775.019                  | 1.417.205                   | 7         | 2275           |
| <b>After</b>  | 109.121                  | 413.420                     | 1         | 345            |