



Florence, 10 March 2025

## **FLORENCE'S PLEDGE TO THE EUROPEAN PILLAR OF SOCIAL RIGHTS**

### **Commitment to Principle 20 – Access to essential services**

The City of Florence is committed to improving access to essential services, thus ensuring the wellbeing of all its citizens, leaving no one behind, as a core target of Florence policies (DUP - Strategic Planning Document, Strategic Objective n. 1 Just and fair Florence e n. 5 Florence for all). The goal of the Administration is to guarantee the effectiveness of the right to a decent life for all by implementing access to essential services. The dimension of proximity is fundamental to solving daily problems and strengthening communities, adopting a polycentric urban model where each district - the articulation into which the city is divided to be even closer and at the service of citizens - is equipped with essential services and promotes active citizenship. The municipality is committed to making Florence a city that puts people at the center, enhancing the effectiveness of services, making city life more attractive and enjoyable for all and developing proactive policies to meet citizens' essential needs.

All the projects and interventions listed below are examples of actions taken and in progress, realised thanks to the mix of funds (local, regional, national and European) and based on sustainable urban development strategies to implement integrated actions aimed at redesigning and modernising urban services according to the "smart city" paradigm and promoting social inclusion.

Florence, by signing to principle 20, pledges to:

#### *Become a smart metropolitan area through full digital transformation*

Citizens at the center: they are the starting point for the digital and technological development and implementation, which aims to enhance the relationship between people and the municipality, the institutional level closest to them. Thanks to the involvement of various departments of Administration the demand and, consequently the offer of connected services are implemented with a digital & mobile-first and user-centric approach.

In order to address the path of digital acceleration and customer-oriented transformation for all services provided to citizens, we are enhancing infrastructures to enable the Municipality to migrate to fully digital modes, where feasible, to reduce the environmental footprint of the entity and increase social inclusion, actions to bridge the digital and social divide.

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### *Foster Renewable and Solidarity Energy Communities (CERS)*

The municipality, together with the University of Florence, intends to create a public foundation to promote and experiment with the introduction of sharing modes of green and sustainable energy model, especially through photovoltaic systems, keeping in mind the social inclusion and the challenge linked to energy poverty, also thanks to the use of sustainable and renewable energy sources within urban territorial centers.

The success of a potentially large Energy Community in the urban area (with a initial potential audience of 7000 households) will depend in particular on the analysis of the economic and social context, as well as on the analysis of the dynamics of production and consumption, so as to balance the two components and consequently achieve the maximum possible result.

### *Implement sustainable and intelligent mobility services*

Despite being a medium sized city, Florence has a high mobility demand due to the presence of many daily commuters (about 150.000) as well as over 13 million visitors per year. The mobility sector is also responsible for a significant part of CO2 emissions with significant impact on air quality and, in general, on the liveability of the city.

The challenge is to move citizens/city users from private vehicle use to public transport and sustainable forms of mobility, also through digital information tools and access to MaaS (Mobility as a Service). The implementation of smart mobility services and incentives for public transport is integrated with the objectives of the SUMP and the Metropolitan Strategic Plan Florence 2030.

How: improving the local public transport, offering bonus for the purchase of annual passes (bus+tram+city trains) and incentives for soft mobility, encouraging the use of digital tools to access mobility services, fostering awareness campaign for a change in citizens' mobility habits at local level and educate the citizenry, especially the young, to a wider use of Local Public Transport under the perspective of a "ticket for the climate".



### *Promote access to culture and sport to all services*

A priority of Florence is to guarantee access to culture and sport to all, as services for as tools for inclusion and personal development, through different projects, including:

The library on wheels: it is a cultural service operating in all the neighborhoods of the Florence Municipality, which is addressed to the citizens of every age. Following the pandemic crisis, Florence has further strengthened its purpose to stay closer to citizens' needs by releasing cultural services, as essential ones, while aiming at achieving a green and sustainable city, boosting the ecological transition, identified as a European policy priority by the New Green Deal.

The Bibliobus, an electric bus structured as a mobile library to reach citizens where they live and meet, is an ideal tool in response to the challenges of the recovery in terms of sustainability and inclusiveness: it provides services spread across the urban area, is easily reachable and accessible to all, perfectly matching with the message of acting and moving sustainably that Florence promotes through various initiatives to increase the environmental quality of the urban context in line with the strategy defined in the SUMP of the metropolitan area.

Sport for all: spread of sport as an element of aggregation to promote, facilitate and encourage access to sports as a moment of physical, mental and social well-being by encouraging inclusion and participation in group experiences, with particular attention to the most disadvantaged sections of the youth population. With the availability of more than 60 facilities in concession and thanks to a reimbursement/contribution system, it will be possible to offer different opportunities for sport activities, an ideal tool not only for physical and mental well-being, but also for inclusiveness and sociality, in respect for the rules, others and security.

### *Housing Agency*

To deal with the housing emergency, a new large and articulated housing plan is needed, supported by substantial public investment. In the absence of a national plan, the municipal administration will take on a central role, collaborating with banking foundations, national and international institutions, the third sector and social housing funds. The goal is to create affordable housing, where the rent is proportionate to the income of the residents, with financial contributions from the municipality. The plan provides for the creation of new apartments through urban planning agreements with the private sector and the conversion of public buildings in the city center. In addition to the construction of new housing, the plan includes the renovation of existing social housing, with a multi-year investment that will allow the renovation

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and allocation of numerous dwellings each year, better responding to the citizens in poverty. The Municipality will also strengthen support for families in difficulty with rent, strengthening a fund intended for this purpose. Another key element of the strategy is the creation of a new Housing Agency, in collaboration with the third sector and local foundations, with the task of promoting the renovation and energy efficiency of the buildings that private individuals will make available to allocate them to a fairer rental market, with the incentive of concessions on the house's tax for those who choose this option.

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