Reticulate project Monitoring Plan
WP6

D. 6.1

April 2022

Indice

1. Project aims and expected results

The main objective of Reticulate project is to make the opportunities offered by the fragmented system of the public and private services (the system is composed of cash benefits, social services and job insertion) targeted to two particularly vulnerable targets- families with children and homeless people – more accessible. The project especially aims to promote a holistic approach to support these target groups, experimenting **the integration of the above mentioned services within a One-Stop-Shop, consisting of a single access point and an integrated network of services with protocols, procedures and tools co-designed with the participation of public authorities, non-governmental organizations and vulnerable selected groups**. The experimentation covers four different Tuscany Region areas (Grosseto, Pistoia, Livorno, Piana di Lucca e Capannori) and it is shared at EU level within the transnational actions.

The project addresses the following key challenges:

- **Strengthening** the functioning of the professional Social Services dedicated to Citizenship Income Measures;
- Progressive **consolidation** of multidisciplinary teams (the community of practice is already existing) and organisational empowerment of the Social and Health local zones;
- **Centrality** of Third Sector Networks and **Social Co-designing at territorial level**;
- Progressive **centrality of the local zonal governance in the fight against poverty**;

The project aims to pursue the following <u>specific objectives</u>:

1. **Set up an integrated system combining the offer of adequate income support provision with labour market activation and access to enabling services**, by the systematisation of practices and procedures, integrated by a coordination model of all resources, opportunities, skills and professional roles dispersed among services and organisations (WP1 - T1.1, T1.2).

2. **Enhance the cooperation among public authorities, third sector organisations and selected target groups by co-design processes of the social services.** The local communities and networks of relationships can become real facilitators between indigent people and the services if they are able to recognize extreme poverty, if they are taught to go beyond stigma and if they are aware of the support opportunities offered at an institutional level (WP1 - T1.3;).

3. **Outreach and involvement of target groups in structuring services through research phases, direct involvement of dedicated services and care services, direct involvement of homeless people through questionnaires, interviews, focus groups**. (WP2- T2.1, T2.2, T2.3)

4. **Create physical spaces where integrated non-stigmatizing responses on the model of the One Stop Shop are offered, designed to be attractive and easy to access places**. The one-stop-shop system, implies, in addition to the integration of services, the activation of horizontal networks of community actors and an effective inter-institutional dialogue at the level of vertical subsidiarity, finds its basis and effectiveness in the context of strengthening of services, now defined as an essential level of performance (WP3 - T3.1, T3.2, T3.3).

5. **Ensure a mutual exchange of views between public administrations at local and EU level to allow a fruitful and very concrete knowledge/experience sharing**. At local level the exchange of practices will imply a capacity building activity in terms of on-job-training based on the

exchange of practical experiences and through the collection of existing experiences by means of a EU wide survey and the elaboration and dissemination of practical tools (WP4 - T4.1, T4.2).

6. **Realize an experimentation of the integrated model at local level, focused on the selected target groups** (WP3 - T3.1, T3.2, T3.3).

7. **Evaluate the experimentation results at local level in order to scale up the initiative** (WP6 - T6.2).

8. **Disseminate the information concerning the potential of the experimentations realised at local level to support the access of the most vulnerable to services with an integrated approach**, ensuring access to critical information about the model for all implementing organisations, for professionals and volunteers working in related services, for all stakeholders engaged in the Advisory Board, the Strategic Board and the Project Board (WP5 - Task 5.3).

9. **Mainstreaming and scaling up activities:** the implementation of practices and practical tools for an integrated approach in policy making in order to allow that the project is not just a one off thing and become embedded in regional policy (from practice to actual policy). (WP5 - Task 5.4)

The experimentation is expected to generate positive results at three main levels: the individual level (**Micro-impact on target groups**), the service provision level (**Meso-impact**), and the overall social level (**Macro-Impact**) in the community, country and EU.

In detail, the experimentation at territorial level is expected to outreach and involve **300 vulnerable individuals and families**. The expected impact is also related to the expected improvement in the effectiveness of service delivery and the increase of competences of service's operators, professionals, third sector organisations/ other policy stakeholders in supporting vulnerable groups with specific needs, and to their capacity to work together, sharing information and integrating different services. In addition, at macro-level, the expected impact is to improve policy making and socio-economic cohesion, supporting societal change and strengthening social capital, also thanks to transnational and dissemination/mainstreaming activities that can also improve cooperation and coordination across services and EU countries.

The monitoring system and indicators and have been built taking into account these objectives and approaches in order to collect data and information to measure these aspects during the project's implementation and especially to provide a useful knowledge ground for the project's evaluation phase. During the evaluation phase, in fact, the outcomes and the potential impacts of piloted measures regarding the three levels of expected results will be carried out.

In addition, the evaluation of the project effectiveness, efficiency and added value is meant to support a learning process on the internal and external factors and mechanisms that can explain the links between the measures implemented and the outcomes in different territorial contexts and for different target groups.

2. Aims, scope and process of the monitoring system

The present Monitoring Plan details the aim and scope of the monitoring activities, the process, output and outcome indicators to be considered, the monitoring methods and tools and the timing of the monitoring activities.

The monitoring approach and methodology used allow the project's partners to clearly understand the progress of their activities during the project.

For this purpose, the monitoring activities are meant to follow all the steps of the project implementation. All the project's actions within each WP (Table 1, below) will be mapped and analysed with their outcomes, outputs and deliverables and the implementation mechanisms put in place, e.g.:

- the measures adopted to outreach the target population;
- the target population involved in each territory, and its consistency with the expected or potentially involved population;
- the actions and tools adopted to implement personalised multi-dimensional integrated services and accompanying measures (including the tools adopted to share data and information on target groups across services);
- the human (qualifications and skills, sector of activity) and financial resources activated to implement the pilot;
- the role and relevance of the stakeholders involved and the operative networks created at regional and local level;
- the modalities of services' delivery and the involvement of local stakeholders (e.g. NGOs and other service providers);
- the participants and the practices shared in transnational activities;
- the implemented transnational and dissemination activities and participants involved.

In addition, the monitoring process is meant to provide all the data and information needed to ensure the implementation of the project's evaluation during and at the end of the project.

Table 1 – Monitoring scopes: Project's work-packages and tasks, deliverables

WP1	Setting up the experimentation structures: scoping and design of the actions and capacity building	Task 1.1 - Scoping: research-action activity Task 1.2 - Methodologies for identifying effective support structures, ensuring referral to concerned services, experimentation model and related tools Task 1.3 - Capacity building in participatory environment	WP leader: IRS Task leader 1.1, 1.2 (IRS) Task leader 1.3: Coeso SdS Grosseto
Deliverables	D1.1. Models and tools for identifying the processes and levels of integration of social services; D1.2. Summary report of the critical issues identified in the interactions between the services of the concerned areas; D1.3. Synthesis of multi-professional diagnostic and therapeutic care pathways; D1.4. Summary report of capacity building schemes		
WP2	Reaching out to households in need and homeless: testing an innovative outreach approach	Task 2.1 - Identification of the barriers to specific target groups in accessing welfare services and strategies to overcome them Task 2.2 - Techniques for approaching and engaging vulnerable households and homeless Task 2.3 - Involvement of homeless and households in need in the structuring of the services	WP leader: FIO.PSD Task leader 2.1: FIO.PSD Task leader 2.2: Livorno Municipality Task leader 2.3: FIO.PSD
Deliverables	D2.2.1. - Methodology for the active recruitment of target groups of the project actions; D2.3.1 - Modelling of the experimented participatory assessment techniques D2.3.2 - Report of participatory assessment D2.1- 2.3 (overall deliverable of T. 2.1, T. 2.3) - Report on the development of generative approaches based on the key role played by citizens in the caretaking actions		
WP3	Testing and implementation of the new model of integrated approach between key stakeholder	Task 3.1 - Implementation of integrated take-up (care) by social services and employment services Task 3.2 – Implementation of personalized and integrated take up (care) Task n. 3.3 – Testing and implementation of the One Stop Shop	WP leader: SdS Pistoia Task leader 3.1: ARTI Task leader 3.2: Livorno Municipality Task leader 3.3: Capannori Municipality

Deliverables	D3.1- Report on total number of people supported (at least 300); D3.2 - Modelling of the data sharing and dissemination system at regional level; D3.3 - One stop shop (single entry point and network of interconnected entry points) implemented and operational in all micro-areas.		
WP4	**Transnational cooperation**	Task 4.1 - Knowledge and experience sharing at local, national and European levels Task 4.2 - Promotion of cooperation among EU member States	**WP leader: ESN**
Study visits (events) and deliverables	E4.1.1 - Study visit in Belgium (Brussels) lead, E4.1.2 - Study visit in Greece (Athens) E4.1.3 - Study visit in Italy (Capannori - Lucca) E4.1.4 - Study visit in Italy (Torino) E4.1.5 - Study visit in Italy (Palermo) D4.1.1 - Collection of practices D4.1.2 – Compiling of criteria for potential transferability of the experimented project D4.1.3 - Production of training contents and reports aimed at the dissemination of practices both from local territories where the experimentations will be realised and from outside D4.1.4 - Comparative report with the description of the collected and analysed practices from the countries involved. D4.1.5 - 4 study visits and related seminars D4.2.6 - Report including the results of the survey realised at EU level D4.2.7 - Online conference on survey results D4.2.8 - Final conference/ Participation in EC event for Networking and Experience sharing (Bruxelles)		
WP5	**Communication, dissemination, Mainstreaming and up-scaling**	Task 5.1 - Communication and dissemination tools set up Task 5.2 - Communication activities Task 5.3 - Dissemination activities at European, national, regional, and local level Task 5.4 - Mainstreaming and up-scaling activities	**WP leader: ANCI Toscana**
Dissemination events and Deliverables	E5.1 - 4 local seminars in all the 4 pilot areas; E5.2 - 1 National seminar (Rome); E5.3 – Participation in European dissemination event (EC Event for Networking and experience sharing) (Bruxelles); E5.4 - A European Webinar for technical information about the experimentation result and the evaluation impact; E5.5 - Regional seminar (Florence) in coincidence with the Final Meeting of the project. D5.1. - Communication and dissemination plan (DCP) and Toolkit D5.2. - Internal toolkit detailing communication, outreach and dissemination measures, including responsibilities, roadmap, targets and branding rules. D5.3 - Reticulate Web site and social media. D5.4 – Dissemination of: the comparative report on the practices analysed; the report including the results of the survey realised at EU level; the handbook in English detailing project management procedures, tools and basic templates (deliverables carried out within WP 4 and WP 7)		
WP6	**Monitoring and evaluation**	Task n. 6.1 – Monitoring Task n. 6. 2 – Evaluation	**WP leader: IRS** **Independent evaluator: E-VALUE**
Deliverables	D1: Monitoring Plan D2: Monitoring reports every six months D3: Evaluation Plan D4: Interim evaluation report D5: Final Evaluation Report at the end of the project.		
WP 7	**Management of the project**	Task 7.1 - Strategic Coordination Task 7.2 - Operational (including risk) management Task 7.3 - Regional Experimentation management Task 7.4 - Administrative and Financial management Task 7.5 - Quality management and assurance	**WP leader: ANCI Toscana**
Events and Deliverables	E7.1 - 1 kick off meeting in Brussels by EC E7.2 - 1 kick off meeting of Reticulate (in presence)		

	E7.3 - 1 Experimentations start meeting (in presence) E7.4 - 4 Experimentations meeting (in presence) E7.5 - 9 Project meetings (web-streaming), 3 for each Board E7.6 - 1 Project meeting (in presence) which includes all the 3 Boards E7.7) 1 Final meeting (in presence) (30th month) it will include the Advisory Board, the Strategic Board and The Project Board and the Regional Experimentation Board E7.8) 1 Participation in EC event for Networking and Experience sharing in Brussels D7.1 Project Management Handbook D7.2 Quality Plan D7.3 Reticulate strategy and peer reviews logbook D7.4 Local Experimentations logbook and trimestral reviews D7.5 Intermediate progress Report (technical and financial) D7.6 Intermediate progress Report (technical and financial D7.7 Final Report (technical and financial)

Overall, this monitoring activity aims to verify whether and to which extent the project implementation is meeting its specific objectives and it is consistent with the expected action plan. Monitoring activity also aims to identify possible criticalities, with particular attention to the territorial experimentations and the mechanism put in place to overcome encountered problems. This analysis will allow the project partners to activate the corrective measures needed for a more effective and efficient implementation of the project's actions/services.

The design of the monitoring system includes the definition of appropriate monitoring quantitative and qualitative indicators (section 3 below) and data and information collection tools on the project's activities, on-going outcomes and outputs, target groups, stakeholders, professionals and services involved (section 4 below).

Qualitative and quantitative monitoring data and indicators will be collected also to understand the extent to which the **principles of equality between women and men** have been applied, as well as how **antidiscrimination considerations**, including **accessibility issues**, have been addressed in the implemented activities.

The definition and the next implementation of the monitoring plan is based on a structured approach illustrated in the action plan in Table 2 below. This table also reports the deadlines to implement the monitoring activities.

Please note: some deadlines concerning outputs to be monitored depend on when the project activities will be effectively carried out. For these reasons, the deadlines indicated are those of the executive planning provided after the beginning of the project. Some of these deadlines are still not final and they may be updated during the project implementation.

Table 2 – Monitoring process: action plan

	What	When	Who
Phase 1 – Preparatory: collection of relevant documentation and definition of the Monitoring Plan	- Acquisition of documentation already available from partners about their WP' actions	November 2021- January 2022 (M1-3)	IRS, project partners
	- Definition of the Draft Monitoring Plan, methodology and monitoring tools (draft)	February-April 2022 (M3-6)	IRS, Project leader and WP leaders
	- Sharing of the Draft Monitoring Plan, methodology and tools with partners and revisions	May-June (M6-8)	IRS, Project leader, WP leaders and other partners
	-Design and sharing of Monitoring experimentation tools	M4-M12	
	- Presentation of the final Monitoring system to the partnership	M12	

Phase 2 – Periodical monitoring activities	Periodic administration of monitoring fiche to the Project leader and Work-Package leaders	Every six months	IRS, WPs leaders Project Manager
	- Periodic administration of monitoring fiches to territorial programme managers	Every three months	Territorial programme managers/ case managers
	- Periodic meetings/calls between IRS and the programme and case managers	Every six months (indicatively one months before drafting monitoring reports	Territorial programme managers/ case managers, IRS
Phase 3 – monitoring of specific outputs (transnational visits, dissemination events, project meetings, experimentation meetings)	Administration of satisfaction questionnaires during the 5 transnational visits	M7 (Brux), M8 (Athens), M12 (Capannori), M12 (Torino), M15-M24 (Palermo, to be scheduled)	IRS, participants to visits
	Administration of satisfaction questionnaires during the **8 dissemination events** (including: 1 national, 1 regional events, 4 local seminars, 1 participation to the EC Networking and Experience sharing event in Brussels and 1 EU webinar for technical information about the experimentation result and the evaluation impact	M20 (national), M28 (regional), M30 (EC event), 4 local seminars (each of them 28M) and EU webinar (28M)	IRS, Participants to dissemination events
	Administration of satisfaction questionnaire with regard to **training activities** to support the organisations' capacity to network among them (wp1, Task 1.3)	13M-14M Deadlines possibly to be updated according to development of the project	IRS, Participants to training activities
	Administration of collection and monitoring tools with reference to the results of **four workshops** (wp1) carried out with each territory involved in the experimentation to set the OSS's model	11M	WP1 Project leader, Task leader (WP 1 – T. 1.3), IRS
	Administration of collection and monitoring tools with reference to the results of **eight workshops** (wp1, T.1.3) - 2 for each territory – to identify networking rooms for improvement and plan training activities	9M	Task leader WP 1 – task 1.3, IRS,
	Administration of collection and monitoring tools with reference to the results of **two focus groups/participatory workshops** (WP2) carried out with the territorial services references (dealing with vulnerable family and marginalised people) for each of 4 territories	8M	Project leader WP2, IRS,
	Monitoring of the **9 board web meetings** (3 for each board: project board, strategic board; advisory board	12M, 16M 21M (project, strategic and advisory board)	Project leader WP7, IRS,
	Monitoring of the **2 mid-term and final project meetings** (acquisition of meetings' minutes)	24M, 30M months	Project leader WP7; Project partners, IRS
	Monitoring of the **5 experimentation meetings - Regional Board** (acquisition of minutes and directly observation)	2,12,15,21,26 months Deadlines possibly to be updated according to development of the project	Project leader WP7; Territorial programme and case managers, boards members, IRS,
Phase 4 – acquisition of	Completion of information to be defined with the evaluator	(indicatively two/one months before drafting	IRS – Evaluator Interviews/focus

additional information (if any) to be defined with the evaluator	- in depth interviews/focus groups on the basis of the relevance of the actions and outcomes implemented at the time (e.g. WP leaders, professionals, users, stakeholders etc ...)	monitoring reports)	groups
Phase 5 – Data analysis and Reporting	Analysis of collected monitoring data and information with reference all activities	M6-7, M12-13; M18-19; M 24-25; M28-29	IRS,
	Sharing draft of five half-yearly monitoring reports with project leaders	Draft and sharing indicatively one month before delivery data: M7, M13; M19; M25; M29	Project leader
	Final reporting	**Final reporting** 8M, 14M, 20M, 26M, 30M	IRS

3. The monitoring system: indicators for monitoring project outputs and outcomes

The design of the monitoring system includes the design of appropriate monitoring quantitative and qualitative indicators to describe and measure the project's outputs (number of products, events, number of final recipients, etc.), the people/targets involved in the project's actions and the outcomes.

The following table presents a battery of indicators to be used for the analysis and to be collected in the periodic monitoring fiches and the satisfaction questionnaires. Specific indicators are also included to measure the compliance of the project actions with the principle of equal opportunities and non-discrimination and of accessibility, for example giving attention to involvement of stakeholder representatives of gender interests and other vulnerable groups (e.g. disabled people, migrant people) in the co-design processes.

Table 3 – Battery of quantitative indicators, qualitative analysis and information/information sources

Outcome of the project WPs	Quantitative indicators and sources of information	Qualitative approach and information sources
1. A model of an integrated system aimed at offering the combination of adequate income support provision with labour market activation and effective access to enabling goods and service is available	1.1 – Design of a model for an integrated system to be implemented in the selected territories 1.2 - Adoption of protocol agreements between social services and the other services involved in the integrated system (e.g. employment services, health care services, housing services, etc.) in each of the 4 reference territories **Sources:** 1.1-2 Administrative acts of the proceeding administrations 1.1-2 survey results (WP1) Monitoring information from WP1 periodical monitoring fiche	Analysis of feedbacks collected through monitoring fiches (qualitative sections); In-depth interviews with WP1 leader to complete the information from the fiches, if necessary
2. Cooperation among public authorities, NGOs and other local stakeholders by co-design processes of the social services including all relevant stakeholder, is formalized and pursued by the organizations	2.1 - Number and kind of protocol agreements <u>with different local stakeholders</u> for integrated service provision (so-called "presa in carico") in each of the 4 territories. 2.2 - Number and type of stakeholders involved in the co-design process in each of the 4 territories. 2.3 – Number of participatory workshops implemented 2.4 Number of participatory training implemented 2.5 – Number and type of operators participating in training and capacity building actions on digitalisation and use of digital platforms	Analysis of feedbacks collected through monitoring fiches (qualitative sections); In-depth interviews with WP2 leader to complete the information from the fiches, if necessary

	Sources: 2.1 the protocol agreements 2.1 survey results (WP1) 2.2 Public reports of the co-design phase. 2.1-2-3: monitoring information from WP1 (T1.3) and WP2, (periodical monitoring fiches) 2.4-5-6 Monitoring information from WP1 (T1.3)	
3. Target groups are outreached and involved in the design of the integrated services.	3.1 - Number of accesses to services by new users not known by the services, for the two target typologies (data disaggregated by gender and other characteristics) 3.2 Number and type of target groups involved in the design of the services in the 4 experimentation areas. **Sources**: 3.1 Monitoring data (from WP2 periodic monitoring fiche) 3.2 Public reports of the co-design phase	Analysis of feedbacks collected through monitoring fiches (qualitative sections), 3.1-2 In-depth meetings/interviews with WP2 leader to complete the information from the fiches, if necessary
4. Physical spaces where integrated non-stigmatizing responses on the model of the One Stop Shop are offered, designed to be attractive and easy to access places, is created	4.1 - Four One Stop Shop (or integrated entry points) launched in each of the 4 experimental areas. **Sources:** 4.1 Deliberations of the competent bodies in each of the areas of intervention 4.1 Monitoring data (from WP3 monitoring fiche filled by WP 3 leader) 4.1 Monitoring data from experimentation meetings' minutes	Analysis of feedbacks collected through monitoring fiches and minutes (qualitative sections with attention to architectonic barriers, opening hours of services and language mediator support), In-depth interviews with WP3 leader to complete the information from the fiches, if necessary
5. Experimentation of the integrated model at local level focused on the selected target groups is realized	5.1 Number and type (role, qualifications, service sector, etc.) of operators involved in each territorial experimentation (including presence of language mediator if needed) 5.2 Number and type of operators involved in training and degree of satisfaction on training activities 5.3 Number of people of the two target typologies followed with an integrated care approach ("presa in carico") by each territorial micro-team and each case manager/operator (data disaggregated by gender and other characteristics) - **at least 300 people** 5.4 Number and type of services provided and of local stakeholders involved in service provision for each target group **Sources:** 5.1; 5.3; 5.4 Monitoring data (from WP3 quarterly monitoring fiche (excel) filled by territorial programme managers) 5.2 Participation register, satisfaction questionnaires and monitoring fiche from WP1-task1.2	Analysis of feedbacks collected through monitoring fiches (qualitative sections), 5.1-2-3-4 In-depth periodic interviews with the programme and case managers to complete the information from the fiches Analysis of the experimentation board meetings minutes and materials carried out
6. Monitoring of the experimentation results at local level in order to scale up the initiative	6.1 Coverage rates: Number and characteristics of target groups outreached and involved in service provision at the territorial level over the interested population in the territory - **at least 300 people**; 6.2 Consistency: consistency of the target population involved in the pilots compared to the expected or potentially involved population 6.3 Success rates: Number and characteristics of the two target groups with positive outcomes by type of outcome (e.g. entering employment or training or health/child/elderly care or housing support) over the total number of target groups completing the inclusion pathways **(80%)**	Analysis of feedbacks collected through monitoring fiches (qualitative sections), 6.2-3-4-5 In-depth periodic meetings /interviews with the programme and case managers to complete the information from the fiches, if necessary Analysis of the experimentation board meetings minutes and

	6.4 Dropout rates: Number and characteristics of the two target groups that have abandoned the project over the total number of target groups starting the pathways by motivation;	materials carried out
	6.5 Satisfaction rates: number and characteristics of the two target groups satisfied of the support provided in terms of: accessibility, utility, effectiveness in answering needs of the service provided, over the total number of targeted peoples involved in the services	
	6.1-3-4-5 <u>data disaggregated by gender and other characteristics</u>	
	<u>Sources:</u>	
	6.1-3-4-5 monitoring data and indicators (from WP3 quarterly monitoring fiche filled by territorial programme managers)	
	6.4.5 Satisfaction questionnaires	
7. A mutual exchange of views/experiences between public administrations at local and EU level to allow a fruitful and very concrete Knowledge/experience sharing is put in place	7.1 - number of participants to the 5 study visits carried out at national and European levels (<u>data disaggregated by role of participants</u>)	Analysis of feedbacks collected through monitoring fiches and satisfaction questionnaires (qualitative sections),
	7.2 - Degree of satisfaction/utility of the study visits for participants (effectiveness) in general and with regard specific aspects (e.g. number of participants low/fairly/very satisfied about quality of organization; contents and materials sent; logistical and organizational aspects; quality and efficacy of the transnational cooperation; issues dealt with and level of knowledge acquired)	In-depth interviews with WP4 leader to complete the information from the fiches, if necessary
	7.3 Number and type of good practices exchanged during the visits	
	7.4 Number of collaborations activated among EU partners and level of intention/interest to adopt good practices presented during the visits	
	<u>Sources:</u>	
	7.1 Participant register, visits' reports and monitoring data from WP 4 monitoring fiches	
	7.2-4 Satisfaction questionnaires	
	7.3 Monitoring data from WP 4 monitoring fiches	
8. The information concerning the potential of the experimentations realised at local level to support the access of the most vulnerable to services with an integrated approach is known at regional, National and EU level and there is interest in its reply	8.1 Number of dissemination activities implemented	Analysis of feedbacks collected through monitoring fiches and satisfaction questionnaires (qualitative sections),
	8.2 Number of participants to the dissemination activities	
	8.3 Number of stakeholder who participated in dissemination events distinguishing by role and stakeholder representativeness of <u>gender interests and interests of other vulnerable groups</u> (e.g. disabled people, migrant people)	In-depth interviews with WP5 leader to complete the information from the fiches, if it is necessary
	8.4 Satisfaction rate of events' participants (effectiveness) in general and with reference to specific aspects (e.g. number of participants low/fairly/very satisfied about quality of organization; contents and materials sent; logistical and organizational aspects; quality of presentations and clarity of the information delivered; coherence and relevance of the event with the defined topics; issues dealt with and level of knowledge acquired);	
	8.5 Intention/interest to adopt the experimented model among participants	
	8.6 Number of accesses to project websites	
	8.7 Number of subscribers to project pages on social networks and interactions (sharing and appreciation) with reference to events and products of the project	
	<u>Sources:</u>	
	8.1-2-3 monitoring data from WP5	
	8.2-3 Participants register and report	

| | 8.4-5 Satisfaction questionnaires of events' participants | |
| | 8.6-7 monitoring data from WP5 monitoring fiche (results of web and social network analysis to get ongoing information about flows and visits) | |

4. Quantitative and qualitative data collection tools

The design of the monitoring system includes the design of appropriate quantitative and qualitative data and information collection tools on the project's activities, the on-going outcomes, specific outputs and the target groups involved. In particular, the main monitoring tools are the following:

1. **Monitoring fiches** on the interventions implemented in each WP to be filled up by the project leader and each of the WP leaders.
   The monitoring fiche reports:
   a**) what has been done and achieved** within each activity (e.g. models, studies, training sessions, visits, meetings, website/ social network pages, surveys, focus groups, interviews) and the number of outputs and participants to the actions/events, including accesses to the website and social media created in the framework of the dissemination and sustainability project's activities, as well as the number and kind of local and European stakeholder/professionals/experts involved in the implementation of the project.
   b) The main **criticalities** encountered:
   - o outputs/deliverables that have not been achieved and why
   - o outputs/deliverables that have undergone changes and why
   - o if some of the foreseen outputs/deliverables have been achieved after the foreseen deadline explain what caused the delay

   c) whether **additional** outputs/deliverables or outcomes have been achieved; and

   d) for each activity, output, deliverable or outcome **if and how it has contributed to reaching some of project specific objectives** and expected results

2. **Satisfaction questionnaires,** to be collected from users of the services (OSSs) created within the territorial pilot projects, as well as from participants to transnational visits, trainings courses and dissemination events.
   The satisfaction questionnaires include different questions according to the different outputs which they refer to. In general, all questionnaires on training courses, transnational visits and dissemination events, provide the following macro- questions on:
   - o event identification data and participants,
   - o logistical and organizational aspects,
   - o material sent before the event,
   - o coherence and relevance of the event with the defined topics,
   - o quality of presentations and clarity of the information delivered;
   - o utility of the project results and specific deliverables/tools presented;
   - o level of interest raised by the issues dealt with;
   - o level of knowledge about the topics dealt with (pre-event and after event);
   - o intention/interest to adopt the model, tools, good practices presented during the events and If yes, where and how?

A last section was provided for further comments about the event (e.g. aspects considered really important and interesting; aspects that should be taken into consideration; what did you appreciate more of the meeting? What would you change?).

3. **Semi-structured questionnaires fiches for individual in-depth interviews** (if carried out during the monitoring) addressed to each WP project leader will be defined on the basis of specific issues and information that will be considered relevant to further analyse activities implemented and outcomes achieved during the project.

4. **Focus groups/ participatory workshops report template.** The structure of the template include the following sections: 1. general information, goals of the focus group/workshop, 2. issues addressed during the focus group/workshop, 3. main results, 4.overall level of interest and interaction of the participants, 5. level of usefulness of the focus group/workshop and knowledge gained to achieve the project objectives, 6.strengths and weaknesses of the focus group/workshop.

5. Structure of the periodical monitoring reports

Every six months, the monitoring reports will provide the reconstruction of the project's activities carried out, analysing the results of the monitoring tools and indicators periodically administrated (WP monitoring fiches and experimentation monitoring fiches), the tools administrated during specific events (satisfaction questionnaires), and the results of interviews eventually carried out to complete the information.

The monitoring report will be divided into four sections:
1. a first section presenting a synthesis of the level of achievement of the overall project, providing a synthetic judgment and elements of strengths and weaknesses;
2. a second section providing a reconstruction of the activities, outputs and outcomes implemented for each project WP (physical advancement), with attention to the achievement of the project objectives, the main criticalities encountered and ways adopted to solve them.
3. a third section on the project management.

The monitoring tools are attached to present plan. The list of the tools include:

- **Annex 1** - WPs (half-yearly) monitoring fiches (for all WPs)
- **Annex 2** - Database/fiche on (quarterly) experimentations monitoring data (wp3)
- **Annex 3** - Satisfaction questionnaire for transnational visits (wp4)
- **Annex 4** - Satisfaction questionnaire for dissemination events (wp5)
- **Annex 5** - Satisfaction questionnaire for training activities (wp1)
- **Annex 6** - Satisfaction questionnaire for OSSs' services users (wp3)
- **Annex 7** - Focus group/participatory workshops report template (wp1; wp2)

6. Timeline of the monitoring activities

Five monitoring Reports will be produced every six months. They will be based on the information collected through:

- the monitoring fiches filled in by the territorial programme managers and micro-équipes involved in the experimentation (WP3) administrated <u>every three months</u>,

- the monitoring fiches filled in by the project leader and each WP leaders (e.g. WP1 - definition of the experimentation model, WP 2 - Reaching out the target groups and testing an innovative outreach approach, WP4 - transnational activities, WP5 dissemination activities, WP 7 – Management of the project) administrated <u>every six months</u>;
- other data and indicators collected during the project activities through specific tools and quantitative/qualitative methods (evaluation/satisfaction questionnaires, interviews etc.) administrated to stakeholders, service operators and target-groups involved in the project activities, including all participants in project transnational visits, training and dissemination events.

Periodic monitoring meetings/calls (every six months) between IRS and the territorial programme managers in the local experimentation territories will ensure the correct implementation of the monitoring activities on the experimentation.

Finally, the quality of monitoring results will be guaranteed also by the **Advisory Board** (Scientific Committee) which will support the interpretation of the results.

The following Gantt Chart provides the overall frame of the monitoring activities deadlines.

Table 5 – Monitoring activities timeline

reticulate — Co-funded by Programme for Employment and Social Innovation (EaSI) of the European Union

ISTITUTO PER LA RICERCA SOCIALE — irs

		2021		2022												2023												2024			
		No	dic	ge	fe	ma	ap	ma	gi	lu	ag	set	ott	no	dic	ge	fe	ma	ap	ma	giu	lug	ag	set	ott	no	dic	ge	fe	ma	ap
	Monitoring activities	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Phase 1- Preparatory: collection of relevant documentation and definition of the Monitoring Plan	Acquisition of documentation already available from partners about their WP' actions	X	X	X	X																										
	Design of the Monitoring Plan, methodology and elaboration of instruments			X	X	X																									
	Sharing of the Monitoring system and tools + revisions						X	X																							
	Design of Monitoring experimentation tools					X	X	X	X	X	X	X	X																		
	Presentation of the final Monitoring system to the partnership												X																		
Phase 2 – Periodical monitoring activities	Periodic (quarterly) administration of monitoring fiches to territorial programme managers																	X			X			X			X			X	
	Periodic administration (half-yearly) of monitoring fiches to the Project leader and WP leaders								X										X						X					X	
	-Periodic meetings between IRS and the programme and case managers												X												X					X	
Phase 3 – monitoring of specific outputs	Administration of satisfaction questionnaires during the **5** transnational visits							X	X				2 visits			From 15 M		5°	V	I	S	I	T		to 24 M						
	Administration of satisfaction questionnaires during the 8 European, national, regional local dissemination events																				1 event								6 events		1 event
	Reporting and analysis of the agenda/issues faced and decisions taken in the 2 mid-term and final project meetings (minutes)																								X						
	Reporting and analysis of the agenda/issues faced and decisions taken in the 9 Board's web meetings (project, strategic, advisory boards)												X						X		X										
	Reporting and analysis of the agenda/issues faced and															X					X					X					

Phase	Activity
	decisions taken in the 4 Regional experimentation board's meetings
	Reporting and analysis of the agenda/issues faced and decisions taken in the 5 experimentation meetings (minutes)
	Administration of questionnaire satisfaction with regards to training activities to support the organisations' capacity to network among them (WP1, Task 1.3)
	Reporting of four workshops (WP1) with each territory involved in the experimentation to set the OSS's model
	Reporting of eight workshops (WP1, Task 1.3) – 2 for each territory – to identify networking rooms for improvement and plan training activities
	Reporting of two focus groups/participatory workshops (WP2) with the territorial services references (dealing with vulnerable family and marginalised people) for each of 4 territories
Phase 4 – acquisition of additional information (if any)	Completion of information through/in depth interviews/focus groups to be defined (from time to time) according to the relevance of the actions and outcomes implemented at the time
Phase 5 – Data analysis and Reporting activity	Analysis of collected data and information
	Sharing and Drafting and sharing of the 4 interim monitoring and final reports

ANNEX X: WP X - _____

Project Leader: _____ **Task leader:** _____

MONITORING SUMMARY TABLE
RETICULATE PROJECT from /-/-/-/ to /-/-/-/
Compilation date /-/-/-/

WP Objectives /Expected results:

Activities/Outputs/ Deliverables	When/ Months	Brief explanation
		a) **what has been done and achieved** within each activity (e.g. models, studies, methodologies, capacity building tools; participatory tools; training sessions, surveys, focus groups, interviews). Indicate the number of outputs and participants to the actions/events as well as number and kind of stakeholder /professionals/experts involved in this action implementation ecc.
		b) Main **criticalities** encountered:
		   o outputs/deliverables that have not been achieved and why
		   o outputs/deliverables that have undergone changes and why
		   o if some of the foreseen outputs/deliverables have been achieved after the foreseen deadline explain what caused the delay
		   o other criticalities
		c) indicate whether **additional** outputs/deliverables or outcomes have been achieved
		d) indicate for each activity, output, deliverable or outcome **if and how it has contributed to reaching some of project specific objectives** and expected results
			Achievement (0-100%)	Assessment
				☺ 😐 ☹
				and **score** from 1 to 5:
				1 = very negative
				5 = very positive
					Motivation of assessment: elements of strengths and weaknesses

Task X - _____ _(To be replicated for each task)_			0 10 20 30 40 50 60 70 80 90 100		

Deliverable X _____ *(To be replicated for each deliverable)*			0 10 20 30 40 50 60 70 80 90 100		

SATISFACTION/INTEREST QUESTIONNAIRE OF THE RETICULATE TRANSNATIONAL VISITS

* (*To be filled in at the conclusion of each event by participants. Please mark (X) all the relevant answers to the following questions*)

Transnational visit identification data

Event name: _____

Country and territorial area of the meeting _____

Name of the participant, organisation and role _____

	Day	**Month**	**Year**
Questionnaire compilation date			

Q1. How do you assess the following logistical and organizational aspects of the visit (if in presence)?

	Little satisfied	**Fairly satisfied**	**Very satisfied**	**Why?**
Q1.1. Premises of the meetings and accommodation				
Q1.2. Balance between the working program and moments of socialization				
Q1.3. Date, duration, timing of the visit				
Q1.4 Satisfaction about the language used during the meeting and strategies applied to overcome language difficulties				

Q2. How do you assess contents and materials of the transnational visit?

	Little satisfied	Fairly satisfied	Very	Why?
Q2.1. Quality of the documentation and working materials				
Q2.2. Suitability of the agenda, fair relationship and coherence with project objectives				
Q2.3. Selection of the topics to be discussed				
Q2.4. Dedicated space for questions and insights				
Q2.5. Clarity of the contents of the presentations				
Q2.6. Level of participants' involvement during the visit				

Q3. How do you assess the obtained results, the efficacy and quality of the transnational cooperation during the study visit?				
	Little satisfied	Fairly satisfied	Very satisfied	Why?
Q3.1. Achievement of the visit objectives (as defined every time)				
Q3.2 Mutual exchange among partners and local stakeholders involved in the visit				
Q3.3 Utility and potential transferability of good practices presented (also some aspects/elements)				

Q4. Level of knowledge after the transnational study visit

Q4.1 Your level of knowledge after the study visit is:

Little increased   ☐

Fairly increased ☐

Very increased ☐

Q5. Intention/interest to activate collaborations among EU Partners and adopt specific good practices presented during the transnational study visit

Q5.1. Yes   ☐

If Yes, which one and why?

| |
| |

Q5.2 Not   I_I

If not, why?

| |
| |

Q6. Further comments about the transnational visit *(max 1000 characters)*

- *Which aspects considered really important and interesting?*

- *Which further aspects should be taken into consideration?*

- *What did you appreciate more of the meeting?*

- *What would you change?*

Subject: Information on the processing of personal data pursuant to Article 14 of European Regulation 2016/679.

Dear User,

This is to inform you that Istituto per la ricerca sociale (via Venti Settembre 24, Milano) is processing your personal data.

Within the framework of the "Reticulate" project co-funded by the European Commission, IRS was commissioned to carry out project-monitoring actions through questionnaires and, possibly, interviews with stakeholders selected for their expertise in the field.

With reference to transnational actions and, specifically, to the study visits that will be held during the project (in ……………………………………………….., date …/…/….), the questionnaires are aimed at ascertaining the degree of interest and satisfaction of the participants. Your answers will be used in an anonymous and aggregate form for the drafting of the project monitoring reports. The name of your organisation will only be mentioned in a general list of project participants.

Data processing is carried out in compliance with the criteria set out in European regulation 2016/679 (GDPR) on the protection of personal data and any other national legislative text, measure or authorisation of the competent authority. According to the legislation indicated, the processing must be based on the principles of fairness, lawfulness and transparency, on the protection of the confidentiality of your data and on the protection of your rights.

1) The data controller is Istituto per la ricerca sociale.

2) Data collected is common data of personal nature reported on the "Statisfaction questionnaire for the study visits of the Reticulate project".

3) Puropose and legal basis: data collected from your person are used for the purpose of monitoring the "Reticulate" project. The legal basis for the processing of your data is consent, as set in art. 6 p.1 lett. a of the GDPR, which can be revoked at any time.

4) Modalities: personal data are processed by the controller and by duly appointed data processors for the proper fulfillment of the above-mentioned purposes by means of electronic tools and paper files, applying the security measures needed to ensure the confidentiality of personal data and to prevent unauthorized access.

5) Communication: for the same purposes, data in aggregate form may be communicated to external parties such as autonomous data controllers and duly appointed persons who carry out activities on behalf of the data controller.

6) The controller shall process personal data for the **time** necessary to fulfil the above-mentioned purposes

7) Your data have been provided to us by: ANCI Toscana, viale Giovine Italia 17.

8) As a data subject, we inform you that you have the possibility to exercise your rights under the GDPR, namely:

a) the right, pursuant to art. 15, to obtain confirmation as to whether or not your data is being processed and, if so, to obtain access to the data and to the following information: (i) the purposes of the processing (ii) the categories of data concerned; (iii) the recipients or categories of recipients to whom the data have been or will be disclosed, in particular whether they are third countries or international organisations; (iv) where possible, the expected period of retention of the data or, if this is not possible, the criteria used to determine this period; (v) the existence of the data subject's right to request from the data controller the rectification or

or of the object of the processing; vi) the right to lodge a complaint with a supervisory authority, pursuant to Articles 77 ff. of the GDPR; vii) where the Data are not collected from the data subject, all available information on their origin; viii) the existence of an automated decision-making process, including profiling as referred to in Article 22(1) and (4) of the GDPR, and, at least in such cases, meaningful information on the logic used, as well as the importance and expected consequences of such processing for the data subject (ix) the right to be informed of the existence of adequate safeguards within the meaning of Article 46 of the GDPR relating to the transfer, if the data is transferred to a third country or international organisation;

c) the data subject shall also (where applicable) have the possibility to exercise the rights set out in Articles 16-21 of the GDPR (right to rectification, right to be forgotten, right to restriction of processing, right to data portability, right to object).

The request can be made by email at privacy@irsonline.it with the object "Request by the data subject" specifying the right that the data subject wishes to exercise (cancellation, rectification, portability, erasure) together with an email/pec address to which the reply should be sent. The data controller or anyone appointed by the same will proceed to satisfy the request within 30 days from the day of receipt. In the event that the reply is particularly complex, the time may be extended to a further 30 days upon timely notice to the data subject. Should the data subject consider it appropriate to assert its rights, the data subject may lodge a complaint with the competent supervisory authority, corresponding to the national Garante per la protezione dei dati personali following the procedure published on the Authority's official website: www.garanteprivacy.it

I _____, undersigned, declare that I have read the privacy policy and give my consent.

Date and place

_____

Signature

_____

FOCUS GROUP & PARTICIPATORY WORKSHOPS

(Template for monitoring results)

GENERAL INFORMATION

Participants	Number of participants, name of their organisation, location, position in the organisation
Date of the Focus Group/workshop	
Duration of the Focus Group/workshop	
Place	

Goals of the focus group/workshop

Issues addressed during the focus group/workshop

Briefly list all the issues addressed/questions posed during the focus group/workshop

Main results

Comments on the issues addressed
For each question/issue summarize main results achieved, difficulties encountered, and any other elements considered relevant

Question/Issue 1
…..
Question/issue 2
…..
Question/issue 3
…..
Question/issue 4
….

Overall level of interest and interaction of the participants

LOW   I_I
SUFFICIENT I_I
HIGH I_I

Indicate which aspects raised more or less interest among the participants and mode/degree of interaction

Level of usefulness of the focus group/workshop and knowledge gained to achieve the project objectives

LOW I_I
SUFFICIENT I_I
HIGH I_I

Briefly explain whether the focus/workshop proved useful and for what purpose
- for those who organized it
- for the participants (mediated satisfaction analysis)

General notes: strengths and weaknesses of the focus group/workshop

SATISFACTION/INTEREST QUESTIONNAIRE OF THE RETICULATE DISSEMINATION EVENTS

* (*To be filled in at the conclusion of each events by participants. Please mark (X) all the relevant answers to the following questions*)

Event identification data

Event name: _____

Country and territorial area of the meeting _____

Name of the participant, organisation and role

_____

	Day	**Month**	**Year**
Questionnaire compilation date			

Q1. How do you assess materials and organizational aspects of the seminar?

	Little satisfied	**Fairly satisfied**	**Very satisfied**	**Why?**
Sending of the preliminary materials before the training/Agenda Duration and schedule Logistic aspect (if in presence)				

Q2. Logistical and organizational aspects

Little satisfied

Fairly satisfied

Very satisfied

Q3. Coherence and relevance of the event with the defined topics (to be defined every time according to the specific events)

Little satisfied

Fairly satisfied

Very satisfied

Q4. Quality of presentations and clarity of the information delivered

Little satisfied

Fairly satisfied

Very satisfied

Q5. Utility of the project results and specific deliverables presented (reports, models, handbooks, Good practices fiches, video ecc…)

Little satisfied

Fairly satisfied

Very satisfied

Q6. Level of interest raised by the issues dealt with

High

Medium

Low

Q7. Level of knowledge about the topics dealt with

Your level of knowledge after the study visit is:

Little increased I_I

Fairly increased I_I

Very increased I_I

Q8. intention/interest to adopt the model experimented and presented during the dissemination events

Yes I_I **Not** I_I

Q8.1. If Yes, where and how?

Q8.2. If not, why?

Q9. Further comments about the dissemination event *(max 1000 characters)*

- *Which aspects considered really important and interesting?*

- *Which further aspects that should be taken into consideration?*

- *What did you appreciate more of the meeting?*

- *What would you change?*

RETICULATE PRIVACY POLICY

Subject: Information on the processing of personal data pursuant to Article 14 of European Regulation 2016/679.

Dear User,

This is to inform you that Istituto per la ricerca sociale (via Venti Settembre 24, Milano) is processing your personal data.

Within the framework of the "Reticulate" project co-funded by the European Commission, IRS was commissioned to carry out project-monitoring actions through questionnaires and, possibly, interviews with stakeholders selected for their expertise in the field.

With reference to dissemination actions and, specifically, to the event ………………………………………………………………… that was held in …………………………………… (date ………………) during the project, the questionnaires are aimed at ascertaining the degree of interest and satisfaction of the participants. Your answers will be used in an anonymous and aggregate form for the drafting of the project monitoring reports. The name of your organisation will only be mentioned in a general list of project participants.

Data processing is carried out in compliance with the criteria set out in European regulation 2016/679 (GDPR) on the protection of personal data and any other national legislative text, measure or authorisation of the competent authority. According to the legislation indicated, the processing must be based on the principles of fairness, lawfulness and transparency, on the protection of the confidentiality of your data and on the protection of your rights.

1) The data controller is Istituto per la ricerca sociale.

2) Data collected is common data of personal nature reported on the "Statisfaction questionnaire for the study visits of the Reticulate project".

3) Puropose and legal basis: data collected from your person are used for the purpose of monitoring the "Reticulate" project. The legal basis for the processing of your data is consent, as set in art. 6 p.1 lett. a of the GDPR, which can be revoked at any time.

4) Modalities: personal data are processed by the controller and by duly appointed data processors for the proper fulfillment of the above-mentioned purposes by means of electronic tools and paper files, applying the security measures needed to ensure the confidentiality of personal data and to prevent unauthorized access.

5) Communication: for the same purposes, data in aggregate form may be communicated to external parties such as autonomous data controllers and duly appointed persons who carry out activities on behalf of the data controller.

6) The controller shall process personal data for the **time** necessary to fulfil the above-mentioned purposes

7) Your data have been provided to us by: ANCI Toscana, viale Giovine Italia 17.

8) As a data subject, we inform you that you have the possibility to exercise your rights under the GDPR, namely:

a) the right, pursuant to art. 15, to obtain confirmation as to whether or not your data is being processed and, if so, to obtain access to the data and to the following information: (i) the purposes of the processing (ii) the categories of data concerned; (iii) the recipients or categories of recipients to whom the data have been or will be disclosed, in particular whether they are third countries or international organisations; (iv) where possible, the expected period of retention of the data or, if this is not possible, the criteria used to determine this period; (v) the existence of the data subject's right to request from the data controller the rectification or

b) cancellation of the data or restriction of the processing or of the object of the processing; vi) the right to lodge a complaint with a supervisory authority, pursuant to Articles 77 ff. of the GDPR; vii) where the Data are not collected from the data subject, all available information on their origin; viii) the existence of an automated decision-making process, including profiling as referred to in Article 22(1) and (4) of the GDPR, and, at least in such cases, meaningful information on the logic used, as well as the importance and expected consequences of such processing for the data subject (ix) the right to be informed of the existence of adequate safeguards within the meaning of Article 46 of the GDPR relating to the transfer, if the data is transferred to a third country or international organisation;

c) the data subject shall also (where applicable) have the possibility to exercise the rights set out in Articles 16-21 of the GDPR (right to rectification, right to be forgotten, right to restriction of processing, right to data portability, right to object).

The request can be made by email at privacy@irsonline.it with the object "Request by the data subject" specifying the right that the data subject wishes to exercise (cancellation, rectification, portability, erasure) together with an email/pec address to which the reply should be sent. The data controller or anyone appointed by the same will proceed to satisfy the request within 30 days from the day of receipt. In the event that the reply is particularly complex, the time may be extended to a further 30 days upon timely notice to the data subject. Should the data subject consider it appropriate to assert its rights, the data subject may lodge a complaint with the competent supervisory authority, corresponding to the national Garante per la protezione dei dati personali following the procedure published on the Authority's official website: www.garanteprivacy.it

I _____, undersigned, declare that I have read the privacy policy and give my consent.

Date and place

_____

Signature

_____

SATISFACTION/INTEREST QUESTIONNAIRE OF THE RETICULATE TRAININGS

* (To be filled in at the conclusion of each training courses by participants. Please mark (X) all the relevant answers to the following questions)

Event identification data

Event name: _____

Country and territorial area of the training courses _____

Name of the participant, organisation and role _____

	Day	**Month**	**Year**
Questionnaire compilation date			

Q1. How do you assess materials and organizational aspects of the training?

	Little satisfied	**Fairly satisfied**	**Very satisfied**	**Why?**
Sending of the preliminary materials before the training Training duration and schedule Logistic aspect (if in presence)				

Q2. Coherence and relevance of the training with the defined topics (*to be defined every time according to the specific training*)

Little satisfied

Fairly satisfied

Very satisfied

Q3. Quality of presentations and clarity of the information delivered

Little satisfied

Fairly satisfied

Very satisfied

Q4. Utility of the training and usability of tools (if any) **presented** (handbooks, models, Good practices fiches, video, ecc…)

Little satisfied

Fairly satisfied

Very satisfied

Q5. Level of interest raised by the issues dealt with

High

Medium

Low

Q6. Level of knowledge acquired about the topics after the training

Your level of knowledge after the training is:

Little increased I_I

Fairly increased I_I

Very increased I_I

Q7. Intention/ interest to adopt the model/tools presented during the training course

Yes   I_I   **Not** I_I

Q.7.1. If Yes, where and how?

| |
| |

Q7.2. If not, why?

| |
| |

Q9. Further comments about the training course *(max 1000 characters)*

- *Which aspects considered really important and interesting?*

- *Which further aspects that should be taken into consideration?*

- *What did you appreciate more of the meeting?*

- *What would you change?*

RETICULATE PRIVACY POLICY

Subject: Information on the processing of personal data pursuant to Article 14 of European Regulation 2016/679.

Dear User,

This is to inform you that Istituto per la ricerca sociale (via Venti Settembre 24, Milano) is processing your personal data.

Within the framework of the "Reticulate" project co-funded by the European Commission, IRS was commissioned to carry out project-monitoring actions through questionnaires and, possibly, interviews with stakeholders selected for their expertise in the field.

With reference to training actions and, specifically, ………………………………………….that will be held during the project (in……………………………………………….., date……………………), the questionnaires are aimed at ascertaining the degree of interest and satisfaction of the participants. Your answers will be used in an anonymous and aggregate form for the drafting of the project monitoring reports. The name of your organisation will only be mentioned in a general list of project participants.

Data processing is carried out in compliance with the criteria set out in European regulation 2016/679 (GDPR) on the protection of personal data and any other national legislative text, measure or authorisation of the competent authority. According to the legislation indicated, the processing must be based on the principles of fairness, lawfulness and transparency, on the protection of the confidentiality of your data and on the protection of your rights.

1) The data controller is Istituto per la ricerca sociale.

2) Data collected is common data of personal nature reported on the "Statisfaction questionnaire for the study visits of the Reticulate project".

3) Puropose and legal basis: data collected from your person are used for the purpose of monitoring the "Reticulate" project. The legal basis for the processing of your data is consent, as set in art. 6 p.1 lett. a of the GDPR, which can be revoked at any time.

4) Modalities: personal data are processed by the controller and by duly appointed data processors for the proper fulfillment of the above-mentioned purposes by means of electronic tools and paper files, applying the security measures needed to ensure the confidentiality of personal data and to prevent unauthorized access.

5) Communication: for the same purposes, data in aggregate form may be communicated to external parties such as autonomous data controllers and duly appointed persons who carry out activities on behalf of the data controller.

6) The controller shall process personal data for the **time** necessary to fulfil the above-mentioned purposes

7) Your data have been provided to us by: ANCI Toscana, viale Giovine Italia 17.

8) As a data subject, we inform you that you have the possibility to exercise your rights under the GDPR, namely:

a) the right, pursuant to art. 15, to obtain confirmation as to whether or not your data is being processed and, if so, to obtain access to the data and to the following information: (i) the purposes of the processing (ii) the categories of data concerned; (iii) the recipients or categories of recipients to whom the data have been or will be disclosed, in particular whether they are third countries or international organisations; (iv) where possible, the expected period of retention of the data or, if this is not possible, the criteria used to determine this period; (v) the existence of the data subject's right to request from the data controller the rectification or

b) cancellation of the data or restriction of the processing or of the object of the processing; vi) the right to lodge a complaint with a supervisory authority, pursuant to Articles 77 ff. of the GDPR; vii) where the Data are not collected from the data subject, all available information on their origin; viii) the existence of an automated decision-making process, including profiling as referred to in Article 22(1) and (4) of the GDPR, and, at least in such cases, meaningful information on the logic used, as well as the importance and expected consequences of such processing for the data subject (ix) the right to be informed of the existence of adequate safeguards within the meaning of Article 46 of the GDPR relating to the transfer, if the data is transferred to a third country or international organisation;

c) the data subject shall also (where applicable) have the possibility to exercise the rights set out in Articles 16-21 of the GDPR (right to rectification, right to be forgotten, right to restriction of processing, right to data portability, right to object).

The request can be made by email at privacy@irsonline.it with the object "Request by the data subject" specifying the right that the data subject wishes to exercise (cancellation, rectification, portability, erasure) together with an email/pec address to which the reply should be sent. The data controller or anyone appointed by the same will proceed to satisfy the request within 30 days from the day of receipt. In the event that the reply is particularly complex, the time may be extended to a further 30 days upon timely notice to the data subject. Should the data subject consider it appropriate to assert its rights, the data subject may lodge a complaint with the competent supervisory authority, corresponding to the national Garante per la protezione dei dati personali following the procedure published on the Authority's official website: www.garanteprivacy.it

I _____, undersigned, declare that I have read the privacy policy and give my consent.

Date and place

_____

Signature_____