reticulate

D7.2 Quality Plan

Quality Protocol Detailing Quality Regime,
Procedures and Tools for Quality Assurance

Technical References

Project Title	RETICULATE
Grant Agreement	AGREEMENT NUMBER - VS/2021/0247 (01.11.2021)
Project Manager (PM)	Alessandro Lanzetta - Anci Toscana alessandro.lanzetta@ancitoscana.it
Project Duration	November 2021 - April 2024 (30 months)
Deliverable No.	*D7.2 Quality Plan*
Work Package	*WP7 - Management of the Project*
Task	*Task 7. 5 - Quality management and assurance*
Lead beneficiary	*Anci Toscana*

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Contents

Introduction

The Quality Plan is drafted under the coordination of the Lead Partner and responsible for WP7 - Anci Toscana, in order to develop the specific procedures ensuring quality to actions and results during the project implementation. The document covers the following aspects:

- project organisation and management: roles and responsibilities, internal and external communication flows;

- document control: from preparation to verification, approval and release, archiving. This document defines the procedures to be followed to ensure uniform quality of project documents, in particular with regard to the consistency of the deliverables with the project objectives and their contribution in terms of innovation, as well as the accuracy of the language and clarity in communicating the contents;

- operational planning: systematic planning, monitoring of deliverables and adherence to deadlines for regular reporting and compilation of progress reports.

This document is based on the terms and conditions set out in the Grant Agreement and its annexes, as well as the Consortium Agreement, and is supplemented by other specific deliverables, in particular:

- D7.1 Project Management Handbook;
- D5.1 Communication and Dissemination Plan and Toolkit;
- D5.2 Internal Toolkit, detailing communication, outreach and dissemination measures.

This document is intended for internal use by the project partners only, with the aim of guiding them in the effective and efficient implementation of project activities.

1. Organisation and management

1.1 Roles and responsibilities

The management of Reticulate is supported by an interconnected system of boards with defined roles and responsibilities at strategic, operational and experimentation level:

Project level	Board	Acronym
Strategic Level	**Strategic Board**	SB
	Advisory Board (Scientific Committee)	AB
Operational Level	**Project Board**, which includes: - Project Manager - Financial Manager	PB (PM + FM)
Experimentation level	**Regional Experimentation Board**	REB

The functions assigned to the various Boards are listed below, followed by their internal composition, in order to clarify their tasks and responsibilities.

Board	Functions
Strategic Board (SB)	· It ensures that a clear development strategy is defined for the project and that this strategy is collectively pursued over time; · The SB is chaired by the PM and is assisted by the Advisory Board (AB); · The SB receives input from WP6 - Monitoring & Evaluation; · The SB is responsible for Strategic Coordination (Task 7.1); · The SB regularly carries out structured and joint peer reviews of the project strategy and defines corrective actions, if any; · The SB animates the peer reviews that take place during the main project meetings (on average 2 per year) involving the partners and the AB; · The meetings to which the SB is formally summoned are listed in the Annexes section.
Advisory Board (AB) (Scientific Committee)	· It offers technical and scientific support for the development of project deliverables; · During the project duration, the PM may ask for opinions and feedback via e-mail from the AB; · The meetings to which the AB is formally summoned are listed in Annex V of the Project Management Handbook.
Project Board (PB)	The PB guides and supervises the actual implementation of the project, following input from the SB. In particular, the PB: · ensures that all WPs and Tasks are effectively interconnected in order to avoid overlaps/differences in implementation and that all WP and Task leaders have a clear understanding of the connections with other WPs and Tasks; · approves the start and end of WPs; · validates deliverables; · ensures compliance with the Quality Plan, especially for documents to be transmitted externally; · manages administrative or contractual aspects within the partnership and for relations with the EC. · The PB has decision-making power for the day-to-day management of the project; it can also propose new managers for each of the management and operational coordination roles. · The PB receives and evaluates input from WP6 - Monitoring & Evaluation. · The meetings to which the PB is formally summoned are listed in the Annexes section.
Regional Experimentation Board (REB)	· The REB guides and supervises the experimentation activities on the Tuscan territory, with the support of the PM for the operational parts; · it ensures the uniform development of experimentations in Tuscany; · it promotes the strengthening of the collaboration network between public and third sector actors active in the project themes;

	· it supports monitoring and dissemination activities; · it provides input to WP1, WP2, WP3 for the development of deliverables. · The REB works closely with the SB and the PB. · The meetings to which the REB is formally convened are listed in Annex V of the Project Management Handbook.

Board	Composition
Strategic Board (SB)	· All project partners, including associates; · Managers or people whose role is to contribute to the strategic leadership of their organisation participate. Each partner identifies the member(s) participating in the SB. · The SB is chaired by the Project Manager (PM).
Advisory Board (AB) (Scientific Committee)	The five members identified when drafting the project are: · Alfonso Lara Montero (European Social Network) · Cristiano Gori (University of Trento) · Paola Milani (University of Padua) · Andrea Valzania (University of Siena) · Nicola Sciclone (IRPET)
Project Board (PB)	· The Project Manager (PM) and the Financial Manager (FM), who assist the PB in the day-to-day management of the project, ensure that the schedule is adhered to, the assigned budget is adhered to, in compliance with the required quality standards. The PM works closely with the FM to provide both the SB and the PB with an up-to-date overview of budget progress. The PM is also responsible for quality management. · Contact people WPs and Tasks.
Regional Experimentation Board (REB)	It is coordinated by the Director of SdS Pistoia. The members are: · Regione Toscana, Social Innovation Sector · ARTI · INPS · SdS directors · Directors of Social-Health Districts · Mayors of Capannori and Livorno · fio.PSD · ActionAid · Caritas

1.2 Internal and external communication

A. Internal Communication

The internal communication strategy aims at ensuring transparency and cooperation between the partners, as well as the ongoing processing, collection and archiving of project information. This internal communication is based on messaging via the BaseCamp platform, via e-mail, web and face-to-face coordination meetings, and document sharing via the BaseCamp platform.

Mail and messaging

The operational communication is ensured through the BaseCamp platform, where information can be addressed to specific partners (through the use of the "tag" + people's names) or to the entire partnership. In the subject line of each communication on BaseCamp, the reference WP must always be indicated in order to facilitate searching.

The use of e-mails is complementary to messaging on BaseCamp and offers support for troubleshooting problems involving only small groups of partners, for problem solving, for planning interim deliverable drafting steps and for official communications that need to be left in official mailboxes.

WPs and Tasks leaders must always be in copy of the communications relating to their areas of responsibility and coordination.

The PM must always be in copy of the co-ordination communications made by WP and Tasks leaders in order to facilitate operational alignment.

Meetings

All meetings of the Boards must follow the procedures defined in the Description of the Action and in the Partnership Agreement and are specified in Annex V of the Project Management Handbook.

B. External Communication

External project communication is managed by the WP5 leader, Anci Toscana. Any request for updating, integration, modification and publication must be addressed to the PM - project co-ordinator.

Website

The project website (www.reticulate.it) is a key tool for the external communication of project developments and final results, particularly for dissemination, mainstreaming and up-scaling.

In order to increase visibility, each partner is asked to add a link to the project's home page on their organisation's website.

The website has only one public section, where visitors can access a brief introduction to the project and its expected impact, news, information on project partners, public results, materials, deliverables, contacts, etc.

Social Media

In order to strengthen external communication, a project profile was activated on the social networks Facebook and Linkedin.

Any content to be shared via social media must be sent to the WP5 contact person by e-mail: alessandro.lanzetta@ancitoscana.it

Partners are encouraged to contribute to the Project's social media visibility through their personal or institutional accounts, mentioning the Project and the Funding Programme (@reticulate, @easi). Guidelines are available in the Communication and Dissemination Plan.

News & Press

Interim and final project results related to the experimentation will be disseminated in specialised magazines, forums, platforms and international networks relevant to the project topic. At the same time, at the local level, the partners responsible for on-site experimentation will disseminate project updates and results through local press releases.

Data on web traffic and all external communication activities at local, national and international level will be provided by the WP5 - Communication leader, assisted by the technical experts who will be entrusted with the support service for the project's communication activities.

Communication Kit

The communication material of the project will be made available to the partnership, once it has been developed within WP5 by the lead partner Anci Toscana. In particular, the coordinated image of the project, the basic communication guidelines, the project press release and the information material will be developed. All the material produced will be available on BaseCamp and the partners will be guided in their correct use, through the document D5.2 "Internal toolkit detailing communication, outreach and dissemination measures" and D5.1 "Communication and Dissemination Plan and Toolkit".

Dissemination

The dissemination activity is a set of actions and strategies aimed at disseminating the information on the project results in order to maximise the impact. Further details are provided in document D5.1 Communication & Dissemination Plan.

The dissemination of project results includes activities to be carried out at local, regional, national and European level:

Activities	Where	When	Partner responsible for the activities
4 local seminars	1. Capannori 2. Livorno 3. Pistoia 4. Grosseto	2023/2024	- Municipality of Capannori - Municipality of Livorno - SdS Pistoia - Coeso Sds Grosseto - Anci Toscana
1 national seminar	Rome	By October 2023	Anci Toscana
1 seminar at regional level	Florence	March 2024	Anci Toscana
1 Final Event			
1 European Dissemination Event	Brussels	2024	Anci Toscana European Social Network
1 European level webinar - results and evaluation impact	Online	2024	Anci Toscana

Concerning the 4 local seminars, to be organised in the four experimentation areas in Tuscany: these seminars are addressed to a mainly local/regional audience and are intended to disseminate the processes and procedures implemented, leading to the implementation of integrated service access points, i.e. the One Stop Shops. They are organised locally by the partners of the four experimentation areas (SdS Pistoia, Coeso SdS Grosseto, Municipality of Livorno, Municipality of Capannori) together with Anci Toscana, between the second half of 2023 and the first two months of 2024. During these seminars, which will presumably last between two and four hours, the interim results of the experimentation will be shared, favouring the dialogue between the public, private and third sector actors who can contribute and/or influence the actual integration of social and employment services for the categories of beneficiaries identified by the project.

A seminar at regional level, which will coincide with the final project event, is scheduled between March and April 2024 in Florence. During this event, organised by Anci Toscana, the final project results will be shared; the relevant actors for the implementation of these practices will be invited to contribute to the round table that will be organised within the day of work. The representatives of Regione Toscana will be invited to actively participate, with the aim of raising the awareness of the institutional and non-institutional actors, at a regional level, on the contribution of the experimentation promoted by Reticulate in the innovation processes of the relevant public policies.

A national seminar in Rome, to be held within the second year of the project, where relevant actors at national level will be invited to participate in an activity to share interim results and strategic reflections in terms of public policy innovation.

A dissemination event at European level, to be held in Brussels between February and April 2024 in conjunction with the EU Networking & Sharing Experience event, organised by the European Commission. This event, organised by Anci Toscana in collaboration with the partner European Social Network, will be animated by a communication activity of project experience, results, good practices and lessons learnt. The activity will be held in English and will see the participation of an audience coming from the different EU member states.

Graphic materials for local, regional and national level events will be produced in Italian, while those for the dissemination event at European level will be translated into English.

2. Document Control/Quality Management

2.1 Monitoring the Progression of Deliverables

Drafting, verification, approval, submission, use and correction (in progress) of documents is carried out consistently with an approved protocol.
Online and offline meeting reports will be stored on BaseCamp and labelled.
The quality of the project activities and results is monitored by Task leaders, WP leaders and PM according to the roles and responsibilities defined in the GA, the Partnership Agreement and the Project Management Handbook.

The deliverables and events to be implemented during the 30-month project period are detailed in Appendix 1.

The due date of a deliverable is specified as the month of the project, with month 1 representing the first month of the project.

The progress of the deliverables is monitored on a monthly basis by the PM through the Excel sheet "Deliverables & Events Monitoring File", shared with the partnership. This file contains the list of all deliverables of the project with their details: description, deadline month, responsible partner.

The status of impending and possibly pending deliveries must be monitored by the WP leaders during regular updates with the Task leaders. Any problems or delays in delivery must be reported immediately to the PM, providing reason, planned mitigation actions and expected completion date.

For deliverables other than those of a reporting type, a short summary (approximately 2,000 characters, including spaces) must be produced for inclusion in the annual report to be sent to the EC. This summary must include any supporting material, such as photos, any schedules, signature sheets, etc.

2.2 Drafting, Approval and Archiving of Deliverables

Each WP leader monitors the deadlines of its deliverables and coordinates the Tasks leaders.

The review process is a key step in the development of deliverables. All partners must take appropriate measures to ensure that this process is carried out and completed within the appropriate timeframe to release the deliverable by the due date.

The deliverables are approved by the Project Board (GA, Annex I - Description of the Action, page 27).

Procedure for approval of deliverables by the PB

- The months of delivery of deliverables are indicated in the "Deliverables & Events Monitoring File", taking into account that the delivery date must include up to 30 days for review, any integrations and finally the approval of the deliverable, prior to its release and simultaneous external communication, if any.

The PB will have up to ten calendar days (5 calendar days in urgent cases) to review and give feedback on the deliverable. The PB, supported by the PM's coordination, may:

> - ask for integrations, through the use of comments within the text; in this case the PM will send the document back to the WP/Task leader for the necessary integrations and re-send the text to the PB within 5 calendar days; the PB will have 5 calendar days to give its feedback;

> - approve the document. The approval procedure does not provide for a quorum. In the event of disagreement on substantive elements of the document, the PM will promote dialogue to find common ground between the members of the PB, first in writing and, if no consensus can be found, by convening a formal PB meeting online. In the case of purely formal objections on which there is no possibility of agreement during the review, the PM may decide whether to accept these objections or to proceed for final approval without further modifications.

The PB shall thoroughly check the deliverable and ensure that the following quality criteria are met:
- Consistency of the content with what is stated in Annex I of the GA - Description of the Action;
- The objectives of the deliverable are understandable and in line with the project goals;
- Relevance to the project and clear innovative contribution in the field of intervention.

The PM shall also check the quality of the language: the deliverables will be examined in the light of parameters such as accuracy, clarity and consistency of the language and compliance with the document formatting rules.

Timing	Action	Who Is Responsible
1 month before delivery	The PM sends the PB the deliverable draft	WP Leader/Task Leader + PM
20 days before delivery	The PB expresses itself	The PM formalises the PB decision

If the PB does not approve immediately:

Timing	Action	Who is Responsible
15 days before delivery	The PM re-sends the document to the PB with the requested integrations	WP Leader/Task leader, PM supervision
10 days before delivery	The PB comments on the integrations	PM

If the PB still does not approve:

Timing	Action	Who is Responsible
7 days before delivery	The PM mediates to reach an agreement, first in writing and then by officially summoning the PB	PM

2.2.1 Procedure for archiving deliverables

As stated in the Project Management Handbook (Chapter 4.1 Document Management), project documents are stored on the BaseCamp platform, which is only accessible to people delegated by the partners to work on the project.

Project documents are organised on BaseCamp according to WPs, as shown below, plus a number of additional folders, including:

- formal project documents;

- project summary for external communication;

- list of contacts, by roles and responsibilities (Boards, Administration-finance area, etc.)

- other folders that are useful for managing project information, created by the PM.

Attention: The WP and Task leaders will upload the relevant documentation on BaseCamp. In the event that new folders are required, the leaders will ask the PM to create them. The creation of new folders by the PM aims at avoiding the proliferation of new folders without the overall structure and ensuring that documents can be found easily.

The WPs are organised according to the deliverables, meant as a set of deliverables and events. It is important to maintain the distinction, within each WP, between finished and approved documents (Final Version - FV) and documents that are being drafted (Drafts), which also include finished documents but not yet approved.

When we refer to Deliverables, we refer to Events too: in this case, a subfolder with the name and numbering of the event will be created in the Final Version folder, in which all documents proving that the

event has been actually held (signature sheet, photos, programme, invitations, any reports, etc.) will be placed.

Please note that once deliverable drafting has been completed and approval has been granted, it will not be necessary to maintain the distinction between "final versions" and "drafts" folders on BaseCamp. This distinction is maintained as long as the deliverable is being drafted or the event is being organised.

Example

WP4 - Transnational Cooperation

→ Final versions

→ E4.1) 1 Study visit and sharing of experiences in Belgium

→ Signature sheet

→ Photos

→ Programme

→ Etc.

N.	Document folder	Description
1	WP1	
	Final versions	These are the versions approved and ready to be shared externally
	Drafts	These are the documents being drafted
2	WP2	It is the folder that contains the WP deliverables
	Final versions	These are the versions approved and ready to be shared externally
	Drafts	These are the documents being drafted
3	WP3	
4	WP4	
5	WP5	As above
6	WP6	
7	WP7	
8	Formal project documents	- Grant Agreement (version 0 and amendment); - Annex 1 GA: Description of the Action - Annex 3 GA: Budget - Gantt (timescale) latest version
9	Project Summary	Brief introductions to the project

3. Project Planning

3.1 Deliverables & Events Monitoring File

The PM monitors project progress through the "Deliverables & Events Monitoring File", where the status of the deliverables to be drafted and/or the events to be held is updated on a monthly basis.

The PM supports the WP & Tasks leaders if adjustments or mitigation measures are required.

The PM has the task of verifying how the delay in drafting certain deliverables may impact the natural evolution of the project activities and identify corrective measures, convening, if necessary, the WP & Tasks leaders concerned and, as a last resort, the PB online.

Finally, the PM verifies the consistency of the contents of the deliverables and of the events with what is stated in the Description of the Action document and the other annexes in the GA and asks the responsible partner for corrections and/or integrations to the document content to ensure consistency with the planned activities and expected results.

Attached is the template of the Deliverables & Events Monitoring File.

3.2 Procedures and Timeframe for Reporting Expenses

The Partnership is obliged to submit two Periodic Reports and one Final Report to the European Commission during the course of the project. Both the Periodic and Final Reports consist of a technical part and a financial part and must be sent to the EC within 60 days after the end of the reporting period:
Reporting Period 1: month 1 to month 12
Reporting Period 2: month 13 to month 24
Reporting Period 3: month 25 to month 30

These reports will be prepared by the PM on the basis of the information provided by the Partnership.

Partners are required to update the "Expenditure Statement" file on an annual basis, from which it will be possible to check the level of budget consumed, prepare the consolidated reporting document and set up any budget change requests.

At months 12, 24 and 30, the PM asks the WP leaders (PBs) and the contact people in the administrative and financial area to start drafting the "Expenditure Statement", preparatory to the compilation of the Progress Report on project implementation - "Technical report on progress". The PM shall ensure that the information reported by the partnership is consistent with what is reported in the periodic monitoring reports, particularly with regard to the mitigation measures. The PM shall ask the partners for clarifications and integrations in order to align the project information.

Within 30 days from the closing date of the reporting period (month 13, 25, 31), the PM will validate or request integrations to the partners, to be concluded within the next fifteen days in order to be able to send the required reports within 60 days from the end of the progress period.

The PM, together with the FM, will check the documents related to the expenses incurred in the project operation in order to ensure compliance with all the obligations set out in the Financing Programme, in relation to the rules of good and sound administrative management and to facilitate any external audits. In fact, as stated in art. II.27.1 of Annex II of the GA, the EC carries out checks, audits or evaluations during the

project period and for a period of five years from the date of payment of the final balance. The beneficiaries must keep all the original documents, in particular accounting and fiscal documents, in any appropriate medium, including digitalised originals, when authorised by and under the terms of their national legislation.

Annex 1: Deliverables & Events Monitoring File

No.	Title	WP	Task Leader	WP Leader	Delivery date	1st Year (M1-12)	2nd Year (M13-24)	3rd Year (M25-M30)	Status	BaseCamp link
D7.1	Project Management Handbook	7	Anci T.	Anci T.	M2	X				
E7.1 E7.2	*Kick Off Meeting Brussels + Florence*	7	Anci T.	Anci T.	M2-3	X				
D1.1	Models and tools for identifying the processes and levels of integration of social services	1	IRS	IRS	M3 Jan 2022	X				
D6.1	*Monitoring Plan within 3 months from the start of the project*	6	IRS	IRS	M3 Jan 2022	X				
D6.3	Evaluation Plan within 3 months from the start of the project	6	IRS	IRS	M3 Jan 2022	X				
D7.3	*Strategy Report*	7	Anci T.	Anci T.	M3 Jan 2022	X				
D7.3	Peer Review Logbook/diary	7	Anci T.	Anci T.	M3 Jan 2022	X				
E7.3	*1 Experimentations start meeting (in presence) (Strategic Board, Project Board, Local teams)*	7	Anci T.	Anci T.	M3 Jan 2022	X				
D7.2	Quality Plan	7	Anci T.	Anci T.	M3 Jan 2022	X				
D7.4	*Local Experimentations logbook + Quarterly review*	7	Anci T.	Anci T.	From M4 Feb 2022	X	X	X		

D6.2	Monitoring reports every six months	6	IRS	IRS	M6, M12, M18, M24, M30	X	X	X	
E7.5	*9 Project meetings (web-streaming) with AB(3), SB(3), PB(3)*	7	Anci T.	Anci T.	M6-12-19	X	X		
E5.1	Study visit and sharing of experiences in Belgium (Brussels)	4	ESN	ESN	M7 May 2022	X			
E5.2	*Study visit and sharing of experiences in Greece (Athen)*	4	ESN	ESN	M8 (June 2022)	X			
D2.1	Methodology for the active recruitment of target groups of the project actions	2	Livorno	fio.PSD	M9 July 2022	X			
D5.1	*Communication and dissemination plan (DCP) and Toolkit*	5	ANCI TOSCANA	ANCI TOSCANA	M9 (July 2022)	X			
D5.3	RETICULATE web site and social media	5	ANCI TOSCANA	ANCI TOSCANA	M9 July 2022	X			
E7.4	*4 Experimentation meeting (in presence) (Regional Experimentation Board)*	7	Anci T.	Anci T.	M9-15-21-26	X	X	X	
D1.2	Summary report of the critical issues identified in the interactions between the services of the concerned areas	1	IRS	IRS	M10 (Aug 2022)	X			
D1.3	*Synthesis of multi-professional diagnostic and therapeutic care pathways*	1	IRS	IRS	M10 (Aug 2022)	X			

ID	Description				Date					
D5.2	Internal toolkit detailing Communication, Outreach and Dissemination measures, including responsibilities, roadmap, targets and branding rules	5	ANCI TOSCANA	ANCI TOSCANA	M11 (Sept 2022)	X				
D5.4	*Dissemination of project outputs: Handbook in EN detailing project management procedures, tools and basic templates (deliverables carried out within WP4 and WP7)* (see also D7.1)	5	ANCI TOSCANA	ANCI TOSCANA	M11 (Sept 2022)	X				
D2.2	Report on the development of generative approaches based on the key role played by citizens in the caretaking actions	2	fio.PSD	fio.PSD	M12 (Oct 2022)	X				
E4.3	*Study visit and sharing of experiences in Italy (Capannori-Lucca)*	4	ESN	ESN	M12 Oct 2022	X				
E4.4	Study visit and sharing of experiences in Italy (Turin)	4	ESN	ESN	M12 Oct 2022	X				
D6.4	*Interim evaluation report at the end of the first year of experimentation*	6	IRS	IRS	M12 Oct 2022	X				
D7.5	Interim progress report (technical and financial)	7	Anci T.	Anci T.	M12 Oct 2022	X				
Start of the 2nd Year of the Project										
D1.4	Summary report of capacity building schemes	1	Coeso SdS Grosseto	IRS	M14 Dec 2022		X			
E7.5	*9 Project meetings (web-streaming) with AB(3), SB(3), PB(3)*	7	Anci T.	Anci T.	M6-12-19		X			

E5.1	4 local seminars (Pistoia, Capannori, Grosseto, Lucca)	5	ANCI TOSCANA	ANCI TOSCANA	M20 June 2023		X			
E5.2	*A National seminar (Rome) (error, indicated E4.2 in the form)*	5	ANCI TOSCANA	ANCI TOSCANA	M20 June 2023		X			
E5.4	A European level Webinar for technical information about the experimentation result and the evaluation impact *(see also D4.7)*	5	ANCI TOSCANA	ANCI TOSCANA	M24 Oct 2023		X			
D2.3	*Modelling of the experimented participatory assessment techniques and report of participatory assessment*	2	fio.PSD	fio.PSD	?		X			
D3.2	Modelling of the data sharing and dissemination system at regional level	3	ARTI	SdS Pistoia	?					
E5.5	*Study visit and sharing of experiences in Italy (Palermo)*	4	ESN	ESN	?		X			
D4.1	Collection of practices of proven effectiveness	4	ESN	ESN	?		X			
D4.2	*Compiling criteria for potential transferability of the experimented project*	4	ESN	ESN	?		X			
D4.3	Production of training contents and reports aimed at the dissemination of practices both from micro-territories where the experimentations will be realised outside and from outside to micro-territories	4	ESN	ESN	?		X			
D4.4	*Comparative report with the description of the collected and analysed practices from the countries involved*	4	ESN	ESN	?		X			
D4.6	Study visits and related seminars	4	ESN	ESN	?		X			
D4.5	*Report including the results of the survey carried out at EU level*	4	ESN	ESN	?		X			

D4.7	Online conference on survey results (see also E5.4)	4	ESN	ESN	?		X			
D4.8	*Final conference/ Networking and Experience sharing event*	4	ESN	ESN	?		X			
D5.4	Dissemination of project outputs: Comparative report on the practices analysed (see also D4.4)	5	ANCI TOSCANA	ANCI TOSCANA	?		X			
D5.4	*Dissemination of project outputs: Report on EU survey results (see also D4.5)*	5	ANCI TOSCANA	ANCI TOSCANA	?		X			
E7.6	1 Project meeting (in presence) (Advisory Board, Strategic Board, Project Board)	7	Anci T.	Anci T.	M24 Oct 2023		X			
D7.6	*Interim progress report (technical and financial)*	7	Anci T.	Anci T.	M24 Oct 2023		X			
D7.4	Local Experimentations logbook + Quarterly review	7	Anci T.	Anci T.	From M4 Feb 2022		X	X		
D6.2	*Monitoring reports every six months*	6	IRS	IRS	M6, M12, M18, M24, M30		X	X		
E7.5	9 Project meetings (web-streaming) with AB(3), SB(3), PB(3)	7	Anci T.	Anci T.	M6-12-19		X			
E7.4	*4 Experimentations meeting (in presence) (Regional Experimentation Board)*	7	Anci T.	Anci T.	M9-15-21-26		X	X		
Start of the 3rd Year of the Project										
D3.1	Report on total number of people supported (at least 300)	3	ARTI	SdS Pistoia	?			X		
D3.3	*One stop shop (single entry point and network of interconnected entry points) implemented and operational in all micro-areas*	3	Capannori	SdS Pistoia	?			X		
E5.3	European dissemination event on the occasion of the EC Event for Networking	5	ANCI TOSCANA	ANCI TOSCANA	M29 Mar 2024			X		

	and experience sharing (Brussels)										
E5.5	*Regional seminar (Florence) in coincidence with the Final Meeting*	5	ANCI TOSCANA	ANCI TOSCANA	M29 Mar 2024			X			
D6.5	Final Evaluation Report at the end of the project	6	IRS	IRS	M29 Mar 2024			X			
E7.7	*1 Final meeting (in presence) (Advisory Board, Strategic Board, Project Board, Reg. Experim. Board) in coincidence with E5.5 Regional Seminar*	7	Anci T.	Anci T.	M29 Mar 2024			X			
E7.8	1 Networking and experience sharing in Brussels (Advisory Board, Strategic Board, Project Board + local teams)	7	Anci T.	Anci T.	M29/30 Mar 2024			X			
D7.7	*Final Report (technical and financial)*	7	Anci T.	Anci T.	M30			X			
					45383						
D7.4	*Local Experimentations logbook + Quarterly review*	7	Anci T.	Anci T.	From M4 Feb 2022			X			
D6.2	Monitoring reports every six months	6	IRS	IRS	M6, M12, M18, M24, M30			X			
E7.4	*4 Experimentations meeting (in presence) (Regional Experimentation Board)*	7	Anci T.	Anci T.	M9-15-21-26			X			