European Commission

Ex-post evaluation of the Europe for Citizens Programme 2007-2013

Annexes to the

Final report

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Ex post evaluation of the Europe for Citizens Programme 2007-2013

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1. SYSTEMATIC REVIEW

Introduction

During the data collection phase, our initial analysis of the EFCP was complemented by a systematic review of literature aimed at scrutinising the programme's intervention logic, and its underlying assumptions, in relation to existing knowledge about participatory citizenship.

The systematic review was based on sources suggested by the evaluation's expert panel. These included:

- Background documentation on the EFCP reviewed during the evaluation's inception phase (as listed in Annex 1 of the inception report)

- EFCP website[1]

- Web of Science™ Core Collection[2] (35,976,408 records)

- Evidence for Policy and Practice Information and Co-ordinating Centre (EPPI-Centre)[3]

- The Campbell Collaboration[4]

- (Paper) issues of the Citizens Studies journal (vol. 1 to 19)

The output of the systematic review was the collection of evidence informing how participatory citizenship works and what explanatory factors exist of the effects of certain interventions aimed at fostering participation.

Methodology

The starting point for the systematic review was an assessment of the **underlying assumptions** in the programme's design. These were identified through the review of background documentation on the EFCP (e.g. policy documentation, programme guide, reports from prior evaluations etc.) and an in-depth examination of its intervention logic. These assumptions point out to specific mechanisms which are understood as the (assumed) drivers of change.

Based on some key concepts in the underlying assumptions (marked in **bold** in Table 1 overleaf), the evaluators developed a list of **key words** to conduct a rapid search on

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[1] https://eacea.ec.europa.eu/europe-for-citizens_en

[2] The Web of Science™ Core Collection provides access to worldwide citation databases, covering over 12,000 journals across more than 250 disciplines.

[3] The EPPI-Centre is part of the Social Science Research Unit of the Institute of Education at the University of London (http://eppi.ioe.ac.uk/cms/)

[4] The Campbell Collaboration is an international research network that produces systematic reviews of the effects of social interventions in Crime & Justice, Education, International Development, and Social Welfare (http://www.campbellcollaboration.org/)

Web of Science™ Core Collection and other sources. The purpose of this search was to find empirical evidence that supported/contradicted the assumptions, mechanisms and processes that are part of the EFCP's design. This included the search for evidence that may have not been taken into account during the programme's design, but that would be relevant to consider in the future.

Table 1: Underlying assumptions of the EFCP's intervention logic

Theme	Description
Intensity and complexity	Complex processes, related to **civic engagement**, can be adequately influenced by relatively **small projects** (for example one-off twinning events), where the intervention dosage (or the treatment intensity) is quite limited.
Attitudinal and behavioural change	EU-citizens would **participate** more actively in public life if they: - … felt more European - … were more aware of EU's achievements - … had more knowledge about European values - … had a better understanding of different cultures - … had a critical understanding of European history In other words, behavioural change, understood as **civic participation**, is closely interlinked with **attitudinal change** towards the EU, its history, values and culture.
Shared values	In the context of a growing diversity in the European Union, **shared values** such as human dignity, democracy and tolerance are increasingly important and seen as central building blocks for developing a sense of **belonging**.
Direct personal experience	Among the programme stakeholders, there is a strong tendency to recognise the importance of **learning-by-doing**. This line of thinking can be expressed as follows: a direct, personal experience of what a European citizenship means in practice, for example through **citizens dialogues**, is a contributing factor to civic engagement.
Learning from the past	A participatory citizenship is based on shared values, which are fundamentally opposed to totalitarian ideologies, such as freedom, equality and solidarity. Showing where breaching these principles might lead to, for example, via the **commemoration** of mass crimes committed by the Nazi and Stalinist regimes, plays a role in stimulating a civic engagement, which is based on the principles of democracy and rule of law.
An active civil society	A participatory citizenship at the EU-level requires an **effective cooperation** with intermediaries and multipliers, most notably civil society organisations.
Mutual understanding	Mutual understanding and a sense of **belonging** are crucial elements when involving citizens in public life. These elements can be developed by transnational **meetings, exchanges and debates**, which tend to build trust and understanding between citizens, as opposed to adversity, opposition and disagreements.
High-visibility events	**High-visibility events**, such as "Golden Stars" and Presidency **Conferences**, can contribute to the creation of a public arena, but also to an increased understanding of EU's achievements, thereby stimulating a sense of belonging.

Theme	Description
Micro-macro mechanisms	A plausible impact can be achieved through a variety of **local projects**, organised by different NGOs, think thanks, municipalities and individual citizens. In the literature, this kind of assumption is labelled as a micro-macro mechanism, since it anticipates that concrete activities, concerning interactions between various organisations and/or regular citizens, eventually will affect decision-making.
Macro-micro mechanisms	A sense of European identity can be developed at local level, by directly involving citizens in **transnational projects**, through a European funding instrument. In the literature, this kind of assumption is labelled as a macro-micro mechanism, since it anticipates that activities at a more aggregated level, in this case the institutional one, will trickle down and affect behaviours among regular citizens.
Dissemination and valorisation	When project results are **disseminated**, rational decision-makers will implement good practices, which lead to sustainable results and a structural impact.
Cross-fertilisation	The act of bringing together people and organisations from different countries and levels (i.e. cross-fertilisation), reinforces the programme's effectiveness, particularly through **multiplier effects and improved synergies** across Europe.

The **keywords** used for the systematic search were:

• **civic participation**	• **communication**	• **Europe / EU**
• **civic engagement**	• **memory of events**	• **ceremonies**
• **social participation / participation**	• **remembrance projects**	• **collaborative arrangements**
• **learning (by doing)**	• **attitudes**	• **events**
• **cohesion**	• **(shared) values**	• **rituals**
• **awareness**	• **demonstration projects**	• **multiplier**

A total of 10 searches were made on Web of Science™ Core Collection by combining the different keywords in the list. This resulted in a list of 149 articles/papers related to those terms (Table 2).[5] Then, the evaluators read the abstracts of the articles and selected 30 (approx.) for in-depth review.

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[5] Additional searches were made to complement those listed in Table 2. This included a search on The Campbell Collaboration (1 result) and the EPPI-Centre (1 result). In addition, the evaluators consulted a number of experts working on the fields of civic society, civic participation, values, and events, who provided suggestions of *grey literature* reports that

Table 2: Results of the search on Web of Science™ Core Collection

#	Search	Timespan	Indexes	Nr of records[6]
1	civic engagement AND Europe AND social participation	1988-2015	SCI-EXPANDED, SSCI, A&HCI	26
2	citizenship AND Europe AND communication AND participation	1988-2015	SCI-EXPANDED, SSCI, A&HCI	3
3	citizenship AND Europe AND attitudes AND participation	1988-2015	SCI-EXPANDED, SSCI, A&HCI	10
4	citizenship AND participation AND EU government	1988-2015	SCI-EXPANDED, SSCI, A&HCI	7
5	citizenship AND demonstration	1988-2015	SCI-EXPANDED, SSCI, A&HCI	40
6	citizenship AND awareness AND Europe	1988-2015	SCI-EXPANDED, SSCI, A&HCI	11
7	citizenship AND civic participation AND Europe	1988-2015	SCI-EXPANDED, SSCI, A&HCI	21
8	citizenship AND remembrance projects AND Europe	1988-2015	SCI-EXPANDED, SSCI, A&HCI	1
9	citizenship AND memory AND Europe	1988-2015	SCI-EXPANDED, SSCI, A&HCI	9
10	citizenship AND cohesion AND Europe	1988-2015	SCI-EXPANDED, SSCI, A&HCI	21

The evidence found was organised in clusters, according to five **levels of evidence** for single studies and three levels for research reviews/synthesis of various studies. The different levels of evidence are explained in the text box overleaf. In the next section, we present the evidence extracted from the systematic literature review.

were available online. Finally, all (paper) issues of Citizens Studies (vol. 1 to 19) were reviewed to search for relevant articles; however this did not through any significant results.

[6] The number of records obtained in each search is within a total number of 35,976,408 records.

Single studies – Five evidence levels

1. Experimental/ quasi-experimental/ longitudinal studies (e.g. interrupted time series design) capable of addressing causality

2. Proto-experimental studies (with only t-0 and t-1 measurements or only control vs. experimental groups, or regarding several other aspects)

3. Studies without proto-experimental characteristics like single shot (cross-sectional) surveys

4. Case studies including comparative type of studies of such a kind

5. Anecdotal evidence

Research reviews/synthesis – Three evidence levels

A. Systematic reviews done according to specific criteria (like that used by The Campbell Collaboration and the EPPI-Centre)

B. Systematic reviews in which these criteria are partly followed

C. Other overviews/reviews, classic literature studies

Evidence

The most relevant evidence stemming from the systematic review of the articles/papers selected is presented in two tables. The first table presents the empirical evidence that supports/contradicts the assumptions, mechanisms and processes that are part of the EFCP's intervention logic. The second one presents evidence pointing to the mechanisms, processes and assumptions of the EFCP programme which were not systematically considered in this form in the programme's design. The latter would probably need to be discussed/considered when analysing the results achieved by the EFCP, in particular, for understanding any unintended (negative or positive) side effects of the programme's activities, as well as for identifying areas for improvement.

Table 3: Evidence linked to the mechanisms, processes and underlying assumptions of the EFCP's design

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
2	Evaluation of the Citizenship Awareness Programme, Research and Evaluation Branch (R&E) & Citizenship and Immigration Canada (CIC), October 2012 – 2013. http://www.cic.gc.ca/english/resources/evaluation/cap/8.asp	Awareness raising, ceremonies, and citizenship-related actions	In order to obtain Canadian citizenship, individuals must first meet eligibility requirements, complete and submit an application form, pass a citizenship test and attend a citizenship ceremony where they recite the oath of citizenship before a citizenship judge. Canadian citizenship policy has two distinct objectives: (i) to encourage and facilitate naturalization by permanent residents; and (ii) to enhance the meaning of citizenship as a unifying bond for all Canadians. See the Citizenship Action Plan (CAP) for concrete actions of the programme. Also, refer to Appendix 1 for the Citizen Awareness programme's logic.	The evaluation found that the programme is reaching newcomers, particularly those applying for citizenship, predominantly through the study guide and the citizenship ceremonies, which are central to the citizenship application process. However, much less is known about the reach and impact of citizenship promotional activities to the broader Canadian public. Using the study guide and participating in the ceremony is helping new citizens to understand the rights and responsibilities of Canadian citizenship. The ceremony in particular has positive impacts for new citizens in relation to its value. Ceremonies with special elements, such as discussion groups, can enhance outcomes for new citizens. Although newcomers have various reasons for getting their Canadian citizenship, the evaluation found that practical reasons, such as getting passports, ranked below more intangible reasons linked to their social integration. This highlights the role that promotion can have in creating a sense of belonging and permanency for newcomers to further encourage uptake. Lastly, the evaluation found that citizenship awareness activities are distributed across various branches within the Department in charge of the programme, and that there is no clear programme lead.

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
2/3	Ipsos MORI (2014) National Citizen Service 2013 Evaluation. http://www.ncsyes.co.uk/sites/all/themes/ncs/pdf/ncs_2013_evaluation_report_final.pdf	Community development and stimulating societal responsibility of young people	The UK's National Citizen Service (NCS) programmes aim to help develop greater confidence, self-awareness and responsibility of young people aged 15 to 17, with a view to creating a more cohesive, responsible and engaged society. Participants complete NCS over five phases: (i) team induction events; (ii and iii) team activities; and (iv and v) social action project in the local community. NCS ends with a graduation ceremony.	The evaluation of the NCS revealed positive results. By comparing control and experimental groups at several moments in time it showed that social mixing between the young people that participated in the programmes had increased, as well as the willingness to community development and participation.
2/3/4	EPPI Centre (2005) A systematic review of effective strategies to widen adult participation in learning https://eppi.ioe.ac.uk/cms/LinkClick.aspx?fileticket=y1fHN3Rw2zE%3D&tabid=315&mid=1206	Social participation	This is an independent review of literature about the most effective means of widening participation. The study included the appraisal of 17 research studies.	One relevant finding is that the presence of initiatives within the community through outreach work and, more specifically, person-to-person recruitment (word of mouth), is more likely to attract potential learners from minority communities. There is evidence to suggest that tailored flexible support and provision created through networking and partnerships between key organisations which are responsive to individual learners' needs is more likely to engage 'hard to reach' learners. A sound understanding of the needs of target group(s) and clarity about the provider can go some way to pre-empting disengagement.
4	Barrett M. & Brunton-Smith I. (2014) Political and Civic Participation: Towards an Integrative Perspective, Journal of	Political and civic engagement and participation	The focus is on political and civic engagement and participation, drawing in particular on innovations which have emerged from the Processes Influencing Democratic Ownership and Participation	The study presents the causal pathways through which macro contextual, demographic, and social factors influence an individual's patterns of (civic and political) engagement and participation.

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	Civil Society, 10:1, 5-28. Abstract available at: http://epubs.surrey.ac.uk/804370/		(PIDOP) project. Engagement is defined as having an interest in, paying attention to, or having knowledge, beliefs, opinions, attitudes, or feelings about either political or civic matters. Participation is defined in terms of political and civic participatory behaviors.	These factors include: family discourses and practices; educational curricula and textbooks; teachers' discourses and practices; workplace discourses and practices; discourses and practices of peer groups and social networks beyond the family and the workplace; other social experiences outside the family, the school, the workplace, and social networks; personal contact and involvement with political and non-political institutions and organisations; and representations of institutions, organisations and political and civic events in the mass media. It is important to emphasize that these are all only *potential* sources of influence. In addition to the factors presented above, there are also many endogenous psychological factors that have been found to impact on civic and political participation. These factors together and cumulatively comprise what was termed as political and civic 'engagement' in this article. First, a wide range of cognitive factors such as political and civic knowledge, beliefs, attitudes, opinions, and social and cultural values are linked to patterns of participation. Other important cognitive factors that have been linked to participation are social trust (i.e. the belief that other people will generally behave in ways that are beneficial rather than detrimental to oneself), institutional trust (i.e. the belief that societal and political institutions will generally operate in ways that are beneficial rather than detrimental

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				to people), and beliefs about good citizenship. Emotional factors are also related to civic and political participation. Both negative emotions (e.g. anger towards a perceived social injustice, feelings of discrimination, dissatisfaction with the status quo, and the desire to contribute to social change) and positive emotions (e.g. satisfaction with past participation experiences, institutional pride, and institutional trust) have been found to play a role.
5	Löfström J. (2011) Historical apologies as acts of symbolic inclusion – and exclusion? Reflections on institutional apologies as politics of cultural citizenship, Citizenship Studies, 15:01, 93-108. https://helda.helsinki.fi/handle/10138/36256	Remembrance activities, creation of a joint history	The article is about remembrance activities and historical apologies as acts of symbolic inclusion and recognition. It also examines the relevance of creating a joint history (and future), and of creating cultural citizenship/ civic identity creation.	Institutional apologies for historical injustices can be conceived as acts of symbolic inclusion directed to people whose collective experiences and memories of the past have not been recognised. But may also stimulate social exclusion of those who do not 'belong' to the historical 'heritage' of a society (migrants, cultural aliens)
3 - A	Wubs et al (2008); Coutin (2003); Schuler and Hashemi (1994); Vaessen et al (2014)	Rituals of civic engagement, remembrances activities, high-visibility events	Rituals (Winthrop, 1991), like ceremonies, can be seen as "formalised, socially prescribed symbolic behaviour" and are believed to be relevant in changing behaviour and/or in reinforcing (newly learned) behaviour. According to Turner (1969) "rituals reveal values at their deepest level…men express in ritual what moves them most, and since the form of expressions is conventionalized and obligatory, it is the values of the group that are revealed".	Coutin (2003) studied 5,000 people from El Salvador regarding their experiences with the United States' naturalisation ceremony. The author concludes that the assumptions of the authorities that these people appreciate the ceremony and most of them really wanted to become United States citizens were not confirmed through the investigation. Wubs et al (2008) evaluated the Netherland's naturalisation ceremony. The

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				study consisted in individual face-to-face interviews with 40 people who had made use of the naturalisation or option procedure and who attended a naturalisation ceremony between May and September 2009. They were interviewed on two separate occasions: a few weeks before and after the ceremony. The author explains that the holding of a ceremony is intended to enhance the significance of Dutch citizenship for new Dutch citizens. In doing so, it should reinforce the meaning of Dutch citizenship, and the rights and duties that come with it. The ceremony should also express, in a suitable way, connectedness and engagement with the Netherlands. The ceremony contains a number of elements: receiving the announcement of the award of Dutch citizenship or the option confirmation, a speech and the Declaration of Solidarity, in which new Dutch citizens confirm to respect the fundamental laws of the Kingdom of the Netherlands and the freedoms and rights for which it stands, and promise to fulfil the duties that citizenship entails. The study found that three quarters of the interviewees claimed that the ceremony made them feel welcome. The majority were generally positive about the ceremony and its individual elements. However, there were also respondents who perceived certain elements in a negative way. These were often well-educated and socio-

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				economically active citizens.
				Schuler and Hashemi (1994:73) analysed women's participation in two microcredit programmes from the Grameen Bank (GB) and the Bangladesh Rural Advancement Committee (BRAC). The main finding was that participation in both programmes was positively associated with women's level of empowerment (indicated by difference in contraceptive use). Moreover, the GB's programme, which included women's participation in weekly meetings with chanting, saluting and other rituals, appeared to be more effective in strengthening women's autonomy than the BRAC programme. In performing these rituals, woman developed a strong identification with the group, which made it easier for them to resist the tight structures of tradition and to adhere to the regulations of the programme.
2/3	Bogdan V. (2013) Participative Immigrants or Participative Cultures? The Importance of Cultural Heritage in Determining Involvement in Associations, Voluntas (2014) 25:612–635	Cultural embeddedness, social capital	The author focuses on the "cultural embeddedness of social capital manifestations" when trying to get people (i.e. immigrants) into voluntary organisations	Instead of believing that when immigrants participate in voluntary organisations of the receiving country, this will fundamentally change their social norms and values, this study finds that although migrants are influenced by the social norms in the country of destination, the values interiorized at origin do not cease to produce effect. The origin culture of participation acts as a strong imprint that determines individual propensity to become members in associations in the host society, and continues to be a relevant context. The findings point to a partial assimilation of immigrants. Their

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				behaviours, while influenced by their culture of origin, are mainly shaped by their country of residence. The relation is influenced by the differences between the patterns of participation in the two cultures, the age when migrating and the dependency of the origin on remittances. This ensures stability and a certain level of social cohesion for the host.
Not possible to identify the evidence level	Foster J., Creating a temenos, positing 'South Africanism': material memory, landscape practice and the circulation of identity, at Delville Wood, in: Cultural Geographies (2004) 11: 259–290.	Memory, citizenship	The role of a 'memory theatre' for positing the South-Africanism's citizenship	Like other Dominion First World War memorials, the South African National Memorial at Delville Wood was a landscape in which nostalgic anti-modernism was tempered by the desire to posit a new kind of identity. Using the iconographic 'invented memory' of New Imperialism, it was designed to project a bifocal 'colonial nationalism' at a time when white identity and South African citizenship were mostly fluid. Delville Wood has both failed and transcended this goal. Over the last eight decades, while becoming one of the most popular destinations on the Western Front tourist circuit today, the site has mediated the on-going evolution of South African nationhood as an imaginative dialogue between 'Europe' and 'Africa'. Comparing Delville Wood to other Dominion memorials, the paper proposes that the site's durable, but mutable resonance has been sustained by echoes of decisions taken in the 1920s about landscape materiality and making which are sequentially revealed by the visitor's journey to and through the site today. As a result, Delville Wood functions as a 'memory theatre', in which the topological

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				trajectory continues to link auratic 'locale' and the modern spatial semiotic of 'free uninterrupted flow'.
Not possible to identify the evidence level	Uslaner E.M., Civic Engagement in America: Why People Participate in Political and Social Life, Department of Government and Politics, University of Maryland–College Park http://www.politicipublice.ro/uploads/civic_engagement_in_america.pdf	Civic engagement, scaling, what works	The author provides a summary of what works and does not work in civic engagement. Apart from this, attention is paid to scaling i.e. to which extent civic engagement in one field or sector (like the religious, community, or political one) is related to civic engagement in another field.	Among what works in civic engagement, the author includes: mobilisation, social contacts, religious activity, newspaper readership, personal resources, income, education, civic values, personal efficacy, government responsiveness, and socialisation. Among what doesn't work, he includes, namely: asking people to get involved, joining civic groups, religious values, electronic media, and service learning. In relation to scaling, the author explains that many group memberships (for example, labor unions, veterans groups, elderly groups, ideological organisations, parents associations, art clubs, hobby groups, fraternal societies, self-improvement organisations, and even political and civic associations) remain unrelated to any other form of participation. Hence, there is no single 'syndrome' of participation i.e. some people take part in communal activities, others in political activities, and others focus on religious ones. Many people seem to belong to groups that have no connection to other associations at all. And, of course, a great many people simply stay home.
2/3	Bryony Hoskins et al. (2006) Measuring active citizenship in Europe, Institute for the protection and security of the citizen,	Active citizenship, Europe	European countries differ with respect to the level of active citizenship. The Active Citizenship Composite Indicator (ACCI) covers 19 European countries and is based on a list of 63 basic indicators for which the data has been principally drawn from the	In order better to understand the phenomenon of active citizenship, the study examines the relationship between the ACCI and other social and economic indicators. It found a high negative correlation with the Corruption Perceptions

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	Joint Research Centre (JRC) https://ec.europa.eu/jrc/sites/default/files/jrc-coin-measuring-active-citizenship-2006_en.pdf		European Social Survey of 2002.	index, and a high positive correlation with GDP per capita and the Human Development Index. A modest positive correlation is also found with the Social Cohesion Index (SCI) and the Global Gender Gap Index. The relationship with the ACCI and five benchmarks on education and training was not conclusive. Rather it gestured towards the need for further research on the topic.
C	Bhandari H. and Yasunobu k. (2009) What is Social Capital? A Comprehensive Review of the Concept, in Asian Journal of Social Science 37, 480–510	Social capital, civic engagement	Social capital as an important driver of civic engagement	Social capital plays a significant role in providing access to more information; increasing social cohesion; better civic engagement; reducing opportunistic behaviour; boosting political participation, government responsiveness and efficiency; reducing transaction costs; providing insurance against risk and uncertainties; and solving collective actions problems (Coleman, 1990; Putnam, 1993; Fukuyama, 1995; Woolcock and Narayan, 2000; Lin, 2001; Paxton, 2002; Welzel et al., 2005). Moreover, networks of civic engagement facilitate societal cooperation, coordination, and communication; strengthen reputations; and, thus, allow dilemmas of collective actions to be resolved.
3	Iglic H. (2010) Voluntary Associations and Tolerance: An Ambiguous Relationship, in: American Behavioral Scientist, 2010, 53(5) 717–736	Social capital, volunteering, civil society, tolerance	In the debate on social capital, it is usually assumed that membership in voluntary associations is highly beneficial for the formation of civic values among the association's affiliates. Despite these theoretical expectations, comparative studies have so far found only a weak statistical relationship between	The author shows that when members of voluntary associations build particularised trust rather than generalised trust, this decreases their already low levels of social tolerance. Such situations are especially common in the countries of Eastern and Central Europe. Associational involvement also has negative effects on political

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	http://abs.sagepub.com/content/53/5/717.abstract		associational involvement and tolerance in Western democracies and a non-significant or even negative relationship in the case of Eastern and Central European countries. In this article, the author investigates the negative relationship between associational involvement and attitudes of social and political tolerance, the "dark side" of social capital.	tolerance. Associations are social contexts within which processes of interpersonal influence and political mobilisation take place. This results in the reinforcement of civic as well as un-civic orientations of associational members. The author adds: "it soon became clear that a strengthening of civil society is not necessarily the most efficient way to solve problems related to social cohesion, and what is more, this strategy does not bring the same results under all conditions. Although some studies have emphasized that there is only a weak relationship between involvement in associations and tolerance in the context of Western democracies, others have warned that in Eastern and Central European countries support for the voluntary sector might produce negative results. The reason for this is that although stronger associational life can help strengthen a traditionally weak civil society, it can also reinforce the segmented character of these societies. "East Europeans know whom they trust and they trust those whom they know," wrote Rose (1994, p. 29), which means that strengthening social networks in conditions of low levels of generalised trust might create an even more closed and intolerant society" (2010: 731-2). The study provides empirical evidence for this claim.
5	Holman D. (2014) The relational bent of community participation: the	Social participation, civic engagement, 'activating' communities	The purpose of the study is confronting the 'policy language' in relation to activating communities (into social participation, civic engagement etc.) with the 'real world'	The policy language of recent UK governments in relation to 'activating' communities has drawn on images of 'community' as coherent constructions –

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	challenge social network analysis and Simmel offer to top-down prescriptions of 'community', in: Community Development Journal (first published online). http://cdj.oxfordjournals.org/content/early/2014/11/05/cdj.bsu051.abstract		community participation that is often different from the policy's perspective. "Policies fail because they make assumptions that do not relate to the tenor and dynamism of human relations – the real 'big society'".	communities of place – recognisable to their members who are capable of concerted action. From this conceptual basis, localities identified as 'ineffective' are encouraged to become 'successful, integrated communities' through government action such as the New Labour's Working Together neighbourhood policies and the more recent Big Society initiatives of the Conservative-led Coalition Government. The shared fallacy is that individuals are policy-receptive actors with the potential to engage in community life 'successfully' (consensually) once 'empowered' to do so. This paper questions the efficacy of applying politically neutralized values of empowerment, community and participation in government policy to 'real world' communities by applying the lessons of a case study of the lived experience of community action in the late 1990s, during an arguably golden policy era of government sponsored community participation.
5/4	Ziegenfuss J. T. Jr (2000) Building citizen participation: the purposes, tools and impact of involvement, XIV Concurso de Ensayos del CLAD "Administración pública y Ciudadanía", Caracas. http://unpan1.un.org/intradoc/groups/public/documents/clad/clad0038	Awards, rewards, ceremonies, town meetings	The essay reviews various tools for enhancing civic participation, including awards and ceremonies and town meetings.	Awards and ceremonies are not new. There is even an international directory. The power of non-cash awards is recognised elsewhere, and ceremonies are seen as part of the rituals of power and politics. Some very famous events are still "alive" - the Boston Tea Party - and serve as modern day metaphors for tax revolts. The author explains that we attend to awards and ceremonies for both substantive and symbolic reasons. Town meetings have been called an

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	103.pdf			enduring experiment. Topics for discussion in these meetings range from international affairs to local economic and business development. In some views, it is an old-fashioned method, for others it is simply an opportunity for citizens to get together to jointly search for solutions to social problems. The use of modern media such as the Web and TV are contributing to updating this long-standing participation tool.

The main lesson extracted from the examination of town meetings is that participation in public events is "fragile" because the failure is widely noticed almost immediately. <u>Town meetings can be disorganised, mismanaged, and usually produce few results</u>. The following are some additional lessons highlighted in the essay. Town meetings are poorly run when:

- The event is not widely announced and promoted. If citizens feel the meeting is not generally known it will be perceived as "image only" activity designed for manipulative purposes.
- The purpose of the meeting is not clear. Citizens must know why the meeting is being held, including the expected outcome. As citizens are donating their time and energy, they have a right to expect a focused and clear intention.
- A prepared agenda is not released prior to the meeting. Citizens should know in advance the topics, the presenters and |

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				on what material the meeting is based. Without an advance agenda, citizens cannot prepare - meaning little pre-meeting thought or discussion and opening the meeting to the criticism of "hidden agendas".
				• The leader does not lead. Leaders should follow the prepared agenda, keeping citizens on target. Sometimes a professional facilitator is helpful, especially if the topic generates great emotion. Discussion of off target topics undercut the purpose and citizen feelings about the organization and focus of the meeting.
				• Time is not managed. Citizens pay attention in meetings of one to two hours. Effective meetings are rarely 3 - 5 hours. Several key topics should be assigned estimated times - and can be noted on the agenda.
				• Some citizens seek to control the meeting. They must be controlled. Town meetings can be undercut directly or indirectly by long-windedness, or lack of focus. Leaders must manage the participants to insure that all the "air time" is fairly distributed.
				• Follow-up is missing. Citizens look to see "what happens next". If nothing happens, they feel their time has been wasted.
B	Burton P. et al (2004) What works in community involvement in area-based initiatives? A systematic	Community involvement, social cohesion, local context, public policy	Systematic review of research evidence on the effectiveness of community involvement in Area Based Initiatives (ABIs) in the UK. ABIs were understood as publicly funded initiatives targeted at	The report revealed that even though community involvement in public policy, and in ABIs in particular, appeared to have increased in the prior years, the studies detected change in the promotion of policy

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	review of the literature, Home Office Online Report 53/04, United Kingdom http://webarchive.natio nalarchives.gov.uk/201 10218135832/http:/rds .homeoffice.gov.uk/rds/ pdfs04/rdsolr5304.pdf		deprived areas aimed at improving the quality of life of the residents through multi-faceted programmes. There were three forms of community involvement: involvement by individuals or representatives of community or voluntary organisations in public policy design and implementation; participation in voluntary and community organisations; and informal involvement with family, friends and neighbours.	on community involvement rather than in practice. The importance of local contexts was a feature of many studies included in the review. Key features related to this were: • previous history and patterns of community involvement; • the low levels of involvement that might be expected in ABI areas; • demographic structures (with young people likely to be less involved); • community organisations and their suitability as vehicles for participation; • controversial issues in the area, such as a threat to a service; • geographical aspects such as transport problems; and • national institutional and financial regimes. Mixed evidence was found about whether community involvement had a positive or negative effect on social cohesion. Some authors reported that the outcome could be frustration and alienation. However, although there was no definitive evidence about relative weights, most authors appeared to agree that positive impacts on social cohesion outweighed negative ones. The former include: • cooperation, communication and contact between participants and others, which fostered trust and further communication in future; • ownership of the outcome of involvement and subsequent

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
				developments; • a greater sense of identification with the local area; • greater mutual tolerance of the constraints faced by the others involved; and • a sense of partnership and some changed working practices. Many authors also reported that community involvement had had a positive impact on public policy and service delivery. Although some practical difficulties were found, these were insufficient to overturn the generally positive findings that impacts included: • policy and service effectiveness and realism; • inclusion of new issues on agenda; • direct employment and training; and • enhanced visibility of the area and its needs. Evidence that the due process of community involvement could generate a sense of inclusion, self-respect and self-esteem came from several studies, although few authors explicitly mentioned this aspect. A sense of empowerment, a levelling of power between community representatives and other stakeholders, and a sense of inclusion were all reported.
4/5	Arnstein S. R. (1969) A Ladder of Citizen Participation, JAIP, Vol. 35, No. 4, July 1969, pp. 216-224.	Citizen participation	The article discusses various concepts related to citizen participation, in the context of the 1960's in the United States.	The author states that there is a 'ladder' of citizen participation, which is actually a typology of eight levels of participation arranged in a ladder pattern with each rung corresponding to the extent of citizens'

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	Reprinted in "The City Reader" (second edition) edited by Gates R. T. and Stout F., 1996, Routledge Press http://lithgow-schmidt.dk/sherry-arnstein/ladder-of-citizen-participation_en.pdf			power in determining the end product. The eight steps or rungs are:1) Manipulation; 2) Therapy; 3) Informing; 4) Consultation; 5) Placation; 6) Partnership; 7) Delegated power; and 8) Citizen control. Hence, the bottom rungs represent situations where there is education of citizens rather than participation. The middle rungs are situations were citizens may have a voice, but they lack the power to ensure that their voices are heard. Up the ladder there are increasing levels of participation in decision-making, until citizens get the majority of decision-making seats, or full managerial power levels. For the author, the eight-rung ladder helps to illustrate the point that so many have missed - that there are significant gradations of citizen participation.
3/2	Hooghe M. and Quintelier E. (2014) Political participation in European countries: The effect of authoritarian rule, corruption, lack of good governance and economic downturn, Comparative European Politics, 12, 209–232. http://www.palgrave-journals.com/cep/journal/v12/n2/full/cep20133a.html	Civic engagement, authoritarian legacy, governance, income	The article provides information on crucially disturbing factors that have a negative impact on civic engagement.	The analysis demonstrates that, controlling for all relevant individual level characteristics, an authoritarian legacy, the perception of corruption, bad governance and low income levels have a negative impact on participation levels. Controlling for corruption levels and lack of good governance, the effect of an authoritarian legacy is rendered non-significant. An analysis by age and cohort suggests that the effect of current experiences with corruption is more powerful than the effect of an authoritarian legacy. As such, the findings of the study support the claim that especially bad governance and corruption have a strong negative impact on civic engagement in Central and Eastern Europe.
4/5 and 2	University of Liverpool,	Visibility, reputation,	In order to understand if and how visibility	The review of current civic engagement

Evidence level	Title of study	Keywords/themes	Link with EFCP	Evidence
	Civic Engagement Review https://www.publicengagement.ac.uk/sites/default/files/Civic%20Engagement%20Review%20final%20report.pdf Pawson R. (2001) Evidence and Policy and Naming and Shaming, in Policy Studies, Vol. 23, No 3/4, 2002. https://www.kcl.ac.uk/sspp/departments/politicaleconomy/research/cep/pubs/papers/assets/wp5.pdf	naming and shaming	projects work, one may learn from studies on reputation blaming and faming (versus the opposite: naming and shaming).	across three Faculties and Professional Services of the University of Liverpool showed that <u>closely linked to reputation was the notion of 'visibility'</u>. Public events and functions were cited as one manner in which to raise the profile of the University externally, whilst at the same time keeping contacts 'warm'. Many interviewees suggested that the University had a 'narrative' or a 'story' to tell around civic engagement that would demonstrate the University's 'value' to the City Region. Pawson's (2002) consists of an embryonic review of public disclosure initiatives, a policy better known as 'naming and shaming'. Six initiatives are examined to develop an elementary theory of the conditions under which shaming sanctions might work.

Table 4: Evidence that was not taken into account in the design of the EFCP

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
3	Guldvik I., Askheim O. and Johansen V. (2013), Political citizenship and local political participation for disabled people, Citizenship Studies, 17:1, 76-91. http://www.tandfonline	Social groups, disability, social/civic participation, political citizenship	Attention paid to special groups like disabled people in citizenship and social participation activities	Studies show that <u>disabled people are under-represented in elected bodies</u>, and it shall be examined why this is the case.

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
	.com/doi/abs/10.1080/ 13621025.2013.764219			
2	Coffé H. and van der Lippe T. (2009), Citizenship Norms in Eastern Europe, in Social Indicators Research, Vol. 96, No. 3 (May 2010), pp. 479-496 http://link.springer.com /article/10.1007%2Fs1 1205-009-9488-8	Civic mindedness, Europe, good citizenship, citizenship norms	Civic mindedness, its norms and different levels of it, as well as the relevance of taking the specificities of countries into account.	The study asks the question: what do people themselves think it means to be a good citizen? The study looks at citizens' definitions of good citizenship in Poland, Slovenia, the Czech Republic and Hungary, using 2002 European Social Survey data. It investigates mean levels of civic mindedness in these countries and performs regression analyses to investigate whether factors traditionally associated with civic and political participation are also correlated with citizenship norms across Eastern Europe. It shows that mean levels of civic mindedness differ significantly across the four Eastern European countries. The study finds some support for theories on civic and political participation when explaining norms of citizenship, but also demonstrates that individual- level characteristics are differently related to citizenship norms across the countries of under assessment. Hence, the findings show that Eastern Europe is not a monolithic and homogeneous bloc, underscoring the importance of taking the specificities of countries into account.
2/3 and 3	Lancee B. and Van de Werfhorst H., Income inequality and participation: A comparison of 24 European Countries, in Social Science Research 41 (2012) 1166–1178	Inequality, civic participation	Inequality, social capital and civic/ social participation in EU countries is a crucial factor that confronts the EFCP programme's logic with a not clearly addressed complex issue, that is not (easily) remedied.	Previous research suggests that when there is a high level of inequality, there is a low rate of participation. Two arguments are generally offered: first, inequality depresses participation because people from different status groups have fewer opportunities to share common goals. Second, people may participate more in civic and social life when they have more

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
	http://www.hermanvan dewerfhorst.socsci.uva. nl/SSR2012.pdf Loveless M., The Deterioration of Democratic Political Culture: Consequences of the Perception of Inequality, in Soc Just Research (2013) 26:471–491 http://link.springer.com /article/10.1007%2Fs1 1211-013-0198-7#page-1			resources. However, until now, these explanations have not been separated empirically. Using EU-SILC data for 24 European countries, the study analyses how income inequality is related to civic and social participation. The results indicate that the main effects of inequality manifest via resources at the individual and societal level. However, independent of these resources, higher inequality is associated with lower civic participation. Furthermore, inequality magnifies the relationship between income and participation. This finding is in line with the view that inter-individual processes explain why inequality diminishes participation. Inter-individual processes mean the following: "In line with the psychosocial theory of inequality effects (Elgar and Aitken, 2011; Uslaner and Brown, 2005; Wilkinson and Pickett, 2009) we demonstrated that, even after controlling for resources relevant to participation at the individual and contextual level, higher levels of inequality depreciated participation levels and strengthened the association between household income and participation. In line with other studies that emphasised the role of psychosocial processes in the explanation of inequality correlations with a diverse set of outcomes including health, crime and school bullying (Elgar and Aitken, 2011; Elgar et al., 2009; Layte, 2011; Wilkinson and Pickett, 2008), and regarding social participation, we were not

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
				able to refute the psychosocial hypothesis." In Loveless M. (2013), the author states that "using survey data from nine East European members of the European Union, I find that citizens' political and social disengagement is strongly related to their perceptions of inequalities in society. Specifically, individuals' perceptions that income and social inequalities are excessive clearly coordinates with lower levels of trust and political efficacy, as well as higher levels of both a general suspicion of others and political apathy".
4	Botes L. and van Rensburg D., Community Participation in development: nine plagues and twelve commandments, in: COMMUNITY DEVELOPMENT JOURNAL VOL. 35 NO. 1 January 2000 pp. 41 58 http://cdj.oxfordjournals.org/content/35/1/41.full.pdf+html	Community participation	There are obstacles and impediments (plagues) to participation, as well as ways to address them (commandments).	Many development thinkers and practitioners have been pondering over community participation for the last two to three decades. To a large extent, the current decade of social movements, non-governmental organisations (NGOs) and community based organisations (CBOs), is a manifestation of organised community participation. By analysing the dynamics of it, particularly in the South African urban upgrading context, nine obstacles and impediments ('plagues') are exposed which serve to illustrate participatory development as a complex and difficult, though essential and challenging endeavour. Twelve draft guidelines ('commandments') are also presented in trying to address these obstacles.
5	Moore A. et al, Limitations of civic service: critical perspectives, in Community	Civic engagement, civic service	In this paper, attention is paid to the possibility that civic engagement programmes may end up in 'civic service' (as an unintended side effect)	Civic service can be defined as 'an organised period of substantial engagement and contribution to the local, national, or world community, recognised and valued by society, with minimal

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
	Development Journal Vol. 41 No 3 July 2006 pp. 307–320. http://cdj.oxfordjournals.org/content/41/3/307.abstract			monetary compensation to the participant'.
4	Polat and Pratchett (2014), Citizenship in the age of the Internet: a comparative analysis of Britain and Turkey, Citizenship Studies, 18:1, 63-80 http://www.tandfonline.com/doi/abs/10.1080/13621025.2013.780765?journalCode=ccst20	Citizenship, electronic democracy, internet	The article discusses the importance of linking citizenship and electronic democracy/internet. It states that citizenship is not necessarily enhanced by an increased used of ICT by governments.	Based on the analysis of governmental portals, main e-government applications, and censorship and surveillance practices in two countries, the authors argue that new information and communication technologies (ICTs) serve the states' interests by enabling increased surveillance capabilities, more efficient bureaucracy, better border controls and criminal investigations. In both countries, citizens benefit from electronic service-delivery applications primarily as consumers of public services, while their role as citizens are not particularly enhanced. Parallel to these convergence tendencies, they observed striking differences in the way electronic citizenship is practiced in these two countries, stemming from different traditions of citizenship as well as different levels of democracy consolidation.
Not possible to identify the evidence level (only abstract available)	Kranicha N., Civic Partnerships. The Role of Libraries in Promoting Civic Engagement, Resource Sharing & Information Networks, 18, Issue 1-2, 2005 : 89-103	Civic engagement, multipliers, networks	The effects of multipliers and networking.	Schools, colleges and universities, and local communities now recognise the key role they play to encourage citizen participation and promote civic engagement. Today, libraries undertake a vast array of innovative programmes that bring citizens together to share common concerns. These programmes are most successful when libraries forge civic partnerships to extend their reach and work with other

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
				organisations and individuals to strengthen participation in democracy.
Not possible to identify the evidence level (only abstract available)	Torney-Purta J., The School's Role in Developing Civic Engagement: A Study of Adolescents in Twenty-Eight Countries, in Applied Developmental Science, 6, 4, 2002. http://www.tandfonline.com/doi/abs/10.1207/S1532480XADS0604_7	Civic engagement, civic education	The article resumes the findings of the Civic Education Study of the International Association for the Evaluation of Educational Achievement (IEA). A total of 90,000 14-year-olds in 28 countries were tested on knowledge of civic content and skills and were surveyed about concepts of citizenship, attitudes toward governmental and civic institutions, and political actions.	The main conclusion was that <u>schools achieve the best results in fostering civic engagement when they rigorously teach civic content and skills, ensure an open classroom climate for discussing issues, emphasise the importance of the electoral process, and encourage a participative school culture.</u> Moreover, schools whose students do not plan to attend college and have few educational resources at home face a special challenge.
C	Galston W. A. (2007), Civic Knowledge, Civic Education, and Civic Engagement: A Summary of Recent Research, International Journal of Public Administration, 30:6-7, 623-642 http://www-personal.umich.edu/~prestos/Downloads/DC/9-23_Galston2001.pdf	Civic knowledge, civic education, and civic engagement	The importance of people having 'civic knowledge' and the role of civic education	The main findings of this study can be summarised as follows: 1. Civic knowledge helps citizens understand their interests as individuals and as members of groups. The more knowledge they have, the better we can understand the impact of public policies on their interests, and the more effectively they can promote their interests in the political process. Political knowledge fosters "enlightened self-interest"—the ability to connect personal/group interests with specific public issues and to connect those issues with candidates who are more likely to share their views and promote their interests. 2. Unless citizens possess a basic level of civic knowledge—especially concerning political institutions and processes—it is difficult for them to understand political events or to integrate new information

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
				into an existing framework.
				3. General civic knowledge can alter our views on specific public issues. For example, the more knowledge citizens have, the less likely they are to fear new immigrants and their impact on national economy and security.
				4. The more knowledge citizens have of civic affairs, the less likely they are to experience a generalized mistrust of, or alienation from, public life. Ignorance is the father of fear, and knowledge is the mother of trust. More knowledgeable citizens tend to judge the behavior of public officials as they judge their own—in the context of circumstances and incentives, with due regard for innocent oversights and errors as well as sheer chance. By contrast, less knowledgeable citizens are more likely to view public officials' blunders as signs of bad character. Moreover, low-information citizens encountering vigorous political debate with its inevitable charges and countercharges are more likely to conclude that there are no white knights and adopt a "plague on both your houses" stance. For those who understand politics, debate can be as clear as a tennis match; for those who do not, it more closely resembles a food fight.
				5. Civic knowledge promotes support for democratic values. For example, the more knowledge citizens have of political principles and institutions, the

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
				more likely they are to support core democratic principles, starting with tolerance. Knowledge of specific constitutional rights and civil liberties increases tolerance for unpopular minorities. 6. <u>Civic knowledge promotes political participation. All other things being equal, the more knowledge citizens have, the more likely they are to participate in public matters.</u>
Not possible to identify the evidence level (only intro available)	Shah D. et al, Communication, Consumers, and Citizens: Revisiting the Politics of Consumption, in ANNALS, AAPSS, 644, November 2012	Civic engagement, consumer behaviour	The links between civic engagement and consumer behaviour	The study shows that <u>the relationship between civic engagement and consumer behaviour is usually not addressed in public policy debates / programs on civic engagement.</u>
5	Kallio K., Häkli J. & Bäcklund P. (2015), Lived citizenship as the locus of political agency in participatory policy, Citizenship Studies, 19:1, 101-119 http://www.tandfonline.com/eprint/6E2FzGpJfyZaKqeBEhcg/full	Territory, political agency, participation, transnational living	The tension between territorially grounded perceptions and relational modes of practicing political agency.	Studying empirically the Finnish child and youth policies, the study addresses jointly the participatory obligations that municipalities strive to fulfil, and the spatial attachments that children and young people establish in their lived worlds. To this end, it introduces the concept of <u>lived citizenship as an interface where the territorially-bound public administration and the plurality of spatial attachments characteristic to transnational living may meet</u>. It states that participatory policies seeking to foster active citizenship continue to be dominated by a territorial imagination. Yet, the world where people identify and perform as citizens is <u>spatially multifarious</u>. It concludes by proposing a re grounding of lived citizenship in both

Evidence level	Title of study	Keywords/themes	Factors / mechanisms not addressed in the EFCP design	Evidence
				topological and topographical terms as an improvement in theoretical understanding of mundane political agency and as a step towards more proficient participatory policies.
Not possible to identify the evidence level	Dekel I. et al, Sleepwalking into the Future? II, in Vol. 1, Issue 2, Second Semester/ Summer 2014. This is the prepared text of a contribution to a conference of the Europe for Citizens Forum in Brussels on January 28th, 2014. http://www.publicseminar.org/2014/03/sleepwalking-into-the-future-ii/#.VXCLUM9Viko		An issue of the European memory question is: Is there or should there be a sense that it will offer or promise social cohesion, commitment or a unifying sense of belonging?	The author states that the dynamic relations between memory and identity should be considered, realising that identity and its narratives of belonging are never stable and that in the Europe of today it would be dangerous to even yearn for one cohesive narrative and, at the same time, advocate for diversity. As policy makers already understand, dictating the right way or right memories usually does not lead to a more positive sense of belonging, or fuller democratic participation. In addition, it is crucial to connect remembrance not only to past roles (though their acknowledgment is crucial), but to current societal issues.

Findings of the systematic review

- Robust evidence on the factors/mechanisms related to civic engagement is not broadly available and/or gives a **mixed picture**. It is the same case for the impact of civic engagement on bonding attitudes and behaviours.

- From several review studies it can be concluded that factors like **social capital,** built through association and networking, is important for civic engagement. It provides access to information, increases social cohesion, reduces opportunistic behaviour, and facilitates cooperation, coordination and communication. However, it should also be considered that in the context of segmented societies with a weak civil society, stronger associational life can reinforce the segmented character of these societies (i.e. trusting people you know only).

- There is evidence that **scaling up** association (i.e. bringing about change building from the local to the European through association) may not necessarily be the most effective strategy for developing an active European citizenship. In effect, one of the studies reviewed shows that there are many group memberships (e.g. labour unions, veterans groups, elderly groups, ideological organisations, parents associations, hobby groups, among others) that may remain unrelated to other forms of participation; meaning that there is no single 'syndrome' of participation (i.e. some people that take part in communal activities may never get involved in political activities, and the other way round). And, of course, a great many people simply do not associate at all (home-stayers).

- There is evidence supporting the idea that **citizenship promotional activities** do not have an important impact on civic engagement of the broader public. However, they can have positive impacts on newcomers (i.e. immigrants, young people). In particular, ceremonies/rituals with special elements such as discussion groups can enhance the sense of belonging, identification and permanency.

- In relation to **young people**, programmes/activities aimed to help develop greater confidence, self-awareness and responsibility can create willingness to community development and participation. In relation to this, it is important that the activities include social mixing, team-work, and social action in the local community, as well as some sort of ceremony/ritual related to programme finalisation.

- **Remembrance activities** (e.g. events, ceremonies and other 'rituals') are not always conceived as acts of symbolic inclusion and recognition of others (and their collective experiences). They may also generate social exclusion of those who do not 'belong' to the historical 'heritage' of a society (e.g. migrants and other cultural 'aliens')

- There are macro **contextual, demographic, and social factors** that could potentially influence an individual's patterns of (civic and political) engagement and participation. These include:

  o Family factors (family discourses/practices)

  o Educational factors (educational curricula, textbooks, teachers' discourses/practices)

  o Workplace factors (workplace discourses and practices)

- o Social factors (discourses/practices of peer groups and social networks, involvement with political and non-political institutions and organisations, representations of institutions/organisations/political and civic events in the mass media)

- In relation to the above, it is important to take into account (endogenous) **psychological factors** that may influence the engagement process too, and also the sustainability of that engagement. For example:

  - o Cognitive factors (political and civic knowledge, beliefs, attitudes, opinions, social and cultural values, social and institutional trust)

  - o Emotional factors (anger towards a perceived social injustice, feelings of discrimination, satisfaction with past participation experiences, institutional pride)

- According to the evidence collected in the current review, there are **factors that could potentially impact** civic engagement and participation which may have not received deep consideration in the design of the EFCP, but that may deserve greater attention in the future:

  - o Social inequality, corruption, the perception of corruption, and bad governance, which have a high negative correlation with active citizenship.

  - o Civic knowledge and civic education, which increases the possibility of citizens participating in public matters.

  - o National/local social norms and values, which continue to produce effect throughout one's life and that may determine individual propensity to become members of other type of associations.

  - o The level of (attitudinal) tolerance of migrants and of the social norms and values they bring with them.

  - o The use of information and communication technologies by governments, which does not necessarily enhance civic participation.

2. INTERVIEWS AND FOCUS GROUP WITH KEY STAKEHOLDERS

Below we summarise the feedback collected from the interview campaign (designated beneficiaries and key stakeholders) and the focus group with the Europe for Citizens Contact Points. It is important to note that the following subsections report mainly the perceptions and views of key Programme stakeholders. During the last phase of the evaluation, the findings from these participatory data sources will be held up against documentary evidence and triangulated, allowing us to assess the Programme in a holistic and unbiased way.

2.1.Summary of familiarisation interviews

Introduction

We conducted four interviews with officials from DG COMM / HOME, as well as a group interview of the unit in charge of the implementation of the programme at EACEA in Brussels on 18 November 2014 during the inception phase of the project. The purpose of these interviews was to gather the views and experiences of those directly involved in the programme design and implementation.

The findings from these interviews enabled the evaluation team to gauge officials' perceptions with regards to the achievements of the programme, as well as its shortcomings. The allowed us to identify issues for further exploration and to refine the methodology to the subsequent research. Below we provide a synopsis of the familiarisation interviews, which are considered alongside other sources in the overall assessment of the EFCP.

Programme structure and design

To understand the 2007-2013 EFCP, it is important to highlight its historical context. As explained by EC officials, the first EFCP (which ran from 2004-2006) was established to address the lacking legal basis for grants for citizenship-focused organisations and projects that had been raised by the European Court of Justice. Town Twinning initiatives, small projects for civil society, as well as operating grants to designated beneficiaries were directed towards a common aim – enhancing civic participation. An Action related to Remembrance was also added to the new programme. Interviewees felt that this background explained the broad focus of the EFCP, connecting the seemingly disparate activities and themes within a common framework. It was noted that this disparity is still present between the different actions funded under the EFCP.

In their interviews, several EC officials stressed efforts that were made since the Programme's inception to **translate its objectives into everyday language**. This was meant to enhance the *approachability* of EFCP for a broad range of citizens. While they felt that this increased interest in the Programme as well as application quality, it reduced its focus. EC officials also expressed concern with the risk of encouraging an excessive number of applications by broadening eligibility criteria.

According to EC officials, a significant challenge to the **coherence** of programme design stemmed from the various successive restructurings at the Commission over the years, leading to a lack of continuity in Programme direction. It was also noted that the difficulties to establish a link between the EFCP's ambitious and broad objectives and achieving concrete outcomes.

Interviewees also mentioned another contrast with previous iteration of the programme – the bottom-up identification of themes. While this increased the appeal of the Programme, it meant that projects addressing the overarching objectives of the EFCP were often not selected for funding. Similarly, the lack of permanent priorities was also seen to dilute the focus of funded projects. In terms of geographical balance, one interviewees felt that participation in Town Twinning projects was skewed towards certain regions.

Considering the diverse and ambitious objectives and activities of the EFCP, most interviewees felt that the **budget was too small**. Some interviewees thought this should be addressed by narrowing the focus of the Programme and revising its strategic framework, while others favoured the approach that allows such diverse organisations and audiences to be reached.

Implementation and administration

EACEA officials provided a detailed overview of a project lifecycle and described the monitoring data and other sources that were later provided to the evaluators. They also explained the rationale of the selection criteria. It was highlighted that the programme is very competitive and that overall success rates are relatively low. There are approximately 40% new entrants per year. Detailed statistical and monitoring data on Programme implementation were provided to the team, to be assessed as part of the desk research component of the evaluation.

Regarding recent administrative changes, one interviewee noted that the standardisation of fees and introduction of grants in the form of lump sums in the during the 2007-2013 funding period helped simplify project implementation from the perspectives of EACEA as well as project coordinators. This change was seen to remove a degree of complexity present in the previous iteration of the EFCP. Another issue that was flagged for further investigation related to conferences and similar activities, for which applications declined considerably in comparison with the previous programme.

Monitoring & evaluation provisions

At Programme-level, EACEA explained that provisions are in place to record data on issues such as number and characteristics of applications, levels of funding and geographical balance. These data were aggregated in reports that were provided to the evaluators in order to inform the desk research. Activities were also monitored at project level, in terms of issues like numbers of participants at events, publications produced, amount of material disseminated etc. However, it is worth noting that some EC officials expressed difficulties in accessing the database of project monitoring data, which is held onsite at EACEA, leading to a perceived disconnect from the projects.

In addition, the diversity of projects made it more difficult to standardise approaches to monitoring projects at output, outcome and impact levels. This meant that the robustness of individual project monitoring and evaluation provisions varied substantially. Leading from this, some EC officials highlighted the fact that they would want to have a better knowledge of project achievements. This related to funded projects as well as operating grants, which were seen to benefit recipient organisations in diverse ways.

Impact

EC officials explained that the programme is characterised by a **bottom-up approach**, implemented by citizens and CSOs, as opposed to the EU institutions themselves. In order to achieve structural impact, according to the objectives, such an approach requires relevant channels, which are able to transform local experiences into actual policy-making. Interviewees felt that in many cases such channels and that better dissemination practices and plans for making a policy impact were needed. The absence of mechanisms linking project results to political decision-making was highlighted by most interviewees.

Regarding Programme **scope**, one interviewee highlighted the issue of "saupoudrage", meaning that the modest budget of EFCP is dispersed through a large number of small projects, reducing the chances of the programme to generate a measurable impact. At the same time, other interviewees felt the balance reflected a need to engage with a broad spectrum of activities and organisations.

Generally, the interviewees were doubtful that it is possible to **measure the impact** of such a programme empirically. Some noted that project participants would have felt an impact, but that the scale of this impact is too small. However, where the results are combined in an overview of the programme, it was felt that the programme generates an impact as "the sum of its parts". Officials mentioned various examples of projects that could be particularly impactful despite resource constraints. For example, one official felt that locally-implemented projects should entail a minimum amount of days and treat controversial themes that can attract the attention and sustained engagement of citizens.

Interviewees also expressed mixed views on the achievements of **operating grant beneficiaries**. Some felt that continued structural support for certain organisations provided substantial EU added value, while others criticised a supposed lack of concrete results.

2.2. Interviews with designated beneficiaries for the period 2007-2009

Introduction

We conducted interviews with the eight organisations who received operating grants for the years 2007-2009, with the purpose of understanding the dynamics surrounding the funding, its role within EFCP and its contribution to desired objectives. These beneficiaries were designated under Actions 1, 2 and 3 in the Decision establishing the programme and consisted of the following:

Action 1	Council of European Municipalities and Regions
Action 2	Institut für Europäische Politik
	Plate-forme des ONG européennes du secteur social (Social Platform)
	European Movement
Action 3	Association Jean Monnet
	Centre Européen Robert Schuman
	European Network for Education and Training (EUNet)
	Notre Europe (Jacques Delors Institute)

Most of these organisations had received funding under the previous programme to promote Active European Citizenship 2004-2006, and prior to that by an ad hoc budget line earmarked by the European Parliament. Under the current programme, it is important to note that these organisations were beneficiaries designated to receive e an operating grant *only* from 2007 to 2009 . From 2010 onwards, they were required to apply, like other interested organisation, via the open call for proposals for annual and multiannual operating grants. Through this process, all formerly designated beneficiaries were selected to receive an operating grant from 2010-2012 (as a three year partnership) in addition to a transitional grant covering 2013.

Scheduling the interviews was straightforward and all of the above organisations were responsive and eager to assist the evaluation team. The telephone interviews took place in March 2015 and were conducted in English or French, depending on interviewees' schedules. Each lasted between 45 minutes and one hour.

The interviews with the formerly designated beneficiaries comprehensively covered their operations, and focused on issues such as the programme design and objectives, the funding mechanism, the programme implementation and the results they have achieved through to the grant received.

Despite our initial concerns about potential positive bias among recipients of programme funding, the interviewees were open about sharing their views on perceived programme shortcomings.

Below we outline the key points raised and discussed during the interviews (see discussion guide used for the interviews in Annex 2). It is important to note that the following paragraphs summarise interviewees' subjective views as they were reported to the evaluators. During the last phase of the evaluation, we will consider the interview findings alongside other sources, taking into consideration the relative strengths, weaknesses and potential biases of the individual research tools, in order to provide an assessment that is objective and well evidenced.

Profile of the beneficiaries

The organisations that received operating grants are very diverse in terms of the issues they address and activities they pursue. They ranged from large umbrella organisations active in all 28 EU Member States to smaller entities with more limited audiences(notably the Maison Jean Monnet and Association Robert Schuman), but that seek to expand their scope across the EU more broadly.

Beneficiaries' **approaches towards increasing the active citizenship in Europe were also varied**, insofar they sought to reach their target audiences through horizontal integration (umbrella organisations), a top-down or a bottom-up approach, or a combination of these. All the interviewees stated that their ultimate target is European citizens and that their *raison d'être* is to serve them.

Potentially stemming from the heterogeneous philosophies and preferred methods of the designated beneficiaries, the interviews showed a sense of mutual criticism. For instance, it was mentioned that beneficiaries that could have obtained funding from a different EU source (such as the European Social Fund or regional funding for town twinning) should not have been eligible for the EFCP. These claims will be looked at alongside other evidence, given that these organisations were originally selected for funding under the predecessor of the EFCP due to their ineligibility for others types of EU funding.. In several interviews, there was a general sense that the **small budget of the programme also contributed to the tensions**, insofar as organisations feel in competition for a limited amount of funding. It was also mentioned that the significant differences between the programme actions also strain the relationships between beneficiaries.

Based on their manifestos, which are heavily oriented towards the promotion of European values and the "European added-value" of their activities, the representatives of organisations preserving the memory of the EU's founding fathers saw a clear link that **justified their use of EU funding**. This belief in legitimacy based on pro-European views and mission also drew partly on a concern among interviewees that they would lose credibility in front of possible donors if the EU failed to finance their activities. These issues will be examined alongside other sources of evidence, particularly given the current system of funding that is based on open competition between potential beneficiaries.

The interviewed organisations have **different levels of interest to be involved in the design of key parts of the EFCP**, such as the annual priorities. We found that larger organisations were far more concerned with the big picture, beyond receiving their operating grant.

Beneficiaries' impressions on the EFCP and its objectives

Nearly all interviewees expressed consistent views about the overall aims of the programme, namely that it was meant to increase the participation of citizens in society (and specifically in the construction of Europe), as well as to foster discussion about the EU on a local level. All interviewees thought that the EFCP is **indispensable** in Europe, as it fills a gap in EU policy, which fails to consider the involvement of citizens in civil society and generate the EU citizens' interest in all questions pertaining to EU identity / construction. It was noted that the EFCP also **responds to a growing need to raise awareness on the EU**, its activities and achievements in a global context which is currently hostile and prone to the increase of nationalist tendencies in Member States.

Importantly, it was noted that the EFCP is one of the few programmes of the EU to support of civil society dialogue which is not directly linked to a specific policy objective of the European Commission (e.g. social inclusion or else). This makes it exceptional, in the sense that it enables the benefiting organisations to remain highly **independent** with regards to the activities they undertake to fulfil the higher-level objectives of the programme.

With regards to the programme design, a majority of interviewees noted that EFCP remains a programme drafted by and directed to the "European bubble" in Brussels. One interviewee felt that "the language and design of the programme would be difficult for ordinary people to understand. The interviewee's opinion was that the programme was too strongly based on "Commission jargon" and although the programme is "simple" from a policy perspective, it is too removed from the European citizens who should be at its heart. The latter contradicted statements described above which identified the European citizens as the ultimate target of the programme. In this respect, several organisations represented themselves as the **missing link or bridge between the EU policy makers and regular citizens of the EU**.

As discussed above, the **diversity of the organisations** involved in the EFCP was brought up as a shortcoming of the programme. Some interviewees felt that there are "too many organisations, which are too different", making it difficult to prioritise and "watering down" its core objectives. Similar to this, it was also perceived that the **lack of coherence between the different strands** hinders the overall effectiveness of the programme and negatively affecting its ability to make a large impact in any one area. Conversely, one interviewee singled out the diversity in beneficiaries of the EFCP as its strength, insofar it enabled the programme to reach out to a larger pool of EU citizens with different backgrounds and interests. The broad applicability of the programme was perceived positively by some interviewees, who felt it enabled more

organisations to apply for and obtain funding. For example, organisations that existed before the establishment of the EFCP thought that they did not have alter their objectives or desired activities substantially to fit programme requirements. Given the conflicting views on the issue, it will be important to analyse it further with other sources of evidence.

Funding mechanism

All of the interviewees considered the **funds available under the EFCP to be profoundly insufficient** with regards to its ambitious objectives. They had varying views as to whether the allocation of funds was proportional amongst the different programme actions, with each category of beneficiaries justifying the allocation of funding to their type of organisation. This finding corroborates the feeling of tension between beneficiaries owing to the scarcity of funds, which we discussed above.

The **percentage covered by EFCP funding ranges from 12% up to 90%** of the organisations' respective budgets. This will be explored further alongside other sources of evidence in order to understand what the alternatives for the organisations at the extremes of the scale would be in the absence of EFCP funding.

On the administrative side of things, all interviewees **welcomed the transition to call for proposals procedure in 2010**, as it facilitated the set-up of a long term partnership through the introduction of multiannual partnership agreements. Most interviewees were not able to recall a major impact on their activities from the system change. Generally, the call for proposals procedure was perceived positively, especially with regards to its simplified procedure.

Surprisingly, although beneficiaries were previously selected without a competition, most organisations praised the **move towards transparency and fairness** with the introduction of the call for proposals procedure. Some felt that it gave them **credibility and legitimised the grant** they receive from the European Commission. However, interviewees highlighted that the increased competition for funding that resulted from the introduction of the call for proposals procedure was a great **hardship for their organisation**. They felt that a competitive process was not suitable to the NGO sector and that it failed to foster cooperation between entities whilst exacerbating tensions. Interviewees said that, to a certain extent, this **competition defeats the point of cooperation among civil society organisations**. Given the contradictory nature of these statements, they will need to be analysed alongside other sources in order to assess the effects of the transition to calls for proposals.

When asked about the **activities** funded through the operating grants, interviewees noted that they occasionally funds ad-hoc activities (communication, events etc.), but that European Commission funds are mostly directed towards core operational costs. One very interesting perspective was touched upon by one interviewee, who referred to the **operating grant as a "multiplier"** that enabled their organisation to cover the costs of their operations which in turn allowed them to seek alternative funding to conduct their activities. The beneficiaries' additional funding sources are varied, but mostly come from membership fees. A majority of interviewees said that they had tried but were generally **failing to secure alternative sources of funding**.

Implementation

The views of the interviewees on programme implementation were **generally positive**, especially with regards to their relationships with DG COMM and EACEA. It was highlighted that the EFCP is a machine that "works well" and "everyone knows

what their role is". Despite these broadly favourable views, interviewees criticised certain aspects of the programme implementation. While these opinions are necessarily subjective, they merit discussion here as part of the interview report. The overall assessment of the programme will only consider these as one among several sources, especially given the vested interests and conflicting views of different stakeholder types.

For example, some interviewees expressed frustration with the **award criteria for grants**, which they felt were not very clear, and that organisations they knew of that had sought explanations for any rejections did not get sufficient / relevant feedback. This finding only concerned "peer" organisations of the interviewees, since all of those interviewed had received funding. This is being explored in more detail with the survey of unsuccessful applicants (see section 4.2).

Other views related to the administrative aspects of programme management. **EACEA** was generally seen as the administrative arm of the EFCP. All interviewees appreciated the limited human resources at EACEA's disposal for the vast amount of work required to administer the programme, and overall lauded the stability, continuity and professionalism of the service received since responsibility was delegated to it in 2006. Nonetheless, interviewees voiced some criticism of their dealings with the Agency, mostly relating to the amount of time needed to address (some of) their requests and queries. With regard to the **Commission's role** in programme implementation, most interviewees felt that it would be beneficial for the Commission to be more involved. This would help them to understand the needs, concerns and achievements of beneficiaries, as well as generating exposure for the programme. The beneficiaries pointed particularly to a perceived lack of interest in certain activities and frequent unavailability to attend events. More support from the Commission (additional to the financial grant) would have been especially appreciated, though it was unclear from the interviews exactly what was needed in concrete terms.

Some interviewed beneficiaries highlighted **the Structured Dialogue as a very efficient tool** which made them feel "part of the decision making process". One interviewee was of the opinion that the EFCP should be "a role model programme for this kind of process" and that this should be "scaled up" in other EU programmes. Interviewees found the Structured Dialogue very useful to keep in touch with the programme as a whole and their partners at the Commission and at EACEA.

A small number of interviewees presented a contrasting, more critical view, claiming that **dialogue is often limited** to listening to presentations from speakers of various Commission DGs, other EU institutions, or project promoters and agencies, introducing best practices identified by DG COMM and EACEA. While this was considered useful, some interviewees did not think of it as a real *dialogue* and felt that establishing more 'co-ownership' (currently, the Commission sets the agenda but opens the floor to comments and suggests on it at the end of the previous meeting).

Accountability and monitoring

While interviewees felt that more systematic monitoring would be useful for performance management purposes, they did not feel that it was being done under the programme. At the same time, several interviewees recognised that establishing a robust monitoring system would be difficult given the diverse objectives and activities of the programme. For example, while the **annual reports were criticised for focusing** on financial accountability, rather than outcomes, interviewees did not see how outcome-data could be incorporated into them. Several interviewees mentioned carrying out in-house M&E activities. This data has been offered to us for analysis as part of the desk research.

Results

The interviewees were unanimous in their view that, given the nature of the programme and its objectives, the **results achieved would be inherently difficult to quantify**. Interviewees also stressed the importance of context for interpreting the achievements of given organisations. For example, organisations with small target audiences argued that **results should be considered with** geographical limitations and resource constraints in mind. The beneficiaries generally thought **their results / achievements were in line with EFCP objectives**, justifying their designation as a beneficiary.

Expectations of the interviewees in relation to the ex-post evaluation

Most of the interviewed beneficiaries expressed **disappointment with the timing of the evaluation,** since it comes too late to influence the parameters of the 2014-2020 programming period. Most hoped that it would **highlight the insufficiency of the current budget**. Some interviewees also felt that the available funding was spread across too many activities, some of which had limited relevance to programme objectives, diluting the potential impact. To address this, they suggested narrowing the eligibility criteria to focus more directly on participatory citizenship and involvement of citizens. This would reduce the number of beneficiaries, but allow for a larger budget allocation to the most relevant ones.

It was also mentioned that the evaluation could **help make the case for the EFCP as an "independent and unique programme of the EU"**, as some interviewees feared there could be a risk that it would be incorporated in the Erasmus+ programme. The concern was that within framework large programme such as Erasmus+, EFCP would be too small to play a meaningful role.

2.3. Interviews with key stakeholders

Background

We conducted interviewees with six additional stakeholders, including members of the Structured Dialogue (two) and members of the Programme Committee (four). The aim of this set of interviews is to provide qualitative data on the functioning of the Structured Dialogue and the Programme Committee, as well insights on the way that these for a provide a platform for key stakeholders to participate in the programme's implementation and the determination of its priorities.

The interviews addressed a range of issues, such as budget allocation, geographical balance, targeting (particularly whether the programme could avoid 'cream-skimming' and reach those citizens who are not already highly engaged), selection criteria for funding, complementarity with other EU initiatives, administration and dissemination. Our discussion guide also covered the intervention context. We provide the guide that served as a basis for the conversations as **Annex 3**.

Below we summarise the main findings in relation to the themes discussed during the interviews. The findings will feed into the assessment of the programme through triangulation with other sources and contextualisation of the situations of particular stakeholders.

Role within the EFCP

All interviewees had been involved with the programme for a number of years, and therefore considered themselves able to contribute to the evaluation. They described the Programme Committee meetings as "rather short" and "simple", fulfilling a consultation role. As defined in the basic act establishing the EFCP, Programme Committee members are **consulted on annual priorities and issues relating to amendments in the implementation mechanisms** of the programme.

Stakeholders' impressions on the EFCP and its objectives

The interviewees were adamant that the EFCP was "**relevant and necessary**". It was said that the programme is **well designed and that the projects work well**. One interviewee mentioned that she felt the **applicants from her country were particularly successful** at securing funding and that the programme has generated a stream of stable beneficiaries. Another said that she advises all CSOs that contact her Ministry to apply for funding through the programme. An interesting finding that we would like to investigate further came from one interviewee, who noted that in her country euro-scepticism had increased tremendously in the last years and the programme had provided a necessary base for local CSOs to promote European achievements.

The interviewees criticised **perceived weakness in the programme's political impact**, stating that the project results hardly ever reached the decision making level. When asked how to mitigate this, one interviewee suggested that there be a formalised gathering of the CSOs and the decision makers, or that project results be presented to the European Parliament and the relevant Commissioner.

Some interviewees also mentioned that they did not the **different strands of the programme coherent** and that applicants were often unaware of or did not understand the structure of the programme as a whole.

Budget

Unsurprisingly, aAll interviewees felt that the **budget of the EFCP is very insufficient in relation to the objectives** it seeks to achieve. Two interesting perspectives were mentioned. On the one hand, it was thought that "there could always be more money, **but we need to be realistic** and work on how best to use the funds available to us". On the other hand, it was noted that the **scarcity of funds is even more critical for the EFCP in countries with a higher standard of life** as the CSOs have very limited interest in engaging with the programme to implement activities at home. The latter "puts off local candidates [from some countries] from applying altogether". The contrasting points of view come from Programme Committee members representing Member States at the extremes of the scale of wealth in the EU. We intend to analyse these contrasts in more detail.

Interviewees also voiced some criticism of the way funding was designed from a practical perspective, while they had little understanding of how funds were allocated between the different programme strands.

Implementation

When asked about the benefits of favouring projects larger in size and spanning over a longer period of time, the interviewees strongly disagreed with the idea. They all felt that **more possibilities should be given to smaller projects,[7]**, which they considered better able to reach and maximise the effects on individual citizens. It was also noted that there are other programmes of the EU able to cover larger projects and that the **EFCP is unique insofar it enables smaller organisations to reach isolated citizens**. With regards to **operating grants**, it was mentioned that although they are very **important** for the functioning of the programme, the organisations that benefit from them **do not necessarily reach the whole of Europe**.

The interviewees' views on the implementation and administration of the programme were generally positive.

2.4. Focus group with Europe for Citizens Contact Points

Introduction

A focus group with Europe for Citizens Contact Points (ECPs) was conducted during their meeting in Riga on 9 April 2015. This acted as an efficient means to gather feedback on various aspects of programme design, implementation and impact from a key group of stakeholders with substantial practical experience of the EFCP. The focus group setting also provided an opportunity to foster discussion among ECPs and gauge their level of agreement / disagreement on issues of interest. In terms of shortcomings of this research tool, it should be noted did not allow us to discuss each issue in-depth with each participant. While the moderators sought to elicit the views of as many participants as possible regarding all topics, time constraints and the fact that some participants were more vocal than others (owing to their longer experience with the Programme and / or stronger views). In addition, the focus group was subject to the usual limitations of qualitative research, namely the subjective nature of perception data and potential biases of participants.

For the sake of clarity, the report below references these limitations where relevant, in addition to specifying the extent to which a given view was shared by multiple ECPs. For reasons of anonymity, we have not named individuals, organisations or countries represented. The following paragraphs provide an overview of the points discussed at the meeting that will be considered alongside other sources in the overall assessment of the Programme.

Profiles and roles of ECPs

ECPs participating in the focus group either worked for national authorities or specially designated organisations. While their exact responsibilities and job descriptions varied, they tended to combine their role on the EFCP with similar ones on related European programmes. In practical terms, ECPs disseminated information about the programme, provided support and guidance to grant applicants and organised events in order to generate interest in the programme. EACEA provided the guidelines describing the ECPs' function and tasks. EACEA also provided financial information on the grants amounts awarded to ECPs since 2009, presented in the table below. As

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[7] For the purpose if this study, and in accordance with the Financial Regulation, "small" projects are considered those awarded grants under EUR 60,000.

shown in the table, the amount provided to each ECP held steady during the programme despite the increase in the number of ECPs.

Table 4: Benchmarking exercise interviews

Year	Number of ECPs	Total awarded grant amount (EUR)	Average funding per ECP
2009	18	494,836	27,491
2010	17	496,129	29,184
2011	18	527,324	29,296
2012	20	564,307	28,215
2013	22	599,838	27,265

Source: data provided by EACEA

General view of the programme

ECPs felt there was a mismatch **between the programme's ambitious objectives and its relatively small size**. This, combined with the programme's relatively broad and inclusive objectives, led to high rejection rates and perceptions of considerable disenchantment among would-be grantees. ECPs explained that other programmes with larger budget envelopes (such as Erasmus+) were often perceived more positively by their stakeholders. There was, however, some diversity on this point depending on the relative success of applicants from given countries.

The programme's higher-level **objectives were considered broadly appropriate**, but ECPs felt they played little role in the practical implementation of the programme, preparation of grant applications or selection of projects. The perceived reason for this was two-fold. First, the objectives were sufficiently broad as to allow for the eligibility of a wide range of projects. Second, the projects themselves were considered too small for measurable impacts to be expected at outcome or impact levels. Leading from this, the wide applicability of the programme meant that interested organisations were often encouraged to apply to the EFCP as well as other programmes in order to increase chances of securing funding.

The fact that the EFCP is a very broad programme was perceived as having advantages as well as disadvantages. Interviewees felt that it **adds to the wide appeal of the programme, but risks diluting the impact of the Programme**. In terms of achieving wider impacts, ECPs expressed concern with a perceived disconnect between Programme activities and specific policy priorities and processes. In future, they suggested emphasising policy impact more in application and selection processes. The ECPs also noted that, although it is important for the programme to include EU-level objectives, such objectives were considered **abstract for applicants**. ECPs pointed out as one of their duties to "translate" these objectives for the applicants by giving them practical examples on how they can be implemented.

This led to discussion on **evaluating the success of the programme**, and several ECPs felt that little effort was made to measure the effectiveness of projects in terms of concrete / measurable results, or to incentivise grantees to demonstrate how project activities would be followed up. They expressed several ideas for improving the situation. These including requiring grantees to lay out in applications and project activity reports concrete plans for making a difference on policy-making and / or civic

engagement over the medium term. Some interviewees also felt that reporting and evaluation processes could be adjusted as to focus more on outcomes than the 'mere' delivery of activities. Grantees could be encouraged to assess their projects based on objective indicators of success. Most agreed that steps should be taken to strengthen the link between aims of individual projects and those of the programme as a whole.

In relation to the **key target groups of the programme**, ECPs from different Member States had contrasting views. Whereas a majority felt that it was more problematic for the programme to reach local governments, others highlighted the higher interest of municipalities in their country. Price differences were also seen to affect interst in the Programme, with the amounts provided seeming less attractive to applicants from higher-cost countries. The interest in applying also varies according to relative success rates, which differ per Member State. Several ECPs noted that the most successful applicants are not the "professionals", but the projects that manage to establish a link with a "hard to reach" target group. Some ECPs also worried that extremely low success rates (e.g. 5%) for some actions reduced the Programme's credibility and interest in it.

The ECPs expressed mixed views on **Town Twinning action of the ECPs**. Some participants felt that such projects were repetitive in substance and did not reach a broad range of citizens, particularly among those who are not civically engaged already. In addition, the applicability of Town Twinning projects was considered greater in some areas (e.g. border communities in Central Europe with linguistic links) than in others. Leading from this, some participants mentioned that Town Twinning generates little interest in their country. Moreover, there were some sentiment that Town Twinning would happen regardless of EFCP funding and that the programme should place less emphasis on the needs of municipalities in favour of CSOs.

Implementation

EACEA was the main point of contact for all ECPs at EU level. The relationship was generally perceived positively, although some ECPs voiced frustration with some aspects of the bureaucratic process. For example, despite efforts to maximise the transparency of the application and selection processes, some ECPs explained that they would like to receive more information on the reasons why certain projects were rejected or on how the award criteria are applied to applications, as they feel this would help them to provide a better service to would-be applicants. In particular, the ECPs expressed the wish to more information about why individual applications were rejected, even if in anonymised format. These ECPs felt that providing such information would benefit the programme as a whole by increasing the quality of applications and ability of the programme to reach out beyond the 'usual suspects' who frequently received EU funding. Indeed, ECPs generally felt that the programme had difficulty reaching groups that were not already engaged in the European debate and positively disposed to the EU.

More positively, the **online application process received substantial praise** from ECPs. This was seen to reduce the administrative burden of applying for funding, making it easier for organisations with limited resources to submit applications without a major investment in time.

Few of the ECPs present stated that they had frequent contact with EC officials. While considering this normal in terms of the practical implementation of the programme, they felt that **more contact with the EC would help** make the connection between the policy and implementation levels and lead to more mutual learning and continuous improvement. For instance, several ECPs expressed the wish to receive more information on how to operationalise the programme's objectives and provide advice

to applicants that took the Commission's priorities into account. They hoped that this would be possible during the next programming period, but had initial difficulties in understanding the fit within DG HOME.

In terms of **success of individual projects**, ECPs pointed to standard project management best practice, including credible and thorough project design, strong project management capacity and plans for sustained action. As discussed above, ECPs felt that this last point was a particularly thorny issue for most projects, which they considered unlikely to make an impact beyond directly involved participants and stakeholders.

Since projects relied on match funding, some ECPs felt that the **financial crisis** had reduced interest in the programme by cutting the amount of outside finance available. Regarding **dissemination** efforts, several ECPs also expressed difficulties in raising awareness of the Programme and its results. They felt that more communication activities (carried out either centrally or by ECPs, provided sufficient funding) would help generate interest in the Programme as well as making results more widely known, increasing the chances of follow-up action and policy impacts.

Impact

While nearly all participants voiced their belief in the success of many projects, several ECPs also mentioned that the **pathways towards making tangible impacts** were unclear and often beyond the scope of smaller projects. This left some ECPs unsure about whether and to what extent immediate results, like the sharing of best practices, fostering of relationships between organisations and individuals, learning and attitudinal change, were fed into policy-making at relevant levels or generated sustainable impacts.

To improve this, some participants suggested increasing the importance in the application and selection processes of explaining desired impacts and plans for follow-up after project completion. A small number of ECPs also thought that there could be a way for the Commission could help make the connection between projects and policy makers. Other ECPs felt that some projects were scalable and could benefit from more established channels to build on the results achieved. Many participants also were of the view that increasing participatory citizenship should be a bigger priority in the current political context and that the Programme budget should be increased. This was linked to concerns that the EFCP was unable to reach a sufficiently large number of citizens individually or generate substantial publicity.

In terms of assessing the Programme, most focus group participants agreed that **measuring concrete impacts** was inherently difficult. They attributed this to several factors, particularly the relatively small-scale of most projects, diverse types of activities and subject areas that precluded the development of standard indicators and timescales for tangible impacts (such as the implementation of best practices) that extended far beyond the life of individual projects.

3. SURVEY OF UNSUCESSFUL APPLICANTS

3.1. Introduction and validity of results

The purpose of the survey with unsuccessful applicants allowed us to collect and analyse external perspectives on the EFCP and to determine how it is perceived by the programme outsiders. The purpose of the survey was to deepen our understanding of several issues, such as:

- Rationale of given organisations for applying for funding;

- Visibility and perceived effectiveness of the Europe for Citizens Contact Points;

- Transparency of the selection process;

- Existence of alternative sources of funding to the EFCP; and

- 'Counterfactual' data on what happened to organisations that were unable to benefit from the programme.

The survey was designed in conjunction with DG COMM to ensure the appropriateness of its form and content, as well as continuity with the Ecorys survey conducted in 2010 for the previous evaluation. This was intended to allow some comparison over time. In terms of practicalities, with the help of EACEA the survey was circulated by email to representatives of ineligible and unsuccessful applicants from the last two years. Questions were provided in English.

The survey was launched on 7th April 2015 and circulated to 5,411 email addresses (of which delivery failed to about 800) and remained open until 14th May. A follow-up email invitation was re-sent at the beginning of May to boost the response rate.

In total, 632 respondents took part in the survey, resulting in the response rate of 12%. However, in order to ascertain that the respondents limited to unsuccessful applicants of EFCP, we have included an initial screening question: Have you ever applied for funding under the EFCP and been rejected? Of the 632 respondents, 85% (n=538) answered "YES". For the purposes of the analysis, we have considered this as the total number of survey respondents.

In statistical terms, this equates to a confidence interval (or 'margin of error') of 4.01, assuming a confidence level of 95%. This means that we can be 95% sure that given results are within 4.01 percentage points of those that would be attained by obtaining a response by all unsuccessful applicants in the population. This is lower than the confidence interval of 5 normally sought for such exercises, allowing us to express confidence in the results.

However, it should also be noted that this calculation relies on the assumption that respondents to the survey were selected at random from the total population of unsuccessful applicants and therefore representative of that population. The presence of characteristics (such as particularly strong views of the EFCP or indeed the continued existence of some organisations) that could have encouraged or dissuaded individuals to participate in the survey would result in less representative results. While it is not possible to ensure a fully representative sample, EACEA may provide the evaluators with profile data on unsuccessful applicants that will allow us to validate the results and weight the sample in order to increase representativeness. Such possibilities will be explored during preparation of the final report.

3.2. Organisational type and country of operation

The figure below depicts the proportions of respondents working for different types of organisations. Please note that the figure depicts only the types of organisations indicated by more than 1% of the respondents; the remaining types of organisations are all included in the category "other".

Figure 1: Type of organisations the respondents are working for
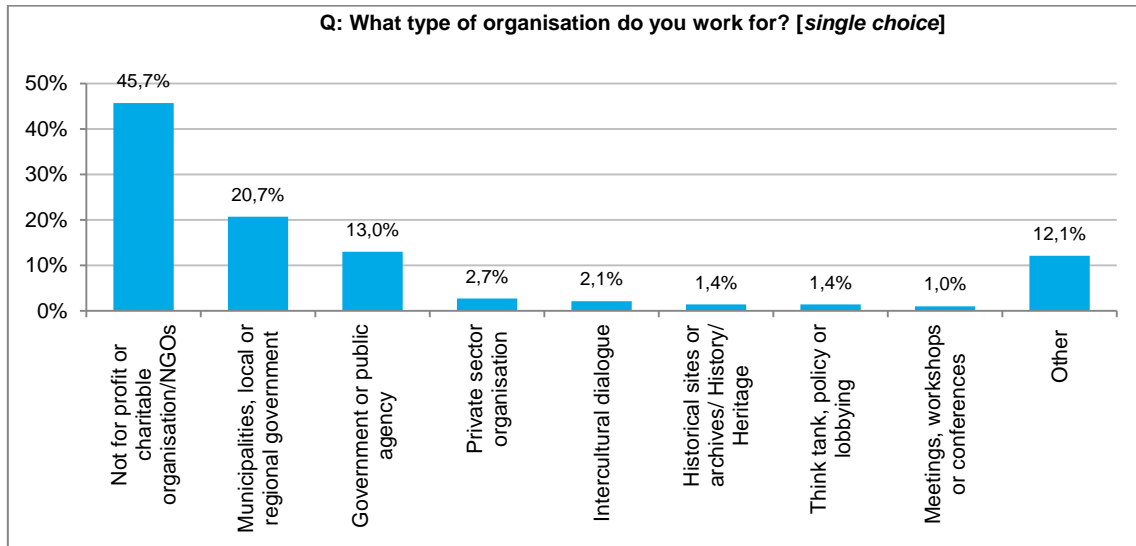
n=538

Respondents worked for a broad spectrum of organisations, but with heavy concentrations in just three sectors. Almost 50% of the responding are working within the not for profit/NGO sector whilst a quarter reported working for the municipal, local or regional government agencies. Slightly over 10% reported working in government or public agencies. The remaining participants indicated working for private organisations, organisations involved in intercultural dialogue, historical sites, think-tanks or lobbying. Of the "Other" type of organisations, approx. 3% of respondents indicated working for town/village twinning organisations.

Figure 2: Respondents' main countries of operation
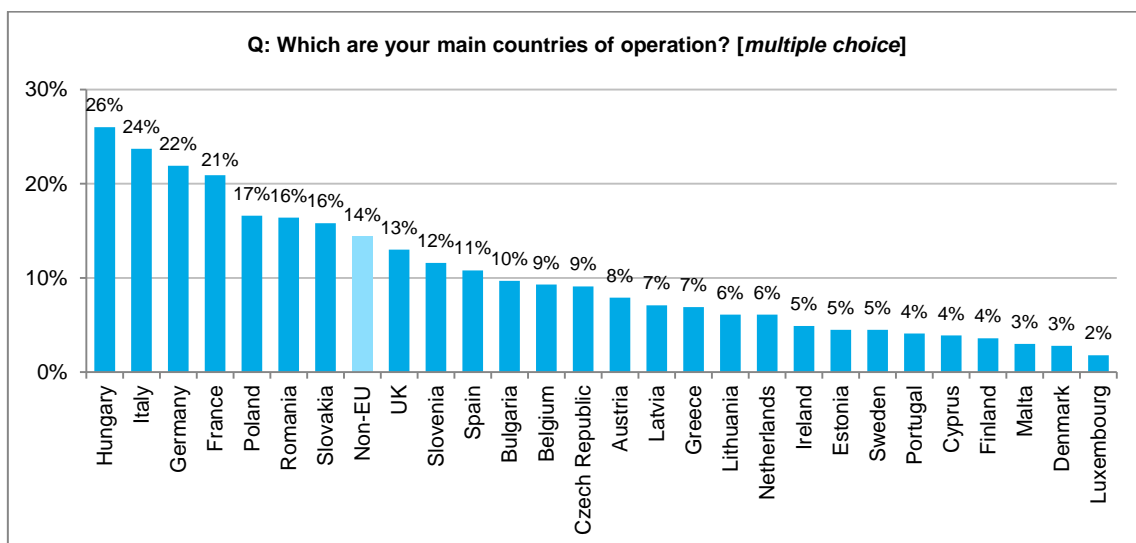
n=507

The chart above shows respondents' main countries of operation. More than one choice was permitted so that organisations with multiple countries of operations could respond accurately. Nearly all respondents reported main operations in four countries, namely Hungary, Italy, Germany and France (26%, 24%, 22% and 21%, respectively). When compared to the number of applications and projects financed (as depicted in the figure overleaf) it can be seen that the five most often reported respondents' countries of operation are roughly consistent with the numbers of applications and projects financed in those countries.

EU countries were reported by the vast majority of respondents as their main countries of operation, with more than 11 countries drawing more than 10% of responses each. While responses generally followed population, with larger numbers of responses for bigger Member States, there were some examples of over- and under-representation. There were far more respondents operating in Hungary than would be expected based on its relatively low population, while the UK had fewer respondents than much smaller countries. The reasons for these disparities were unclear from the data and will be further explored (if possible) based on data from EACEA. 14% of respondents reported operating in non-European countries. These predominantly include the Balkans, Russia, Turkey and Ukraine. Individual respondents also indicated non-EU Mediterranean states (Israel, Palestine, Jordan, Egypt, Morocco, Tunisia), South America (Colombia, Ecuador, El Salvador, Mexico, Nicaragua), India, Mauritius, Nepal, Nigeria, and Sri Lanka.

Cross-tabulation of the results allows for the finding that those working outside Europe are predominantly from the NGO (56%) rather than the public sector.

Figure 3: Numbers of applications and projects financed in the participating countries
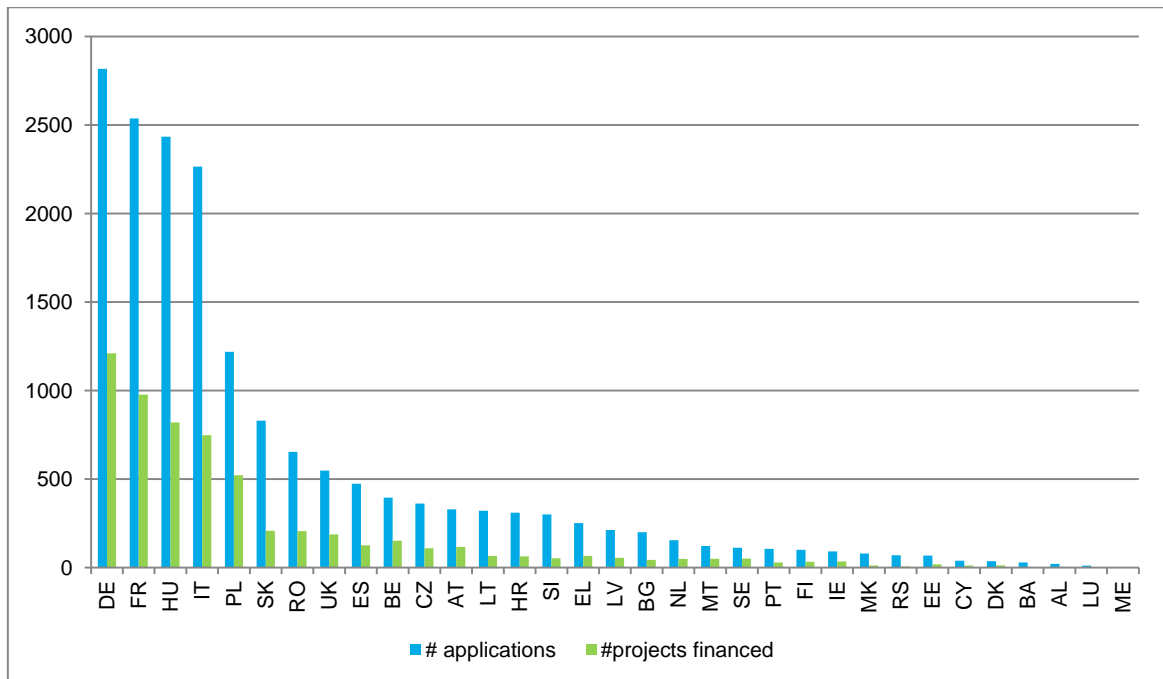
3.3.Participant views of the EU and the application process

Views on the EU

Respondents were asked their views on the EU to ascertain whether and to what extent the programme attracted applicants with certain levels of favourability.

Figure 4: Respondents' views on the EU
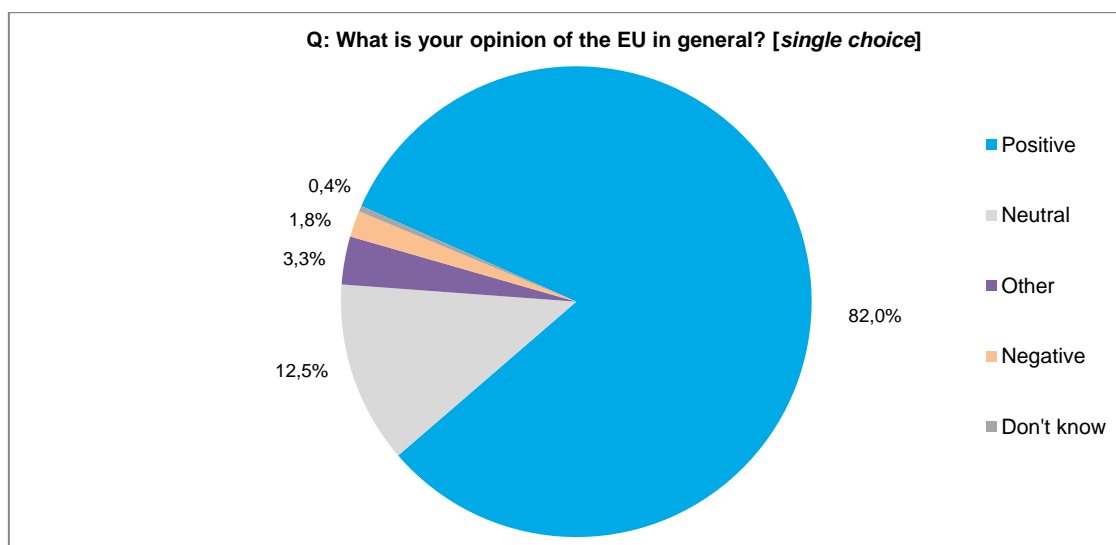
n=512

The results showed an overwhelming proportion (82%) of respondents with positive views of the EU. Less than 2% expressed a negative view, while responses from the remaining 16% were less straightforward. The respondents expressing 'negative' or 'other' views were particularly concentrated among NGOs; the cross-tabulation per type of organisation reveals that of the respondents with a negative view, over 55% were NGOs; of the respondents choosing 'other' 46% were NGOs.

Respondents were invited to provide free text after this question to explain their views. Typical responses such as the below showed that favourability often stemmed partly from the EU's status as a source of funding:

[The] EU is supporting projects which would be never supported or so strongly [supported] by other sources;

EU grants often allow us to do even more, especially on international projects, allowing other organisations who do not have the financial status that we have to be able to take advantages of opportunities to learn and to grow

However, the EU is not without its critics. Although only under 2% of the respondents held a negative view it is interesting to note some of the reported criticism. This included the EU being considered as '*bureaucratic*,' insufficient availability and difficulty to obtain funds, distance from '*European citizens' interests*', as well as a belief that the "*current framework is not delivering enough for citizens in terms of democracy and equal access to rights*".

Application for funding

Figure 5: Types of grants respondents applied for

Q: What type of grant(s) did you apply for under the EFCP? [*multiple choice*]

- Project funding: 82,2%
- Annual grant: 20,0%
- Multi-annual grant: 7,8%
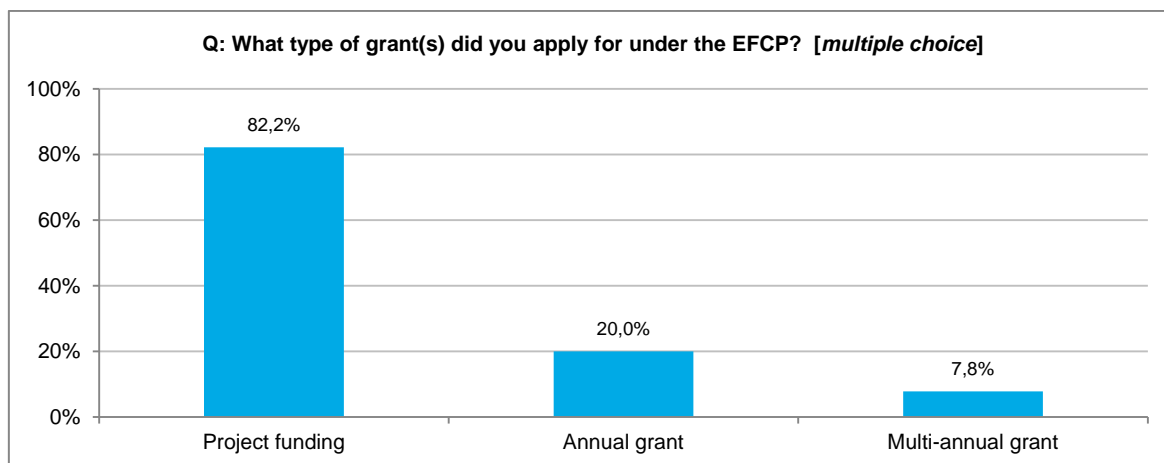
n=490

In line with the structure of the EFCP, the types of grants applied for were predominantly for project funding (82%), and less so for annual grants (20%) and multi-annual grants (7.8%).

Figure 6: Purpose of seeking financial support from the EU

Q: For what purpose were you seeking financial support on these occasions? [*multiple choice*]

- Organise events or activities (meetings, workshops, conferences).: 85,5%
- Provide training or facilitate the exchange of knowledge or best practices: 35,2%
- Provide information or disseminate materials (publications, newsletters, websites, DVDs): 30,9%
- Manage or administer a network or organisations: 15,4%
- Manage or preserve historical sites or archives: 10,9%
- Carry out studies, surveys or opinion polls: 10,2%
- Meet general administrative or organisational costs: 8,6%
- Other: 6,1%

n=488

Respondents sought funding for a variety of reasons, most importantly to "organise events or activities". Around a third of the applicants were applying for funding to "provide training or facilitate the exchange of knowledge or best practices" and to "provide information or disseminate materials". Seeking funding for administrative, managerial or research purposes was reported by fewer than 15% of the respondents. This is unsurprising, given the project-based structure of the funding applied for.

Respondents were also asked to express their views on the extent various EFCP objectives were relevant to their decisions to apply for funding. The objectives are briefly summarised below:

- To develop a sense of European identity, based on common values, history and culture

- To foster a sense of ownership of the European Union amongst its citizens

- To enhance tolerance and mutual understanding between European citizens respecting and promoting cultural and linguistic diversity, while contributing to intercultural dialogue

- To bring people together from local communities to share, exchange and learn

- To promote Europe's values and achievements, while preserving the memory of its past

- To foster action, debate and reflection through cooperation within civil society organisations at European level

Figure 7: Perceived relevance of EFCP objectives
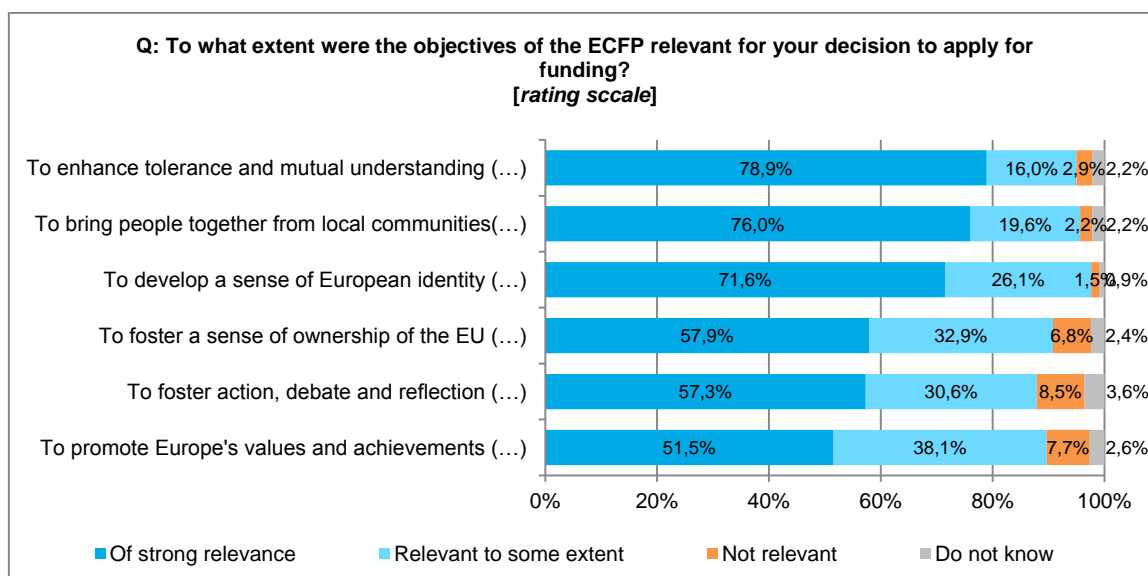
n=473

All of the objectives were considered relevant, with the summed ratios of "strong relevance" and "relevant to some extent" exceeding 90% for all objectives. However, it is worth noting that objectives relating to enhancing tolerance, bringing together people from local communities and developing a sense of European identity were considered more relevant than those on fostering a sense of 'ownership' of the EU, fostering action and promoting Europe's values.

Support availed by respondents during application process

Dedicated Europe for Citizens Contact Points in many countries were able to provide applicants with support in the form of help with applications, information services (e.g. dedicated websites) and special events.

Figure 8: Use of EFCP contact point services during the application process

Q: Did your organisation use the services of an EFCP Contact Point during the application process in relation to any of the below?

	Yes, several times	Yes, once	No	Do not know / n/a
Information services	31,6%	22,1%	38,1%	8,2%
Grant/ application support	20,1%	25,7%	44,9%	9,3%
Events	16,7%	17,6%	55,3%	10,4%

■ Yes, several times ■ Yes, once ■ No ■ Do not know / n/a
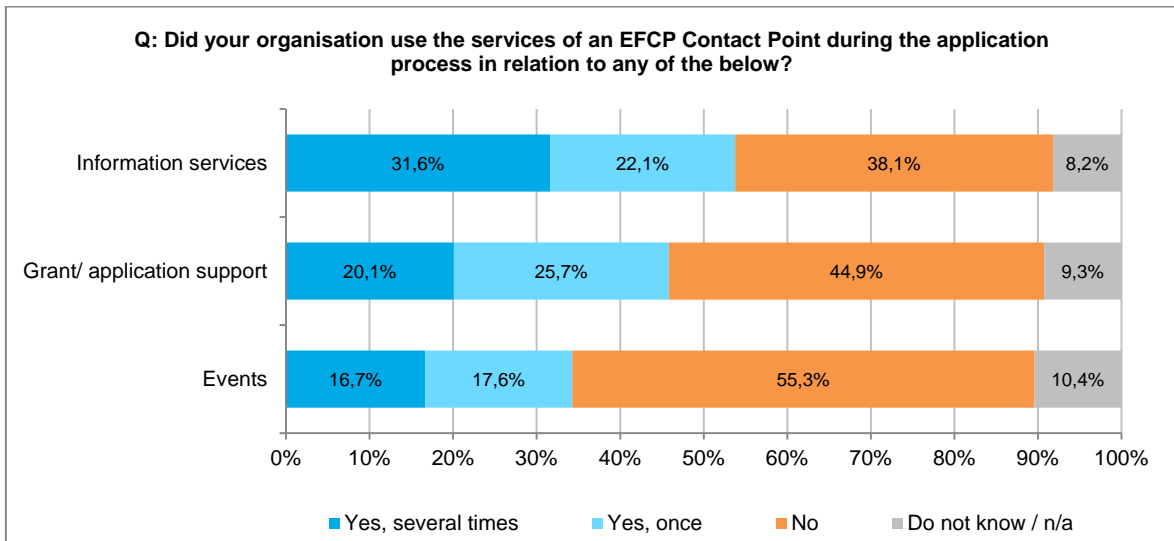
n=462

Just over half (56%) had made use of at least one of the services offered by ECPs. More specifically, 53% of respondents had made use of the available information services, while just under half (46%) had received individual support for applications. Event attendance was lower, with about 34% of respondents participating in either one or several events. About 44% of respondents had not made use of any services provided by the ECPs or was unable to express an opinion them. Of the organisations that made use of the information services, the highest proportion belonged to the NGO sector (45% of the users of information services, 41% of users of the grant/application support, 36% of users of events), municipalities (22% of users of information services, 21% of grant application support and 29% of events), and government and public agencies (10%, 17% and 15%, respectively).

Figure 9: Usefulness of EFCP contact point services

If you used the services of an EFCP Contact Point, how helpful did you find the service?

	Very helpful	Helpful	Neither	Unhelpful	Very unhelpful
Information services	22,6%	50,6%	11,1%	8,6%	7,0%
Grant/ application support	22,1%	46,5%	19,2%	6,1%	6,1%
Events	16,6%	45,4%	25,8%	5,5%	6,7%

■ Very helpful ■ Helpful ■ Neither ■ Unhelpful ■ Very unhelpful
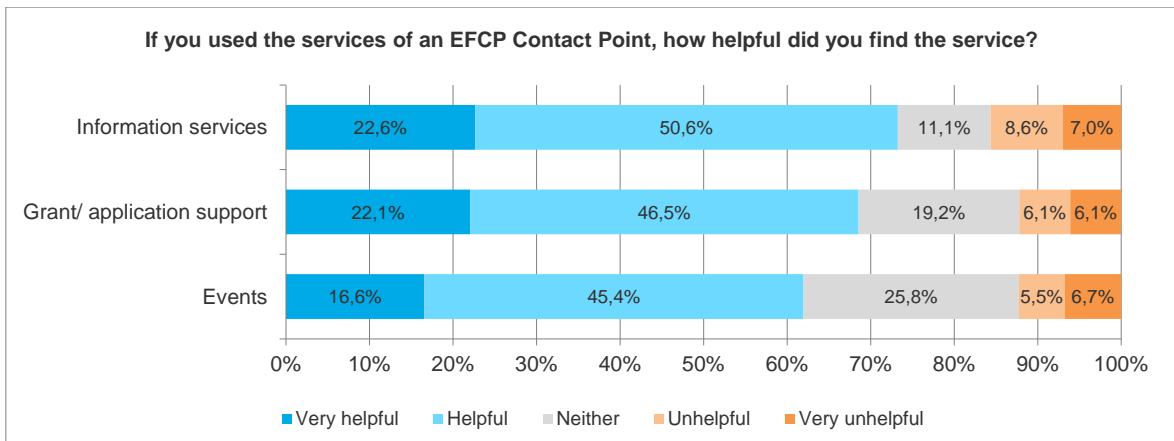
n=243 (former applicants having used Europe for Citizens Contact Points*)*

While most respondents that had used the services reported finding them helpful (in particular the information services and grant / application support), smaller proportions felt that the support was 'very helpful'. This is unsurprising, given that respondents' applications for funding were all unsuccessful.

Respondent satisfaction with the program application and selection process

Figure 10: Respondents' satisfaction with the application and selection process

**Q: How satisfied were you with the application and selection process of programme strand
you applied to?**[*rating scale*]

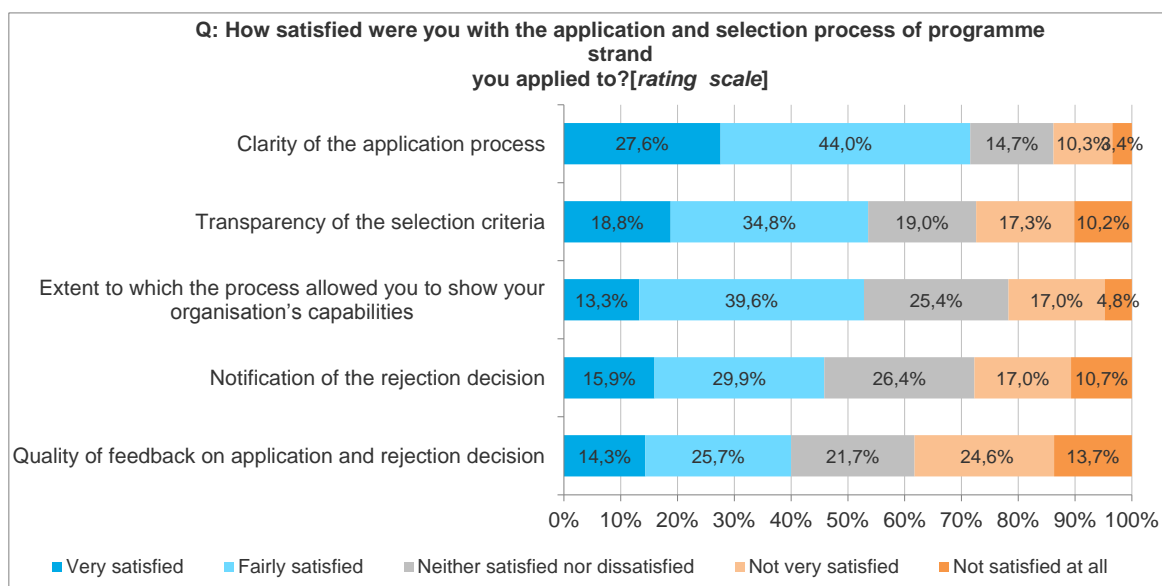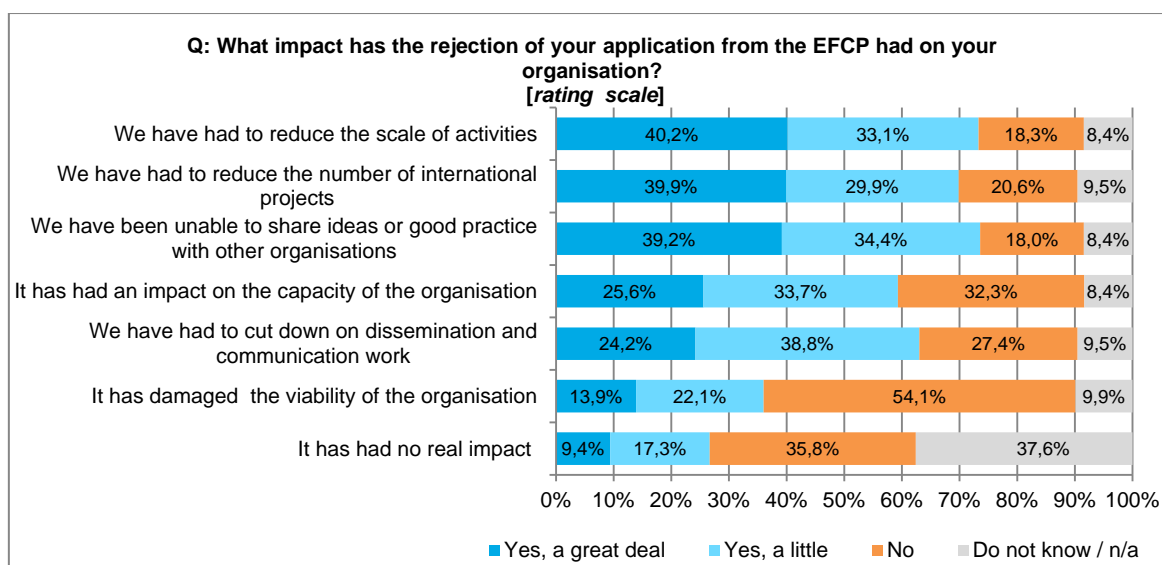|	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Not very satisfied	Not satisfied at all
Clarity of the application process	27,6%	44,0%	14,7%	10,3%	3,4%
Transparency of the selection criteria	18,8%	34,8%	19,0%	17,3%	10,2%
Extent to which the process allowed you to show your organisation's capabilities	13,3%	39,6%	25,4%	17,0%	4,8%
Notification of the rejection decision	15,9%	29,9%	26,4%	17,0%	10,7%
Quality of feedback on application and rejection decision	14,3%	25,7%	21,7%	24,6%	13,7%

n=466

Respondents were asked to express their views of the application and selection process in order to identify whether certain aspects were considered problematic. Considering the lack of success among applications of securing funding, the results were relatively positive. This positive tone was most pronounced regarding the clarity of the application process, for which about 72% of respondents were either satisfied of very satisfied. Satisfaction was also high for transparency of the selection criteria and the extent to which the process allowed organisations to show their capabilities. It was lower than 50% for the processes surrounding the notification of the rejection decision and quality of feedback on application and rejection decisions. This last finding is particularly important, since clear feedback might help rejected applicants improve their proposals in subsequent funding periods.

Impact of rejection, replacement funding and re-application

Nearly all respondents reported some impact on their organisations resulting from the failure to secure EFCP funding.

Figure 11: Organisational impact of rejection of application from the EFCP

Q: What impact has the rejection of your application from the EFCP had on your organisation?
[*rating scale*]

	Yes, a great deal	Yes, a little	No	Do not know / n/a
We have had to reduce the scale of activities	40,2%	33,1%	18,3%	8,4%
We have had to reduce the number of international projects	39,9%	29,9%	20,6%	9,5%
We have been unable to share ideas or good practice with other organisations	39,2%	34,4%	18,0%	8,4%
It has had an impact on the capacity of the organisation	25,6%	33,7%	32,3%	8,4%
We have had to cut down on dissemination and communication work	24,2%	38,8%	27,4%	9,5%
It has damaged the viability of the organisation	13,9%	22,1%	54,1%	9,9%
It has had no real impact	9,4%	17,3%	35,8%	37,6%

n= 447

The three most significant impacts (almost 70% of agreement) were reducing the scale of activities, reducing the number of international projects and being unable to share ideas or good practice with other organisations. Around one-fourth (26%) of the respondents reported that there was no impact of their application being rejected. Some of the reasons given for this include using funding from other sources (including increased fund raising), curtailing project activities, increased collaboration with partners and limited activity within the EU.

Figure 12: Respondents finding replacement funding

Q: Did you manage to find replacement funding for this project or activity?
[*single choice*]

- Yes — 12,5%
- No — 69,3%
- I don't know / n/a — 18,2%

n=440
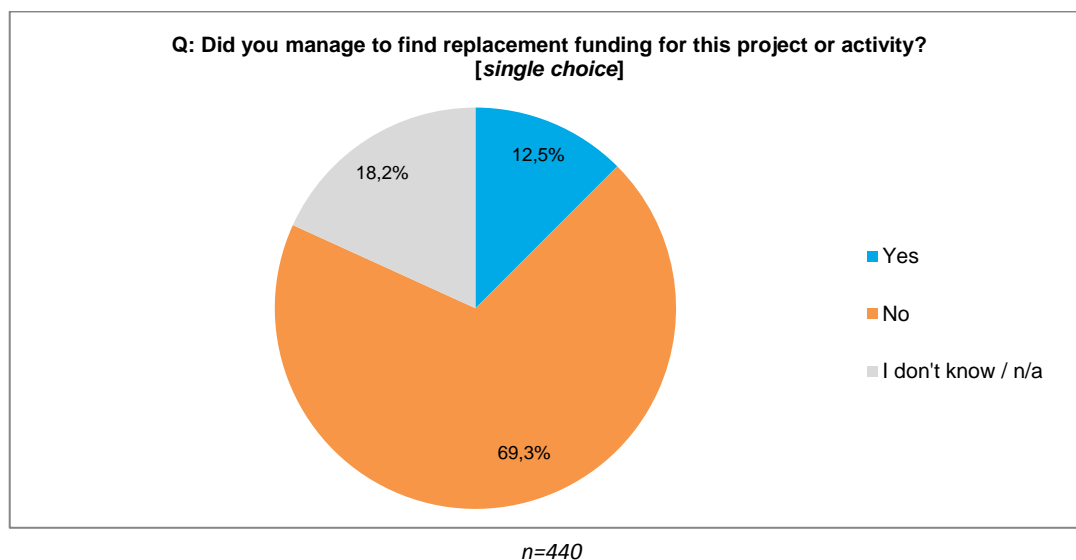
Almost 70% of respondents reported not being able to find replacement funding for the projects or activities for which funding was sought, and only 12.5% reported that they have.

Most of the organisations who reported having found replacement funding belonged to the NGO sector (38%), municipalities (15%) and governments or public agencies (13%). They were also the organisations operating in the five most active countries (France, Germany, Hungary, Italy, Poland).

Other sources of funding reported included public authorities and local government (13 organisations), national funds (5 organisations), Erasmus+ (3 organisations).Some respondents also reported revising the application, based on feedback received, and resubmitting to EFCP, whilst others still reported relying on internal resources, funding from families, partners and member organisations.

Figure 13: Respondents considering re-applying for EFCP funding

Q: Would you apply for funding under EFCP again? [*single choice*]
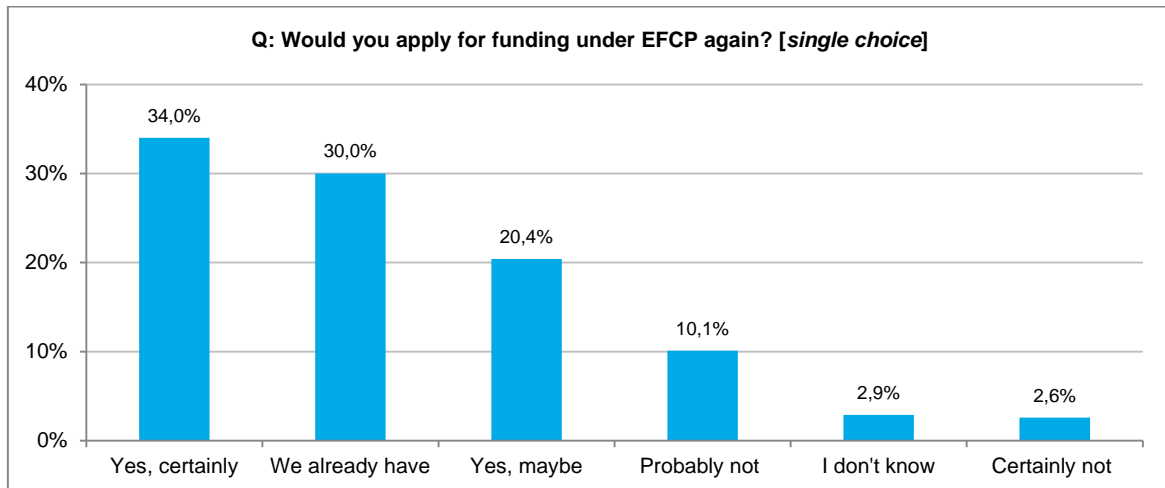
n= 456

The survey results suggest that applicants would be willing to apply for EFCP funding again. Despite the rejection of their applications, almost 55% of respondents ('yes, certainly' and 'yes, maybe' responses combined) reported that they would re-apply for funding under EFCP. One third of respondents reported that they have already applied for EFCP funding. Of the respondents who either have already applied or are considering applying in the future, 46% were NGOs, 21% were municipalities and 13% belonged to governmental/public agency sector.

Fewer respondents (approx.14%) reported not considering applying for EFCP funding again. Some of the reasons given for this include:

- The complicated, time-consuming and investment-intensive application process, in particular for small organisations;
- Perceived lack of willingness within EU to support non-EU applicants and fund issues such as energy efficiency and climate change;
- Perceptions of the EFCP not being interested in achieving 'real impact';
- Low probability of funding application succeeding;
- Perceptions of the programme as too bureaucracy;
- Difficulties in dealing with language requirements (English, French and German);
- Perceived favouritism of organisations based in 'new' Member States;
- Difficulties understanding the reasons/criteria for rejections;
- Reduced motivation from repeated rejections and perceptions of bias towards organisations receiving funding regularly;
- Perceived lack of flexibility in terms of objectives and subjects addressed in the programme;
- Perceived lack of funding for small projects.

For some applicants, the experience of applying for and getting rejected by the EFCP led to reduced trust and confidence in the EU, as with the free text provided by one respondent (but echoed by around fifteen):

The process decreased my trust in the EU and my willingness as a taxpayer to contribute to EU funding schemes, as funding we applied to from other sources

provided us much better opportunities to present, discuss and shape our idea with the donor, and receive a fair and structured feedback

3.4.Conclusions

The key findings stemming from the survey of unsuccessful applicants can be summarised as follows:

- **The programme reaches mainly organisations that are already pro-EU**, with overwhelming proportion of respondents (82%) indicating that their view of the EU is positive;

- **Certain objectives were more relevant to applicants than others**, with the summed ratios of "strong relevance" and "relevant to some extent" exceeding 90% for all objectives. However, objectives relating to enhancing tolerance, bringing together people from local communities and developing a sense of European identity were considered the most relevant to the survey respondents;

- **The information and individual support from the contact points is considered useful**, in particular the information services and grant / application support, however over a half of respondents did not find the events useful at all;

- **The application process attracted relatively positive responses given the lack of success among applications**, however the respondents were relatively unsatisfied with the notifications of the rejection decisions and the quality of feedback on application and rejection decisions;

- **Not being awarded funding led applicants to scale back their activities**, mainly due to the fact that the funding was not easily replaceable from other sources; however

- **Majority of applicants are willing to re-apply**, with one-third reporting that they have already done so.

4. CASE STUDIES

Overview

During the data collection phase, we undertook 16 case studies of projects funded through the Europe for Citizens programme. The purpose of the exercise was to provide insight into the success of the programme as a whole by looking at individual projects in detail. Each case study entailed an analysis of project documentation (supplied by EACEA) according to a standard set of criteria developed for a reporting template (discussed and agreed with DG HOME) that allowed us to assess the evidence-base systematically and transparently.

The scoring grid revolves around five key areas that can be defined in terms of a series of questions or criteria for investigation. These are described in the table below:

Table 5 – Case study areas of interest

Key area	Issues for exploration
Theory: how well is the project grounded in credible theory?	• Fit of the project within aims and objectives of the EFCP) • Building European identity and belonging • Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity • Changing attitudes and behaviours to the EU, its history, values and culture • Including citizens in EU activities and increasing their commitment to the EU • Bringing about change building from the local to the European through association • Influencing civic engagement and participation through focused projects and activities • Dissemination of results/outcomes impacting on decision-makers and public policy • Bringing people together from across Europe and contributing to identity-building and participation • What were the intended change outcomes of the Project?
Implementation: was the project realistically designed and delivered as planned?	• Clarity of stated aims and objectives and a plan of action • Duration of the Project (one-off event or prolonged period of time) • Breadth of project scope, target audience and ambition • Ability of project to work with a wide range of partners within and across countries • Appropriateness of project budget in relation to scope • Extent to which project was delivered according to plan • Strength of dissemination plan and action • Ability of project to address people who were not already participating in civic activities, and who had a neutral or sceptical view of the EU
Results: what were the concrete results / outcomes of the project?	• Concrete results • Success in meeting its overall aims and objectives • Wider applicability beyond the end of the funded support from the EFCP, e.g. continued action by partners / participants, take up by others, policy impact • Best practices
Context: did the project fit well within its context?	• Issues facing partners and/or participants • Political and social context in participating countries, regions and localities • EU / EC policy and priorities
Impact: what was the project's plausible impact on the programme's higher-level objectives?	• Building European identity and belonging • Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity • Changing attitudes and behaviours to the EU, its history, values and culture • Including citizens in EU activities and increasing their commitment to the EU • Bringing about change building from the local to the European through association • Influencing civic engagement and participation through focused projects and activities • Influencing on decision-makers and public policy

Projects were scored in each of these areas on a scale from 1 to 5. While the scoring is not an exact science, it is meant to facilitate comparison and help identify key success factors and barriers that apply beyond the level of single projects. The point was not to produce stand-alone, robust evaluations for each action, which would obviously require much more in-depth research.

In practical terms, the scoring scale is being interpreted such that 1 means 'poor', 3 means 'good' and 5 means 'excellent'. For example, a project receiving a 3 for impact on policy would imply a high likelihood of achieving a substantial impact; a 1 would imply that the (necessarily limited) evidence did not support a strong case for future impact. Importantly, the scores should be viewed in light of the purpose and limitations of the case study methodology, and not as substitutes for comprehensive evaluations of individual action performance. The scoring grid was developed based on the results of a pilot study conducted at the beginning of the data collection phase. This gave the steering group a chance to comment on an initial analysis of one project, which led to the updated template that is being used for the full analysis of 16 projects.

In terms of sampling, we carried out 16 case studies in total according to a strategy that considers four programme strands and geographical diversity. These are listed in the table below. The table also contains the summary scores awarded to individual projects. While the scores should not be used in isolation to assess the performance of individual projects, they have been included for the purposes of comparability. The following subsections then contain the full case study reports.

Table 6 – Case study score summary

Action strand	Action name	Theory	Implementation	Results	Context	Impact	Summary
Town twinning and networks of twinned towns	Sustainable rural communities	3	5	4	3	3	**4**
	United citizen	3	3	3	4	3	**3**
	nEUlakes	3	2	3	2	2	**2**
	Young flow	3	3	3	2	2	**3**
Citizens projects and support measures	AFLRA	3	4	5	4	5	**4**
	EU Citizen Direct Management	2	2	2	2	2	**2**
	NET – Neighbours	4	4	3	3	3	**3**
	Transeuropa Citizens Festival	3	3	2	2	2	**2**
Support for CSO projects	European citizens for local action	2	4	2	3	3	**3**
	FACE	3	3	4	4	3	**3**
	RE-IN	4	5	3	4	5	**4**
	Dansk NGO forum	2	3	3	4	2	**3**
Remembrance	Daughters of the enemy	2	2	2	2	2	**2**
	FEMREX	2	2	1	4	2	**2**
	The conscience of Europe	4	4	4	4	4	**4**
	The Crocus project	4	4	3	5	4	**4**
Average		2.9	3.3	2.9	3.3	2.9	3.1

4.1. Sustainable rural communities – a citizens' blueprint (Town twinning citizens' meetings)

Project Case-Study title: Sustainable rural communities – a citizens' blueprint
Brief description of Project
Project under Action 1, Measure 1.1.: Town twinning citizens' meetings Objective: to bring together citizens from three communities of all ages, including civic leaders, to share their experiences, learn from experts and political leaders and to extend their roles as active members of a common community, which embraces diversity while striving together to maintain and develop rural communities. Participants: Three partner communities from Scotland – host (93 ppts), France (55 ppts) and Germany(11 ppts). Duration: 6 days Budget: 9,000 EUR Main activities: - Conference event ("How climate change is affecting our communities and what we can do about it?") Speakers: local councillors, 2 Ministers, 1MEP, a person from the EC Representation. - Exhibition attended by local schoolchildren and citizens from 3 communities: 100 attendees. - Visits to 4 rural SMEs - 2 walking tours - Cultural activities (Scottish dancing, cookery) – each group consisting of mixed communities members. All the content was translated, the activities "moved around" the area.
1. Theory: how well is the project grounded in credible theory?
The project does relate to the objectives "Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity" and "Bringing people together from across Europe and contributing to identity-building and participation" but this is described in a rather implicit manner. The project facilitated an interface between citizens and politicians on issues of concern to rural communities from 3 MS. There was a certain multiplier effect obtained by providing evidence and examples of issues faced by rural communities for use by policy-makers in future strategic debates. The project explicitly encouraged participation through interaction. In each of the workshops (i.e. breaking up into smaller teams for the cultural activities) conducted in the project, the teams would include participants of each of the three partner communities with varying levels of seniority. This contributed to vertical as well as horizontal participation. During the conference, PowerPoint presentations on large screens with as many visual images as possible were used. Additionally, translations were offered in a bound book. The context was familiar to the participants, as all stemmed from rural communities and the project was entirely set up in a rural setting, including visiting rural SMEs.

The communal social programme by its very nature led to a development of linguistic and social skills. The programme was widely advertised and open to all residents of the Inchture (host community) area. The civic and political connection was ensured by the participation of the Honorary Consul of the Dundee area.

After the completion of the project, the organisers planned to request a meeting involving regional twinning organisations to consider the results and recommendations from this project.

Score (0-5): 3

Although not described explicitly in the project report, it was possible to draw sufficient knowledge on the project's grounding in credible theory.

2. Implementation: was the project realistically designed and delivered as planned?

The project stated its aims / objectives and a plan of actions (itinerary was developed). The itinerary of the six-day visit was reported to have changed since the initial application and the changes proposed were reasonable and justified (e.g. the invited Consul General in Edinburgh declined his presence at the last minute and was substituted by the Deputy Consul General and the Honorary Consul of the Dundee Area).

The projects intended audiences were the visitors from the two twinned communities in France in Germany and the residents of the host community. The project made use of a number of volunteers from Inchture (host community). The total number of participants from France and Germany was 66 (fewer then the originally planned 75) but this was reported as not having restricted the activities planned during the programme.

The project was advertised in the local newspaper, local community websites and on Facebook. Since elements of the project were open to the public and gained some interest (evidenced by 100 participants to the exhibition), it can be assumed that it has reached at least some people with neutral/sceptical view of the EU.

Given the relatively low budget and the number of activities, the project can be considered to be good value for money.

Score (0-5): 5

Bar a few minor changes to the original itinerary, the project's implementation was good and can be considered an example of very good value for money.

3. Results: what were the concrete results / outcomes of the project?

The results listed in PART D are clearly linked to the content of the activities and the overall objectives of the project were met.

In terms of sustainability and replicability, the project allowed for discussions with local politicians which the twinning partners reported to want to replicate in their own communities. As a result of advertising the visit in the local newsletter, a number of new hosts contacted Inchture willing to take part in future editions of the project. Follow-up meetings with communities in Perth and Kinross were planned. By having the local MEP taking part in one of the events and actively engaging with the participants, the organisers hope that the MEP has gathered evidence and anecdotal information which he can use when debating the relevant issues in a wider political setting.

Finally, showcasing how volunteering and CSOs play an important role in social life in the UK can be used as best practice and a learning-point for the French visitors.

The inclusion of an External Evaluator who attended throughout the programme was a good practice.

Score (0-5): 4

The project delivered the intended results and can be considered good practice for

twinning activities for similar communities in the future.

4. Context: did the project fit well within its context?

The organisers mention the project intended to address the common issue of climate change and its implications to rural communities and showcasing the role volunteers can have in small communities. However, there is scarce reference to deeper political and/or social context in participating communities. The key factor behind the project design seemed to be to get the participants from the three communities closer by means of social events.

Score (0-5): 3

The project references important issues but does not link to deeper political and/or social context in participating communities

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The project's plausible impact in terms of higher-level aims relates predominantly to "Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity" and "Influencing civic engagement and participation through focused projects and activities", by the many chances of inter-community interactions offered throughout the project and heavily focusing on the role of volunteers.

To some extent, it might contribute to influencing public policy, by the participation of the MEP (see point 3. Above).

Score (0-5): 3

Because of the intense interactions between the members of the three communities throughout the project, there is a clearly plausible impact on the objective of "bridging people together in Europe...". Impact on other objectives is not as clear.

Overall scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	3	Although not described explicitly in the project report, it was possible to draw sufficient knowledge on the project's grounding in credible theory.
Implementation	5	Bar a few minor changes to the original itinerary, the project's implementation was good and can be considered an example of very good value for money.
Results	4	The project delivered the intended results and can be considered good practice for twinning activities for similar communities in the future.
Context	3	The project references important issues but does not link to deeper political and/or social context in participating communities
Impact	3	Because of the intense interactions between the members of the three communities throughout the project, there is a clearly plausible impact on the objective of "bridging people together in Europe...". Impact on other objectives is not as clear.
Average and summary	4	The project delivered good value for money and was implemented successfully. It clearly linked to the objective of bridging people together in Europe and certain sustainability and replicability is likely to occur.

4.2. United Citizen – Strength of the Europe (Town twinning citizens' meetings)

Project case study title: United Citizen – Strength of the Europe
Brief description of Project
The United Citizen – Strength of the Europe (EUCIS) project was aimed at deepening the relations of two twin cities, Volpovo (Croatia) and Komlo (Hungary), as a way of contributing to constructing an ever closer Europe. The project was funded under Action 1 (Active Citizens for Europe) and Measure 1.1 (Town twinning citizens' meetings). The organiser was the Firefighting Association of the city of Valpovo, which partnered with the local authorities of the two cities, the Firefighting Association and the Association of Retired People, both from the city of Komlo. The project lasted four days, from 25 to 28 September 2013 and consisted of three activities: a workshop on communication skills, a round table to discuss topics relevant to both cities, and a sporting competition. The activities involved members of the partnering organisations mainly, except for the sporting competition which was targeted at firefighters and retirees from the two cities. The EfCP's contribution to this project was of € 11,000.
1. Theory: how well is the project grounded in credible theory?
The cities of Valpovo and Komlo are twinning towns since 2004, even before Croatia joined the EU. Hence, they have a long history of cooperation, participation and visits to each other. However, the language and citizens' lack of awareness or interest in developing closer ties are still barriers for closer cooperation. In view of this, the partners developed a project which main purpose was to strengthen the relation of friendship between the two cities through cooperation and exchange of experiences on EU topics relevant to both of them (e.g. the impact of the EU on the cities and EU policies for protection and rescue). In particular, the project aimed to achieve the following: • Representation and involvement of participants of various ages • Expansion of knowledge of the EU • Promotion of a positive image of the EU • Presentation of problems and solutions referring to EU membership • Enhanced cooperation between the partner organisations with a view to planning future activities together • Encourage other local organisations to partner, organise activities together, and apply to EU funding What linked this project to the EfCP was the emphasis put on the shared values, rights and opportunities derived from EU membership. Therefore, it is possible to say that the project related well to the EfCP, in particular to the objective of bringing people together from across Europe and contributing to identity-building and participation, as well as bringing about change building from the local to the European through association. The project also made an interesting effort to empower citizens by addressing one of the barriers for closer cooperation and dialogue between the two cities: language. In the workshop, participants learned basic phrases of Hungarian and Croatian and different aspects of each other's culture. Then they had the opportunity to mix, interact and use the tools and skills learned during the workshop. The expected result from this activity was that participants would be better prepared to collaborate and develop future projects together.
Score (0-5): 3
The project had clear objectives which linked well to the EfCP aims. It also aimed to address some of the barriers for increased cooperation and dialogue between citizens from different EU countries.

2. Implementation: was the project realistically designed and delivered as planned?

The project was implemented well and delivered according to the time plan. According to the final report, all partners were enthusiastic and responded well to the proposed activities. The project lasted four days (25 – 28 September 2013), period during which it produced the following main outputs:

- **Reception** for participants
- **Press conference** to present the project and activities
- **City tour** for Hungarian participants
- **Workshop** to acquire better communication skills (15 hours – 36 participants)
- **Round table** on 'The impact of the EU on the city of Komlo, policies and strategies before the 2004th and after" and 'Preparation and adaptation of EU policies related to the protection and rescue' (6 hours – 30 participants)
- **Sporting competition** for firefighters and retirees
- **Promotional material:** 2 banners, 100 brochures, 50 posters, 150 T-shirts, 50 stickers (with EU logo) (67 participants)

To project promoted itself effectively through the organisation of a press conference attended by local newspapers, radios and web portals, resulting in an article in one local news portal and a radio interview. The only drawback mentioned in the project's final report was that TV stations did not respond to the invitation to the press conference. The organiser was careful to mention that the project was funded by the EU during all activities, as well as on promotional material.

Another important aspect of the implementation of the project was that evaluation sheets were handed to participants to the workshop and round table to express their satisfaction with the activities. In addition, registration forms with pictures were used to record participation.

In terms of participation, the project succeeded in reaching members of the organisations involved in the project, and there is no evidence that it reached citizens who were not involved in civic activities already.

Score (0-5): 4

The project was implemented according to the agreed work plan. It delivered what it had committed and produced some tangible outputs.

3. Results: what were the concrete results / outcomes of the project?

The project was quite successful in reaching the objectives and expected results established during the application process. The main objective (i.e. to enhance cooperation and dialogue between the two cities and their civil organisations) was reached by delivering a set of activities that empowered participants to communicate better, exchange their views and experiences, and discuss the possibility of an extended (or new) collaboration. Being this the first project from civil society organisations in the cities of Volpovo and Komlo to receive funding from the EU, the project served as example of what could be done together and encouraged them to 'spread the word' in terms of the availability of EU funding for the organisation of similar activities.

The level of participation reached was relatively successful too. A total of 135 people participated in the activities, 72 Hungarians and 63 Croatians. The project also succeeded in reaching participants from all age groups. Half of participants were 30 to 65 years old, and the remaining were either less than 30 years old or over 65. It is worth noting that the number of participants coming from Komlo was greater than planned, which serves as evidences of the level of interest that the joint activities generated and also of the commitment of the partner organisations.

Attendants to the round table were mainly members of the local governments and of fire brigades in Valpovo and Komlo. This activity presented an opportunity for participants to discuss the importance, impact and opportunities offered by the EU, with a particular focus on the impact of EU policies on the daily life of citizens. It is

particularly interesting that, at the time of the activity, Croatia had recently joined the EU (July 2013). Therefore, the Hungarian participants were able to present their experiences with adopting EU policies on protection and rescue, including the adjustments they had to make and the problems encountered in the process.

The involvement of retirees in the activities also provided an opportunity to discuss one relevant topic in the EU agenda: active ageing. Retirees from the two cities got to know each other, share their experiences on the use of free time and their habits. The sports competitions were particularly important for getting to know the people from the twinned towns, interact, and participate in a relaxed atmosphere.

In relation to encouraging other organisations to partner and apply for EU funding, it is worth noting that, in a preceding EFCP call for proposals, another local project applied and received funding for a town twinning meeting, showing that EUCIS did well in encouraging other organisations to become active too.

Score (0-5): 3

The project reached the expected results and set the basis for future citizen activities and cooperation between the two cities.

4. Context: did the project fit well within its context?

There are three important aspects of this project which show that it had a good understanding of the local context and main issues, and that it succeeded in addressing these in the different activities implemented. One was that it was launched shortly after Croatia became member of the EU, which enhanced the interest and relevance of the discussions on EU policies and opportunities derived from this membership.

The other aspect was that it took the opportunity to focus on concrete themes that interested both cities and that were linked to the EU. This was particularly the case of the EU strategies related to protection and rescue that were discussed during the round table. Both cities are close to the rivers of Drava and the Danube and have experienced flooding caused by climate change during the last years. Therefore, it was important that the project provided an opportunity to discuss how the cities could respond on a coordinated manner in the framework of the relevant EU strategies and policies.

Finally, the project activities also coincided with craft fairs that take place in Volpovo every year. This provided an opportunity for Hungarian participants to be in contact with Croatian culture.

Score (0-5): 4

The project showed a very good understanding of the context in which it was implemented and built on this successfully.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

This project served mainly to increase awareness of the possibilities offered by the EU and also to inspire other organisations on what could be done together with the neighbouring country. Moreover, most of the themes that resonated in the activities (i.e. EU citizenship, active ageing, protection and rescue, intercultural dialogue, climate change) were relevant to the EU agenda or the EfCP. As it was mentioned before, the fact that it was the first project of this sort that was implemented in both cities after the accession of Croatia to the EU made it a unique opportunity to flag what belonging to the EU means and what are the benefits of bringing people together to discuss topics that are of common interest.

Hence, the project main successes were to:

- Strengthen the relationship between the partner organisations
- Encourage members of the partner organisation to actively participate in joint civic and social activities

- Inspire members to organise new projects, include other civil society organisations, and apply for EU funding

Drawing from this, it is likely that civil organisations from the two cities continue and enhance dialogue, interaction and cooperation, thus contributing to building a closer Europe.

Score (0-5): 3

The project was small and involved a relatively small group of people; however it served to inspire participants on what they could do together and set an important basis for future association and cooperation.

Evaluation area	Score (0-5)	Explanation
Theory	3	The project had clear objectives which linked well to the EFCP aims. It also aimed to address some of the barriers for increased cooperation and dialogue between citizens from different EU countries.
Implementation	3	The project was implemented according to the agreed work plan. It delivered what it had committed and produced some tangible outputs.
Results	3	The project reached the expected results and set the basis for future citizen activities and cooperation between the two cities.
Context	4	The project showed a very good understanding of the context in which it was implemented and built on this successfully.
Impact	3	The project was small and involved a relatively small group of people; however it served to inspire participants on what they could do together and set an important basis for future association and cooperation.
Average and summary	3	The project delivered what it had promised and obtained some concrete results in terms of citizens' participation and association. It also did a very good use of the opportunity that the recent accession of Croatia to the EU provided in terms of accessing to EU funds and promoting EU policies and strategies.

4.3. nEUlakes (Networks of twinned towns)

Project Case-Study title: nEUlakes
Brief description of Project

The nEUlakes project sought to create a participatory network of European cities neighbouring lakes and thereby provide a structure to exchange best practices and discuss innovative ideas on how to valorise lakes in social, cultural, environmental and economic terms within the EU strategy for sustainable and inclusive growth.

The project funded under **Action 1: Active Citizens for Europe, measure 1.2: Networks of Twinned Towns**, and was implemented from 1 February 2013 to 29 August 2014 (lasting approximately 18 months). The lead partner was the Municipality of Iseo in Italy and the allocated grant amounted to €150,000. Activities consisted of meetings in five cities neighbouring lakes in four Member States, each of which lasted four days and was dedicated to a specific theme. These were:

- Lakes, local identities and European citizenship
- Lakes and environmental protection
- Lakes and sustainable tourism
- Lakes, healthy lifestyle and active ageing
- Lakes and public governance

The project directly involved **477 participants from 11 nationalities** (including third countries) and diverse ages, as well as some disadvantaged groups.

These themes were brought forward using a broad range of activities, including conferences, shows, exhibitions, fairs. In the framework of these activities, the organisers aimed to actively involve participants in the discussion of their respective experiences, whilst promoting innovative ideas and sharing best practices on ideas and tools for the valorisation of lakes locally. The meetings also provided an opportunity to share information on various EU policies and present the EFCP.

1. Theory: how well is the project grounded in credible theory?

The project sought to create a participatory network of European cities close to lakes through the organisation of five events (including such activities as a fair of local products, conferences, guided tours, exhibitions and shows) over the course of a year. Citizens were encouraged to present their personal experiences on different themes relating to local identities, memory, traditions and cultural heritage, as well as active aging and active citizenship.

The idea was that bringing together citizens, municipalities, officials and decision makers to share experiences and discuss ideas would lead to the spread of best practices and the establishment of sustainable links between the cities and organisations involved.

nEUlakes sought to increase the mutual awareness of cultural heritage while emphasising common values. The project also had a clear focus to facilitate the exchange on historical, cultural and social specificities between citizens of different parts of Europe, in order to foster a feeling of "unity in diversity" and develop "a strong sense European identity.

These aims are broadly aligned with the EFCP's objectives.

Score (0-5): 3

While there is limited evidence in the report suggesting a potential of the project to influence behaviours and attitudes, the themes discussed are relevant and the project involves the direct participation of citizens.

2. Implementation: was the project realistically designed and delivered as planned?

The project had clearly stated objectives and was **delivered largely according to plan**, with five events of five days each carried out over a period of 18 months. The

main **change** that was necessary from the original project proposal involved replacing several partners who were unable to participate. This led to the addition of three additional Member States to the project.

nEUlakes had 477 direct participants, who were directly engaged in project activities.

The report states that the project, its aims and activities were **publicised** by all partners through their websites, press releases and flyers, though it does not provide details on the audiences reached through such dissemination activities. It also notes that relevant associations in each partner area contributed to disseminate the project results. Participants themselves were kept updated on the upcoming activities through emails.

Several **communication tools** were developed for the general public: a project website **www.neulakes.eu**, created at the inception of the project which presents the project aims and partnerships, and was regularly updated. Other communication tools included posters advertising project activities, press releases in local newspapers; interactive DVD and a five-minute video promoting European lakes. No data was available on these tools, such as visitors to the website, distribution figures for posters and DVDs and press generated, making it difficult to judge the extent to which the project reached beyond its direct participants.

The report presents a target audience from various backgrounds, including individuals from a number of disadvantaged groups. It is difficult to determine from the report whether and to what extent these audiences were already engaged in civic activities or favourable towards the EU.

Score (0-5): 2

The project was implemented according to plan and reached a larger number of countries than originally envisaged. It also had a detailed and well executed communication campaign. However, more data on the actual reach of the project would be needed to assess the extent to which it reached audiences beyond direct participants.

3. Results: what were the concrete results / outcomes of the project?

The report successfully brought together participants from 10 member states.

It presented opportunities to be replicated although it was very comprehensive and potentially had exhausted issues of interest to the cities neighbouring lakes, thereby limiting any future cooperation to being repetitive.

nEUlakes brought together citizens, municipalities and public administrators well as decision makers to share experiences and discuss innovative ideas about the valorisation of their heritage relating to lakes from a social, cultural, environmental and economic point of view within the framework of European integration and of the EU strategy sustainable and inclusive growth.

The report argues that activities such as the organisation of a fair of local products, conferences, guided tours, exhibitions and shows presented an opportunity for citizens to present their personal experiences on different themes such as local identities, memory, tradition and cultural heritage.

There are indications that nEUlakes increased the mutual understanding of those directly involved and gave citizens the possibility to discuss and share on their common values, as well as exchange on historical and cultural peculiarities, thus fostering a feeling of "unity in diversity" and potentially contributing to the development of a sense of European identity.

Score (0-5): 3

While it is difficult to assess the extent to which the project sought fostering behavioural changes, there is an indication that the participants were moved by their experiences and stimulated to share with their peers from other member states.

4. Context: did the project fit well within its context?

The project addresses successfully a range of issues (local identities, sustainable tourism, and environment) that are very relevant to people inhabiting those territories. These theme strongly link with local circumstances of the participating localities.

Little evidence in the report shows how the project links to European integration and EU priorities. In this respect, the report notes that European policies and the Europe for Citizens programme were "presented" to citizens and delegates whilst the project ran, through talks and presentations during the events, without explaining how this links with the other activities in the project.

Score (0-5): 2

The project fit well within the local context, but demonstrated little concrete link to EU policies and priorities.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The overall impression from the report is that nEUlakes appears to be a successful local initiative.

Evidence in the report suggests that it has had a limited reach beyond the direct participants, and also focussed on issues, which although are relevant locally, do not necessarily fit with the programme's objectives. We find, in particular, that there is no actual link between most of the project activities and the key areas of EFCP.

Score (0-5): 2

Whilst successful on a local scale, there is little evidence to demonstrate the potential for impact of the project on an EU level.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	3	While there is limited evidence in the report suggesting a potential of the project to influence behaviours and attitudes, the themes discussed are relevant and the project involves the direct participation of citizens.
Implementation	2	The project was implemented according to plan and reached a larger number of countries than originally envisaged. It also had a detailed and well executed communication campaign. However, more data on the actual reach of the project would be needed to assess the extent to which it reached audiences beyond direct participants.
Results	3	While it is difficult to assess the extent to which the project sought fostering behavioural changes, there is a strong indication that the participants were moved by their experiences and stimulated to share with their peers from other member states.
Context	2	The project fit well within the local context, but demonstrated little concrete link to EU policies and priorities.
Impact	2	Whilst successful on a local scale, there is little evidence to demonstrate the potential for impact of the

		project on an EU level.
Average and summary	**3**	A very successful project on a local scale, nEUlakes had potential to engage citizens in its activities. The link with EU priorities and key areas seems a little weak, and the emphasis of the project appears to be placed on culture rather than civic participation.

4.4. Young Flow – network on dialogue between young people and public institutions festival (Networks of twinned towns)

Project Case-Study title: Young Flow – Network on Dialogue between Young People and Public Institutions Festival (Flow4YU)
Brief description of Project –
Young Flow – Network on Dialogue between Young People and Public Institutions Festival (Flow4YU)
Various EU countries – led by Cervinia (Italy) and involving cities in Italy, Sweden, Finland and Croatia
Action 1: Active Citizens for Europe
Networks of Twinned Towns
September 2011 to August 2013
Budget – figure not given
The Project was coordinated by municipal authorities and young people from the Italian city of Cervia who collaborated with authorities and partners representing cities in three other EU countries namely Croatia (Dubrovnik), Sweden (Mjolby) and Finland (Jyvaskyla, Inari and Rovaniemi) as well as two other cities in Italy (Ravenna and Fidenza). The genesis of the Project was the common challenge identified by the partners, namely that of how local authorities can build effective dialogue with young people. The context going forward was how to ensure that initiatives and projects developed by local authorities and targeted at young people could have better results and increased levels of participation by young people than at present. The two main objectives of the Project were to:
• Promote a more interactive and constructive dialogue between young people and public authorities at local and European level
• Develop more attractive, inclusive and engaging communication channels, tools, methods and content.
The Project organised a series of events and activities at transnational as well as at local level. These consisted of: a transnational start up meeting in Ravenna, Italy to agree Project roles and responsibilities, events, communications strategy and evaluation tools; local meetings where each partner brought together young people with local actors involved in municipal affairs; transnational co-ordination meetings as well as transnational youth meetings; and a final transnational event held in Dubrovnik (Croatia) to conclude the Project. The Project ran from September 2011 to August 2013.
1. Theory: how well is the project grounded in credible theory?
The Project fits under the Europe for Citizens Programme strand of 'Active Citizens for Europe' in supporting Projects aimed at town twinning and bring citizens together from different towns and cities across Europe. There is a credible theory of intended structural change that underpins the Project through its attempts at making municipal policy and decision making more democratic and representative by involving greater numbers of young people in those processes. This, in turn, seeks to encourage young people to get more involved and increase their rates of civic engagement and participation through a 'bottom up' change process.
The Project also fits with a number of the overarching themes and change outcomes of the Europe for Citizens Programme in terms of building identity, building an ever closer Europe, EU participation and commitment to the EU as well as individuals, organisation and structural change and civic participation and engagement. It also fits with the dissemination and valorisation themes and that of cross-fertilisation by

simultaneously bringing together people and organisations from different countries and at different levels and disseminating the outcomes. It seeks to achieve change in a number of ways. It attempted to strengthen links between municipal authorities and young people, at local and transnational level, and to bring better understanding of the needs of young people and of how municipal policy and decision making takes place along with better understanding of how to communicate with larger numbers of young people. It was hoped that through such awareness raising attitudes of municipal authorities and young people to each other would change and be improved, leading to stronger partnerships in involving more young people, in the towns and cities in which they live, in the local decision making processes across a number of European countries. This would, in turn, build young people's sense of efficacy and empowerment and encourage them to continue to be involved in civic engagement and participation as they progress in their lives at local, national and European level.

The Young Flow (Flow4YU) Project sought to promote changes in knowledge, attitudes and behaviours in the following ways.

Knowledge - to improve knowledge of municipal authorities of needs of young people and of how to better communicate with them through information and communications technologies and at the same time to improve the knowledge of young people about municipal decision making, how local democracy works and how they can get involved and get their voice and interests better represented.

Attitudes - to change attitudes of young people towards municipal authorities and, at the same time, of those in municipal authorities to young people as a representative group.

Behaviours - to create stronger partnerships between municipal authorities and young people at local level and to build greater synergy. This in turn alters behaviours by encouraging more young people to engage with municipal authorities and explain their wants and needs while encouraging municipal authorities to be more open in reaching out to larger number of young people to explain decision making and to involve them as active partners in it.

The Project had a clear and consistent approach to participatory citizenship in looking to get young people more engaged and involved with decision making in their local municipalities. However, how that approach played out in each municipal location of the Project varied because of the particular municipal; context and the nature of the actors involved. The Project employed a range of learning styles given the ambition is to encourage greater dialogue and discourse between those who run municipalities and young people who live in those municipalities. There was a strong emphasis in all locations on democratic learning and learning together. Given the context for the Project was municipalities and young people in those areas it was clearly about participatory citizenship as learnt activity in contexts within in which young people and those in municipal authorities were familiar so it was 'situated learning'.

The Project also encouraged participatory outcomes by seeking to educate young citizens to be responsible and participatory and to strive for rights and fairness in relation to decision making in their municipal areas. There were also elements present of both horizontal and vertical participation. The horizontal came in the form of bringing young people together on local issues that matter to them and the vertical in encouraging them to engage with policy and decision makers in municipalities. There was also evidence of the innovative use of new technologies in the range of formats use to disseminate the Project outcomes to wider groups of young people across all town sites via websites, social media outlets, posters, videos, cultural channels on

radio and TV and campaigns.

Score (0-5): 3

There is clear evidence that the project was grounded in a credible theory of 'bottom up' structural change by encouraging active dialogue between young people and elected municipal authorities in a number of European locations and sharing the learning and outcomes.

2. Implementation: was the project realistically designed and delivered as planned?

There is clear evidence that the Project succeeded in meeting its aims and objectives. All the planned events and activities took place at local and transnational level, though not all participants were able to attend the transnational events because of economic difficulties. All the communications activities also took place with press conferences at the start and end of the Project and also after each European event. There is strong evidence that the Project reached its target audiences among young people in the municipalities across the countries as well as those local politicians and municipal authority officials, and got its messages to larger groups of young people following the local and transnational events and activities. In reaching its target audiences the Project was also able to affect attitudinal, individual, organisational and structural change. Politicians and municipal officials were, due to engagement in the Project, now much more aware of the needs of young people and of how to reach out to them in language and communications that they were comfortable with. Young people also reported in the Project evaluations welcoming the opportunities to have their views heard and to initiate dialogue with municipalities. All the municipalities involved reported that, following the Project involvement, they adjusted and improved the channels and mechanisms for engaging with and involving young people in the local decision-making process. The transnational youth meeting was particularly effective in building European identity and knowledge and understanding, with young people seeing themselves as members of local communities but also EU citizens. Indeed following the transnational youth meeting the young people produced as set of '10 Golden Rules' to improve dialogue between young people and political decision makers at all levels of the system. The Project evaluations reinforced the learning that Project participants had achieved through their participation. It also highlighted the high degree of ownership that participants had in the Project and its activities and outcomes.

There is also clear evidence that the Project promoted cross-fertilisation of people, organisations and ideas and encouraged cross-context and cross-national participation and engagement in terms of the range of countries and municipalities involved. There is also evidence provided of the reach of the communications strategy in getting messages to larger groups of young people in each municipality and encouraging there engagement and participation.

Score (0-5): 3

There is evidence that the project was realistically designed and delivered as planned across it timescale and location sites across a number of municipalities in European countries

3. Results: what were the concrete results / outcomes of the project?

There is clear evidence that the project generated tangible results/outcomes. This is because the Project had a detailed communications strategy to disseminate its progress and outcomes to a range of target groups and audiences at local level across all participating municipalities as well as at transnational level. The Project employed a wide range of approaches to get it messages out to participants and to around 80,000 more young people across the municipalities as well as the wider public in those municipalities during its lifetime. Many of these approaches were replicable across participating countries and municipal contexts. They included 14 press releases at the

start of the Project and before and after transnational meetings and events, 15 newspaper articles in a range of languages in municipalities, 15 video interviews uploaded onto YouTube and radio broadcasts in Finland and Italy.

The Project also attempted to ensure that it left a strong legacy that people could follow and be inspired to put the Project learning and outcomes into operation in their context. This legacy included:

- A Project brochure with 1200 copies produced in English and in a range of languages related to the participating countries. The brochure was widely distributed within and across municipalities
- A Project DVD with 1000 copies made charting the life of the Project and its outcomes. This was widely distributed to schools, youth associations across participating contexts and countries.
- A Project website set up by the municipality of Jyvaskyla at http://www.flow4yu.eu/ with all the Project's details, information and outcomes in one place.
- The creation of two Facebook pages with one in English and one in Italian
- A Project documentary and 15 video interviews uploaded on YouTube
- Various follow up newspaper articles and radio interviews

It was a one-off Project that achieved what was planned and left a legacy in the form of it outcomes and where they have been deposited so that others can access them. It is unlikely the Project will be replicated in the same form in the future as it achieved its outcomes. However, there is the potential to take the concept of bringing municipalities together across countries to focus on how well they engage with and involve young people in the local decision making process in the future.

There is no evidence of the Project being able to generate further funding beyond its 12 month period for a continuation of the Project. However, there is some evidence that some of the municipal partners attempted to sustain and create cooperation networks building from the partnerships established during the Project. This was particularly the case with the municipalities of Jyvaskyla, Dubrovnik and Cervia. Cervia and Dubrovnik put in a further bid to the Europe for Citizens Programme in 2013 to keep long-lasting cooperation going between the two municipalities but it is unclear whether it was successful or not.

Score (0-5): 3

There is clear evidence that the project generated tangible results/outcomes based on a strong communications strategy that ensured those results/outcomes were collected and disseminated widely as a legacy of the project.

4. Context: did the project fit well within its context?

There is limited evidence from the Project on contextual factors that affected the conduct of the Project at a number of levels. The contextual factors that affected the conduct of the Project, largely positively, were those concerning:

- The Project was grounded in the real issues about the challenges municipalities faced in engaging with young people on matters that affected them. This challenge explains why the municipalities who signed up to participate in the Project did so i.e. it their participation was grounded in their particular contexts.
- At national/municipal level there were attempts to fit the Project into the particular history of the municipality and the ways that young people accessed

and engaged with information so that information on municipal politics could be made accessible to them

- At EU/EC level the EACEA monitoring report makes note of the strong partner links created across European/EU participating countries and this is further shown in the attempts by a number of municipalities to continue to work together on this issue going forward by accessing further European funding

However there is limited evidence available beyond this.

Score (0-5): 2

There is evidence of attempts to fit the project within its context at municipal, national and European level and signs of some success. However, the evidence available is limited.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The plausible impact of the project on the programme's higher-level objectives is difficult to gauge. There is evidence that during its two year lifetime was beginning to have an impact on a number of higher level aims and objectives including building European identity and belonging, bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity, bringing about change building from the local to the European through association and influencing civic engagement and participation through focused projects and activities, with some influencing on decision-makers and public policy. This impact was particularly noticeable in the second year of the Project.

There is evidence that the Project built and sustained momentum during its two years of funding. This building was incremental with the first part of the Project about starting up and agreeing a plan of action among the various partners and the second part about then putting that plan of action into operation across all sites. The momentum really came in the second year of the project with the local and transnational activities and the communications outreach to larger numbers of young people. The Project identified a range of partners across all sites and made considerable efforts to keep all partners and target audiences linked to the Project, though there is some evidence of a drop off in participant numbers in some municipalities over time. The EACEA monitoring inspector wrote positively in the external evaluation report about the Project of the strong partner links seen at the final Dubrovnik event.

However, once the Project's two year funding came to an end it is difficult to gauge the extent to which this cumulative impact was sustained at individual municipality level and across participants and municipal authorities. Certainly some seeds for real shift in culture and practice in relation to the engagement of young people in municipal civic participation had been sown but how far those continued to take root is hard to judge.

Score (0-5): 2

There is evidence of impact on higher-level objectives during the life of the project and particularly in its second year but it is hard to gauge how far that impact was sustained within and across municipalities once the project funding ceased.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation

Theory	3	Evidence that the project was grounded in a credible theory of 'bottom up' structural change by encouraging active dialogue between young people and elected municipal authorities in a number of European locations and sharing the learning and outcomes.
Implementation	3	Evidence that the project was realistically designed and delivered as planned across it timescale and location sites across a number of municipalities in European countries
Results	3	Clear evidence that the project generated tangible results/outcomes based on a strong communications strategy that ensured those results/outcomes were collected and disseminated widely as a legacy of the project.
Context	2	Evidence of attempts to fit the project within its context at municipal, national and European level and signs of some success but the evidence is limited.
Impact	2	Evidence of impact on higher-level objectives during the life of the project and particularly in its second year but it is hard to gauge how far that impact was sustained within and across municipalities once the project funding ceased.
Average and summary	3	The two-year funded duration of this project and the fact that it was founded on a clear theory of 'bottom up' engagement with young people leading to changes in attitude and behaviour gave the project an advantage in terms of these evaluation areas. It meant that it was able to build momentum in terms of implementation, particularly in the second year, leading to clear results/outcomes and some flexibility in responding to contextual issues. However, the end of the funding makes it hard to gauge the extent to which the momentum and continued impact was sustained over time.

4.5. AFLRA (The Association of Finnish Local and Regional Authorities, citizens' projects and support measures)

Project Case-Study title: AFLRA (The Association of Finnish Local and Regional Authorities)
Brief description of Project –
The aim of the project was to create a network of those officials responsible for coordination, implementation as well as political preparation of EU, international and town twinning affairs in all Finnish municipalities (in 2008 - 348) and municipality-based Regional Councils (in 2008 - 19) - to be called later *EU and International Network* and provide it with efficient tools and skills for mutual learning and networking and for developing new ideas and methods for the promotion of town twinning and its quality in general and wider participation in European work in particular by thematic networking of twinned towns. This network was also meant to be an important contact and cooperation partner for AFLRA in its international and twinning work. The project took place between January and December 2009. The grant awarded to this project was 31,769 €. It had 260 direct participants (240 from FI, 8 from EE, 7 from LT and 5 from LV). The main target group was those responsible for EU, international and town twinning activities in Finnish municipalities and regional councils (EU and international Network), but the project events were also open to NGOs and other stakeholders involved and interested in town twinning activities and European networking The Finnish-Baltic workshop convened twinning and international officers of the Finnish and Baltic local government associations as well as representatives of municipalities interested in the promotion thematic networking of Finnish-Baltic twin towns.
1. Theory: how well is the project grounded in credible theory?
The project revolved around 4 main activities: - Regional training and information seminars organised in Western, Southern and Eastern Finland   - Project tools: EU and International Network and an interactive group site in the extranet for it   - Workshop for thematic networking of Finnish and Baltic twin towns in Helsinki/Porvoo on 2-3 September 2009   - Final seminar of the project in Helsinki on 9 September 2009   The project essentially sought to promote regional and sub-regional networking of the participants and to identify possible regional priority themes for European cooperation projects. During the trainings, keynote speakers highlighted current and future challenges of the EU and the European issues particularly pertinent to local and regional governments followed by questions from the audience and discussion. The first activity was also carried out in close cooperation with the Europe for Citizens Point Finland. The aim of the project for support measures to town twinning was to create an active network of key actors in Finnish municipalities and regional councils and improve their skills, knowledge and understanding of the objectives, priority themes and horizontal features of the programme so that they in turn in their respective organisations could act as multipliers and disseminate information and take actions to activate and increase town twinning and other forms of citizens participation in the European work. The Finnish/Baltic workshop tried to find best ways and means to promote thematic cooperation between older and newer member states. The project strongly relates to the EFCP's objective of *Bringing about change building from the local to the European through association*.
Score (0-5): 3

The report presents evidence that the project is very relevant locally and also reaches out to the neighbouring member states. Its scope is somehow limited.

2. Implementation: was the project realistically designed and delivered as planned?

The project had well defined objectives and mapped out its methodology clearly. It also presented a good value for money given the number of direct participants in relation to its budget.

The project lasted a year and was fairly ambitious, spanning over 4 member states and engaging 260 direct participants.

The EU and International Network as well as all project seminar events were open to NGOs and other stakeholders involved in town twinning fostering thus cross-fertilisation.

Communication tools developed for the project included:

- A publication on the background objectives, implementation and results of the project, produced by AFLRA on the basis of seminar presentations and discussions and other background documents. It tried to highlight the themes and points of interest with the view to support and develop town twinning and thematic networking. The publication has been distributed to participants in the project events as well as to all municipalities and regional council and other interested parties. It was also published on the website of AFLRA.
- An interactive group site in the extranet of AFLRA has been created for the EU and International Network. All those officials in Finnish municipalities and regional councils who are responsible for coordination and implementation of EU, town twinning and other international affairs as well as all other parties Interested in these themes are invited to join the network and the group site. The group site was meant as a communication tool where the members of the network can quickly and easily exchange information, know-how and best practices, develop new ideas and methods e.g. for the promotion of twinning and its quality by thematic networking, keep a common calendar, save documents and take part in discussions.

The project scores highly on the development of these innovative tools.

Score (0-5): 4

The project scores highly for communication activities, organisation and value for money.

3. Results: what were the concrete results / outcomes of the project?

The international component of the project was a workshop for the promotion of thematic networking of Finnish and Baltic twin towns. The workshop was prepared in co-operation with the twinning officers of the Baltic local government associations in order to identify possible themes of common interest for the network of twinned towns and to collect the Baltic delegations from municipalities interested in thematic networking. The report states that the workshop attracted great interest in the Baltic municipalities and for that reason larger delegations than preliminary budgeted were allowed, the fact that was foreseen in the renewed budget of the project accepted by the EACEA.

A wide network of actors committed to promote European affairs in Finnish municipalities and regions was created (EU and International Network), with the relevant tools for its successful functioning. The interactive extranet group site of the network could potentially have been an efficient means of communication and discussion forum on European issues. The extranet is also a learning network where members of the network can exchange experiences and best practices on their European cooperation projects. This network is the partner for AFLRA in the promotion of town twinning and European issues.

Based on the information contained in the report, it appears that the participants to

project seminars got a good picture on the Europe for Citizens Programme and in particular on its support measures to town twinning, thereby fulfilling one of the key objectives of the project which is make known the value of town twinning as an important European cooperation network. Evidence also suggests that the project succeeded to encourage and advise municipalities and regional councils actively make thematic network projects on the themes of both local and European interest with their own twin town partners or preferably with new ones or join as partners in the thematic networks of other applicants. The project has clearly increased interest in the concept of thematic networks of twinned towns and appears to have strengthened the contacts and cooperation between the twinning and international officers of the Finnish and Baltic local government associations and future concrete projects and partnerships between them have already planned in order to further Finnish / Baltic networking (extranet in English, country and culture presentations on websites). The report states that, in addition to environmental issues some other themes (social and poverty exclusion, employment. tourism) were already identified for establishing thematic networks between the participating municipalities.

Score (0-5): 5

Based on the report, it appears that the project has exceeded the outcomes initially expected upon assessing its theory.

4. Context: did the project fit well within its context?

The report explains in details the local context in which the project took place. In Finland, in 2009 was most newly elected municipal councils began their term and were to decide on EU, international and twinning policies of their municipalities for the years to come in an environment aggravated by the global economic crises that has hit hard also on Finnish local governments. Finnish municipalities have been most active in town twinning for more than half a century with their 1400 twinnings in more than 40 countries, most of them in Europe. However, the existence of the many town twinnings were in question owing to local government restructuring and other contextual factors. It appears that, at the time the project was initiated, many municipalities sought new approaches and solutions to keep town twinning alive and make it an attractive instrument for European and international cooperation for municipalities.

Furthermore, the report clearly highlights the importance of the geographical partnership between Finland and the Baltic states, which could be reinforced through the town twinning movement.

With this in mind, the fact that the project was designed under these considerations is indisputable. Its link with EU policy and priorities is slightly more tenuous. Nevertheless, it appears that participants have been sufficiently informed on the European dimension and the importance of town twinning for European integration.

Score (0-5): 4

Based on information contained in the report, it is obvious that the project addressed the relevant contextual factors, especially on a national level, in the best possible manner.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The report suggests that the project has consolidated the EU and International Network as quite a number of new members have joined the network and the extranet group site. The project events enabled important personal contacts and exchange of ideas between the members of the network thus improving their mutual knowing and learning. Evidence supports that the project has increased the knowledge among the network about the EU and in particular the funding and other possibilities offered by the Europe for Citizens Programme for developing town twinning.

The EU and International network as well as the project events were open to all

stakeholders involved and interested in town twinning and European networking and the report notes that quite a number of representatives of various NGOs and civic organisations took part in the project seminars. The politicians and decision-makers at local and regional levels can be reached via members of the network whose function is to prepare items to be taken on the international agenda for discussion and approval by the political bodies in municipalities and regions.

The report also notes that the launching of the project and information on its events was published by the media service of AFLRA and also on the main news page of its website with 150 000 daily visitors. In addition, the project was promoted widely via post, email, AFLRA's website, events calendar, newsletters and the Municipal Fair marketing to all municipalities and regional councils and other interested parties.

The report states that AFLRA have received positive feedback on the project and in particular on the new tools offered for the network for mutual communication and learning. Discussions on several topics suggested in the regional seminars have been started on the group site. Through this group site AFLRA is continuously in contact with the members of the network and has exchanged views on the results of the projects and got useful input for the development of its own work.

It is further highlighted that AFLRA as well as the EFCP Contact Point received more inquiries than before from Finnish municipalities and regional councils concerning the EFCP and its support measures to town twinning and their applicability to their planned town twinning projects.

Score (0-5): 5

Overall, a very successful project, particularly with regards with its small budget.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	3	The report presents evidence that the project is very relevant locally and also reaches out to the neighbouring member states. Its scope is somehow limited.
Implementation	4	The project scores highly for communication activities, organisation and value for money.
Results	5	Based on the report, it appears that the project has exceeded the outcomes initially expected upon assessing its theory.
Context	4	Based on information contained in the report, it is obvious that the project addressed the relevant contextual factors, especially on a national level, in the best possible manner.
Impact	5	Overall, a very successful project, particularly with regards with its small budget.
Average and summary	4	A clear, thought through concept in line with contextual factors. Very good value for money. Results exceeding expectation. Very good indications that this project will foster further cooperation.

4.6. EU citizen direct management (citizens' projects and support measures)

Project case study title: EU Citizen Direct Management
Brief description of Project
The EU Citizen Direct Management (EUCDM) project consisted of four training sessions targeting executive secretaries of local councils and municipalities in Malta and Spain. The sessions were aimed at improving the services delivered to citizens by their respective municipalities, as well as to foster cooperation between the partnering organisations and cities involved in the initiative. Two training sessions took place in Malta and two in Spain (Barcelona and Madrid) between 31 May 2011 and 17 December 2011. The project was funded under Action 1 (Active Citizens for Europe) and Measure 2.2 (Support Measures) which aims at supporting activities which may lead to the establishment of long-lasting partnerships and networks reaching a significant number of stakeholders promoting active Europe citizenship. The project was led by an association of local councils in Malta (Assocjazzjoni Segretarji Ezekuttivi Kunsilli Lokali - ASKLM) which partnered with a similar organisation in Spain, COSITAL. The EfCP's contribution to this project is estimated to be of circa €40,000.[8]
1. Theory: how well is the project grounded in credible theory?
The project was framed under Action 1 (Active Citizens for Europe) of the EfCP which is aimed at contributing to the following specific objective: bringing together people from local communities across Europe to share and exchange experiences, opinions and values, to learn from history and to build for the future.[9] In particular, Measure 2.2 under this Action is specifically targeted at supporting training and information sessions, as well as at creating platforms and networks promoting active Europe citizenship.[10] In line with this, the EUCDM project was about bringing together executive secretaries and civil society organisations from different towns in Malta and Spain, and engaging them in a series of training sessions and discussions. In these sessions, it was expected that they interacted and learned from each other, acquired new skills and knowledge for an efficient provision of public services, and exchanged information on their cities' history, culture and traditions, while promoting tolerance and mutual understanding. Moreover, one of the sessions was specifically dedicated to town-twinning and participants were encouraged to develop and/or sustain town-twinning relations between them. With the objective of contributing to developing a sense of 'ownership' of the EU among participants, the project also included sessions to discuss three major EU social issues: employability, poverty and social inclusion. Participants were expected to present and analyse the situation of their municipalities in relation to the three issues and develop strategies to address them. In view of this, it is possible to say that the project's theory linked relatively well with the aims of the EFCP and, in particular, of Action 1 and Measure 2.2. However, it is important to note that the main target audience where local public officials, and not

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[8] The project's final report did not include information on the project's budget. Hence, the source for this figure is an article on a newsletter from the Malta – EU Steering Committee and Action Committee (MEUSAC): www.meusac.gov.mt/file.aspx?f=1264.

[9] http://eacea.ec.europa.eu/citizenship/programme/action1_en.php

[10] Programme guide 2013.

citizens. Moreover, the civil society organisations engaged in the project were meant to participate only in the discussion of EU social issues. Hence, it is difficult to identify clearly how the project was expected to contribute to effective civic participation and engagement at EU level.

Score (0-5): 2

The project's rationale related relatively well to the objectives of the EFCP. However, given that it focused on engaging mainly public officials, it is unlikely that the project would have some impact on active civic participation at EU level

2. Implementation: was the project realistically designed and delivered as planned?

In practical terms, the project was implemented well. According to the final report, there were no major changes in relation to the application, only a few related to the dates and logistics for the training sessions. The project lasted six months and a half (31 May 2011 to 17 December 2011), period during which it implemented the proposed four training sessions. According to the final report, feedback received through the evaluation forms distributed among participants after the training sessions was very positive and encouraged the partnering organisation to plan future activities together.

The project budget covered logistics, travel and accommodation. Also, it included some promotion and marketing actions targeted at members of the partnering organisations, executive secretaries, local NGOs, and other stakeholders.

However, it is important to note that the actual content of the training sessions delivered moved away from the original rationale of the project. The topics covered were, for example, customer relations, performance management, policies of economic and social development, local budgets and methods of calculating the costs of public services. The training sessions were focused on providing participants with enhanced knowledge and skills to improve the delivery of public services in their community. Whilst this type of content must have been very relevant to participants' needs and interests, it was not in line with the issues addressed by the EFCP. Even though there was a respectable effort to introduce topics related to the EFCP (e.g. town-twinning) and to create a space where participants could interact and learn from each other, the project's actual implementation cannot be related easily to the objectives of the EFCP.

Score (0-5): 2

The implementation of the project moved away from the original objectives and rationale, as evidenced by the main topics covered in the training sessions.

3. Results: what were the concrete results / outcomes of the project?

According to the project's final report, the activities proposed generated a lot of interest among the target audience, resulting in a respectable number of interested participants. The partnering organisations decided to accept all applicants to participate in the training sessions as this would bring tangible benefits for their municipalities and communities.

As a result, the training sessions engaged 47 executive secretaries, 26 from Malta and 21 from Spain. The majority were between 30 to 65 years old, but there was a notable presence of young people too (less than 30 years old).

The project achieved the objectives stated in the application i.e. having participants interact and learn from each other, provide them with new skills and knowledge for an efficient provision of public services, and create an opportunity to exchange information on their cities' history, culture and traditions, while promoting tolerance and mutual understanding. Moreover, the project produced some positive results in terms of strengthening cooperation between the partnering organisations and participants to the training sessions. For example, the project served to disseminate successful examples of town-twinning relations and encourage participants to apply to

EU funding to develop town-twinning events together. The project also served to increase awareness of the EFCP as well as of the 2010 European Year for Combating Poverty and Social Inclusion.

Even though these can be considered very positive and respectable results, it is difficult that they contribute to the achievement of the objectives of the EfCP. Although there might be some future activities stemming from this project, it is rather unlikely that the project can be linked to more ambitious results such as contributing to the creation of an active European citizenship.

Score (0-5): 2

The project produced very 'soft' results with a very limited contribution to achieving the objectives of the EFCP.

4. Context: did the project fit well within its context?

The interest generated by the project and the successful recruitment of participants shows that the project leaders had a good understanding of the needs and interests of executive secretaries in Malta and Spain, as well as of the issues faced at local level. They also did a valuable effort to link the topics of the training sessions to issues related to the EFCP (e.g. town twinning projects) and other EU activities (e.g. 2010 European Year for Combating Poverty and Social Inclusion), providing participants with an opportunity to exchange information on these programmes/activities and interact with each other.

Score (0-5): 3

The project was adequate to participants' needs and interests, as well as to issues facing in their local communities.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

According to the project's final report, the likely impact of the project was related to the following aspects:

- Delivery of better services at the local council/municipality
- Raised awareness, participation and appreciation of EU projects
- Further development of town-twinning relations
- Enhanced project management skills for the coordination of future town-twinning events
- Enhanced cooperation between the partner organisations

As was stated before, these likely impacts are respectable and important from the perspective of the partnering organisations and the project participants. Also, they could potentially produce some new collaboration between the cities involved in the project. However, at least in the short-term, it is not clear that they contributed to achieving the EfCP's aims and specific objectives.

One could also question the extent to which this type of projects aimed at supporting existing organisations or citizens' initiatives via the implementation of trainings and information sessions have a real chance to contribute to the achievement of the EfCP's higher level aims when - from the outset - are not linked to any specific EfCP project.

Score (0-5): 2

The impacts that the project was likely to produce in the short or medium term are weakly linked to the achievement of the EfCP's objectives.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation

Theory	2	The project's rationale related relatively well to the objectives of the EFCP. However, given that it focused on engaging mainly public officials, it is unlikely that the project would have some impact on active civic participation.
Implementation	2	The implementation of the project moved away from the original objectives and rationale, as evidenced by the main topics covered in the training sessions.
Results	2	The project produced very 'soft' results with a very limited contribution to achieving the objectives of the EfCP.
Context	3	The project was adequate to participants' needs and interests, as well as to issues facing in their local communities.
Impact	2	The impacts that the project was likely to produce in the short or medium term are weakly linked to the achievement of the EfCP's objectives.
Average and summary	2	The project was relevant to participants' needs and interests and, in this respect, did some valuable contributions to their work as local public officials. Also, it may foster new collaboration between the cities involved. However, it is unlikely that the project will generate some broader impacts in relation to encouraging and/or strengthening European civic participation.

4.7. Neighbours: Enlarging Twinning Community (citizens' projects and support measures)

Project Case-Study title: NET – Neighbours: Enlarging Twinning Community
Brief description of Project

Project under Action 1, Measure 2.2: Support Measures

<u>General objective</u>: raising the level of stakeholders' awareness, facilitating thematic cooperation and mutual learning among the local governments.

<u>Specific objective:</u> finding new solutions for challenges created by the economic slowdown and learning for local governments (LGs) who are actively involved in development cooperation activities, and facilitation of volunteering.

<u>Organisation</u>: Latvian Association of Local and Regional Governments

<u>Partners</u>: Association of Estonian Cities, Association of Local Authorities in Lithuanian, Association of Polish Cities

<u>Duration</u>: 1 year (January-December 2011), activities taking place in March, April, May, November and December.

<u>Grant:</u> 70.329.36 EUR (80%), <u>estimated budget</u>: 87.911.70 EUR

<u>Main activities:</u>

- 4 regional thematic seminars held one each in Estonia, Latvia, Lithuania and Poland;
- 2 local workshops , one each in Latvia and Estonia;
- Study visit to Northern Ireland (Downpatrick Twinning Partnership)
- Final international conference in Latvia

<u>Participants:</u>304 (136 LV; 76 EE; 46 LT; 46 PL)

1. Theory: how well is the project grounded in credible theory?

The project set out to facilitate raising the level of stakeholders' awareness, facilitating thematic cooperation and mutual learning, possibly leading to future twinning, among the local governments from Estonia, Latvia, Lithuania and Poland, covering themes topical for the citizens. By doing that it related to the EfCP's objective of *Bringing about change building from the local to the European through association.*

In order to achieve that the project included 4 one-day-long regional thematic seminars (LGs-entrepreneurs-citizens dialogue; volunteering as a possibility to reduce social burden; LGs involvement in development cooperation; and facilitation of employment and entrepreneurship in LGs) held one each in Estonia, Latvia, Lithuania and Poland. These were accompanied by 2 local workshops with twinning projects coordinators from the 4 countries and a five-day-long study visit to an already established twinning partnership in a fifth country, to further increase the participant's knowledge on twinning and volunteering. In the end of the project an international conference was held in Latvia in which all project partners took part. The conference comprised all four themes previously looked at in each of the regional seminars.

The project run for 1 year (January-December 2011), with particular activities taking place in March, April, May, November and December.

The mix of workshops, seminars, study visit and a conference assured applying a mix of learning styles. The participants in each of the individual activities were chosen on the basis of their interest in the particular topic and their competence in the field, which highlighted the intention to make the participants personally responsible for the project's outcomes.

The fact that the participants originated from the four partnered Associations (Latvian Association of Local and Regional Governments, Association of Estonian Cities,

Association of Local Authorities in Lithuanian, Association of Polish Cities), ensured a strong civic and political (at least on the level of local politics) connection. Inclusion of the topic of volunteering was a further string civic connection.

Score (0-5): 4

The project was clear in how it set out to facilitate raising the level of stakeholders' awareness, facilitating thematic cooperation and mutual learning, possibly leading to future twinning and hence related to the EfCP's objective of Bringing about change building from the local to the European through association.

2. Implementation: was the project realistically designed and delivered as planned?

The project very clearly stated its general and specific objectives and included a very clear and detailed plan of action. It lasted for a year, from January to December 2012 and consisted of 4 regional thematic seminars held one each in Estonia, Latvia, Lithuania and Poland (topics are listed in the report); 2 local workshops , one each in Latvia and Estonia; a study visit to Northern Irish Downpatrick Twinning Partnership and a final international conference in Latvia.

The project's target audiences / participants were twinning officers of local governments and elected representatives of municipalities, affiliated in the participating organisations. The project successfully worked with partners from different countries, having planned activities in all four. Inclusion of the study visit to the fifth country (Northern Ireland) to visit an already established twinning partnership gave additional added value. The project did not directly address people who were not already participating in civic activities, or who had a neutral or sceptical view of the EU.

In terms of communication, promotion and publications, the project included creation of a DVD (distributed in 200 copies to the municipalities represented by the partners: local government politicians, employees and other stakeholders) depicting the real local governments' twinning meeting including preparation work and interviews with local governments' representatives. The DVD was subtitled in English, Estonian, Latvian and Lithuanian. Additionally, publications on project's topics were prepared and disseminated in the Latvian magazine "Window" and via the electronic newsletter and the organiser's website.

The changes made in comparison to the original application related to altering the initially planned dates of the activities, due to the busy schedules of the stakeholders involved. Additionally, the report mentions changing the venue of the study visit, although it is not clear whether this meant the actual venue of the meeting, country, or organisation visited. No information of the changes' impact on the project budget is given.

Taking into account the number of participants, the project seems to have delivered good value for money.

Score (0-5): 4

The project articulated its objectives and planned actions in a very clear manner. The audiences and participants were relevant to the intended activities which were appropriate for ensuring the international dimension of the project. The changes introduced in comparison to the original application were reasonable and justified.

3. Results: what were the concrete results / outcomes of the project?

The results listed in PART D (such as increasing knowledge on particular topics, exchange of information and best practices in given fields) are well-described and tightly linked to the content of the activities and the project's general and specific objectives.

The fact that the participants of the particular activities were chosen on the basis of their competence and interest to participate ensured ownership of the results and

guaranteed their motivation to take part; it was also a prerequisite for the efficiency of the project's activities. Because each of the four regional thematic seminars and the two local workshops had their specified theme, this provided knowledge and skills related to twinning which would be the most relevant for the given participating municipalities' representatives.

The report states that as the result of the project, the participating parties were very interested in developing sustainable cooperation by creating new cooperation networks, however at the same time makes a reservation that the future sustainability of the networks is highly dependent on the resources available in the future.

The project seems to have a clear potential policy impact, in that the participants in the seminars and workshops included representatives of local governments, who participated with the explicit intention of increasing their knowledge and becoming familiar with best practices with the view to replicate certain town-twinning activities.

No best practices are described in the final report, however the inclusion of a study visit to a fifth country (NI) might be considered one.

Score (0-5): 3

The results are well-described and tightly linked to the content of the activities and the project's general and specific objectives.

4. Context: did the project fit well within its context?

The project was relevant to the issues faced by the participants in their municipalities, i.e. particular challenges created by the economic slowdown (LGs-entrepreneurs-citizens dialogue; volunteering as a possibility to reduce social burden; LGs involvement in development cooperation; and facilitation of employment and entrepreneurship in LGs). The fact that the seminars and workshops each revolved around an even more specific theme and included participants specialising in a given issue added even more validity to the project's context.

However, there was no specific reference made to wider EU/EC policies and priorities.

Score (0-5): 2

The project was relevant to the issues faced by the participants in their municipalities, however, there was no specific reference made to wider EU/EC policies and priorities.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

By explicitly aiming to support municipalities' representatives in gaining knowledge and exchanging best practices leading to potential new twinning projects in the future, the project had a plausible impact on the objective "*Bringing about change building from the local to the European through association*". Because the project's participants were mainly local government members, and many of the workshops' and seminars' elements revolved around day-to-day practices of twinning, the project can be considered as also contributing to *Influencing decision-makers and public policy.* That being said, no concrete plans were included regarding follow-up action to implement the best practices.

Score (0-5): 3

Due to its intended theme (supporting twinning) and participants (local government officials) the project might have a plausible impact on the objectives "Bringing about change building from the local to the European through association" and "*Influencing decision-makers and public policy*". No concrete plans were included regarding follow-up action to implement the best practices

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	4	The project was clear in how it set out to facilitate raising the level of stakeholders' awareness, facilitating thematic cooperation and mutual learning, possibly leading to future twinning and hence related to the EfCP's objective of Bringing about change building from the local to the European through association.
Implementation	4	The project articulated its objectives and planned actions in a very clear manner. The audiences and participants were relevant to the intended activities which were appropriate for ensuring the international dimension of the project. The changes introduced in comparison to the original application were reasonable and justified.
Results	3	The results are well-described and tightly linked to the content of the activities and the project's general and specific objectives.
Context	3	The project was relevant to the issues faced by the participants in their municipalities, however, there was no specific reference made to wider EU/EC policies and priorities.
Impact	3	Due to its intended theme (supporting twinning) and participants (local government officials) the project might have a plausible impact on the objectives "Bringing about change building from the local to the European through association" and "Influencing decision-makers and public policy".
Average and summary	3	The activities planned as a part of the project are relevant to the Measure 2.2 and wider EfCP objectives. The project was implemented in a well-thought through way and ensured plenty opportunities for mutual learning and exchange of best practices.

4.8. *Transeuropa Citizens Festival (citizens' projects and support measures)*

Project Case-Study title: Transeuropa Citizens Festival
Brief description of Project –
Transeuropa Citizens Festival Various EU countries – UK, Germany, Romania, Bulgaria, Italy, Spain, Poland and the Netherlands Action 2: Active Civil Society in Europe Support for Projects initiated by civil society organisations 2013 – events were in Sept and Oct Budget 149,000 euros The Project was coordinated by European Alternatives who brought together a loose association of European civil society organisations (largely NGOs) across nine EU countries – UK, France, Germany, Romania, Bulgaria, Italy, Spain, Poland and the Netherlands – to run the Transeuropa Citizens Festival in Autumn 2013 in cities in each of these countries. The 2013 Transeuropa Festival in 2013 focused on the theme of active citizenship around the slogan of 'Imagine, Demand, Enact'. • Imagine was a call for people to engage in creative activities that create possibilities for action around the configuration of an alternative Europe • Demand was articulating demands and inviting people to join forces across borders to make those demands stronger • Enact was a call for action to build a bottom-up democracy across Europe. The backdrop was that the elections for the European Parliament were a year away i.e. to take place in 2014. Therefore there was a need make citizens in Europe aware of topical issues across Europe and to give them opportunities to learn about them and discuss and debate them with others before taking action. The Project organised a Transeuropa Festival comprising 10 sets of activities on the 2013 theme across 10 European cities London (UK), Paris (France) Cluj Napoca (Romania), Sofia (Bulgaria), Berlin (Germany), Bologna (Italy), Barcelona (Spain), Warsaw/Lublin (Poland) and Amsterdam (the Netherlands). These activities were designed to create a space for interaction and dialogue between civil society organisations, policy-makers and citizens on a number of topical European themes. The themes were focused around the impact of the economic crisis on Europe and included the economy, labour market, migration within Europe, migration into Europe, youth unemployment and interaction with EU institutions and politicians. The activities were varied and included debates, workshops, music events, film screenings, exhibitions, games etc… All the Festival events took place in September and October 2013.
1. Theory: how well is the project grounded in credible theory?
The Project fits under the Europe for Citizens Programme strand of 'Active Civil Society in Europe' in supporting Projects initiated by civil society organisations. It also fits with a number of the overarching themes and change outcomes of the Europe for Citizens Programme in terms of building identity, building an ever closer Europe, EU participation and commitment to the EU as well as civic participation and engagement. It also fits with the dissemination and valorisation themes and that of cross-fertilisation by simultaneously bringing together people and organisations from different countries and at different levels and disseminating the outcomes. It seeks to achieve change in a number of ways. It attempts to build bridges between civil society organisations and raise awareness and improve knowledge and understanding about key European issues. It aims, through this awareness raising, to change attitudes and encourage citizens to join together and take action on these issues by engaging with EU politicians and policy-makers and demand action and change.

The Transeuropa Citizens Festival Project sought to promote changes in knowledge, attitudes and behaviours in the following ways.

Knowledge - to improve knowledge about key European issues within the context of the economic crisis such as labour migration, freedom of movement, the impact of EU policies, youth unemployment, alternative economic models and knowledge about rights, particularly those of migrant workers. Also to improve knowledge about how the EU political system – politicians, EU institutions – works and how people can take action through European elections and other democratic channels.

Attitudes - to change attitudes towards key European issues around the economic crisis and, in so doing, to change attitudes about people can come together to have a collective voice and press for action at a European level on these key issues.

Behaviours - to influence the behaviour of the EU citizens within and across countries by encouraging them to work with civil society organisations in discussing these key European issues, to come together in a 'bottom up' citizens' movement that engages with EU politicians and demands action and change.

There was an intended structural change in seeking to make EU citizens more aware about key European issues and to encourage them to come together and engage in increasing civic participation in public life.

The Project also had a clear and consistent approach to participation by employing the same participatory model across all Festival sites based on the 'imagine, demand, enact' model of active citizenship. The Project encompassed a learning style based on dialogue, reflection and learning together on key European issues, through democratic learning. It also raised and discussed issues within contexts within which citizens were familiar, namely various European cities and so it is based on 'situated learning' and the notion of citizenship as a learnt activity.

The Project also encouraged participatory outcomes by seeking to educate citizens to be responsible and participatory and to strive for social justice, rights and fairness in relation to economic issues and the treatment of the unemployed and migrant workers. There are elements of both horizontal and vertical participation. The horizontal comes in the form of bringing citizens together on issues and the vertical in encouraging them to take action by engaging with EU politicians and institutions and the EU decision-making process. There is also evidence of the innovative use of new technologies in the range of formats at the Festivals – music, drama, discussion, video all supplemented and disseminated via multiform and multilingual platforms such as websites, social media outlets, posters, videos and coordinated press releases from local to European level to a wide range of audiences.

Score (0-5): 3

There is evidence of a clear and grounded theory of change which is used consistently and flexibly across all Transeuropa Citizens Festival sites.

2. Implementation: was the project realistically designed and delivered as planned?

The Project was realistically designed and delivered as planned across a short timescale of several months in 2013. It had clear aims and objectives and a clear plan of action based on showing how by coming together civil society organisations can then bring together EU citizens from different levels in society to discuss major European issues and to empower them to take action individually and collectively at various levels from local to European. The Project encourages 'bottom up'

participatory citizenship building the efficacy and empowerment of citizens from all levels of society.

The Project had a wide range of target groups/audiences because of the wide umbrella of those encouraged to interact with the Project. It was an inclusive Project that encouraged young and old, the marginalised, the already engaged and the disengaged to participate as long as they had an interest in topical European issues around the economic crisis. There was a particular emphasis on attracting new citizens given the topicality of the issues being discussed and the open environment that encouraged discussion, debate and informed action. It also targeted people across all parts of Europe though the staging of Festival events across nine EU countries – UK, Germany, France, Romania, Bulgaria, Italy, Spain, Poland and the Netherlands – and across 10 European cities London (UK), Paris (France), Cluj Napoca (Romania), Berlin (Germany), Sofia (Bulgaria), Bologna (Italy), Barcelona (Spain), Warsaw and Lublin (Poland) and Amsterdam (the Netherlands).

The Project sought to work with a wide range of partners across civic and political life from local to European level, It included civil society organisations, citizens and EU politicians and political institutions. This is evidenced in the range of countries, cities and organisations involved in setting up and carrying out the multi-site Festival. The Project was cross-national, cross-context and has evidence of cross-fertilisation.

As noted above, the Project was able to deliver its aims and objectives within its short and focused funding period. There is also clear evidence that the Project, through the Festivals and their promotion and dissemination of outcomes was very well organised and had a clear process that partners collaborated on and stuck to within and across partners, countries and cities.

Score (0-5): 3

There is clear evidence that the Project was realistically designed and delivered to the same implementation model across all Festival sites.

3. Results: what were the concrete results / outcomes of the project?

The Project had concrete results/outcomes based on capturing the process and outcomes of the series of Festivals and disseminating them to participants as well as to wider audiences during the period of funding. The Project succeeded in producing a variety of results/ outcomes that reached 10,000 face to face citizens and 50,000 on-line citizens across European countries. This was because the Project set up a specific multiform and multilingual communications strategy and communications team for this purpose. The communications team consisted of 2 communications officers, 2 press officers and some film makers supported by volunteers in each Festival location.

Specific Project results/ outcomes included
- A multilingual website with details of all Festivals in English and of each Festival in native language
- A Festival presentation postcard
- Action on social media via Festival Facebook and Twitter accounts as well as sites such as Flickr, Instagram and Vibe
- A video trailer to promote the Festivals
- Badges and stickers
- Press releases in all Festival locations

The results/ outcomes of the Festivals were then collected and turned into a series of outcomes for further dissemination in the form of:
- A Transeuropa Festival website at http;//transeuropafestival.eu/in-the-press

- Festival videos of events
- 2 short transnational videos of Festival outcomes across countries and cities – one about social media outcomes and the other on Festival events
- Several videos of the Festivals in national languages.

There is evidence of the Project building and sustaining momentum during its short funding window in the second half of 2013 in the organisation, promotion, conduct and dissemination of the outcomes from 11 Festivals conducted in European cities in 9 European countries. Certainly the Project kept all its partners linked up and made considerable efforts to reach its target audiences/groups.

However, there is no evidence of the Project being able to generate further funding beyond its 12 month period. The Project was a targeted series of Festivals that had a clear aim and purpose. Though it is likely that the civil society organisations that came together to organised and run the Festivals continued to collaborate beyond the Festivals and that discussions generated during the Festivals led to further actions in some cities and countries no evidence is provided about such further links and activities.

The Project process is easily replicable and its outcomes can be reproduced in the future. However, there is no evidence of attempts to continue the Project beyond the funding period. This may be understandable given the funding was used to complete the series of Festivals in a short, condensed period of time. There is also no evidence presented as to whether the Project led onto wider European activities and initiatives beyond its short funding period.

Score (0-5): 2

Evidence of concrete results/ outcomes of the Project during its period of funding but these are not sustained or replicated in terms of impact at wider European and policy level beyond the short funding window.

4. Context: did the project fit well within its context?

There is limited evidence available concerning how well the Project fitted within its context at various levels. The evidence presented shows how the Project attempted to balance a central model/approach while blending with needs, interests and vagaries of differing contexts and cultures across European countries. Certainly the Project was planned around a core model of 'Imagine, Demand and Enact' as a 'bottom up' process of discussion attempting to generate citizen change across various European capitals, cities and countries. There is also evidence of the flexibility of that core model in operation in different European cities blending in the natural interests of citizens and leading to a range of topics being discussed in different locations dependent on local, national and regional interests and political and social contexts.

There is also some evidence of concerted attempts to link to certain EU/EC policy and priorities with discussion about the upcoming European elections and the need to hold elected European representatives to account on particular European issues. What is not clear is the extent to which the Project was successful in pulling off this balance between a common approach that was also adaptable dependent on the differing context and location. This is because of the limited timescale of the Project – only in Autumn 2013 – and the limited evidence base that was collected and made available.

Score (0-5): 2

There is some evidence of attempting to fit to particular contexts but insufficient to say how well this was achieved in practice.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The evidence on the Project shows that it had an impact across the various Festival locations for the period that the Festivals were planned, took place and the outcomes disseminated widely. The Festivals helped to begin to meet many of the programme's higher-level objectives, particularly in terms of bringing people together in Europe, building European identity and belonging, bringing about change building from the local to the European through association and influencing civic engagement and participation through focused projects and activities. However, because the funding period and life of the Project was short there is insufficient evidence to gauge the extent to which the momentum of the Project continued to impact on these higher-level objectives once the Project funding was used up and the Festivals completed. There was likely to have been some impact on participants but it would need sustaining through other means going forward for it to be more collective across Europe.

Score (0-5): 2

Had some impact during the period of funding but hard to gauge its impact beyond this short window in terms of sowing the seeds for real impact and change across Europe and the EU.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	3	Evidence of a clear and grounded theory of change which is used consistently and flexibly across all Transeuropa Citizens Festival sites.
Implementation	3	Clear evidence that the Project was realistically designed and delivered to the same implementation model across all Festival sites.
Results	2	Evidence of concrete results/ outcomes of the Project during its period of funding but these are not sustained or replicated in terms of impact at wider European and policy level beyond the short funding window.
Context	2	Some evidence of attempting to fit to particular contexts but insufficient to say how well this was achieved in practice.
Impact	2	Some impact during the period of funding but hard to gauge its impact beyond this short window in terms of sowing the seeds for real impact and change across Europe and the EU.
Average and summary	2	Project was well grounded in theory of citizen change and realistically designed and implemented over a short period of time in 2013. However, it is precisely this short timescale that makes it hard to gauge the extent of the Project results and their impact beyond 2013 in bringing real behaviour change among participants and country contexts.

4.9. European Citizens for Local Action – Promoting active citizenship and European identity through volunteering on local level (CSO projects)

Project case study title: European Citizens for Local Action – Promoting active citizenship and European identity through volunteering on local level
Brief description of Project
European Citizens for Local Action (EC4LA) was a project aimed at promoting volunteering activities as a way of developing an active citizenship at local, national and international level. The project was funded under Action 2 (Active civil society in Europe) and Measure 3 (Support for projects initiated by civil society organisations) and was implemented by ELIX – Conservation Volunteers Greece, in partnership with civil society organisations from 11 countries.[11] ELIX is a Greek civil society organisation created in 1987 which promotes voluntary service in Greece and abroad.
EC4LA lasted 15 months, from 1 October 2012 to 31 December 2013 and consisted in the implementation of one trans-national conference, 44 information days and 12 citizen actions targeted at citizens and representatives of the partner organisations. The activities were basically aimed at encouraging and educating people to take an active role in society through volunteer action. The project also developed a website for the dissemination of project information and a publication. The EfCP's contribution to this project was of € 86,000.
1. Theory: how well is the project grounded in credible theory?
The project was relevant to various of the EFCP's aims an objectives. In particular, the citizen actions, which were seminars and trainings for providing citizens with information and tools to become involved in local or international volunteering projects, linked well to the objective of bringing about change building from the local to the European through association. The project was also based on the idea that bringing people together in local actions was the most effective way to increasing understanding, respect, social cohesion and solidarity.
In terms of its relation to prior knowledge about factors that contribute to building effective civic participation and engagement, the project was conceived as a means to contribute to empowering citizens and volunteering organisations. By providing information about existing opportunities for volunteering at local and international level, training participants to develop their own actions, and show-casing examples of volunteer projects and their tangible outcomes, the project seek to generate effective civic participation.
However, it is not very clear how the information and tools provided to participants would translate into concrete outcomes such as an increased participation of citizens in existing volunteering programmes or new / expanded citizen actions. The project looks more like a collection of individual initiatives covering a relatively broad range of countries and cities, but loosely linked to each other in order to produce a pan-European effect. In effect, the association between active local participation and a broader sense of European belonging, identity and engagement is not well addressed in this project.
It is also worth noting that the project recognises that the support of local governments is key for further enhancing volunteering and citizen actions. Therefore, there is a need to raise awareness of local governments to support voluntary initiatives. However, the project did not target local governments nor did it cover the topic of cooperation with local authorities.

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[11] Austria, Belgium, Estonia, Finland, France, Germany, Hungary, Italy, Poland, Spain, and the United Kingdom.

Score (0-5): 2

The project was relevant to the objectives and aims of the EfCP; however it had too broad or unspecific objectives, and felt short in explaining what concrete outcomes were expected and how these would be realised.

2. Implementation: was the project realistically designed and delivered as planned?

In general terms, the project was implemented well and delivered according to the plan of action that was set at proposal stage. The project started in October 2012 and lasted until the end of December 2013, period during which it produced the following main outputs:

- Kick-off and final **meetings** between partner organisations
- Project **website** (http://www.ec4la.eu/) and social media presence
- Three-day **conference** hosted by the leading organisation in Athens
- 44 **information days** organised by partner organisations
- 12 **citizen actions** implemented by partner organisations in their countries
- Project **publication** (with an overview of the main project initiatives)[12]
- Project **evaluation**

The project was managed well by ELIX and, according to the final report, there were no major problems to flag. ELIX ensured that there were various instances for partners to communicate with each other (e.g. kick-off and final meetings, conference, email communications. etc.) and provide their views in relation to the project's progress and outputs.

The partnership was relatively extensive in terms of geography, as it covered civil organisations from 12 countries and 32 cities[13] spread across the EU. However, within each country, participation was limited to one organisation only. The partners collaborated well and there were no major issues between them; however, some contributed less than they had originally committed. But, overall, this appears to have had minimal impact on the project's deliverables and outcomes.

The project promoted itself to partners and participants through various means e.g. presentation of the project at all events, website, social media and publication. It also included dissemination activities to reach a broader audience such as a press meeting conducted within the framework of the conference in Athens.

Score (0-5): 4

The project was implemented relatively well by partners and promoted itself through various means. It delivered what it had committed and produced some tangible outputs.

3. Results: what were the concrete results / outcomes of the project?

The project succeeded in engaging 1,857 participants from all age groups in the events, with a higher participation of young people (under 30 years old) and women. Over 30% of the people reached where participants from the events carried out in Finland, followed by Greece (15%) and France (11%). Participants were usually

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[12] http://www.ec4la.eu/images/various/ec4la-booklet.PDF

[13] Austria: Eggenburg and Vienna; Belgium: Arlon, Brussels, Charleroi, Liège, Louvain-la-Neuve, Marche-en-Famenne, Mons, and Namur; Estonia: Tallin; Finland: Espoo, Helsinski, Tampere, and Vantaa; France: Paris and Versailles; Germany: Ehningen, Stuttgart, Wackershofen and Wahlwies; Greece: Ancient Olympia and Athens; Hungary: Budapest and Perkupa; Italy: Avellino, Bologna, Castelluccio de di Porretta Terme and Rome; Poland: Pultusk; Spain: Gargantilla de la Sierra; and United Kingdom: Preston.

delegates from the partner organisations, volunteers and citizens from the hosting countries. The project reached more participants than was initially planned in the application.

All events included opportunities / activities (e.g. questions sessions) for participants to present and discuss their views with each other or with the speakers. The project also succeeded in covering three important areas for civic participation: advocacy, dissemination and action. More concretely, it promoted volunteering as a key means for developing an active citizenship, it offered participants information on concrete opportunities to become active, and it provided them with tools to initiate their own actions. However, as was stated before, there is little evidence in the final report about any changes in participants' beliefs or behaviour that would allow us to judge the extent to which the project produced any concrete outcomes that can contribute to achieving the objectives of the EFCP.

In terms of the project's wider applicability beyond the end of the EFCP's support, the final report mentions that partners were exploring the possibility of developing a second stage of the EC4LA project. However, we have found no evidence that this actually happened. The report also indicates that there were some new projects that were generated from the cooperation between partners. The EC4LA website is still active and provides information on the project, as well as examples of successful citizen initiatives in the EU. But there is no continued social media presence.

One good practice that could be identified in this project was that in the process of empowering and educating participants to become active citizens, they included testimonies and first-hand experiences from volunteers. It also show-cased concrete tools and examples for citizens' active participation, as well as successful examples of local initiatives and actions that could serve as inspiration for others.

Score (0-5): 2

Although some potentially interesting information was disseminated through this project, the limited follow-up on participants and partners' actions after the project makes it difficult to assess the extent to which it achieved any concrete results in terms of citizen empowerment and civic participation

4. Context: did the project fit well within its context?

The project had a good understanding of the EFCP context i.e. citizens' relatively limited understanding of and support to the EU, as well as the increasing turn towards nationalism rather than Europeanism in the last years. It also showed support to the ideas and values of the EFCP e.g. promoting a democratic and world-oriented Europe, united and enriched by its cultural diversity and a sense of ownership by its citizenship. In the project activities there was also mention or consideration of other relevant EC programmes such as Youth in Action.

The project was relevant to the political and social context in participating countries. For example, at the conference held in Athens, there was an opportunity to discuss how the economic crisis was a cause for citizens' organisation. Moreover, the event had components of interest to all participating organisations and their countries (e.g. Volunteering in Europe – Why volunteering?), as well to local participants (e.g. Volunteer movement in Greece).

The project also acknowledged the existence of the personal barriers one may face when trying to become an active citizen. In particular, the EC4LA conference revealed that the start of the actual initiative/project is the most difficult thing for citizens. Individuals tend to think that somebody else has to solve the issue in question or do not feel equipped with the means and skills to address it. The project succeeded in addressing these issues by providing participants with concrete information and tools for active engagement.

Score (0-5): 3

The project was designed and implemented with contextual factors in mind. It was relevant to participants' interests and needs and provided them with concrete

information and tools.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The project managed to reach over 1,850 people in different EU countries and encouraged them to actively engage in civil society. According to the self-evaluation report presented by the leading organisation, 80% of participants to the 12 citizen actions got involved in a voluntary action after participating in these events. However, there is some evidence that may indicate that most of these participants were already engaged in volunteering activities and thus the ability of the project to engage people who were not already participating in civic activities was relatively limited.

The greatest contribution of this project to the EfCP's aims and objectives was that it brought people together, offered spaces for them to express their views and communicate with each other, and provided them with concrete tools and support to become active citizens. According to the final report, the project helped participants realise that:

- Similar problems exist in all European countries
- Cultural and linguistic diversity is not an obstacle
- Individual citizens can make a difference by participating in various existing citizen or volunteering initiatives at local, national and international level

Finally, it is worth noting that EC4LA had aimed to reach 600,000 citizens via mass media, social media and face-to-face contact during the project's events. The assessment of the leading organisation is that they achieved this objective; however there is no evidence to back up this result, except for some monitoring data on the website and social media performance (e.g. hits, page views, followers, etc.).

Score (0-5): 3

The project was successful in engaging people that already had some involvement in citizen actions or volunteering. It provided them with valuable information and examples of how they could continue participating. However, the use of the information provided is likely to remain limited to those that participated in the events, making the project unlikely to achieve a broader impact.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	2	The project was relevant to the objectives and aims of the EfCP; however it had too broad or unspecific objectives, and felt short in explaining what concrete outcomes were expected and how these would be realised.
Implementation	4	The project was implemented relatively well by partners and promoted itself through various means. It delivered what it had committed and produced some tangible outputs.
Results	2	Although some potentially interesting information was disseminated through this project, the limited follow-up on participants and partners' actions after the project makes it difficult to assess the extent to which it achieved any concrete results in terms of citizen empowerment and civic participation.

Context	3	The project was designed and implemented with contextual factors in mind. It was relevant to participants' interests and needs and provided them with concrete information and tools.
Impact	**3**	The project was successful in engaging people that already had some involvement in citizen actions or volunteering. It provided them with valuable information and examples of how they could continue participating. But the project's impact is likely to remain limited to these people, making the project unlikely to achieve a broader impact.
Average and summary	**3**	The project was ambitious and broad in terms of geographical coverage and the number of participants reached. It also provided valuable information and tools that could potentially bring people to participate more actively in society. But it is unclear if the project actually produced any change on participants' level of participation and/or managed to engage citizens who had not participated in any citizen action or volunteering initiative before.

4.10. *FACE: Fostering a Citizens' Europe (CSO projects)*

Project Case-Study title: FACE: Fostering A Citizens' Europe
Brief description of Project –

Project under Action 2 Measure 3: Support for projects initiated by civil society organisations

The project named several <u>objectives</u>:

- Build a better understanding of how to address local challenges through community asset ownership and community enterprise;
- Gain insights in the processes that lead to the self-organisation of local communities, particularly through
community ownership and community enterprise;
- Develop a greater understanding of policy and democracy at the European level and how this relates to local priorities for action;
- Identify a shared approach that can effectively influence policy through a greater understanding of the
techniques for engagement .of residents and EU decision makers;
- Develop a formal network at the European level through the creation of a European Federation of Settlements
(involving organisations from 13 EU Member States) to act as a formal channel into EU decision making, to facilitate an effective voice for communities and promote the case for community;
- Increasing awareness amongst the wider public of their opportunities to shape future policy by becoming engaged in volunteering and community development, further increasing the sector's membership, its voice and its democratic legitimacy
- Identification of key stakeholders, policy makers and decision makers, at the local, regional, national together as a partnership, at the European level to influence change.

<u>Lead organisation</u>: Locality (UK)

<u>Partners</u>: Friditsforum (SE), Aeiplous (GR), Suomen Setlementtiliitto (FI), L.S.A (NL)

<u>Duration</u>: 1.5 years (1 August 2012 – 31 January 2014)

<u>Budget</u>: 126,227.67 (grant); 181,726.95 (Project budget)

<u>Participants</u>: 864 (591 from the UK; 40 from SE; 50 from GR; 16 from FI; 166 from NL)

<u>Main activities</u>:

1) Transnational project partner meeting in Bristol attended by 560 UK and international delegates; project steering group meeting;

2) Local project start up events in each partner country/region

3) Group study visits per partner country to another partner country

4) Final conference in Utrecht attended by 90 people, together with four workshops on the themes of:
a) Community Enterprise for Beginners; b) Challenges of migration on communities and supporting migrants;
c) Working with the public and private sectors; d) Localism.

1. Theory: how well is the project grounded in credible theory?

The project does relate to the objectives "*Bringing about change building from the local to the European through association*" and "*Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity*". This relation can be derived from the description of the project's objectives (as in the "Brief

description" above). However, the objectives of the EfCP are not mentioned verbatim.

The Steps of the project consisted of a transnational project partner meeting in Bristol attended by 560 delegates; project steering group meeting; local project start up events in each partner country/region, group study visits per partner country to another partner country (six in total), the final conference in Utrecht attended by 90 people, and four workshops (Community Enterprise for Beginners; Challenges of migration on communities and supporting migrants; Working with the public and private sectors; Localism).

The project strongly encouraged participation through interaction in the start-up events, the study visits, the workshops and the two conferences (at the outset and the end of the project).

Because the project required participants of each study visit to prepare a short report, this shows the intention of making the participants personally responsible for Project outcomes.

Score (0-5): 3

The project was clear in how it set out to build a better understanding of how to address local challenges and gain insights in the processes that lead to the self-organisation of local communities in participating countries, and hence related to the EfCP's objectives of Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity and Bringing about change building from the local to the European through association.

2. Implementation: was the project realistically designed and delivered as planned?

The project had clearly stated overall aims and objectives (reiterated here in the Brief description and in section 3.) and a very clear, detailed plan of actions included in the project report.

The project lasted for 1.5 years, from 1 August 2012 to 31 January 2014.

There were no changes or deviations from the project plan reported.

The work across countries was well structured and organised, with well-defined quality-assurance for the study visits' component. The lead organisation 'did not wish to overcomplicate [the study visits] with extensive methodologies'; they created a very basic methodology that identified needs and issues in each partner country and matched them with partners who had something to offer as potential solutions or steps towards new learning. All partners were asked to:

   - complete a short Basic Needs Analysis at the outset of the project,
   - create a list of practices already in existence,
   - create a short a report of the study visit, and
   - present findings and learning at the Final conference.

This allowed avoiding loss of expertise within the partnership and maximising learning without waste, whilst keeping paper work to a minimum.

In terms of communication and visibility among partners and participants, each partner started the project locally with national start up events in their communities; all partners attended a joint national convention in Bristol at the outset of the project. The project also developed a pdf brochure and its own website. Additionally, the study visits in Greece and the Netherlands were reported to have been mentioned in the local press, although no specific details of such coverage are provided.

The report is unclear about how the project was able to able to address people who were not already participating in civic activities, and who had a neutral or sceptical view of the EU.

Score (0-5): 3

The project had clearly stated overall aims and objectives; the work across countries

was well structured and organised, with well-defined quality-assurance for the study visits' component.

3. Results: what were the concrete results / outcomes of the project?

The particular results and outcomes of each individual activity are well reported.

The project was successful in meeting the following objectives:

- Build a better understanding of how to address local challenges through community asset ownership and community enterprise;
- Gain insights in the processes that lead to the self-organisation of local communities, particularly through
community ownership and community enterprise;
- Develop a greater understanding of policy and democracy at the European level and how this relates to local priorities for action;
- Identify a shared approach that can effectively influence policy through a greater understanding of the
techniques for engagement .of residents and EU decision makers;
- Develop a formal network at the European level through the creation of a European Federation of Settlements (involving organisations from 13 EU Member States) to act as a formal channel into EU decision making, to facilitate an effective voice for communities and promote the case for community;

However, the report admits that two of the objectives ((a) Increasing awareness amongst the wider public of their opportunities to shape future policy by becoming engaged in volunteering and community development, further increasing the sector's membership, its voice and its democratic legitimacy and (b) Identification of key stakeholders, policy makers and decision makers, at the local, regional, national together as a partnership, at the European level to influence change) were not fully achieved. The project was able to increase awareness within the networks, but it is recognised that further dissemination will take more time. As for the stakeholders' identification, whilst the projects' partners were able to develop new connections, engage with new networks and link up with other agencies such as the Euclid Network, they recognised that identifying and influencing are two different challenges. Although they have been able e to do this at the local, regional and even national levels, no real impact on European policy has yet taken place.

There is evidence of continued actions by Project partners, especially through the development of the formal European-level network (European Federation of Settlements, as mentioned above). Furthermore, there were some formalised networking efforts between members of national networks (Wai Yin Society in Manchester developed a Youth in Action sponsored project with Aeiplous in Greece; Fritdsforum in Sweden developed links with a few UK organisation through ERASMUS+).

A best practice which could be identified from the report, although it is not named as such, is the approach to quality assurance for the study visits (as detailed in section 2 of this review).

Score (0-5): 4

Not all of the projects' objectives were met, although there is strong evidence of continued actions by Project partners, especially through the development of the formal European-level network and formalised networking efforts between members of national networks. Additionally, the project's approach to quality assurance of study visits can be seen as an example of good practice for similar projects.

4. Context: did the project fit well within its context?

The project's designers were much aware of the disconnection between (on the one hand) the aspirations of millions of European citizens and (on the other hand) the reality of life for many people. They outlined how far the communities involved in the project moved from having economic, social and environmental equilibrium, as shown

by the unemployment rates, especially among the young, discrimination of migrants and social exclusion of many minorities, increasingly gross disparities between the rich and the poor, and growing popular concern about the impacts of climate change and ecological degradation. The project report is clear about specific concerns in each of the participating countries/regions.

The Basic Needs Analysis (as described in point 2 of this fiche) further enhanced the project's fit within the relevant contexts.

Additionally, the project started with local project start-up events in each country whose goal was to identify areas of good practice to share with the other partner countries to help build resilience in communities during the period of economic downturn.

However, apart from a brief mention of Horizon 2020 objectives ("smart, sustainable, inclusive…") there is no direct reference to wider EU/EC policy and priorities.

Score (0-5): 4

The project paid special attention to the issues faced by partners and the political and social contexts in participating countries / regions, and strived to enable not only learning from best practices but also helping out less advantaged communities.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The project did have a plausible impact on the programme's higher-level objectives especially "*Bringing about change building from the local to the European through association*" and "*Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity*".

It resulted in the creation of one formal pan-European association (European Federation of Settlements) and included formalised networking among some of the participating organisations (as described in point 3 of this fiche). The participants in the project obtained a better understanding of how similar community structures operate in other EU countries, and increased solidarity with countries had-hit by the economic crisis, such as Greece.

Score (0-5): 3

The project did have a plausible impact on the programme's higher-level objectives especially "Bringing about change building from the local to the European through association" and "Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity".

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	3	The project was clear in how it set out to build a better understanding of how to address local challenges and gain insights in the processes that lead to the self-organisation of local communities in participating countries, and hence related to the EfCP's objectives of Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity and Bringing about change building from the local to the European through association.
Implementation	3	The project had clearly stated overall aims and objectives; the work across countries was well structured and organised, with well-defined quality-assurance for the study visits' component.

Results	4	Not all of the projects' objectives were met, although there is strong evidence of continued actions by Project partners, especially through the development of the formal European-level network and formalised networking efforts between members of national networks. Additionally, the project's approach to quality assurance of study visits can be seen as an example of good practice for similar projects.
Context	4	The project paid special attention to the issues faced by partners and the political and social contexts in participating countries/regions and localities, and strived to enable not only learning from best practices but also helping out less advantaged communities.
Impact	3	The project did have a plausible impact on the programme's higher-level objectives especially "Bringing about change building from the local to the European through association" and "Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity".
Average and summary	3	The project was clear in how it set out to build a better understanding of how to address local challenges and gain insights in the processes that lead to the self-organisation of local communities in participating countries. It paid special attention to the issues faced by partners and the political and social contexts in participating countries/regions and localities. The project's approach to the partners' needs analysis and quality assurance of study visits can be seen as an example of good practice for similar projects.

4.11. RE-IN: Slovenia and Croatia in joint framework of EU values and supranational identity (CSO projects)

Project Case-Study title: REIN: Re-integrated: Slovenia and Croatia in joint framework of EU values and supranational identity
Brief description of Project
Project under the Measure 3: Support for projects initiated by civil society organisations

General objective: to create platform for cooperation of value-based institutions involved in research, education and activism in the area of promotion of peace-building, human rights and human security through reflection on different aspects of identities in Europe, their significance and change in the context of emerging supranational identity.

Specific objective: raise public debate and dialogue between Croatia and Slovenia regarding their common future in the EU.

Organisations: Centre for Peace Studies, Zagreb (HR); Peace Institute, Ljubljana (SL)

Duration: 1 year (31 August 2010 – 30 September 2011)

Budget: 46,000 EUR

Main activities:

- Preparatory courses on the Peace Programme
- Online tool
- Course on National and Supranational Identities (Peace Studies non-formal adult education programme)
- Mentor groups
- Production of a documentary film, and promotion thereof
- Publication ("Imagi_Nation"), and promotion thereof
- 4 study visits to Ljubljana
- "Mentor groups" (Round Table on "Human security" and the "Identities" group)

Participants: 93 direct participants; 113 indirect participants, unspecified number of people reached by the documentary film and the publication |
| **1. Theory: how well is the project grounded in credible theory?** |
| • *How well does the Project relate to the overarching Steps and intended change outcomes (i.e. aims and objectives) of the Europe for Citizens Programme (EfCP)?*

The project does relate to the objectives "*Building European identity and belonging*" and "*Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity*". This relation can be derived from the description of the project's objectives (general and specific- as in the "Brief description" above). However, the objectives of the EfCP are not quoted verbatim.

• *What were the particular overarching Steps and intended change outcomes of the Project?*

The aim of all the activities was to open public debate for discussion on the supranational activities in the SEE (South Eastern Europe) region, with the intended outcomes including featuring the concept of supranational identities heavier in the public debate than it has been done so far.

The 12 Preparatory Courses on Peace Studies Programme included courses on promotion of EU values (e.g. Theory and Practice of Human Rights, Introduction to Peace building).

These were linked to the subsequent eight workshops organised in the framework of |

the "Course on National and Supranational Identities (Peace Studies non-formal adult education programme") focused on the concept of rethinking the possibilities of supranational identities and supranational communities in the context of Croatia entering the EU and Slovenian experiences from that process.

The two Mentor Groups served as a debate ground for discussing security and peace-building in border regions and the inclusion of two local organisation associates resulted in them deciding to cooperate tighter in the future.

The four study visits have been conceptualised as a combination of lectures, presentations and debates with various institutions dealing with the issues of supranational identities and the SEE region, to get a wide overview of the issues from Slovenian perspective.

The lectures, mentor groups and study visits then influenced the development of the script for the film documentary and the publications, which have been widely disseminated (see below).

- *How well does the Project, in its approach and activities, relate to the following prior knowledge about factors that contribute to building effective civic participation and engagement?*

The project strongly encouraged participation through interaction and offered a wide range of learning opportunities through variety of styles (participatory, experience and project learning though lectures, workshops, mentor groups, study visits and development of the film script).

As a part of the project a distant-learning website was developed, with access rights granted to all of the project's participants.

Inclusion of several local organisations from Ljubljana in the study visits programme allowed for a strong civic citizenship connection. The mentor groups tables in neighbouring municipalities from Croatia and Slovenia included majors of the municipalities hence providing opportunities for political connections.

Score (0-5): 4

Although not described explicitly in the project report, it was possible to draw sufficient knowledge on the project's grounding in credible theory and identify the intended outcomes of the activities.

2. **Implementation: was the project realistically designed and delivered as planned?**

The project report clearly articulated the general and specific objectives, and provided an itinerary with very detailed descriptions of each activity.

The project lasted for one year, with the core activities taking place between September 2010 and September 2011.

Apart from 93 direct participants, the project identified 113 indirect participants (attending the promotional activities), and an unspecified number of people reached by the promotional materials and the documentary film.

The project did seek to work with a wide range of partners across countries, as evidenced e.g. by the variety of organisations included in the four study visits in Ljubljana.

There were 3 changes made in relation to the original application: 1) change of the location of the Mentor groups, due to the suggestion of the leader of the Mentor Group; 2) non-cost extension for 1 month for the presentation of publication and the film documentary from August to September, due to holidays in both countries which would have resulted in diminished audience numbers; 3) increase the number of publications of the Educational Materials (500 copies instead of planned 100).

The communication, promotion and publicity of the project seemed to be particularly good. Apart from the 'traditional' posters, leaflets etc. the project included publication of the above mentioned educational materials (it was reported that certain faculties of

Croatian Studies intend to use it for teaching materials), inclusion of materials in Peace Institute's newsletter, 4 presentations to wider public, and entering the documentary film produced in this project to 50+ film festivals.

There is no information on how the project intended to able to address people who were not already participating in civic activities, and who had a neutral or sceptical view of the EU.

The project budget (46,000) seemed to be appropriate for the project scope and the amount of direct and indirect participants (cost per direct participant <500 EUR).

Score (0-5): 4

The project report clearly articulated the general and specific objectives, and provided an itinerary with very detailed descriptions of each activity. There were 3 changes made in relation to the original application, each justified. The communication, promotion and publicity of the project seemed to be particularly good. The project budget (46,000) seemed to be appropriate.

3. Results: what were the concrete results / outcomes of the project?

The results listed in PART D are clearly linked to the content of the activities and the overall objectives of the project were met, by connecting different social groups and the varied activities seemed to address the general and specific objectives in a sufficient manner.

In terms of sustainability and reliability, the project organisers (the Centre for Peace Studies and the Peace Institute) already continue their partnership though another project ("Crossborder experience") although no further information about this cooperation are given.

It is reported that the University of Sarajevo (Political Science Faculty) contacted the organisers to offer (unspecified) cooperation and partnership.

The publication and documentary film package will be used as the base for further developing the Cluster "Globalisation and Migrations" at Peace Studies Programme.

The Mentor Groups discussions resulted in the two cross-border communities deciding on further form of cooperation. The report mentions a spin-off of local organisations from the participating communities in Slovenia and Croatia decided to establish a partnership and work on the issues of supranationality in the SEE context locally, although specific details were not given.

Score (0-5): 3

The project delivered the intended results, however information about sustainability and replicability seem somewhat vague.

4. Context: did the project fit well within its context?

Given the shifts occurring within the last 20 years in the border lines between Slovenia and Croatia (and the Balkan conflict in general), the focus of the project (supranationality concept with emphasis on peace building and human security) was particularly relevant to the geographical context faced by the participants, The project report mentions even more recent disputes and misunderstandings over the cross-border territories between the two countries that have influence on local bordering communities. The project explicitly mentions "building common EU identity" as one of the means to overcome former cross-border disputes.

Score (0-5): 5

Very relevant to the context of problematic cross-border issues in Northern Balkans.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The project's plausible impact in terms of higher-level aims relates predominantly to the objectives "Building European identity and belonging" and "Bringing people

together in Europe and increasing understanding, respect, social cohesion and solidarity", by the many opportunities for learning about the concept of supranationality and the inter-community interactions offered throughout the project.

Furthermore, the project might have a plausible impact on the objective of "Influencing civic engagement and participation through focused projects and activities" in that the course on Supranational Identities was open to the public and the Mentor Groups included local organisations from Croatian and Slovenian local communities. The members of the "identities" mentor group worked on the preparation of the script for the documentary film.

Score (0-5): 5

The project seemed particularly well-positioned to have a plausible impact on the objective "Building European identity and belonging". It is also likely to have an impact on the objectives of "Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity" and "Influencing civic engagement and participation through focused projects and activities".

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	4	It was possible to draw sufficient knowledge on the project's grounding in credible theory and identify the intended outcomes of the activities.
Implementation	5	The project report clearly articulated the general and specific objectives, and provided an itinerary with very detailed descriptions of each activity. There were 3 changes made in relation to the original application, each justified. The communication, promotion and publicity of the project seemed to be particularly good. The project budget (46,000) seemed to be appropriate.
Results	3	The project delivered the intended results, however information about sustainability and replicability seem somewhat vague.
Context	4	Very relevant to the context of problematic cross-border issues in Northern Balkans.
Impact	5	The project seemed particularly well-positioned to have a plausible impact on the objective "Building European identity and belonging". It is also likely to have an impact on the objectives of "Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity" and "Influencing civic engagement and participation through focused projects and activities".
Average and summary	4	The project sat well within the political context and was well-positioned to have a plausible impact on the objective "Building European identity and belonging". The itinerary of the activities was very detailed and the sequencing seemed to be well though-through. The communication, promotion and publicity of the project seemed to be particularly good.

4.12. Dansk NGO Forum (CSO projects)

Project Case-Study title: Dansk NGO Forum
Brief description of Project –

The main purpose of the project has been to strengthen the capacity among NGOs in the Baltic Sea states through strengthening the Baltic Sea NGO Network. The main activity was the Baltic Sea NGO Forum 2009 in Elsinore. In each of the Baltic Sea States a national NGO platform was established. The national platform was and still is open to all NGOs wishing to participate in the Baltic Sea network. Another purpose was to develop the co-operation with other organisations in the Baltic Sea Region (Council of the Baltic Sea States (CBSS), Baltic Sea Parliamentary Conference (BSPC), and Baltic Development Forum (BDF)).

The project covered the following themes:

- Citizen and NGO participation and democracy in Baltic Sea Countries on local, national, regional and international level
- Citizen and NGO participation in development and implementation of the EU-strategy for the Baltic Sea region Strengthening the cooperation between NGO's in the Baltic Sea NGO Network
- Cooperation between the Baltic Sea NGO Network and other organizations in the Baltic Sea region (Council of Baltic Sea States (CBSS), Baltic Sea Parliamentary Conference (BSPC), Baltic Development Forum (BDF)). Exchange of experience and discussions on common actions and activities in the fields of
- Lifelong learning (including both learning for strengthening the capacity and promoting personal fulfillment, active citizenship and social cohesion)
- Environment and climate changes (including avoiding of pollution of the Baltic Sea and renewable energy: sustainability and climate change)
- Social affairs (including requirements and perspectives of social inclusion of migrants) Cultural Diversity and Tolerance (including the UNESCO declaration on tolerance)
- Civil dialogue (including how active citizens and their formed organisations can involve in decision making processes)
- NGO's and mass media
- Financial subsidies to NGO and NGO activities in the Baltic Sea Region Intercultural exchange with e.g. concert with "Genetic Outlaws" and concert with Finnish string instrument kantele

The maximum grant awarded was 57,988 €.

The partners were national platforms / focal points of the Baltic Sea NGO Network.

The final report presented no information on the number of participants

1. Theory: how well is the project grounded in credible theory?

The purpose of the project has been to strengthen the capacity among NGOs in the Baltic Sea states, enabling them to play an increasing role in their respective societies. The final report argues that active NGOs in public debate and political decision-making processes is essential for the development of civil society, and that civil society can promote democracy by identifying and challenging political interest and commitment of people. The report notes that, at the time the project was developed, the activities in the Baltic Sea NGO Network on a voluntary-based informal structure with biannual meetings were not enough to meet the need to consolidate the Network's role as a clearinghouse for NGO's in the region. The overall goal of the project has been enhancing democratic participation and contribute to political decision-making in the region.

In more concrete terms, the project sought to:

- Strengthen the BS NGO Network – the purpose of the network is to support the civil society in the Baltic Sea area by bringing NGOs from different Baltic Sea countries and from different fields together, for exchanging experience and

information and improvement of knowledge and create partnerships; by creating partnerships and supporting regional and inter- sectoral networks between NGO's from different Baltic Sea countries; by making NGO's more visible and influencing the democratic decision-making process on national, regional and EU level; by supporting the development of international understanding and inter-cultural activities; by raising public awareness and understanding for the work of NGOs, citizens activities and initiatives, and encourage people to get involved and take an interest in their own affairs.

The key event of this project was the NGO Forum in Elsinore, which operated in plenary sessions and working groups dealing with a broad range of issues such as lifelong learning, civil dialogue and cultural diversity. Each working group adopted a statement of objectives, addressed to the Head of States in the Baltic Sea region.

A declaration covering the key statements and focus areas for following years was adopted at the forum and sent to different international organizations (European Commission, CBSS, Nordic Council of Ministers, Nordic Council, and Baltic Council), governments, national parliaments and members of the European Parliament.

- Develop the co-operation with other organizations in the Baltic Sea Region (listed above) through high profile meetings and events
- Adopt a final declaration and a working plan for the next period, including key statements and issues from the plenary sessions and working groups

Score (0-5): 2

The project has a good overall structure, but the report fails to explain how the outcomes of the activities will be passed on to the citizens.

2. Implementation: was the project realistically designed and delivered as planned?

The project was professionally designed. It took place over a year, but the actual activities were fairly brief.

The project touched upon a large spectrum of relevant topics, and had a good sized target audience (NGO's and members of the NGO's in the Baltic Sea Region, as well as also representatives from other organizations in the region to which the NGO Forum could offer an opportunity for dialogue between NGO's, public authorities and business interests.).

The project involved around 100 participants and seems to have offered good value for money in relation to its relatively modest budget.

From November 2007 to December 2009 the Danish Focal points arranged three public meetings about the situation of NGO's in the Baltic Sea Region with speakers from the other focal points, Danish Foreign Ministry and Baltic Development Forum. Between 30 and 40 persons participated in each event. There was no interest in the issue from the Danish press. Before the Forum the programme was sent to partners and the press. The Forum was mentioned on several homepages and some few linked to our homepage. CBSS, Baltic Development Forum, Ars Baltica, Danish Foreign Ministry and the other focal points mentioned the forum on homepages. The Danish press did not mention the Forum. After the forum two articles in the German newspaper "Berliner Zeitung" referred the NGO Forum. The declaration has been sent to The European Commission, The Council of Baltic Sea States (CBSS), The Nordic Council, The Nordic Council of Ministers, the Baltic Council of Ministers, Baltic Sea Parliamentary Conference (BSPC), Baltic Development Forum (BDF). Each of the national platforms has been responsible for informing the national authorities. In Denmark the declaration has been sent to the Foreign Ministry, to different committees in the Parliament (Committee of Foreign Affairs, Delegation to the Nordic Council, and Committee of Energy, European Committee, and Committee of Social Affairs).

Score (0-5): 3
The information contained in the report was rather vague, but it appears that the project was conducted successfully, offered good value for money and scores high in terms of communication activities.
3. Results: what were the concrete results / outcomes of the project?
At the ministerial session the Danish co-coordinator spoke with representatives from the foreign ministries of Lithuania (2010), Norway (2011) and Germany (2012) about the next NGO Forum for these years. So, in this connection the project has been successful for the continuation of the network. As noted before, the declaration and discussions during the forum defined several issues where the Forum has decided to continue the work either by itself or together with other partners from the Baltic Sea Region.
Score (0-5): 3
The report presents evidence of sustainability and replicability of this initiative.
4. Context: did the project fit well within its context?
The report provides a lot of details on the themes and the context of the project (discussed in the project description). There is strong evidence suggesting that the content was very well thought through and a great fit for the Baltic States Region Context.
Score (0-5): 4
Strong evidence that the themes in the project were very relevant to the context.
5. Impact: what was the project's plausible impact on the programme's higher-level objectives?
The report suggests that the project was beneficial to its main target group - the participants from Baltic States' NGOs. The report highlights that BS NGO Network is one of few networks in the Baltic Sea Region which covers different issues, as other networks in the region are limited to special issues such as environment, social affairs etc.

Participating in the network could provide NGOs with the following benefits:

- Political initiatives - together the focal points can develop common transnational political proposals. The work with a common point of view in relation to the EU strategy for the Baltic Sea Region is an example.
- Better access to decision-makers - the recognition as a strategic partner from the Council of the Baltic Sea States gives a better access to the decision-makers in the Baltic Sea Region. The declarations from the ministerial sessions show an example. It also facilitates the co-operation with other strategic partners like parliamentarians and business about issues of common interest.
- Facilitating exchange of information
- Creation of personal networks for the participants and creating informal contact to decision-makers in different areas

While these benefits are helpful in the context of civic participation in general, the project fails to create a strong link with how these benefits could involve citizens. The report highlights the project's potential for political impact, but does not go on to explain how this would touch citizens of the Baltic States directly.

Score (0-5): 2
The project has some potential to influence decision-makers and public policy, however the lack of a direct connection with EU citizens reduces its score.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	2	The project has a good overall structure, but the report fails to explain how the outcomes of the activities will be passed on to the citizens.
Implementation	3	The information contained in the report was rather vague, but it appears that the project was conducted successfully, offered good value for money and scores high in terms of communication activities.
Results	3	The report presents evidence of sustainability and replicability of this initiative.
Context	4	Strong evidence that the themes in the project were very relevant to the context.
Impact	2	The project has some potential to influence decision-makers and public policy, however the lack of a direct connection with EU citizens reduces its score.
Average and summary	3	Overall, this is a project with a lot of potential for political impact. However, there was no strong evidence in the report as to how this could benefit the citizens and touch an audience larger than the "professionals" involved.

4.13. *Daughters of the enemy (Remembrance)*

Project Case-Study title: Daughters of the Enemy – Czech Republic Active European Remembrance Projects 2007-08
Brief description of Project –
Active European Remembrance Projects – REM 2007 NGO Docs, Youth and Society – Czech Republic Daughters of the Enemy 12 months – Sept 2007 to August 2008 The project was run by the association 'NGO Docs, Youth and Society' a Czech citizens association. The association brings together film producers and documentary makers. It focuses on producing audio visual testimony (DVD, film, radio interviews) on themes such as Stalinism, the Holocaust, anti-Semitism, social justice and racism. Its objective is to capture and preserve testimony on themes and use it primarily to educate young people in central and eastern Europe about their history, culture and past values. The Daughters of the Enemy Project in 2007-8 focused on capturing and recording the testimonies of daughters of political prisoners in the 1950s in the former Czechoslovakia under Stalinism. It sought to capture, through film and audio visual means their testimonies. The aim was not only to preserve these testimonies as part of an oral history record in the Czech Republic but also to help educate young people, in a number of countries, including the Czech Republic, about the implications of Stalinism in the 1950s in the former Czechoslovakia and warn them of the dangers of totalitarian rule. The Project sought to link the past, present and future. http://www.dmska.eu/our-projects/daughters-of-the-enemy.htm?lang=en
1. Theory: how well is the project grounded in credible theory?
The Project is based a national/country rather than European/EU level. It attempts to build greater identity and belonging among citizens, but in the Czech Republic, and to change attitudes about the past (life in the 1950s) through solidarity with a group of people who had difficult lives during that period under communist rule. It is also a focused Project that touches on relations between citizens and state authorities and seeks to use its outcomes to influence and impact on present day policy-makers in the Czech Republic. It also seeks to be inter-generational in using the experiences of older citizens to influence the current and future behaviours of young people in schools and beyond. It seeks to reach individual students in schools and attempt to change the way in which schools as organisations in the Czech Republic teach about these events in Czech history in the 1950s. The Project seeks to promote intended change outcomes in relation to knowledge, attitudes and behaviours in the following ways: Knowledge - to improve knowledge about life under Stalinist rule in the 1950s in the former Czechoslovakia. In particular, to improve knowledge and understanding of the impact on female dependents of political prisoners of that time then and subsequently on their life chances and experiences. In so doing to enhance knowledge and understanding of the impact of totalitarian rule on individuals and communities at the time and in future years. Attitudes - to change attitudes towards life in the 1950s in the former Czechoslovakia and highlight the plight of survivors of that period. In so doing it seeks to influence the attitudes of younger generations towards this period in history. Behaviours - to influence the behaviour of the current generation to past generations. By linking the past to the present it seeks to encourage younger generations to

empathise with female descendants of political prisoners and in so doing to become more aware of the need to continually fight against totalitarianism, dictatorship and discrimination in society.

There is also evidence that the Project relates to prior knowledge about factors that contribute to building effective civic participation and engagement. It seeks to empower participants, both the 'Daughters' and young people who learn about their story. It also combines a range of learning styles and makes use of situated learning – learning in familiar contexts - in the sense of young people in the Czech Republic learning about life in Czechoslovakia in the 1950s and reflecting on the implications for their current lives in the country. There is also considerable use of technologies and communications, but not necessarily new, in the use of taped and filmed testimony to produce DVDs and interactive learning materials. There is horizontal participation with some vertical where attempts are made to influence current politicians in the Czech Republic. Finally, there is a strong citizenship connection with the emphasis on the treatment of citizens by the State authorities.

Score (0-5): 2

The Project is grounded in theory around identity and belonging but that grounding is at national/country level in the Czech Republic and not at European/EU level.

2. Implementation: was the project realistically designed and delivered as planned?

The Project has clearly stated aims and objectives as outlined in the Theory Step above in seeking to collect and preserve testimonies from the 1950s and use these to educate people, particularly young people and current politicians, about the dangers for citizens of totalitarian rule. Above all, the project promotes the principles of participatory citizenship in showing how by coming together the daughters of political prisoners can collect their testimonies, individually and working with others. These can then be presented to highlight the empowerment of people working together and of the changes that that can bring - if not at the time (i.e. the 1950s), then at a later date. It seeks to show young people, through this example, how they can bring build efficacy and empowerment and bring about change in modern society if they work together on issues that matter to them. The Project has a clear Plan of Action about how to go about capturing the story of the 'Daughters' and bringing it to wider audiences.

The Project has a limited timeframe of one year between 2007 and 2008 and a clear focus, or Plan, on what it intends to do and achieve in that period re deliverables and outcomes. Its focus on a particular topic in a particular country means that the Project has a limited and distinctive set of target groups/audience emanating from the Czech Republic mainly and spreading from there. It includes the Daughters themselves, their families, those involved in the film making and a number of civil society partners. It aims to reach all young people in the Czech Republic, but in the future – around 300,000 and, in time, citizens in other European countries. These aims remain largely aspirational at the end of the Project in 2008. In this respect the Project ambitions outstrip the resources available under the Europe for Citizens Programme funded. Rather the EfCP funding is viewed as a means to produce materials and raise their profile in the Czech Republic as a first step in making them more widely available across Europe.

Though the Project is Czech Republic based and focused with attempts to work with a wide range of partners across civic and political life, There is also some evidence of engagement with civil organisations and NGOs beyond the Czech Republic and, in time, with those in other countries. However, those were still largely aspirational when the final project report was written. There is some evidence of cross-fertilisation and cross-context within the Czech Republic and aspirations for cross-European links with

the Project being awarded a 'Golden Star Award' by the EU at an event in Brussels in 2008 and being publicised and promoted more widely across European countries under the umbrella of remembrance and history. The Project did a lot to draw attention to its existence for participants, partners and wider audiences via a strong press and PR campaign and the use of high profile events and screenings with policy-makers and politicians.

Because it is a Remembrance Project there is no sense of whether it explicitly targets those already engaged with Europe and those who are neutral or sceptical. However, it does focus on using the testimony of a group of marginalised older people to help to influence and inform the actions of young people.

Score (0-5):2

Implementation was effective in the Czech Republic for the year the project was funded but the national focus and short timeframe prevented effective contacts with wider European partners and networks

3. Results: what were the concrete results / outcomes of the project?

The concrete Project results/outcomes included:
- An award winning documentary
- An award winning series of DVDs

These results/ outcomes were then used for further dissemination in the form of:
- Screenings at film festivals
- Circulation of documentary to elementary and secondary schools in the Czech Republic and Slovakia
- Depositing of the documentary and DVD series in the Oral History Archive in Prague
- Circulation of the documentary for screening to elementary and secondary schools in Italy and Germany

That the results/outcomes and dissemination strategy were well received and effective is evidenced in the awarding of the Project the EU Golden Star Award in 2008 for involvement in debate on EU issues at grassroots level and for co-operative effort.

The Project had narrow focused aims and objectives – i.e. in capturing the testimonies of female descendants of political prisoners in the former Czechoslovakia in the 1950s and bringing the stories of these Daughters to a wider public audience, indeed this explains the very naming of the Project 'Daughters of the Enemy'. The Project succeeded in meeting its aims and objectives in the Czech Republic in the 12 months in which it was funded.

Sustainability - There is evidence of the Project building and sustaining momentum during its 12 month funding period through the collection of the testimonies, their editing into a series of DVDs and the publicity and promotion of those DVDs in the Czech Republic and in some other European countries. Certainly the Project kept all its partners linked up and made efforts to reach its target audiences/groups. There is no evidence of the Project being able to generate further funding beyond its 12 month period. However, there is some evidence of some continued support for the Project with plans by a number of partners to have a follow-up TV series to be ready by 2010. However, there is no evidence presented as to whether this TV series got off the ground. The Project outcomes are sustainable, in the sense that they are included in oral history and film archives in the Czech Republic, and can be accessed via the project website at any time in the future. However, there is no evidence of attempts to

continue the project beyond the funding period. This may be understandable given the funding was used to complete the collection, recording and production of the testimonies of the 'Daughters of the Enemy'. There is also no evidence presented as to whether the Project led onto wider European activities and initiatives beyond its 12 month funding period.

Replicability - It is rather a one-off Project that achieved what was planned and left a legacy in the form of it outcomes and where they have been deposited so that others can access them. It is unlikely the Project will be replicated in the same form in the future as it achieved its outcomes. However, there is the potential to take the concept of capturing the testimonies of those involved in persecution and discrimination and use it in a variety of other contexts.

Score (0-5): 2

The Project had concrete results/outcomes but these were largely in the Czech Republic and during its one year existence with little evidence of sustainability or replicability beyond this period.

4. Context: did the project fit well within its context?

There is limited evidence from the Project on contextual factors that affected the conduct of the Project at a number of levels. The contextual factors that affected the conduct of the Project, largely positively were those concerning:

- At national level in the Czech Republic the interest and support of leading politicians such as Vaclav Havel and the convening of a Parliamentary press conference to celebrate the Daughters and their story
- At EU/EC level the awarding of the Project a Golden Star Award in 2008 as a sign that it had been noticed as a Remembrance Project at European level that should be celebrated.
- At EU/EC level and then at national level the fact that the EU/EC had taken an interest in the story of the Daughters and had funded its capture, telling and dissemination through the Europe for Citizens Programme had given the Project legitimacy and, in turn, encouraged politicians and policy-makers in the Czech Republic to also take an interest in the Project and the story behind it and to help celebrate and publicise it.
- At European level it fitted with the general policy to look to write the wrongs done to citizens over time and remember their stories

Score (0-5):2

There is some evidence of contextual factors being taken into account but that evidence is limited

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

In terms of identity and belonging there certainly seems to be a shift in attitude and behaviour towards the Daughters at all levels of Czech society at the time but how far this translates into meaningful structural change, particularly in the way that the education system deals with the issue, is hard to gauge. Participants, in terms of the Daughters' certainly have Project ownership given it is their live stories which are being collected and publicised and co-partners are given freedom to disseminate the Project outcomes in a variety of ways. There is also evidence of the dissemination of results/outcomes impacting on decision-makers and public policy in the Czech Republic. There is also evidence of people in the Czech Republic and Slovakia coming together to revisit identity building and participation through the Project, particularly through the engagement with young people in schools. However, the wider aim of taking this more widely across Europe remained largely aspirational at the Project conclusion.

Taking the Project as a whole it is fair to say that in relation to participatory citizenship and civic engagement it did have an impact in the Czech Republic in 2007-08. However, that impact is likely to have been limited and partial beyond that date and in the ambitions to have a wider impact at EU and European level. The Project made considerable strides in the 12 months of funding to have a series of strong outputs around the story of the 'Daughters of the Enemy' and it was able to use those outputs to have meaningful impact in the Czech Republic and with policy-makers. However, the end of the funding meant that the potential to build on this impact from 2008 both in the Czech Republic and across other European countries and at EU level was not realised. It remained largely aspirational and now remains an historical Project of its time in the Czech Republic.

Score (0-5): 2

There are signs of impact during the life of the Project but these are not sustained once the funding finishes.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	2	Grounded in theory around identity and belonging but that grounding is at national/country level in the Czech Republic and not at European/EU level.
Implementation	2	Effective in the Czech Republic for the year the project was funded but the national focus and short timeframe prevented effective contacts with wider European partners and networks
Results	2	Concrete results/outcomes but these were largely in the Czech Republic and during its one year existence with little evidence of sustainability or replicability beyond this period.
Context	2	Some evidence of contextual factors being taken into account but that evidence is limited
Impact	2	Signs of impact during the life of the Project but these are not sustained once the funding finishes.
Average and summary	2	Much of the scoring is influenced by the national/country focus of the Project and by its limited timespan of one year, both of which do not give it time to have reach and impact at deeper European/EU levels. The Project rather blazes across the sky and then the vapour trail and any lasting impact disappears from view.

4.14. FEMREX- Female R-existence: A gender focus on Nazi-Fascist persecution of women (Remembrance)

Project Case-Study title: FEMREX- Female R-existence: A gender focus on Nazi-Fascist persecution of women
Brief description of Project
Project under Action 4: Active European Remembrance

General objective: spotting a light on the subject of Nazi-Fascist persecution of women, unveiling the condition of women as women (opposed to them being Jewish, Gipsy etc.) during Nazi-Fascism, through stories, testimonies and narrations.

Organisation: Servizio Civile Internazionale (Italy)

Partners: SCI Germany, SCI Greece, Utilapu (Hungary), Municipality of Rome X (Italy, Historical Museum of Liberation (Italy), Associazion Culturale MIA (Italy), Assoziacione ASAL (Italy).

Duration: 1 year (January-December 2012), but project activities taking only 30 days.

Grant: 51,112.46 EUR

Main activities:

- Public conference with the local Rome municipality ("Gender oppression under the 20 years of Fascism") as a part of a Q44 festival;
- Meetings with experts and visiting historical monuments in Greece
- Meeting an expert from Ravensbrück (German women's concentration camp)
- 4 study visits within Italy
- 4 public events

Participants: 91 direct participants (majority were women); unspecified number of members of the public involved |
| **1. Theory: how well is the project grounded in credible theory?** |
| The project was intended as an action to raise awareness of the Nazi-Fascist persecution of women on the basis of their gender and women's roles in the Resistance. The project involved activities in 4 countries and intended to connect people on the basis of European shared values, such as democracy, gender equality and respect for diversities. As such it contributed to the EfCP objectives of *"Changing attitudes and behaviours to the EU, its history, values and culture"* and *"Bringing people together from across Europe and contributing to identity-building and participation".*

The project managed to bring together participants from local authorities as well as feminist organisations and each of the events was a chance for exchanges of experience between "new" and "old" generations, facilitating the preservation of European memory of the past. However, it is not sufficiently clear whether the representatives of old and new generations were in fact from different European countries.

From the brief descriptions of the activities undertaken in the project, it is not sufficiently clear how it relates to the prior knowledge about factors that contribute to building effective civic participation and engagement. |
| **Score (0-5): 2** |
| Although the intuitive connection between the project's scope and credible theory is easy to make, the documentation does not make it clear in which way exactly the project is linked to theories or what the expected outcomes would be. |
| **2. Implementation: was the project realistically designed and delivered as planned?** |

The project lasted for a year, from January to December 2012 and consisted of six one-week-long sessions. It started with two preparatory meetings (in Budapest and Rome), with the second one taking place a few days before the launching event in Rome. This was followed by a series of 7 days long activities in Greece, Germany and Italy (Rome).

In each of the seven-day-blocks the activities included visiting local concentration camp / execution / deportation sites, interviews with experts/survivors and an open event. No details on the number of people attending the open events are given.

It can be noted that at no point in the project all 91 participant had the chance to attend the same event simultaneously.

Each of the 7 day long study visits also included "seminary moments" with lectures and testimonies followed by "reflection groups" in which the participants could elaborate and process what they listened to. From the project documentation it is unclear which of the participants took part in the "reflection groups".

In terms of promotion, the project included a website, a DVD and a youtube clip of an unspecified nature and an undefined number of "publications". What seemed to have been the most measurably successful promotional activities were the first (launch) and the last events in Rome, which attracted media attention (links to press clippings included in the report).

The project documentation seems to be contradictory with regards to the changes to the original application. The opening paragraph of the relevant report section states that "no changes have been done" to the "event activities planned", whilst the final paragraph describes "an important change during the final event in Rome" resulting in 4 events organised in one week.

Regarding the participants, there were 91 instead of initially planned 85. However, in three out of the 4 events (two in Rome, one each in Greece and Germany) there was a decrease in the number of international participants originally foreseen to take part.

There are no details available on the profiles of the 91 participants, apart from which organisation from the list of the partners they come from, and their gender distribution, e.g. whether they were CSO members, potential multipliers or policy makers.

Given that there is insufficient information on the number of people reached through the open events, the budget of 51,112.46 EUR seems to be underutilised.

Score (0-5): 2

Although the project articulated its objectives, the description of the activities and their rationale is not detailed in sufficient detail. The changes introduced to the delivery are unclear although it is stated that the overall budget remained unchanged.

3. Results: what were the concrete results / outcomes of the project?

The results listed in PART D are linked to the content of the activities and the overall objective of the project. However the reach of the public events is completely unclear, diminishing the project's success.

Although the report states that the "impact on target groups was remarkable", there is no evidence to support this claim.

It is reported that the project outputs were shared and disseminated during the international meeting of SCI International, where the project was considered exemplary best practice for peer-to-peer exchange on the subject of preservation of European memory. It is also reported that "in the future more partners want to join the initiative" although no more details are given.

It was reported that the partners proposed a follow-up to the project under the EFCP 2012 call but were unsuccessful; however, they intended to apply again in 2013. The fact that none of the partners is listed on the 2013 successful applicants' list suggests that on that occasion they were unsuccessful as well.

Score (0-5): 1
The description of the results is vague and not well articulated given the geographical, financial and time-scope of the project. They lack specific detail and concrete examples. Praise for the project is anecdotal, at best.

4. Context: did the project fit well within its context?
The project was very relevant to the context of Active European Remembrance, with project activities taking place in countries heavily impacted by Nazism and Fascism. By bridging the gaps between the generations the project also intended to highlight the challenges of the present times, especially the rise of the new far-right movements, relevant to the four participating countries. The project also seemed to fill an under-researched gap of the role gender had in persecutions of its victims.

Score (0-5): 4
Very relevant to the context of Active European Remembrance, with project activities taking place in countries heavily impacted by Nazism and Fascism. Furthermore, the project seems to fill an under-researched gap of the role gender had in persecutions of its victims.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?
The project final report states that during each 'public activity' the EFCP programme was mentioned together with (unspecified) details of Action 4. It also states that the "visibility of the project was remarkable in all the locations where an event was held", although, again, no specific details to support this claim are given. However, judging from the scope and focus of the project, the project might have had plausible impact on the EFCP's objective of "*Changing attitudes and behaviours to the EU, its history, values and culture*" and "*Bringing people together in Europe and increasing understanding, respect, social cohesion and solidarity*". It is also plausible that by showcasing the shared experiences of atrocities committed on women from different European countries during the Second World War by Nazi and Fascist regimes, the project might have had an impact on the objective of *Building European identity and belonging.* Yet it must be emphasized that the vagueness of the report makes it impossible to be certain about the strength of the impact on any of the mentioned objectives.

Score (0-5): 2
Although the scope of the project seems plausible to have an impact on changing attitudes to EU values and bringing people together in Europe, the vagueness of the report makes it impossible to be certain about the strength of the impact on any of the mentioned objectives.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	2	Although the intuitive connection between the project's scope and credible theory is easy to make, the documentation does not make it clear in which way exactly the project is linked to theories or what the expected outcomes would be.
Implementation	2	Although the project articulated its objectives, the description of the activities and their rationale is not

		detailed in sufficient detail. The changes introduced to the delivery are unclear although it is stated that the overall budget remained unchanged.
Results	**1**	The description of the results is vague and not well articulated given the geographical, financial and time-scope of the project. They lack specific detail and concrete examples. Praise for the project is anecdotal, at best.
Context	**4**	Very relevant to the context of Active European Remembrance, with project activities taking place in countries heavily impacted by Nazism and Fascism. Furthermore, the project seems to fill an under-researched gap of the role gender had in persecutions of its victims.
Impact	**2**	Although the scope of the project seems plausible to have an impact on changing attitudes to EU values and bringing people together in Europe, the vagueness of the report makes it impossible to be certain about the strength of the impact on any of the mentioned objectives.
Average and summary	**2**	The context and the scope of the project seem very relevant to the range of activities considered under Action 4, and the corresponding objectives of the EFCP, however the stark lack of concrete details in the final report makes it impossible to judge the projects' true outcomes.

4.15. The conscience of Europe (Remembrance)

Project case study title: The Conscience of Europe

Brief description of Project

The Conscience of Europe (CE) was a project which consisted of a series of international events in Finland aimed at contributing to the discussion on the EU's policies of multiculturalism. It was funded under Action 4 (Active European Remembrance) and consisted of three main activities i.e. a two-day international conference, a tour of an exhibition on the Roma Holocaust and a gypsy cabaret performance. The project organiser was The Drom Association for Creative Arts and Culture (DA) in Helsinki, Finland, and was directed and produced by its Chairman, Veijo Baltzar. The EfCP's contribution to this project was of € 50,000. The Ministry of Education and Culture of Finland, the Swedish Cultural Foundation in Finland, the Ministry of Foreign Affairs of Finland and FILI (Finnish Literature Exchange) co-funded the project too.

The CE project lasted one year, from December 2013 to December 2014 and was a continuation of a prior project by the DA: the Forgotten Genocide project of 2010, which took up the issue of the silenced Roma genocide for the first time in Finland. With the current project, Veijo Blatzar wanted to continue the work on Europe's multiculturalism and contribute to the debate by involving European decision-makers in the discussion.

1. Theory: how well is the project grounded in credible theory?

The project was funded under Action 4 (Active European Remembrance), but it had elements closely related to other programme's strands too. The CE project aimed to support the preservation of European memory by increasing awareness of the Roma Holocaust, but it also seek to contribute to the discussion on multicultural Europe. Hence, the project had various activities, each tied to these different, but inter-related, objectives.

The main event was a two-day international conference held in Helsinki in March 2014 which purpose was to enhance the public debate on the need to reform the EU's policies of multiculturalism, and involve European decision-makers in this discussion. The conference included the presentation of 24 proposals for legislation reform prepared by the Director of the project and Chairman of the DA, Veijo Baltzar. The proposals addressed key issues related to building a multicultural Europe such as the right of cultural identity and self-worth, the role of young people, and attitudes towards minorities. The proposals were sent to the conference's speakers in advance and were asked to comment on them during their speeches. This generated a fruitful discussion between the event's participants which included politicians from various European countries, researchers, representatives of international organisations, and young people.

The artistic elements of the project, the Miranda exhibition and the gypsy cabaret performance, were more related to the objective of preserving European memory, in particular of the survival story of the Roma people. They also served to present the themes of the conference to a broader audience with the means of culture and the arts. They were also meant to be particularly appealing for young people, seen as the future leaders responsible for renewing inherited attitudes towards minorities. These activities were thus open to the general public.

The cabaret performance served to close the conference, but was also presented three more times at the historic Alexander Theatre in Helsinki. Performers were mostly young students in creative fields from diverse cultural backgrounds.

The Miranda exhibition depicted the horrors of the Second World War through the lenses of literature, poetry, and the visual arts. Its main objective was to raise awareness on the events of the Roma Holocaust which had been silenced for many years. The exhibition was displayed at various cities throughout the year, reaching a

number of Finnish citizens, but also international visitors. The content of the exhibition was considered strong and polemic and allowed the Roma to tell their own story, focusing on the issues that they considered important.

Based on the objective and content of these activities, it is possible to say that the project related well to the EfCP, in particular to the objectives of building European identity and belonging, and of increasing understanding, respect, social cohesion and solidarity. The project also made an interesting effort to engage young people, understood as the key motor for future change, and to disseminate concrete proposals for legislative reform to decision-makers at national and European level.

Score (0-5): 4

The project had clear objectives which linked well to the EfCP aims. It also proposed a set of activities targeted at different audiences and aiming to reach a broad range of groups, including decision-makers, young people, researchers, and the general public.

2. Implementation: was the project realistically designed and delivered as planned?

The project had clearly stated overall aims and objectives, as well as a feasible time plan for activities. It lasted one full year (December 2013 - 2014), period during which it produced the following main outputs:

- **Welcoming event** for conference participants and project partners at the National Museum of Finland (Helsinki, 17 March 2014, 60 participants)
- Two-day **international conference** 'The Conscience of Europe' in the annex building of the Finnish Parliament (Helsinki, 18-19 March 2014, 180 participants)
- **Exhibition** 'Miranda – The Roma Holocaust' in the cities of Helsinki, Iisalmi and Vantaa (March – October 2014) (87,000 visitors)
- **Cabaret performance** 'With the Seven String Guitar' (Helsinki, 19 and 30 March, and 12 April 2014) (700 participants)
- **Concert of contemporary Romani music** performed by the Drom orchestra (Rautalampi, 13 September 2014, 100 participants)
- Development and presentation of the **Conscience of Europe Report** (Helsinki, 9 December 2014, 60 participants)

The project managed to engage a broad number of groups and participants to the events. These included Finnish, but also European stakeholders such embassies, policy-makers, researchers, representatives of organisations from the cultural sector and international organisations, and young people of different cultural backgrounds. Via the exhibition and cabaret performance, the project succeeded in reaching the Finnish general public, as well as tourists. It is estimated that 87,000 people visited the Miranda Exhibition, making it likely that the project reached out people with a neutral or sceptical view of the EU.

All in all, the project was implemented well and delivered according to the time plan. It was an ambitious project which, in occasions, took more resources and time to plan than expected. But the coordinators managed to sort out the challenges and accommodate the agenda of events considerably well. In terms of changes to the original proposal, two cities (Savonlinna and Oulu) could not display the exhibition due to economic reasons. In addition, in order to accommodate the agenda of the conference's speakers and make the opening of the conference at the National Museum coincide with the Miranda exhibition, the latter was extended one month and the display of the exhibition in Raseborg had to be postponed for 2015.

It is worth noting that, due to the interest generated by the project, there were also some cultural organisations that offered to display the exhibition and thus some displays were added in the agenda. For example, some elements of the exhibition went to the city of Suonenjoki to be displayed in connection with an art exhibition there in line with the topics of the CE project.

The project promoted itself effectively through various means. It created a webpage

and Facebook group, and sent a newsletter to (national and international) NGOs, embassies, and national and local authorities. These stakeholders also acted as multipliers spreading the information on the project through their own networks. The conference's speeches were also disseminated through the DA's YouTube channel. The project also organised a press conference prior the main event and a seminar to present the Conscience of Europe Report, both attended by relevant stakeholders and the media.

The success and interest generated by the project was probably influenced by the fact that it was a continuation of a prior project and that, some of its activities, for example the Miranda exhibition, had been launched before the launch of the CE project. This helped the project start smoothly and build on activities that had already proved to be successful. Moreover, the project director and producer, Veijo Baltzar, is a well-known and respected figure in the European cultural sector, who used his reputation and influence to develop a network of stakeholders to support the project. The DA's steering committee, which brings together current and former Finnish politicians working in the cultural field, also helped in positioning the project at national and European level. All this resulted in the project receiving support and funds from organisation other than the EC too.

Score (0-5): 4

The project was implemented according to the work plan. It delivered more than it had originally committed and produced some tangible outputs. It also managed to leverage additional support and resources beyond the Commission and EfCP.

3. Results: what were the concrete results / outcomes of the project?

The project accomplished its main goals and objectives. It also leveraged resources from other institutions and encouraged others stakeholders to take action too. For example, when the Miranda exhibition was displayed in Vantaa in October 2014, the city of Vantaa organised a discussion forum on 'The Untapped Resources of Culture', a book written by Veijo Baltzar building on the results of the conference. Another example was the municipality of Rautalampi, which offered the possibility of holding a concert of contemporary Romani music in connection to a historical market event in the city which gathered people from all over Finland.

In terms of concrete results, the number of participants to the activities and events organised by the CE project was over 88,000. The majority were from Finland, but it also included other Europeans and worldwide tourists. The participation of women was greater than men, but in terms of age, the distribution was relatively even between young people (less than 30 years old), adults (30 to 65), and seniors (over 65).

In line with its objectives, the project managed to implement high-profile activities that succeeded in engaging a broad and diverse audience of European policy-makers, researchers, and representatives of cultural and international organisations. For example, speakers to the conference included a Finnish former president, a Member of the Finnish Parliament, the leaders of the Finnish political parties, the Estonian and Slovak Ministers of Education, the Hungarian Minister of State for Social Inclusion, researchers from universities in Finland, the Netherlands, and France, representatives of international organisations (Amnesty International), among others.[14]

According to the project's final report, the conference provided participants with a number of perspectives from where to understand multiculturalism and they were also given the opportunity to engage in an open discussion on European multiculturalism and how to build better inter-cultural dialogue across Europe.

The project also encouraged participation of young people. For example, at the conference, eight young Finnish people from different cultural backgrounds

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[14] Conference programme: http://www.en.drom.fi/conference-program

commented on their lives as immigrants, reflecting the main themes of the conference on their own experiences and thoughts. The audience appreciated these speeches very much.

In terms of supporting European remembrance, it is worth noting that feedback received from the different visitors to the Miranda exhibition indicated that, for many people, it was the first time that they had heard about the Roma Holocaust.

There are various indications that activities will continue even after the end of the project. For example, the project's final report reveals that there were to display the Miranda exhibition in other European countries. It also mentions that the project director and the DA are in regular contact with partners, speakers at the conference, and relevant political and cultural organisations to discuss further developments of the project. The DA has also met representatives of Finland's parliamentary groups to discuss the objectives of the project and has sent Baltzar's proposals for legislative reform to the European Commission and high-profile politicians in Finland.

But, more important, is Baltzar's decision to continue the work and goals of the CE project by developing a new four-year project called "The Many Faces of Europe", a theatre play in seven countries (Finland, Estonia, Germany, Lithuania, Portugal, Iceland and Czech Republic). An application for funding from Creative Europe was sent to EACEA in October 2104. According to the final report, the networks of contacts born through the implementation of the CE project were essential for developing the new project.

Lastly, in terms of best practices, the successful involvement of European decision makers in the project, in particular at the conference, should be highlighted. This helped to strengthen the profile of the project and also increased the likeliness that some concrete impacts are seen at policy level.

Another good practice was also the way in which the different speeches for the conference were organised. Before the event, each speaker received a document containing the philosophical and political content of the conference, headlines for their speeches, and a list of provocative questions/thesis that they were supposed to answer at the conference. Also, the order of speakers was carefully planned, ensuring that their speeches related to each other. All this planning contributed to the success and final outcome of the conference, which was highly praised by participants for its multidisciplinary approach, wide range of different perspectives, fruitful results and good organisation.

Score (0-5): 4

The project reached the expected results and contributed to the realisation of EfCP's objectives, in particular it contributed to an increased understanding of European multiculturalism. It also contributed to preserving the European memory by increasing awareness on the Roma Holocaust.

4. Context: did the project fit well within its context?

The project showed a good understanding of Europe's challenges in relation to multiculturalism and inter-cultural dialogue. It was based on the idea that, although Europe is ethnically diverse, legislation, administration and education in European states lack the functional tools and goal-oriented competencies necessary for constructing multiculturalism. The interest and support generated by the project demonstrated that this idea, and the specific issues it addressed, were of relevance not only for Finnish people, but also for other European citizens and stakeholders. In addition to this, the activities organised for addressing these topics proved to be relevant and adequate for the audiences targeted. While the conference created an opportunity to involve policy-makers in a high level discussion of what sort of reforms are needed at European level in relation to multiculturalism, the exhibition and cabaret performance served to engage a broader audience and invite people to re-think their perceptions and views of different cultures.

The idea of involving young people in the project was wise and certainly in line with

the EU's policies and priorities in relation to youth. In this sense, the project made an attempt to campaign for young people having a voice and an opportunity to reform attitudes to minorities and thereby build a true Europe for citizens.

Finally, in its intention of contributing to European remembrance, the project focused on the horrors of the Second World War, theme that has been tackled many times before. However, it offered a new perspective of things and addressed an issue that had been treated to a limited extent in Finland: the Roma Holocaust. In particular, the Miranda exhibition, instead of gloating on brutality and the sufferings of victims, it focused on official measures of the war years, the decisions of the so-called educated classes, laws and administrative orders that led the Roma to the concentration camps and gas chambers. In this way, it linked well to the objectives of the project's main event, the conference, which centred on the need for reforms in multicultural policies.

Score (0-5): 4

The project showed a very good understanding of the issue of multiculturalism and its relevance for EU policy-making. In addition, it was able to build on this understanding successfully, generating wide support and interest from a broad audience.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

The CE project contributed mainly to the debate on how to build an European identity and belonging and how to increase understanding, respect, social cohesion and solidarity. It realised this by bringing the relevant actors together and creating an appropriate space for them to present their views, discuss concrete proposals for policy reform and develop a network of support for reform that will continue beyond the end of the project.

The CE project also contributed to changing citizens' views of the EU, its history, values and culture by presenting them a piece of European history that had been silenced for many years and by inviting them to think how Europe can prevent this from happening again. The feedback received from visitors to the Miranda exhibition was very positive and many indicated that it was the first time that they had heard about the Roma Holocaust. Moreover, it was the first time too that the Finland's National Museum gave an opportunity to a national minority to produce content for an exhibition. It was also considered "a first and one of its kind" event in broader Europe too.

There are also multiplier effects, at national and international level that should be mentioned. In effect, one of the strengths of the CE project was that it was not Helsinki-centred and that it mobilised other institutions in the country and abroad to either organise activities themselves or support the CE project. Examples of this are the concert of Romani music organised by the municipality of Rautalampi, the display of elements of the Miranda exhibition in another exhibition in Finland, and the plans to organise a European tour for the exhibition in the coming year. Moreover, as the project progressed, other organisations joined and contributed to the project, for example various European embassies in Helsinki which were key partners for the engagement of key note speakers at the conference.

Finally, it is worth mentioning that one of the tangible results of this project were Baltzar's 24 proposals for policy reform which were discussed at the conference. It is likely that these proposals have an effect on national policy given that they are at the centre of the DA's advocacy work towards multiculturalism in Finland. It is also likely that they contribute to policy-making at European level too, building on the multinational cooperation that was generated by the project and that has extended beyond the end of the project.

Score (0-5): 4

The project clearly contributed to the debate on how to build an European identity and belonging by issuing concrete policy proposals on multiculturalism and by engaging European policy-makers in the discussion. It also contributed to changing citizen's

views and perception of the EU by providing them with new perspectives of history and raising awareness on the importance of inter-cultural dialogue. Given the multinational cooperation that this project generated, it is likely that the discussion will be taken forward in Europe after the end of the project.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	4	The project had clear objectives which linked well to the EfCP aims. It also proposed a set of activities targeted at different audiences and aiming to reach a broad range of groups, including decision-makers, young people, researchers, and the general public.
Implementation	4	The project was implemented according to the work plan. It delivered more than it had originally committed, by leveraging additional support and resources beyond that provided by the EfCP.
Results	4	The project reached the expected results and contributed to the realisation of EfCP's objectives, in particular it contributed to an increased understanding of European multiculturalism. It also contributed to preserving the European memory by increasing awareness on the Roma Holocaust.
Context	4	The project showed a very good understanding of the issue of multiculturalism and its relevance for EU policy-making. In addition, it was able to build on this understanding successfully, generating wide support and interest from a broad audience.
Impact	4	The project clearly contributed to the debate on how to build an European identity and belonging by issuing concrete policy proposals on multiculturalism and by engaging European policy-makers in the discussion. It also contributed to changing citizen's views and perception of the EU by providing them with new perspectives of history and raising awareness on the importance of inter-cultural dialogue. Given the multinational cooperation that this project generated, it is likely that the discussion will be taken forward in Europe after the end of the project.
Average and summary	4	The project was well-thought and planned, delivering more than it had actually expected. It reached a considerable number of people and audiences, including decision-makers who are likely to take the discussion on multiculturalism forward. The project also did a very good use of the networks, resources and influences the DA and, in particular, the project director had due to his long-track record as advocate of minority issues and multiculturalism.

4.16. *The crocus project (Remembrance)*

Project Case-Study title: The Crocus Project

Brief description of Project –

The Crocus Project was funded under Action 4 – Active European Remembrance and took place between 1 April 2013 and 30 June 2014.

The beneficiary was the Holocaust Education Trust Ireland (*hereinafter* – HETI). The activities took place in AT, BG, HR, CZ, IE, GR, MT, PL and the UK.

The budget was EUR 71,459.50.

The project was intended for pupils aged 11 years and over. The project provides schools with yellow crocus bulbs to plant in memory of the 1.5 million Jewish children and thousands of other children who died during the Holocaust. The yellow flowers represent the yellow Star of David that all Jews were forced to wear under Nazi rule.

The project seeks to introduce youngsters to the study of the Holocaust, to promote awareness and stimulate discussion about discrimination. The Crocus Project is perpetual and operates every year since its launch in 2005. The 2013 edition saw the involvement of over 51,000 European students. In 2013, the funding obtained from EfCP allowed for the project to continue in HR, MT, IE, PL, the UK, CZ and BG, as well as to be introduced in GR and AT.

The key feature of the Crocus Project is the planting and maintaining of the crocus bulbs by the school children. The flowers bloom in the end of January, around the time of International Holocaust Memorial Day, which provides the opportunity for the students to reflect on this historical event. This feature was complemented by guidelines and an information pack to be used by teachers during this activity, in addition to existing material son multiculturalism and racism. In 2013, a new section entitled *The EU and You* was developed by HETI. This section briefly outlines the history of the EU and introduces the students to the idea that the Crocus Project is a EU based project spanning over 9 countries. The students are also encouraged to become active members of the Online Crocus Club, which allows them to meet their European counterparts and exchange on the themes of the Crocus Project.

In addition, the following activities were financed through the EfCP:

- Launch event on 19 April 2013 at the EU Parliament Office in IE, in the presence of high-profile officials such as the IE Minister of EU Affairs and in the attendance of members of the public, media, politicians, diplomatic corps, teachers, etc. This high-profile event raised the visibility of the project.
- Promotion in participating countries through a promotional letter and registration form translated in all relevant languages and distributed via post and email throughout the school networks in participating countries. This also included the maintenance of a website and adverts.
- Work and finalisation of the guidelines and information pack in all the relevant languages. Distribution of packs to participating countries.
- Registering schools in participating countries.
- Ordering, dispatch and planting of bulbs in participating countries.
- Reminder to all schools to encourage students to participate in the Online Crocus Clubs
- Preparing and sending a Crocus Project survey.
- Press release outlining the results distributed to all partners and circulated to all the relevant educational bodies in their countries.

1. Theory: how well is the project grounded in credible theory?

On its scale, the Crocus Project fulfils the EfCP aims and objectives extremely well.

The project encourages interaction between citizens from all participating countries. This is particularly notable in the development of the Online Crocus Club where students can exchange with other European children that share their experience. In 2013, the project directly reached over 51,000 participants. These participants not

only learned about the experiences of children throughout Europe during the Nazi era and the consequences of xenophobia, but they also had the opportunity to reflect on why the EU was established and the important role it plays in their lives and the protection of their human rights. Furthermore, the project packs encouraged the teachers to dispense classes directly related to Europe's common values, history and culture and how these relate to their lives today.

Also, the fact that all participants were made aware that the project simultaneously ran in 9 countries of the EU reinforced the connection of the school children with their European counterparts.

Through *The EU and You* booklet, the role of the EU in this project was made even stronger.

The dissemination of results/outcomes impacting on decision-makers and public policy was done through the involvement of officials in the high-profile launch event and through the dissemination of results to the relevant educational bodies after completion of the project.

The Crocus project also scores very highly in its approach. The learning approach encompassed varied innovative tools (information pack, planting flowers, joining the Online Crocus Club) in a context which is familiar to the participants (school). The practical nature of the project ensured that the students actively learn through a strongly interactive process and are personally responsible of the project outcomes (blooming of the flowers in remembrance of victims of Nazism).

Score (0-5): 4

Very strong project in its conception except the lack of vertical participation opportunities.

2. Implementation: was the project realistically designed and delivered as planned?

The Crocus Project was very clear with regards to its aims and objectives. It also had a very straightforward plan of action.

The project was also characterised by its sustainability – based on the interactive involvement of students throughout one year. In addition, the fact that the project operates annually in the same countries is also very important.

The project reached over 51,000 children in one year which is very impressive, and also stimulated the involvement of peers in several countries. It also performed really well in terms of building partnerships within the member states – between schools, NGOs, museums etc.

Our opinion is that the project performed exceptionally with regards to its budget in terms of impact and its ambitious scope was fully achieved, in particular by touching members of the public who were not already engaged in civic activities.

The project was also reasonably well promoted.

Score (0-5): 4

Great results given the budget, however insufficient promotion in our opinion.

3. Results: what were the concrete results / outcomes of the project?

The Project's principal achievement was the direct involvement of 51,000 students from 9 different member states. Evidence from the final report suggests that the children participated actively in the project and gained robust knowledge about the EU, as well as the shared values and history underlying its foundation.

The overall aims and objectives of the Crocus Project were straightforward, and to our opinion were easily met in its implementation.

The report also suggests that the completion of this project created new partnerships and strengthened the existing ones between civil society organisations in the 9 participating countries. However, the nature of the project somehow prevents its

continuation beyond the end of the funded support from the EFCP. Contrastingly, it is possible to envisage that the teachers involved in the project would have enriched their curriculum with the themes touched upon through the Crocus Project and will continue dispensing classes on those topics.

The project scores highly on replicability, given its simplicity. However, in our opinion, the policy impact is somehow limited insofar the project was oriented towards a very specific target age group.

Score (0-5): 3

The project fulfilled its objectives, however its sustainability and policy impact are limited.

4. Context: did the project fit well within its context

The Crocus project is an ideal activity to introduce children to the subject of the Holocaust, and provides a tangible solution to promote awareness and stimulate discussion about discrimination amongst its target group.

The final report contains strong evidence that participation in the project developed a stronger sense of the importance of the European Union and the role it plays in the protection of human rights, as well as the common values and history that this union is built on.

The EU and You booklet also provided a robust base for the students to gain knowledge about the EU and encourage them to consider their own role within the EU.

Furthermore, the project appears to be extremely well suited to the mind-set of its target audience, as it renders accessible difficult topics through interactive learning. The evidence suggest that it is plausible that the participants have learned through the fact that they could relate to the children that perished in Europe during the Nazi regime, but also through the carrying out of a joint activity with their peer in other EU countries.

Score (0-5): 5

The Report presents strong evidence that it was implemented with considerations for the contextual factors, and that it was very well suited to its audience. EU themes and policies are very present throughout the project as well.

5. Impact: what was the project's plausible impact on the programme's higher-level objectives?

Considering the target audience, the impact of the Crocus Project ought to be considered in relation to its scale.

With regards to the EFCP's higher-level aims and objectives, the evidence suggests that the project has achieved a significant impact, although somehow limited in its extent.

The final report contains strong evidence that the European identity and sense of belonging of the participating students was strongly reinforced through their involvement in the project. Through the double link established with the past (commemorating children who died during the Holocaust) and the present (connecting with pan-European peers through the carrying out of activities concomitantly), it is very plausible that the students' European identity was reinforced. The topics discussed with the teachers in the context of the project also touch upon understanding, respect, social cohesion and solidarity.

In our opinion, the project has laid a strong foundation in the students' mind about their future attitude and behaviours towards the EU, its history, values and culture.

Score (0-5): 4

Strong evidence that the project can foster behavioural change.

Overall Scores and summary

Evaluation area	Score (0-5)	Explanation
Theory	4	Well-grounded theory, in accordance with the aims and objectives of the EfCP.
Implementation	4	Great results given the budget, however insufficient promotion in our opinion.
Results	3	The project fulfilled its objectives, however its sustainability and policy impact are limited.
Context	5	The Report presents strong evidence that it was implemented with considerations for the contextual factors.
Impact	4	Strong evidence that the project can foster behavioural change.
Average and summary	4	Overall strong evidence that the project is aligned to the EFCP and its objectives. Scores very highly in relation to its concept and its fit within the programme context. Judgement could be mitigated by the fact that the impact, although significant, is limited to a very specific target group. However, the key achievement of the project, in our opinion, is its ability to foster positive attitudes and behaviours towards the EU from a very young age, thereby paving the way for an involvement of the participants in the integration process.

5. BENCHMARKING

Context

During the period of the 2007-2013 Europe for Citizens programme (EFCP), Europe underwent an economic crisis that challenged people's trust in European Institutions and at the same time moved the European and national policy agenda towards almost entirely focusing on measures to activate economic recovery, growth and tackling unemployment. Against this backdrop, a small number of programmes across the European Commission continued to support European active citizenship. The budgets for all these programmes are limited in particular in comparison to employment programmes or agriculture. The active citizenship programmes across the EC shared similar ambitions of increasing citizenship engagement and promoting intercultural understanding. They also share many of the same challenges, for example:

- Small budgets in comparison to the size, diversity and needs of the population of the European Union

- Repeated high quality applications from the same applicants

- How to reach the most disengaged

- How to make the most of the results and learning from funded projects .i.e. communicating the good practice both internally in the EC and externally with stakeholders and CSO's across Europe

- How to provide funding possibilities that tackle the major questions on European Active Citizenship, namely trust in political institutions, participation of citizens in EU decision making and intercultural understanding.

Systematic Benchmarking

Having active European Citizens is crucial to the legitimacy and democratic accountability of the European Union institutions and in this regard there are a number of actions and programmes across different DGs that aim at increasing levels of engagement. This part of the evaluation is based on a systematic comparison between these different actions that promote active citizenship in the European Commission. The aim is to identify the extent that the EFCP is complementary to these other actions. This does not mean that overlaps on objectives or activities must not occur but that the EFCP action should add value beyond these existing initiatives. The methods used for this analysis have been the comparison of objectives set out in legal texts, the programmes' user guides and interviews with officials from the relevant DGs. The actions that we explored are as follows:

- DG EAC: Youth in Action Programme

- DG EAC: Jean Monnet Programme

- DG Justice: Fundamental rights and Citizenship programme

We have also explored the two European years:

- DG Comm: 2013 &14 European Year of Citizens

- DG Comm: 2011 European Year of Volunteering

Objectives

The evaluation of objectives has been performed by using the objectives set out in the legal basis of each of the programmes. The overarching aim of the EFCP was to facilitate Active European Citizenship and the specific objectives were:

1) bringing together people from local communities across Europe to share and exchange experiences, opinions and values, to learn from history and to build for the future;

2) fostering action, debate and reflection related to European citizenship and democracy, shared values, common history and culture through cooperation within civil society organisations at European level;

3) bringing Europe closer to its citizens by promoting Europe's values and achievements, while preserving the memory of its past;

4) encouraging interaction between citizens and civil society organisations from all participating countries, contributing to intercultural dialogue and bringing to the fore both Europe's diversity and unity

Facilitating and/or understanding active European citizenship is a common aim between the programmes under review. The closest of them to the EFCP are the **Youth in Action and the Fundamental Rights programmes** that both share a further three objectives, first, the focus on values of intercultural dialogue and enhancing the fight against racism (EFCP objective 4). This forms part of a common European understanding of active citizenship which is based on the values of human rights. Second, the objective on action, debate and reflection related to European citizenship (EFCP objective 2). Third, the objectives of supporting civil society organisations (EFCP objectives 2 and 4); for the Youth in Action programme, this refers specifically to youth organisations. The European Years also shared the objective on supporting civil society organisations.

The **European Year of Citizens and the Jean Monnet action** shared EFCP objective 2 on debating and reflecting on European Citizenship. The interviews of EC officials highlighted the distinction between the EFCP objective 3 that are 'promoting' Active European Citizenship and the Jean Monnet focus on 'understanding and critically reflecting on' European Citizenship. The focus of Jean Monnet programme was stressed by EC officials not as a tool for the promotion of the European Citizenship but as one meant to provide an understanding of this concept that then could be taken forward through the EFCP. Nevertheless, EFCP objective 2 also emphasises debate and reflection, so it may well be beneficial for the EFCP to emphasise (in its internal and external communications) its role as a tool for debating European Citizenship beyond academia and within civil society. One of the main points to come from the interviews with officials was the **lack of regular dialogue and institutional learning** between DG EAC and DG Comm about each other's Citizenship programmes, with some concerns expressed about the perceived lack of rigour of the EFCP activities.

The **European Years** galvanised support across a board range of actors within the European Commission to focus on the objectives of supporting civil society (EFCP objective 4) through volunteering or through debating and reflecting on European Citizenship (EFCP objective 2). The interviews with officials suggested that the Years encouraged the Youth in Action programme to focus on these priorities within the yearly work programme. Overlap within these activities was therefore a planned outcome of the European Year in order to reach a greater audience.

The added value of the Europe for Citizen objectives stems from its **explicit focus on the local level and local communities** (EFC objective 1). The ECFP aims to provide

the first level of access for ordinary citizens in local communities to engage with the topic of Europe. The second feature that is unique within the objectives is the focus on preserving the memories of the past (EFCP objective 3). Other programmes may address these issues within specific projects but not as part of their overall aims.

Activities

The activities of the Europe for citizenship programme were;

   a) Active citizens for Europe: town twinning, citizens' projects and support measures;

   b) Active civil society in Europe: structural support for European public policy research organisations (think-tanks), structural support for civil society organisations at European level, support for projects initiated by civil society organisations;

   c) Together for Europe: high visibility events, such as commemorations, awards, artistic events, European-wide conferences, studies, surveys and opinion polls, information and dissemination tools;

   d) Active European Remembrance: preservation of the main sites and archives associated with the deportations and the commemoration of the victims.

The EFCP and programme's under review **all support intermediaries** (civil society organisations, teachers, youth workers and local authorities) and fund activities for these intermediaries to bring together citizens from across Europe towards facilitating or understanding European active citizenship. However, under this broader heading the programmes differ in terms of the form and content of funded activities. The EFCP is the only EU programme to **support town twining and remembrance activities** and to **bring together local authorities and NGOs**.

The programmes from DG Education and Culture (**Youth in Action and Jean Monnet**) focus explicitly on teaching and learning. The selection criteria for participation in the Youth in Action Programme consider the non-formal learning methods applied and in each project the young person is entitled to a youth pass certificate that describes the learning outcomes acquired from the experience. The Jean Monnet programme concentrates on higher education including centres, modules and professors with expertise in European citizenship and some activities in schools that support teacher training on European citizenship. Although Education is less of an explicit focus of the EFCP, nevertheless, non- and informal learning are likely to be taking place within its activities and the quality of the methodology and active participation of participants were also among its selection criteria. Referring to the period when the ECFP was hosted within DG Education and Culture (from 2007-2010), the interviews with officials suggested that there was a stronger focus on education and the pedagogical learning processes. EC officials also felt that this approach was appreciated by civil society organisations.

When the ECFP was situated within DG Comm (2011-2014), the focus of activities was more on the **legal concept of European citizenship** and, with less emphasis on learning processes. Nevertheless, EC officials reported that participating civil society organisations have kept the learning elements within their activities. It is less clear whether and to what extent the change of focus added value, particularly considering the challenges of the economic crisis including loss of trust in political institutions could probably be better be addressed by actions that involved citizens in EU decisions that affected their everyday lives such as debating austerity measures (Hoskins et al 2012). The legal aspects of European citizenship are also the focus for the Fundamental rights programme. Nonetheless, interviewed EC officials reported that

activities run under the two programmes were distinct in that the EFCP placed a greater emphasis on civil society, while the Fundamental Rights programme had a more political focus, particularly in the run up to EP elections.

Since the European Year for Citizens and European Year of Volunteering were meant to **complement and extend the scope of the ECFP** (indeed, they fell under the responsibility of the same DG Comm unit), it would be difficult and somewhat artificial to draw a clear distinction between their activities. Funding from the EFCP was said by officials to be used for events that related to both of the European Years, which in turn promoted the priorities of the EFC programmes. The European Years and the EFCP thus can be said to have formed a reciprocal relationship, adding value and mutually increasing potential reach. Given the short time frame of the European Years, the EFCP was seen as a key method for maintaining their momentum and achievements. The evidence from the evaluation of the European Year of Volunteering suggests that this did occur, but the interviews with officials highlighted the limited resources for European Years, which were said to hamper the extent that they could really extend the reach of the EFCP.

According to interviewees, one of the main added values of the EFCP is the **Civil Society consultation group** that was used to form a structured dialogue with civil society and enabled the EFCP to have direct input from civil society in the construction and direction of the yearly work programme. This network has been used not only within the EFCP to inform and spread information about activities, but also across the EC to communicate and receive feedback from European civil society. The interviews with officials stated that the EFC structured dialogue was also used for similar purposes during the two European Years. The EFC civil society consultation group was able to form a single structure called an alliance that the EC was able to fund to run the activities for these years. The success of the European Years was said in the interviews with officials to be based on the already good cooperation with civil society that the EFCP had developed. The Fundamental rights and Citizenship programme also used the EFC structured dialogue to inform and gain feedback on their programme as they did not have their own civil society networks.

Target groups

The target group for the funding of the Europe for Citizens programme were:

- Civil society organisations (CSOs) including among others, trade unions, educational institutions and organisations active in the field of voluntary work and amateur sport (e.g. NGOs, umbrella organisations, networks, associations and federations, think tanks, universities, religious organisations).

- Public bodies (in particular local authorities) and representatives of towns and municipalities, bodies with knowledge and experience of citizenship, museums and memorials.

- The target group for participants of the actual activities, were ordinary citizens from local communities.

As with the EFCP, both Youth in Action and the Fundamental Rights programmes target funding at civil society organisations. The EFCP activities are aimed at ordinary citizens in their local communities, whereas the distinct feature of the Youth in Action programme is that it focuses on young people aged 13-25 and allows young people informally as a group to apply for funding. The distinctive feature of the Fundamental Rights and Citizenship programme is the funding for actions that support the networking of judicial and administrative authorities and the legal professions. The Jean Monnet programme, alternatively, targets higher education institutions, academics and teachers. Overall, there could be **some overlap** between a youth organisation project being submitted for a Youth in Action project and then resubmitted as a EFC 2.1 Citizens' project, as both are aimed at CSO's delivering

citizenship projects. Further investigation would be required to know whether and to what extent this occurs. While it would be problematic if funding was gained twice for the same activity, we have no evidence that this has ever occurred.

Both the Youth in Action programme and EFCP target **public bodies** to deliver activities as well as CSOs, nevertheless, the EFCP is aimed at local authorities in terms of organising twining activities whereas youth exchanges are more targeted at NGOs. A **unique focus of the EFC is the funding of museums and memorials**. As public bodies, these could theoretically be involved in the Youth in Action project but are not named or targeted for this. The European Years targeted the same groups as the EFCP.

Summary of findings

The closest programme to the EFCP is DG EACs Youth in Action programme. In many ways, the EFCP can be conceptualised as an adult version of Youth in Action programme, allowing adults to participate and learn from exchanges across Europe and supporting the structures for European civil society as a whole. An added value of the EFCP is the targeting of ordinary European Citizens in their local communities and involvement in a EFCP project can be a first point of entry for ordinary citizens to discuss and engage with a European activity. The EFCP is also unique in bringing together CSOs and local authorities to develop citizenship activities. Town twinning and remembrance activities are also areas where the EFCP has a specific focus not found in other programmes.

The analysis also uncovered further synergies that could be exploited. For example, non- and informal learning is likely to be taking place in EFCP activities and more could be gained from using good practices developed within the Youth in Action programme to support this learning further. The focus on the legal aspects of European Citizenship may have made a greater distinction between Youth in Action and the EFCP, though it could also reduce the value of the programme for ordinary citizens. More generally, the legal aspects of European citizenship were less likely to be a priority in the context of the economic crisis. One of the main added values provided by the EFCP has been the structured dialogue and network with civil society, which are not only used by the Programme itself but by other citizenship programmes to inform and communicate their work. Rather than duplicating efforts, the European Years were an extension of the EFCP; interviews suggested that the added value came from the close cooperation and coordination of these activities within DG Comm.

The main challenge of European Active Citizenship projects across the EC is the **sometimes lacking of communication** between DGs. Where there has been good communication (as with the European Years and with the Fundamental rights programme) then value was demonstrated through institutional learning and sharing of good practice. Where discussion was more limited (as between EFCP and DG EAC Youth in Action and Jean Monnet programmes), the sharing of good practice and institutional learning was held back, with some officials expressing concerns regarding the quality of the ECFP activities. As all citizenship programmes face many of the same challenges, including relatively small budgets compared to target groups, there is the potential for more to be gained through increased collaboration and the regular sharing of successful approaches.

Reference

Hoskins, B. et al. (2012) Analytic Report: Participatory Citizenship in the European Union, Institute of Education report for EU. Southampton: Southampton University. ISBN 9780854329380.