

**European Commission
DG Enterprise and Industry
1049 Brussels, Belgium**

**Evaluation Report
on the workshop “CALYPSO Palma de Mallorca”
10 – 11 June 2010
in the framework of the
“Awareness Building Workshops on Social Tourism”**

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General assessment

The “Calypso: What Future” Conference in Palma de Mallorca was attended by 100 participants, which met DG ENTRs’ expectations.

DG ENTR expressed their satisfaction with the organisation and implementation of the conference – and so did the participants who filled in the evaluation forms. The detailed feedback can be seen in the assessment of the evaluation forms below.

In general terms, to what extent do you think the workshop met the following objectives?

		100%	75%	50%	25%	0%
1	To broaden my knowledge about social tourism in Europe.	0,00%	85,71%	14,29%	0,00%	0,00%
2	To provide information about the benefits of social tourism.	14,29%	57,14%	0,00%	28,57%	0,00%
3	To inform me about the European best practices of social tourism.	14,29%	57,14%	28,57%	0,00%	0,00%
4	To interact with other stakeholders.	28,57%	42,86%	28,57%	0,00%	0,00%
5	To explore the interest of countries and regions alongside Europe in implementing such trans-national exchange.	0,00%	28,57%	57,14%	14,29%	0,00%
6	To get to know other representatives, thanks to the interaction and networking possibility at the workshop.	14,29%	57,14%	28,57%	0,00%	0,00%

The European Commission is currently reflecting on appropriate criteria to be included in future initiatives on Calypso. In particular,

<u>Which socio-economic profiles of each of the four target groups should Calypso mainly cater for?</u>
Families who are living in poverty; accessibility; yout travel
Income, non-being on vacations more than once a year
Income, accessibility
Low income
Senior and youth groups (also having in mind the experience that already exists in what concerns trans-national exchanges)

Should the European Commission channel its efforts exclusively to these identified soci-economic brackets?
Yes, proposal of Alan Vela is interesting
Yes
EC should try to focus to all target groups
Yes, but carrying out exchange experiences, which in a first phase should be done with 3 or 4 member states.

<u>Should the European Commission distinguish between groups (for example, if a proposal is put forward to include a revenue threshold for seniors, in order to allow them to participate in Calypso, should this threshold be different according to the socio-economic situation in each Member State/Canidate country?)</u>
No, SN Tourism with help of the member state is againts the rules for Euorpe
Yes

Which are the necessary conditions concerning travel and hospitality structures to participate in Calypso? In particular

<u>what type of conditions/criteria (ex. sustainability and accessability) should be respected by supply-side structures to be able to participate in Calypso? Can these be identified/specified?</u>
Accessibility and social sustainability
That each member state has ist own laws concernining the minimums relating to sustainability and accessability

in which manner could SME's be better involved in Calypso?
Transportation, accommodation etc.
To be better informed about the Calypso concept, specially about that they can benefit from it
SME's should offer their typical product (typical for regions) and try to prepare offer/services accordingly to the needs of target groups

Had you ever heard of Calypso before this conference?

Yes	No
71,43%	28,57%

In your opinion, what could be done at European level to facilitate inter European exchanges in the low season, in each of the following target groups:

Youths

Exchange of tourist programmes
More information on possibilities to travel

Senior Citizens

Only for people who are living in poverty
More information and better promotion

Families with Special Circumstances

Structural support for working together with member states
Create criteria for participating in Calypso

Disabled

Information points per country on accessibility for infrastructure
Training employees to cater to their needs

Do you think Calypso should continue in 2011?

Yes	No
85,71%	14,29%

Why is Calypso of interest to you?

It is a platform for good ideas, practices
To be more informed, to spread the information to students and entrepreneurs
Because we have experience of trans-national exchange in Portugal. Because tourism for all implies social and economic development.
The Ministry of tourism has a main role in the development of social tourism

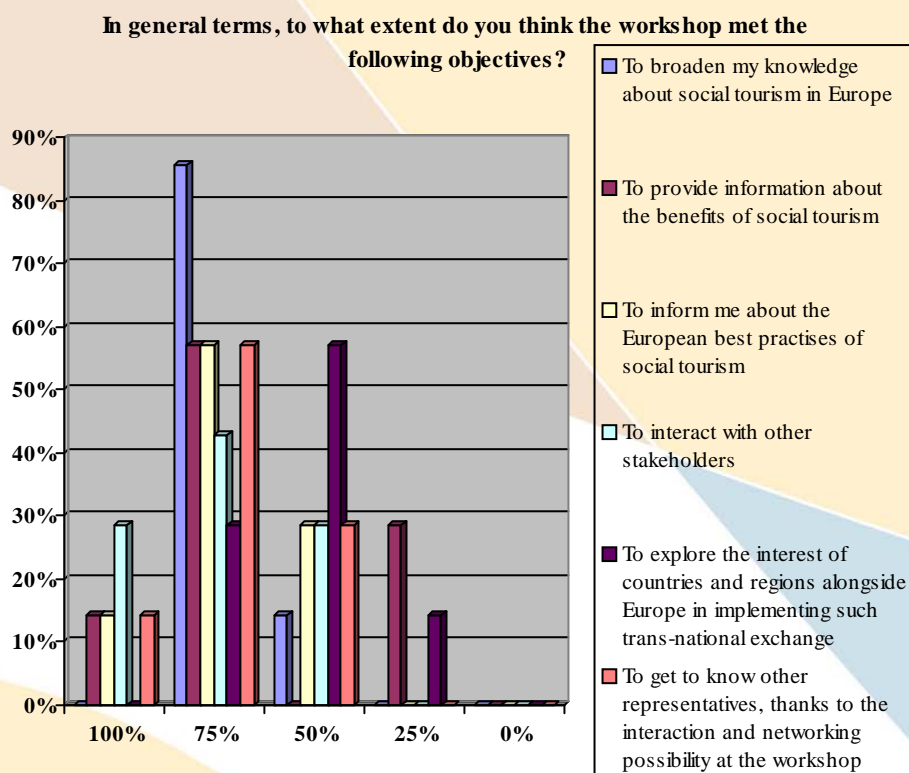
What is your opinion about the following activities?

		Excellent	Good	Average	Basic
1	General evolvement of the programme (time for presentations, discussions).	57,14%	28,57%	14,29%	0,00%
2	Participant management (registration, reception, etc.)	57,14%	28,57%	14,29%	0,00%

Assessment of the evaluation forms

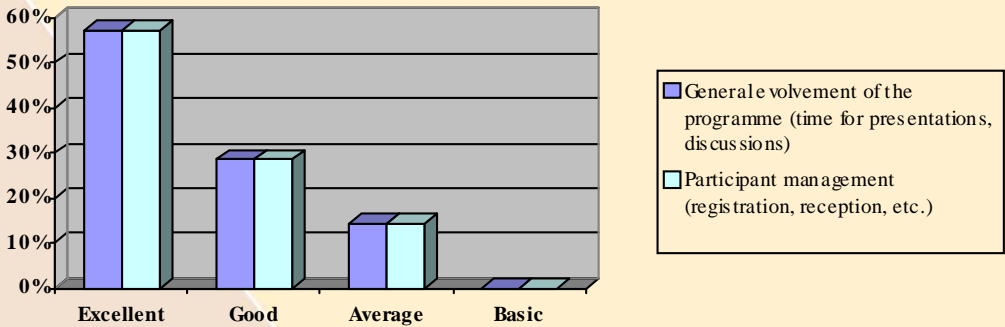
As can be seen from the table below, the conference met the expectations of the majority of those who had filled in the questionnaire, especially regarding the provided information on European best practices of social tourism as well as the possibility to interact with other stakeholders. In fact, Calypso has been seen mainly as a platform for good ideas and practices and as a source of information. More than 80 % graded the general evolvement of the program and the participant management as “excellent” or “good”.

The main criticism concerned the low information on the benefits of social tourism.



When it came to the participants’ opinion about the speeches and presentations, the majority found them excellent or good. The entire surrounding of the conference content, time for presentations, technical equipment, conference design and participant management before and throughout the conference have been rated “excellent” by 85.71% of the participants.

What is your opinion about the following activities?



Recommendations for future events

The main feedback regarding the Calypso conference was positive, as can be seen in the table above.

With regard to content, the participants highlighted the need of more information on the benefits of social tourism as well as the need for better networking possibilities. Also, a better provision of information on Calypso and its benefits for SMEs has been requested, which could be realised also by regional stakeholder conferences.