Inventory of Contact Points (PCP, PCPC)

II - Survey Preliminary results

Brussels, 13th October 2016

Table of contents

Table of Figures

1 Background to the survey and report

This report summarizes the results of a survey conducted with Member States' Product Contact Points (PCPs) and Product Contact Points for Construction (PCPCs). The questionnaire was accompanied by a Screening Report of information concerning national PCPCs and PCPs elaborated by Ecorys, which the respondents were invited to read before answering to the questionnaire.

The survey is part of a study to evaluate the implementation of Article 9 to 11 of Regulation (EC) No 764/2008 which set up PCPs and Article 10 of the Construction Products Regulation (EU) No 305/2011 (CPR) related to PCPCs. Previous analysis indicated that the provision of online information has developed inconsistently across Member States (MSs), with possibilities for synergies links among PCPs and PCPCs not being used to their full extent.

The aims of this survey is to identify minimum desirable website content, as well as best practices. Such information could be especially important to motivate those EU Member States which do not have a website for their PCPs and/or PCPCs and to offer guidance on their implementation.

The online survey, which contained a maximum of 80 questions, was conducted using a cloud-based Checkmarket[1] survey software between 16 June and 27 July 2016. Requests to respond to the survey were sent by email. In total, 17 PCPs and PCPCs responded the survey. The table below indicates the different types of respondents.

Figure 1 Respondents
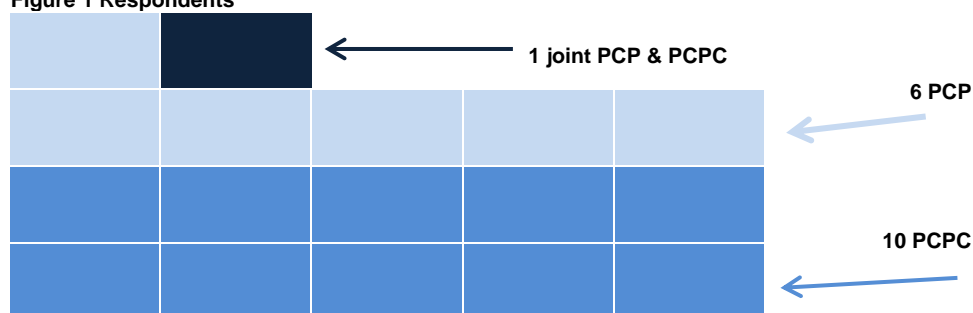
Source: Ecorys

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[1]   www.checkmarket.com

2   Product Contact Points

2.1   Overview of replies received

Of 32 PCPs identified by an initial screening, 6 completed the survey. Of these:

3 belong to a national Ministry:

- Croatia (Ministry of Economy),
- Cyprus (Ministry of Energy, Commerce, Industry and Tourism),
- Latvia (Ministry of Economics) ;

2 are managed by business related agencies:

- Denmark (Danish Business Authority),
- Sweden (National Board of Trade);

1 is under the control of a standards authority:

- Ireland (National Standards Authority).

Table 1 Respondents' institutions and links to their websites

	Institution
Croatia	Ministry of Economy
Cyprus	Ministry of Energy, Commerce, Industry and Tourism
Denmark	Danish business authority
Ireland	National Standards Authority
Latvia	Ministry of Economics
Sweden	National Board of Trade

Source: Ecorys

2.2   General information

Respondents have set up and organised their contact points differently with different dedicated resources and tasks[2]. This section presents the answers given to general management questions.

2.2.1   Contact details

PCPs' contact details - postal address, phone number and email - should be available online. This is the case for all respondents except Cyprus, which explained the absence of a website/webpage by a lack of resources[3]; contact details for Cyprus are only available via the EC webpage dedicated to PCPs. The table below summarises the answers given[4].

Table 2 PCPs Contact details available online

	Contact details
Croatia	✓
Cyprus	
Denmark	✓
Ireland	✓
Latvia	✓

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[2]   Question 5: Are you the only person working for the PCP/PCPC/both?
      Question 6: How many people are responsible for PCP/PCPC/both-related activities?
[3]   Question 14: Please indicate why your country does not provide PCP/PCPC/both contact details online:
[4]   Question 13: Are contact details of your national Contact Point available online?

	Contact details
Sweden	✓

Source: Ecorys

2.2.2 Most important tasks

PCPs should provide businesses (economic operators) with relevant information. They can do this either by replying directly to requests for information, by forwarding requests to relevant authorities and/or providing information on their website. PCPs were asked to choose the 2 tasks[5] they consider the most important.

Table 3 Main tasks of PCPs

	Directly replying to requests for information	Running and updating the website	Forwarding requests to relevant competent authorities
Croatia	✓		✓
Cyprus			✓
Denmark		✓	
Ireland		✓	✓
Latvia	✓		✓
Sweden	✓		✓

Source: Ecorys

Except for Denmark, which answered that it generally does not respond directly to requesters nor forward requests but tells requesters to contact directly the relevant authorities, all other PCPs mentioned forwarding requests among their most important tasks. Two procedures can be followed: either the PCP forwards requests to relevant competent authorities, receives the reply and then returns it to the requester or, alternatively, the PCP forwards requests to relevant competent authorities that then reply directly to the requester. In the latter case, PCPs were asked whether they are kept informed of replies, for which the 3 countries following this procedure answered in the affirmative.

Table 4 Forwarding requests

	PCP pass on competent authorities reply	Relevant competent authorities reply to forwarded requests	PCP informed of replies
Croatia		✓	Yes
Cyprus	✓		
Denmark			
Ireland		✓	Yes
Latvia		✓	Yes
Sweden	✓		

Source: Ecorys

2.2.3 Size of staff

The number of staff undertaking PCP functions varies from 1 to 4 employees. The table below presents the number of persons by country, as indicated by the respondents.

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[5] Question 9: What are the main tasks of your Contact Point?

Figure 2 Number of employees per PCP
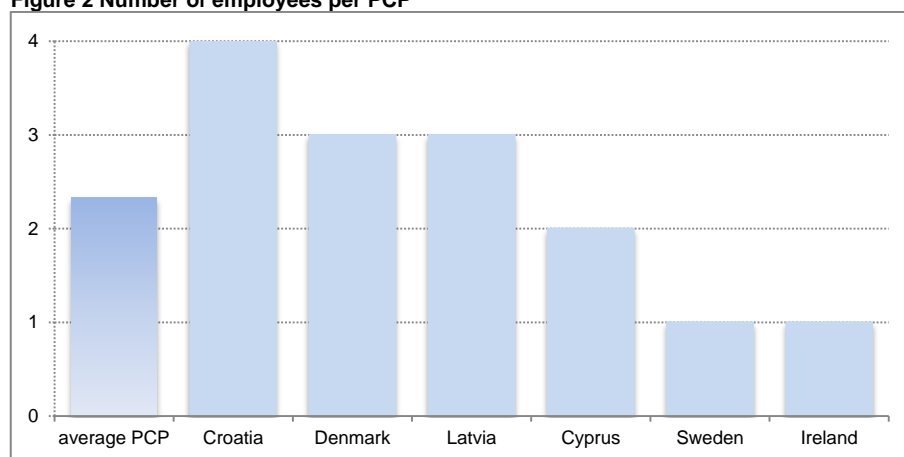
Source: Ecorys

2.2.4 *Estimated costs*

Respondents estimated the employment cost of a PCP vary from 0.1 to 2 Full-Time Equivalent (FTE) workers[6]. Latvia was unable to give an estimate. With the exception of Sweden, the FTE numbers are less that than the total number of staff (see Figure 2), which suggests that staff are only engaged part-time in PCP-related activities. For Sweden the number of staff (1 person) is less than the estimated employment cost.

Figure 3 Estimated costs of PCPs (in FTEs)
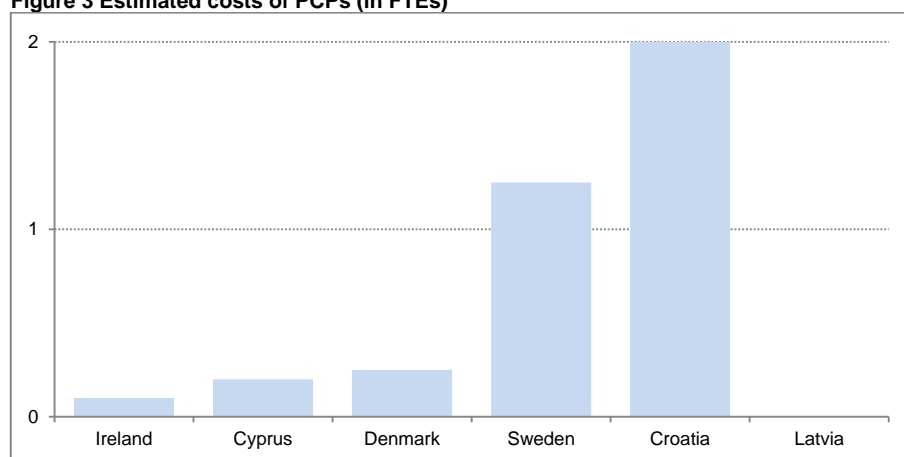
Source: Ecorys

2.3 Content available

This section focus on the content of information PCPs make available online. This content mostly relates to technical rules on products.

2.3.1 *Languages*

Recital 30 of the Mutual Recognition Regulation encourages PCPs to make information available in several languages. Except for Ireland, all PCPs indicate that they can answer queries and provide guidance in non-national language(s)[7], which in all cases is English. Croatia, Sweden, and

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6   Question 49: Could you please provide an estimation of the cost of running the PCP/PCPC/both? Please answer using the Full-Time Equivalent measure (An FTE of 1.0 is equivalent to a full-time worker, while an FTE of 0.5 signals half of a full work)

7   Question 38: Is your PCP/PCPC/both able to answer to requests of information in other language(s) than the official language(s) of your Member State?

Denmark answered that they can also provide translation of certain national rules[8]. Denmark added that its website specifically targets foreign companies and that, therefore, it provides information in English. Sweden answered that *"almost all information [it] provides can be given in English. A substantial share of national law and technical Regulation is available in English, but not all. [Sweden] offers to help the client with translation to English if he/she wants to in those cases."*

Table 5 Information available in another non-official language

	Information available in another non-official language
Croatia	✓
Cyprus	✓
Denmark	✓
Ireland	
Latvia	✓
Sweden	✓

Source: Ecorys

2.3.2 Information on technical rules

PCPs were asked if they provide information on technical rules applicable to specific types of products[9] online and, if so, which ones[10]. Only Croatia and Denmark answered that do so. Croatia mentioned *"National technical rules for precious metals, material that come into contact with water, food and food marking, construction products and mechanical devices"*. Denmark explained that its "*website contains search option, where product specific rules can be found. The list of the products with specific national rules is not exhaustive"* and that it *"can't guarantee that all products covered by specific national rules can be found on the list as it is the relevant authority's obligation to inform the Danish PCP about products covered by specific national rules".*

Table 6 Information available on technical rules

	Information on the technical rules applicable to specific types of products	Complete list of specific types
Croatia	✓	No
Cyprus		
Denmark	✓	No
Ireland		
Latvia		
Sweden		

Source: Ecorys

When asked whether other National organisations or actors provide information on technical rules applicable to specific types of products[11], only Latvia and Sweden answered positively. Latvia commented that "*better results can be achieved when providing individualized responses to the inquiries. But any supervising authority usually hosts the necessary information"*. Sweden said that

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[8] Question 39: Please specify which information (e.g. answers to query, guidance, national rules, etc.) and on which language(s):

[9] Question 25: Does your PCP/PCPC/both website/webpage provide information on the technical rules applicable to specific types of products?
Question 26: Please specify for which technical rules:

[10] Question 27: Do you that your list of specific types of products is complete? (i.e. all possible products covered?)

[11] Question 34: Do other organisations/actors in your country provide such information on technical rules applicable to specific types of products?
Question 35: Please specify:

"*the various independent authorities often provide such information on their respective websites, concerning the products they are responsible for.*"

All respondents, except Latvia, indicate that there are advantages to providing online information regarding technical rules on specific types of products, most frequently in terms of greater transparency for business (4 out of 6 responses).

Table 7 Advantages linked to online publication

	Advantages of online publication of information on technical rules of specific types of products	Less questions addressed	Businesses appreciate transparency
Croatia	✓	✓	✓
Cyprus	✓	✓	✓
Denmark	✓		✓
Ireland	✓		✓
Latvia			
Sweden	✓		

Source: Ecorys

2.3.3 Frequently Asked Questions

A **Frequently Asked Questions (FAQ)** section of a website/page can complement information provided elsewhere and may increase user autonomy and, thereby, reduce requests for information. PCPs were asked several questions related to FAQ[12].

Table 8 FAQ section and link to EC FAQ section

	Frequently Asked Questions (FAQ) section	Link to the European Commission FAQ section
Croatia		
Cyprus		
Denmark		
Ireland		
Latvia		
Sweden	✓	

Source: Ecorys

Except for Sweden, the responding PCPs do not have FAQ on their website. As Sweden did not provide details, no answers were obtained for questions relating to the content of existing FAQ, and whether they addressed national legislation, rules and products[13] or on interpretations of EU legislation[14].

2.3.4 Links displayed

Relevant links to other institutions that may be a source of information can complement the content available on a PCP's website/page. PCPs may, for example, supply links to other National Contact Points (e.g. PCPCs and Point of Single Contact - PSCs), to other European Contact Points, and other relevant websites of the European Commission[15].

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[12] Question 21: Does your PCP/PCPC/both website/webpage display a Frequently Asked Questions (FAQ) section?
Question 22.1: Provide a link to the European Commission Question & Answer section
[13] Question 22.2: Focus mainly on national legislation, rules and products
[14] Question 22.3: Include questions about the interpretation of EU legislation
[15] Question 45: Does your CP provide direct links to:
45.1. Your national PCP/PCPC
45.2. Your national PSC (Points of Single Contact)
45.3. Other PCPs/PCPCs in Europe (also via EC website)

Except for Cyprus, every PCP includes at least one link. Sweden has links to national and European PCPCs and PSCs, as well as links to several EC websites (MRR related). The most commonly provided link is to the list of PCPs/PCPCs available online from the European Commission. Links to different National Contact Points within the same country may not be provided, however; for example, the Latvian PCPC has a link to the Latvia PCP but not vice versa.

Table 9 Links displayed

	Your national PCP/PCPC	Your national Point of Single Contact (PSC)	Other PCPs/PCPCs in Europe (also via EC website)	Other PSCs in Europe (also via EC website)	EC websites	I don't know
Croatia	✓		✓		✓	
Cyprus						✓
Denmark			✓		✓	
Ireland		✓				
Latvia		✓	✓	✓		
Sweden	✓	✓	✓		✓	

Source: Ecorys

2.3.5 Other informative tools

Besides a FAQ section, PCPCs may also make other informative tools available; for example, guidance notes, online videos, live chat[16]. Three responding PCPs indicate that they provide additional information tools: Croatia provides links to information on Mutual Recognition Principle (MR), other PCPs, Regulation 764/2008, SOLVIT and Free Movement of Goods (EC page); brochures (in pdf format) are available on Sweden's website; and, Denmark proposes guidance documents on the MR principle and guidelines for the regulation on MR of goods.

Table 10 Additional information provided

	Other informative tools besides a FAQ section
Croatia	✓
Cyprus	
Denmark	✓
Ireland	
Latvia	
Sweden	✓

Source: Ecorys

45.4. Other PSCs in Europe (also via EC website)

45.5. EC websites

45.6. I don't know

[16] Question 23: Besides a FAQ section, does your PCP/PCPC/both section use other tools to guide and inform businesses? 'Other' tools are guidance notes, online videos, live chat, etc.

2.4 Content evaluation

This section focuses on respondents' evaluation of their PCP online content. It also describes the information update process and language options.

2.4.1 Usability and user-friendliness

PCPs were asked their opinion on the 'usability' or 'user-friendliness' of their websites[17]. In response, Latvia said that it *"does not run a dedicated website (rather an informative description and info-graphic within the EU Single Market Centre, which is a subdivision of the ministry's website[18]). Due to the varying nature of requests, individualized information is provided upon each request."* Denmark and Sweden judged their websites to be well-designed and well-structured, allowing businesses to find easily the information they need. Ireland responded that its website could be improved. Croatia said the same, adding that: *"The webpages are designed to help businesses fundamentally, but the structure, design, and access to it requires a specific website rather than a web page which is under development or plans."*

When asked whether they have indications on the information considered most useful by users[19], Ireland answered that it did not. Both Croatia and Sweden focused on contact details, with Croatia pointing to: "*Basic information on product rules and contact of relevant persons or authorities who can answer questions on mentioned rules*".

2.4.2 Updates

Most of PCPs that responded the survey do not consider provision of updates as a priority. In this subsection the perceived hindrances of updates are presented. Also, PCPs were invited to share information on their work processes for updating information and their opinion on the ideal frequency of updates.

Hindrances

PCP respondents were asked to indicate the 2 main reasons not to provide and update information. Respondents had to rank 2 choices by importance[20] from the following options: "time consuming", "coordination burden", costly", legally complex", "never considered so far" and "other". The table below reports the answers given; dark red cells mean most important and light red second most important.

Figure 4 Main reasons not to provide information

	Time consuming	Coordination burden	Costly	Legally complex	Never considered so far	other
Croatia						
Cyprus	light red				dark red	
Denmark						
Ireland		light red			dark red	
Latvia		dark red				light red
Sweden	dark red	light red				

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[17] Question 15: Businesses may look for different types of information: contact details, technical rules, relevant authorities, remedies available in case of dispute, etc. Do you think that the way the website is designed and structured can help businesses to find information easily?

[18] www.em.gov.lv/en/latvia_in_the_eu/eu_single_market_centre

[19] Question 51: Do you have an indication on what information is considered most useful by users? Please provide a brief explanation.

[20] Question 31: Can you indicate the reasons why, in your view, such information is not provided online? Please indicate the 2 most relevant reasons, with the first one being the most relevant.
Each respondent could assign numeric rankings to the response choices. Respondents were prohibited from assigning the same ranking more than once.

For more clarity, these answers have been weighted using a simple weighting system: 2 points for the most important reason and 1 point for the second most important. The responses "Never considered so far" and "coordination burden" got 4 points, followed by "time consuming" (3), and "other" (1). The responses "costly" and "legally complex" received no points. The figure below presents the ranking of the PCPs' answers.

Figure 5 Main reasons not to provide information
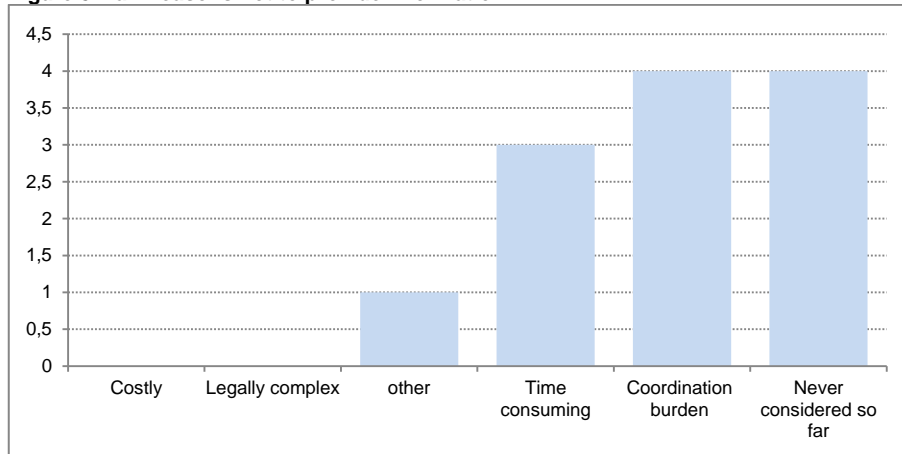
Sweden classified "time consuming" as the main reason for not providing information and estimated the time needed at 1 full-time worker (FTE). Cyprus ranked this reason second but had no more information available.

PCPs were asked to indicate the yearly cost of updating the website/webpage and their yearly budget[21]. Three PCPs responded that there is no specific budget. Croatia explained that "*There is no budget envisaged for the time being, but there are plans for a special budget to be allocated in the near future for a specific website designated for product rules (both harmonized and non-harmonized)."* Latvia responded that it *"does not run a dedicated website, there is no separate cost. Furthermore PCPs is part of standard duties and no separate budget is allocated".* Denmark emphasised that "*yearly cost for updating the website is not available as the updating work is done by necessity within the FTE of 0.25. The same applies for the budget. There is no specific budget for PCP".* Ireland estimates the yearly cost for updates at approximately 10 days and its resources available at approximately 1/10 of a person's time. Sweden provided specific figures for the overall budget for its PCP and PSC: *"The yearly budget allocation for 2016 to the PCP and the PSC is SEK 9 000 000 (approximately EUR 950 000)".*

Process

The process and 'quality' of updating online information varies across PCPs[22]. Among the answers received, Croatia indicated that limited administrative capacity does not allow to increase the quality of updates. Ireland explains that this process can only be done with internal NSAI resources. Sweden reviews its webpage every summer and checks the relevance of content and the validity of links. Latvia specifies that the information developed is forwarded to the relevant department, which then places it on the website. Meanwhile, as responsibility to maintaining the Danish PCP has been taken over by another department, the updating process is not yet established.

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[21]   Question 44: Could you please indicate the yearly cost of updating the website/webpage and the yearly budget allocated to your PCP/PCPC/both?

[22]   Question 43: Could you briefly describe the process and the actors involved to implement such update?

PCPs were also asked if requests for information may trigger changes to the content of website[23]; for example, several emails asking technical rules applicable to a product are an indication that further information might need to be added and/or reviewed. All PCPs answered negatively. Latvia, for instance, does not run a dedicated website, but rather provides an informative page on the Ministry of Economics website with a brief explanation of the functioning and contacts.

Frequency

PCPs were asked about the frequency at which their website is updated, and their opinion on this frequency[24]. The received answers reveal differing approaches. Croatia updates its website every six months but indicates that a monthly frequency would be ideal. Denmark does not have a fixed frequency due to scarce resources (last update was 1 year ago) but suggests that a case-by-case basis is ideal. Ireland updates its website once a year but that quarterly updates would be ideal. Latvia and Sweden judge the frequencies of their updates to be appropriate; respectively on a case-by-case basis and once per year. In the case of Latvia, case-by-case basis means when contact information or functioning principles change. Cyprus has no website and, therefore, could not answer.

Table 11 Frequencies of updates

	Frequency of updates	Appropriate frequency	Ideal frequency update
Croatia	Every six months	No	Monthly
Cyprus	Not applicable	Don't know	
Denmark	No fixed frequency	No	On case-by-case basis
Ireland	Once per year	No	Quarterly
Latvia	On a case-by-case basis	Yes	
Sweden	Once per year	Yes	

Source: Ecorys

2.4.3 Requests

Respondents were asked to provide information on the volume of requests, their origins and their types.

Volume of requests

Respondents were asked to indicate an average number of information request received per week, month or year, if possible[25]. There are difference in the answers received in terms of periodicity covered and time period and, also, whether phone calls have been taken into account. For more coherence, results have been harmonised (using only 2015 figures) and should be interpreted only as a general reflection of the work pressure on PCPs.

Detailed answers for PCP are the following:
- Croatia: 1 per week, 5 per month, 50 per year;
- Cyprus: 15 per year;
- Denmark: 3 to 5 enquiries per month;
- Ireland: 12 per year;
- Latvia: 24 to 30 per year;

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[23]   Question 20: Has the type of request for information that you receive ever triggered your contact point to change the content of its website/webpage?(e.g. Several emails asking about the technical rules applicable to a product are an indication that further information on those technical rules might need to be added and/or reviewed.)

[24]   Question 40: Could you please indicate, on average, the frequency at which the website/webpage is updated?
       Question 41: Do you think this frequency is appropriate?
       Question 42: How often should the update be done?

[25]   Question 16: How many times are you contacted as PCP/PCPC/both for your country, on average?
       Please indicate an average number per week, month or year, if possible.

- Sweden: 90 per year (excluding requests forwarded to other trade facilitating organisations).

The following table presents the estimated harmonised average numbers of requests for 2015 per PCP.

Table 12 Harmonised number of requests for 2015 per PCP

	Number of requests on average per year
Croatia	100
Cyprus	15
Denmark	50
Ireland	12
Latvia	30
Sweden	90

Source: Ecorys

The figure below pictures the results presented in the previous table.

Figure 6 Harmonised number of requests on average per year per PCP
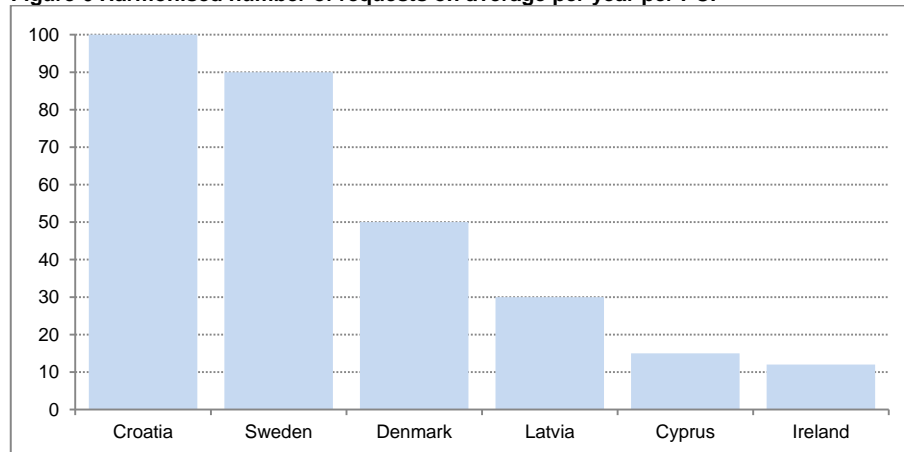
Source: Ecorys

Origin of requests

Respondents were asked[26] to evaluate the share of requests depending on whether they originated from national (domestic) economic operators, organisations and competent authorities or from foreign ones.

Cyprus, Denmark and Ireland indicate that they are contacted only by foreign operators. For other PCPs, the proportion of national requests is 1/3 in Latvia), 2/3 in Sweden, and 4/5 in Croatia. The figure below shows the estimates indicated by PCP respondents.

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[26] Question 17:What is the percentage of requests you receive by (Each respondents could enter values for each item that had to add up to 100):
- National economic operators, organisations and competent authorities (in %)
- Foreign economic operators, organisations and competent authorities (in %)

Figure 7 Share of requests received per PCP
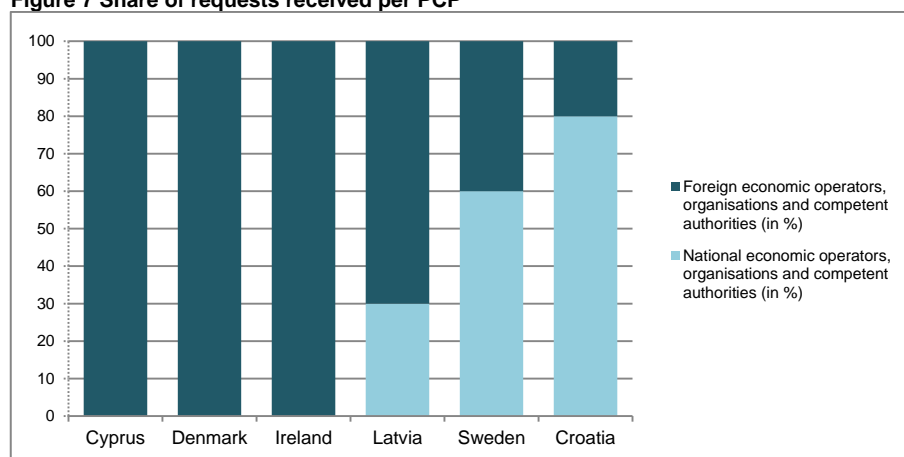
Source: Ecorys

Types of requests

Respondents were asked to identify the 2 **most frequent types of requests**[27] from a list of options: technical rules, national or EU legislation, CE marking, and prior authorisation. Except for Latvia, most of PCPs deal mainly with technical rules and legislation. Cyprus is the only PCP receiving requests on Prior authorisation. Latvia added requests on labelling requirements (often on the use of language). Sweden noted that "*many questions refer to prior authorization although there is none applicable to construction products in Sweden. (There is no web info on prior authorization as there is none, perhaps that is why people ask since it is frequent in other Member States.)*".

Table 13 Most frequent types of requests received

	Technical rules	National or European legislation	CE marking	Prior authorization
Croatia	✓	✓		
Cyprus	✓			✓
Denmark	✓	✓		
Ireland	✓			
Latvia		✓		
Sweden	✓	✓		

Source: Ecorys

2.4.4 Traffic

Respondents were asked for information on the number of unique visitors[28] to the website/page per year. Only half of respondents could provide this information, as shown in the following table. Denmark said it has no visitors according to the website Analyser 'SiteAnalyzer'[29].

Table 14 Number of unique visitors per year

	Approximate number of yearly unique visitors on a yearly basis
Croatia	150
Cyprus	Not applicable
Denmark	0
Ireland	Do not know

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[27] Question18: What is the most frequent type of request for information that you receive?
Question 19: Please identify the 2 most frequent types of requests.

[28] The number of unique visitors is the number of individual (non-duplicate) visits from one visitor to a site over the course of a specific time period

[29] www.site-analyzer.com

	Approximate number of yearly unique visitors on a yearly basis
Latvia	Do not know
Sweden	1000

Source: Ecorys

Feedback system

A **feedback system on the information or services provided** can provide PCPs with information to help improve users' experience. Only Ireland provides such a facility, as indicated in the table below[30].

Table 15 Existing User feedbacks system

	Implemented user feedback system
Croatia	
Cyprus	
Denmark	
Ireland	✓
Latvia	
Sweden	

Source: Ecorys

2.4.5 Use of links

Only Denmark and Sweden collect data on the use of links[31] on the website/page; other PCPs don't know or didn't answer. Although Sweden collects this information it was not available at the time of the survey, with the respondent noting that Sweden is "*in the process of rebuilding [the] entire website, including getting a better tool for monitoring such statistics. The current statistics are not easy to retrieve and are not very reliable.*"

Table 16 Availability of statistics on the use of displayed links

	Statistics on the use of these links
Croatia	
Cyprus	
Denmark	✓
Ireland	
Latvia	Don't know
Sweden	✓

Source: Ecorys

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[30] Question 50: Do you have a system for receiving user feedback on the information or services provided by your PCP/PCPC/both?

[31] Question 46: Does your PCP/PCPC/both gather statistics on the use of these links?
Question 47: How many times are such links clicked on a yearly basis?

3 Product Contact Points for Construction

3.1 Overview of replies received

Of the 28 PCPCs identified by an initial screening, 10 responded to the survey. The institutional affiliation of the responding PCPCs was as follows:

8 depend on Ministries:

- Bulgaria (Ministry of Regional Development and Public Works),
- Croatia (Ministry of Construction and Physical Planning),
- Cyprus (Ministry of Interior),
- Czech Republic (Ministry of Industry and Trade),
- Estonia (Ministry of Economic Affairs and Communications),
- Finland (Ministry of the Environment),
- Latvia (Ministry of Economics),
- Ireland (Department of the Environment, Community and Local Government);

2 are part of building control authorities:

- Poland (General Office of Building Control),
- Sweden (National Board of Housing, Building and Planning);

And 1 is a joint PCP/PCPC, managed by a standards authority:

- Slovenia (Institute for Standardisation).

Table 17 Respondents' institutions and links to their websites

	Institution
Bulgaria	Ministry of Regional Development and Public works
Croatia	Ministry of Construction and Physical Planning
Cyprus	Ministry of Interior
Czech Republic	Ministry of Industry and trade
Estonia	Ministry of Economic Affairs and Communications
Finland	Ministry of Environment
Ireland	Department of the Environment, Community and Local Government
Latvia	Ministry of Economics
Poland	General Office of Building Control
Sweden	National Board of Housing, Building and Planning
Slovenia	Slovenian Institute for standardisation

Source: Ecorys

3.2 General information

Respondents have all set up and organised their PCPC in a variety of ways with different dedicated resources and tasks[32]. This section presents the answers given related to the general management of PCPCs.

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[32] Question 5: Are you the only person working for the PCP/PCPC/both?
Question 6: How many people are responsible for PCP/PCPC/both-related activities?

3.2.1 Contact details

All of the responding PCPCs provide their contact details (postal address, phone number, and email)[33].

Table 18 PCPCs' Contact details available online

	Contact details
Bulgaria	✓
Croatia	✓
Cyprus	✓
Czech Republic	✓
Estonia	✓
Finland	✓
Ireland	✓
Latvia	✓
Poland	✓
Sweden	✓
Slovenia	✓

Source: Ecorys

3.2.2 Most important tasks

PCPCs are supposed to provide relevant information to businesses (economic operators), either by replying directly to requests for information, forwarding requests to relevant authorities and/or providing information on their website. PCPCs were asked to choose the 2 tasks[34] they consider the most important. Directly replying to requests was chosen by all PCPCs, with a majority also selecting the forwarding of requests to relevant competent authorities. Only a few PCPCs mentioned running and updating the website.

Table 19 Main tasks of PCPCs

	Directly replying to requests for information	Forwarding requests to relevant competent authorities	Running and updating the website
Bulgaria	✓	✓	
Croatia	✓		✓
Cyprus	✓	✓	
Czech Republic	✓		
Estonia	✓	✓	
Finland	✓	✓	
Ireland	✓	✓	
Latvia	✓	✓	
Poland	✓		
Sweden	✓		✓
Slovenia	✓		✓

Source: Ecorys

Where PCPCs forward requests to relevant competent authorities (6 cases), the usual procedure is for the PCPC to receive the reply and then pass it on to the requester (5 of 6 cases). Only in the case of Bulgaria do the relevant competent authorities reply directly to the requester. In this case, the PCPC is kept informed of the replies.

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[33]   Question 13: Are contact details of your national Contact Point available online?
[34]   Question 9: What are the main tasks of your Contact Point?

**Table 20 PCPCs replying to requester after forwarding request**

	PCP pass on competent authorities reply	Relevant competent authorities reply to forwarded requests	PCP informed of replies
Bulgaria		✓	Yes
Croatia			
Cyprus	✓		
Czech Republic			
Estonia	✓		
Finland	✓		
Ireland	✓		
Latvia	✓		
Poland			
Sweden			
Slovenia			

Source: Ecorys

3.2.3 Size of staff[35]

The number of persons working for a PCPC varies from 1 to 6[36]. The table below shows the number of persons for the PCPCs that responded the survey.

Figure 8 Number of employees per PCPC
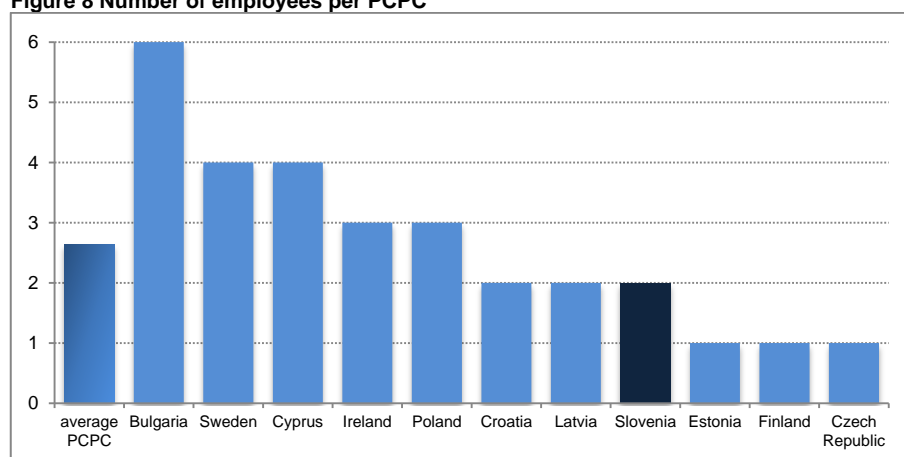
Source: Ecorys

3.2.4 Estimated costs[37]

Measured in Full-Time Equivalent (FTE) workers, the costs associated with running a PCPC vary from 0.25 to 3 FTEs. Latvia could not provide a figure as it does not have separate workers. Bulgaria explained that its PCPC is being developed using European Structural Funds, at a cost of 330.000 BGN (168 729 euros). Finland and Cyprus did not answer. The table below summarises the answer given.

---

[35] Question 5: Are you the only person working for the PCP/PCPC/both?
Question 6: How many people are responsible for PCP/PCPC/both-related activities?

[36] Finland explained that " *the Department of Built Environment has the responsibility of maintaining the PCPC. In practice, the PCPC (one person) collects the answers from experts in the department. Experts consist of technical experts and lawyers. There is also placed an expert team, which handles questions concerning construction products.*"

[37] Question 49: Could you please provide an estimation of the cost of running the PCP/PCPC/both?
Please answer using the Full-Time Equivalent measure (An FTE of 1.0 is equivalent to a full-time worker, while an FTE of 0.5 signals half of a full work)

Figure 9 Estimated costs of a PCPC (in FTEs)
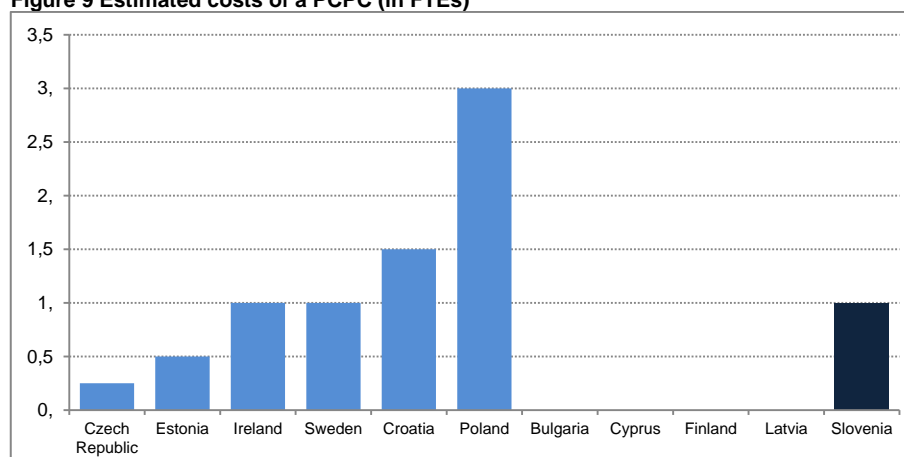
Source: Ecorys

3.3 Content available

This section focus on information content available online. This content mostly relates to technical rules of products.

3.3.1 Languages

Except for Ireland and Slovenia, all respondents say they can answer requests in a language other than their national language(s)[38] including, in all cases, English; with Bulgaria and Estonia able to provide national rules, also [39]. Only Croatia mentioned another non-national language, namely German. Sweden stated that it has "*language skills in several other European languages but not at the legal and technical level necessary to be absolutely sure our answers are correct. (i.e. it is possible for the PCPC to understand written information and some questions in other languages, but we cannot make promises.)*".

Table 21 Information available in another non-official language

	Information available in other language(s) than the official language(s)
Bulgaria	✓
Croatia	✓
Cyprus	✓
Czech Republic	✓
Estonia	✓
Finland	✓
Ireland	
Latvia	✓
Poland	✓
Sweden	✓
Slovenia	

Source: Ecorys

---

[38]   Question 38: Is your PCP/PCPC/both able to answer to requests of information in other language(s) than the official language(s) of your Member State?

[39]   Question 39: Please specify which information (e.g. answers to query, guidance, national rules, etc.) and on which language(s):

Participants to the survey were also asked if they provided information on technical rules applicable to specific types of products[40] and if yes, which ones[41].

Bulgaria, Ireland and Slovenia gave a positive response. Bulgaria explained that its list is not complete and that *"specific requirements for the construction products are set in a list of a legislation concerning the design, the execution, the control and the maintenance of the construction works"*. A complete list of technical rules for most common products published by Ireland is available via links to relevant authorities. "*National provisions aimed at fulfilling the basic requirements for the construction of buildings are available at the following links: Building Regulations Technical Guidance Documents, National provisions aimed at fulfilling the requirements for the construction of roads and bridges are available at NRA Design and Contract Document Manuals (link is external), Information on national standards, standard recommendations and national annexes may be obtained from the National Standards Authority of Ireland website at Product Standards (link is external)".* Slovenia indicated that it displays information on national technical rules, such as requirements for construction products, but that there is room for improvements. The table below summarises these answers.

Table 22 Information available on technical rules

	Information on the technical rules applicable to specific types of products	Complete list of specific types
Bulgaria	✓	No
Croatia		
Cyprus		
Czech Republic		
Estonia		
Finland		
Ireland	✓	Yes
Latvia		
Poland		
Sweden		
Slovenia	✓	No

Source: Ecorys

Three PCPCs indicated that other National organisations/actors provide information on technical rules applicable to specific types of products[42]. Croatia added that such information can be found on stakeholders' websites. The Czech Republic mentioned the Czech Office for Standard, Metrology and Testing (COSMT) and Finland cited, as an example, the Finnish Safety and Chemicals Agency.

Except for Slovenia, all respondents indicate that there are advantages linked to online publication of information on technical rules applicable to specific types of products[43]. Reduction in the number

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[40] Question 25: Does your PCP/PCPC/both website/webpage provide information on the technical rules applicable to specific types of products?
Question 26: Please specify for which technical rules:

[41] Question 27: Do you that your list of specific types of products is complete?(i.e. all possible products covered?)

[42] Question 34: Do other organisations/actors in your country provide such information on technical rules applicable to specific types of products?
Question 35: Please specify:

[43] Question 36: Do you think there are advantages (for PCPs, PCPCs, stakeholders, competent authorities) linked to the online publication of information on the technical rules applicable to specific types of products?

of questions addressed to PCPC is more frequently indicated as an advantage than transparency for businesses.

Table 23 Advantages linked to online publication

	Advantages linked to the online publication of information on the technical rules applicable to specific types of products	Less questions addressed	Businesses appreciate transparency
Bulgaria	✔	✔	✔
Croatia	✔	✔	✔
Cyprus	✔	✔	
Czech Republic	✔		✔
Estonia	✔	✔	✔
Finland	✔	✔	
Ireland	✔	✔	
Latvia	✔	✔	
Poland	✔	✔	✔
Sweden	✔	✔	
Slovenia			

Source: Ecorys

3.3.3 Frequently Asked Questions

A **Frequently Asked Questions (FAQ)** section of a website/page can complement information provided elsewhere and may increase user autonomy and, thereby, reduce requests for information. PCPCs were asked several questions related to FAQ, links to other websites and side information[44].

Table 24 FAQ section and link to EC FAQ section

	Frequently Asked Questions (FAQ) section	Link to the European Commission FAQ section
Bulgaria		
Croatia	✔	✔
Cyprus	✔	✔
Czech Republic	✔	✔
Estonia		
Finland	✔	
Ireland	✔	✔
Latvia		
Poland	✔	✔
Sweden		
Slovenia	✔	✔

Source: Ecorys

The **content of existing FAQ** may cover different sorts of information; e.g. the focus man be on national legislation, rules and products[45] or on interpretation of EU legislation[46]. Also, a FAQ may be adapted to questions received[47]. Among the countries with a FAQ, Finland and Poland

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[44] Question 21: Does your PCP/PCPC/both website/webpage display a Frequently Asked Questions (FAQ) section?
       Question 22.1: Provide a link to the European Commission Question&Answer section

[45] Question 22.2: Focus mainly on national legislation, rules and products

[46] Question 22.3: Include questions about the interpretation of EU legislation

[47] Question 22.5: Regularly evolve depending on questions received

answered that their FAQ focus mainly on national legislation, rules and products, while Croatia and Cyprus are focused on interpretation of EU legislation. Other PCPCs gave specific 'other' replies[48]. Sweden provides an overview of Swedish and European organisations that can help with various questions related to selling goods in the EU. Alongside a link to the EC's own website, the Czech Republic provides a Czech language translation of the EC's Questions and Answers section. Finland's FAQ section mostly gives information on the CPR and an explanation of the CE-marking process. The table below presents the content of existing FAQ sections.

Table 25 Content of FAQ section

	Focus mainly on national legislation, rules and products	Include questions about the interpretation of EU legislation	Regularly evolve depending on questions received
Bulgaria			
Croatia		✓	
Cyprus		✓	
Czech Republic			
Estonia			
Finland	✓		
Ireland			
Latvia			
Poland	✓		
Sweden			
Slovenia			

Source: Ecorys

3.3.4 Links displayed

Relevant links to other institutions can complement content available on the PCPC's own website. PCPCs may link up to their own national Contact Points (e.g. PCP and Point of Single Contact (PSC)), Contact Points in other countries, or to other relevant websites of the European Commission (CPR related)[49].

The most frequently provided link is the list of national PCPs/PCPCs on the European Commission website. The majority of PCPCs provide links to EC websites and to Contact Points in other Member States. By contrast, several PCPCs do not provide a link to their national PCP and only a minority provides a link to their PSC.

Table 26 Links displayed

	Your national PCP/PCPC	Your national Point of Single Contact (PSC)	Other PCPs/PCPCs in Europe (also via EC website)	Other PSCs in Europe (also via EC website)	EC websites	I don't know
Bulgaria			✓		✓	
Croatia	✓	✓	✓		✓	
Cyprus					✓	
Czech Republic		✓	✓			

---

[48] Question 22.6: Other, please specify

[49] Question 45: Does your CP provide direct links to:

 45.1. Your national PCP/PCPC

 45.2. Your national PSC (Points of Single Contact)

 45.3. Other PCPs/PCPCs in Europe (also via EC website)

 45.4. Other PSCs in Europe (also via EC website)

 45.5. EC websites

 45.6. I don't know

	Your national PCP/PCPC	Your national Point of Single Contact (PSC)	Other PCPs/PCPCs in Europe (also via EC website)	Other PSCs in Europe (also via EC website)	EC websites	I don't know
Estonia	✓	✓	✓		✓	
Finland						
Ireland			✓		✓	
Latvia	✓					
Poland	✓		✓		✓	
Sweden	✓		✓		✓	
Slovenia	✓			✓		

Source: Ecorys

3.3.5 Other informative tools

Besides a FAQ section, PCPCs may also make available other informative tools; for example, guidance notes, online videos, live chat[50]. Among those countries that provide additional informative tools, Bulgaria and Estonia offer guidance notes, while Ireland has links to the most common technical rules for buildings and civil engineering works and to information on the CPR and Market Surveillance matters. The Czech Republic displays a link to COSMT[51], Construction Products Information Portal[52].

Table 27 Additional information provided

	Other informative tools besides a FAQ section
Bulgaria	✓
Croatia	
Cyprus	
Czech Republic	✓
Estonia	✓
Finland	✓
Ireland	✓
Latvia	
Poland	
Sweden	
Slovenia	

Source: Ecorys

3.4 Content evaluation

This section focuses on respondents' evaluation online content of their PCPC. It also describes the process for updating online information, how requests from economic operators are handled, the level of site traffic, and the use of weblinks.

3.4.1 Usability and user-friendliness

PCPCs were asked their opinion on the 'usability' or 'user-friendliness' of their websites.[53]

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[50]   Question 23: Besides a FAQ section, does your PCP/PCPC/both section use other tools to guide and inform businesses? 'Other' tools are guidance notes, online videos, live chat, etc..

[51]   Czech Office for Standards, Metrology and Testing

[52]   www.unmz.cz/urad/information-portal-construction-products

[53]   Question 15: Businesses may look for different types of information: contact details, technical rules, relevant authorities, remedies available in case of dispute, etc.. Do you think that the way the website is designed and structured can help businesses to find information easily?

Most PCPCs (Bulgaria, Estonia, Finland, Ireland, Latvia, Poland and Sweden), including the joint Slovenian PCPC/PCP, gave a positive response. Croatia and Cyprus both see room for improvement, while the Czech Republic announced that a new website will implemented soon. Alongside information from other national authorities (e.g. on hEN and DoP), Finland considers its PCPC webpage to be informative enough, though the structure of information could be improved. Finland suggested that the structure could be improved. Estonia noted that a recent change in layout and design could be temporarily causing problems for businesses to find information. Sweden also observed that "*Contact details are found on our website, and on other MS PCPC websites as well as EC website. Diversion to other relevant authorities is made when applicable for PCPC questions as well as any other question received by the authority, it is part of regular routine. [Sweden] has not seen cases of dispute pe rhaps since there are no product specific national regulations. Information is provided in the specific case if applicable. [Sweden PCP] thinks the website is sufficiently transparent and informative. Future development is provision of an English to Swedish vocabulary for translation of essential characteristics, as national legislation requires DoPs to be in Swedish and harmonised standards are usually not available in Swedish. For the time being, this information is provided separately with replies to PCPC-questions*".

When asked whether they have an indication on what information is considered most useful by users[54], Ireland mentioned links to the main technical rules for buildings and civil engineering and roads, while Finland cited accurate information about national product-specific requirements for different construction products. Answering on what they considered most important for businesses[55], Cyprus mentioned national requirements, the Czech Republic mentioned the completeness of information, while Poland mentioned national and European legislation, and Ireland stated: "*Information which will inform businesses on whether their products require a CE Mark and how to obtain it.*"

3.4.2 Updates

Most of PCPCs that responded the survey do not consider provision of updates as a priority. In this subsection the perceived hindrances of updates are presented. Also, PCPCs were invited to share information on their work processes for updating information and their opinion on the ideal frequency of updates.

Hindrances

PCPC respondents were asked to indicate the 2 main reasons to not provide information online. Respondents had to rank their 2 choices[56] from the following options: "time consuming", "coordination burden", costly", legally complex", "never considered so far" and "other". The table below reports the answers given; dark red cells mean most important and light red second most important. Croatia, the Czech Republic and Estonia rated "time consuming" as the most important reason; Croatia estimated it at 1 FTE. In additional clarification, Ireland explained that it does not have sufficient resources to carry out the task, while Latvia sees no need to constantly update information when it receives only up to 30 requests annually and prefers an individual approach.

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[54] Question 51: Do you have an indication on what information is considered most useful by users?
Please provide a brief explanation.

[55] Question 55: What parts do you think are most important for businesses?

[56] Question 31: Can you indicate the reasons why, in your view, such information is not provided online? Please indicate the 2 most relevant reasons, with the first one being the most relevant.
Each respondent could assign numeric rankings to the response choices. Respondents were prohibited from assigning the same ranking more than once.

Figure 10 Main reasons not to provide information

	Time consuming	Coordination burden	Costly	Legally complex	Never considered so far	other
Bulgaria						
Croatia						
Cyprus						
Czech Republic						
Estonia						
Finland						
Ireland						
Latvia						
Poland						
Sweden						
Slovenia						

Source: Ecorys

For more clarity, these answers have been weighted using a simple weighting system: 2 points for the most important reason and 1 point for the second most important. The response "Never considered so far" received 8 points, followed by "time consuming" (6 points), "other" (5 points), and "coordination burden", "costly" and "legally complex" (all 1 point). The figure below presents the ranking of the PCPCs' answers.

Figure 11 Main reasons not to provide information
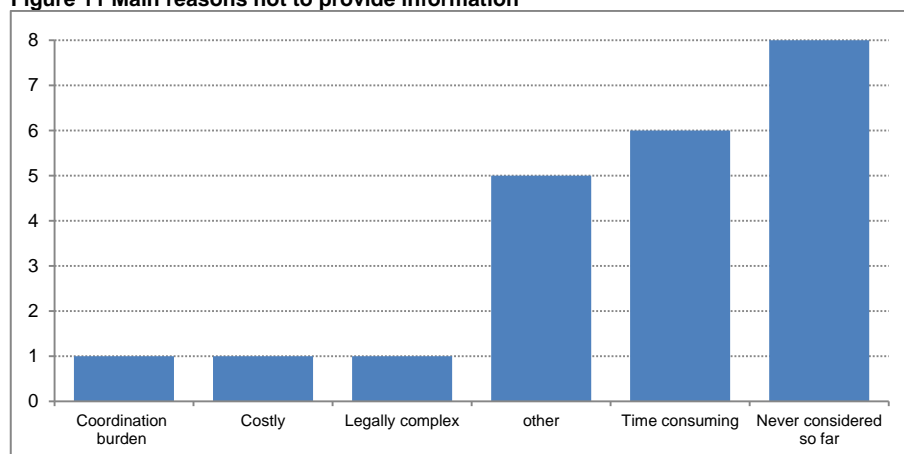
Source: Ecorys

PCPCs were asked to indicate the yearly cost of updating the website/webpage and their yearly budget[57]. Most of PCPCs did not provide an answer (Cyprus, Czech Republic, Latvia, Poland, Finland). Bulgaria and Croatia indicated that they have no specific budget, as this is part of their tasks (and of related institutions). Estonia dedicates an unspecified part of the overall budget to maintaining the ministry's website. Sweden allocates 20 work days annually to update the PCPC and CPR part of website of the National Board of Housing, Building and Planning[58]; although this allocation does not entirely include production of content. Ireland estimates the cost at €2,500 per annum (based on a % of 1.0 FTE + total website maintenance and hosting costs). Slovenia answered that they do not have the exact data.

---

[57] Question 44: Could you please indicate the yearly cost of updating the website/webpage and the yearly budget allocated to your PCP/PCPC/both?

[58] www.boverket.se

Only Ireland, which gave a figure of 1 FTE, provided an estimate of the resource-intensity of keeping information updated[59].

Process

PCPCs follow a variety of processes for updating online content[60].

- For Latvia, updates are made by the PCP (not PCPC).
- For Bulgaria, IT specialists from the Ministry of Regional Development and Public Works make the updates.
- Croatia follows 3 steps: first, the PCPC coordinator prepares necessary updates, then the Head of Sector approves updates and eventually the IT officer uploads the updates on the web.
- Cyprus answered that it needs first to elaborate information before updates.
- For Estonia, updates are decided by the PCPC and the required changes are communicated to the Public Relations department of the Ministry of Economic Affairs and Communications which then contact contractors in charge of maintaining the website.
- Ireland follows different steps: a draft content page is developed by the Building Standards Information Coordinator in consultation with the Technical Advisor. It is then moderated and reviewed by the Information management and uploaded to the site.
- Poland explains that if some information is not correct or is outdated, the PCPC asks the hierarchy authorisation to change it before the IT department eventually updates the website.
- Sweden processes updates in-house. Questions asked are interpreted as a lack of information or a lack of clarity. The PCPC and CPR teams update and develop content based on incoming questions.

Finland and Czech Republic did not provide answers.

Croatia, Finland, Poland, Sweden and Slovenia indicate that requests for information may trigger changes to the content of their website[61]. For example, several emails asking about technical rules applicable to a product can indicate that more information on those technical rules should be added and/or reviewed. Among the comments provided, Croatia noted the usefulness of creating a FAQ.. Sweden said it updates its entire website this way, not only the PCPC. Finland mentioned that when a need is recognised, it triggers a change in the webpage. Ireland indicated that is sees no reason to change its website, as the questions it receives are generally unique. The figure below presents an overview of the answers:

Frequency

PCPCs were asked about the **frequency at which their website is updated**, and their opinion on this frequency[62]. Bulgaria, Finland, Ireland, Latvia, Poland and Sweden all indicated that updating is implemented on a case-by-case basis, Croatia provides quarterly updates and Estonia provides them once per year. Most PCPC see their current update frequency as appropriate. Cyprus updates its website on a case-by-case basis but does not know whether this is an appropriate frequency. The Czech Republic updates its website every 6 months but indicates that the ideal

---

[59] Question 29: Could you indicate how resource-intense the process of keeping information updated is? Please answer using the Full-Time Equivalent measure (An FTE of 1.0 is equivalent to a full-time worker, while an FTE of 0.5 signals half of full work.)

[60] Question 43: Could you briefly describe the process and the actors involved to implement such update?

[61] Question 20: Has the type of request for information that you receive ever triggered your contact point to change the content of its website/webpage?(e.g. Several emails asking about the technical rules applicable to a product are an indication that further information on those technical rules might need to be added and/or reviewed.)

[62] Question 40: Could you please indicate, on average, the frequency at which the website/webpage is updated? Question 41: Do you think this frequency is appropriate? Question 42: How often should the update be done?

frequency depends on the immediate needs to update information. Slovenia (PCP/PCPC) evaluates this frequency, on a case-by-case basis, as appropriate.

Table 28 Frequencies of updates

	Frequency of updates	Appropriate frequency	Ideal frequency update
Bulgaria	On a case-by-case basis	Yes	
Croatia	Quarterly	Yes	
Cyprus	On a case-by-case basis	Don't know	
Czech Republic	Every six months	No	Depending on the immediate need to update information.
Estonia	Once per year	Yes	
Finland	On a case-by-case basis	Yes	
Ireland	On a case-by-case basis	Yes	
Latvia	On a case-by-case basis	Yes	
Poland	On a case-by-case basis	Yes	
Sweden	On a case-by-case basis	Yes	
Slovenia	On a case-by-case basis	Yes	

Source: Ecorys

3.4.3 Requests

Respondents were asked to provide information on the volume of requests, their origins and their types.

Volume of requests

Respondents were asked to indicate an average number of information request received per week, month or year, if possible [63]. There are difference in the answers received in terms of periodicity covered and time period and, also, whether phone calls have been taken into account. For more coherence, results have been harmonised (using only 2015 figures) and should be interpreted only as a general reflection of the work pressure on PCPCs.

Detailed answers for individual PCPCs are the following:
- Bulgaria : 2 per week, 4-5 per month and 55 per year;
- Croatia: 165 in 2014 and 114 in 2015;
- Cyprus: 15 per year (requests emailed from other countries – phone calls and personal contacts with national economic operators not counted);
- Czech Republic: 80 per year;
- Estonia: 5 per month;
- Finland: 50-60 a year
- Ireland: 1 per week, 3 per month and 40 per year;
- Latvia: 4 per month;
- Poland: 230 per year;
- Sweden : 1 per week.

The following table presents the estimated harmonised average numbers of requests for 2015 per PCPC.

---

[63]   Question 16: How many times are you contacted as PCP/PCPC/both for your country, on average?
   Please indicate an average number per week, month or year, if possible.

Table 29 Harmonised number of requests for 2015

	Number of requests on average per year
Bulgaria	55
Croatia	114
Cyprus	15
Czech Republic	80
Estonia	60
Finland	60
Ireland	40
Latvia	NA
Poland	230
Sweden	50
Slovenia	NA

Source: Ecorys

The figure below pictures the results presented in the previous table.

Figure 12 Harmonised number of requests on average per year per PCPC
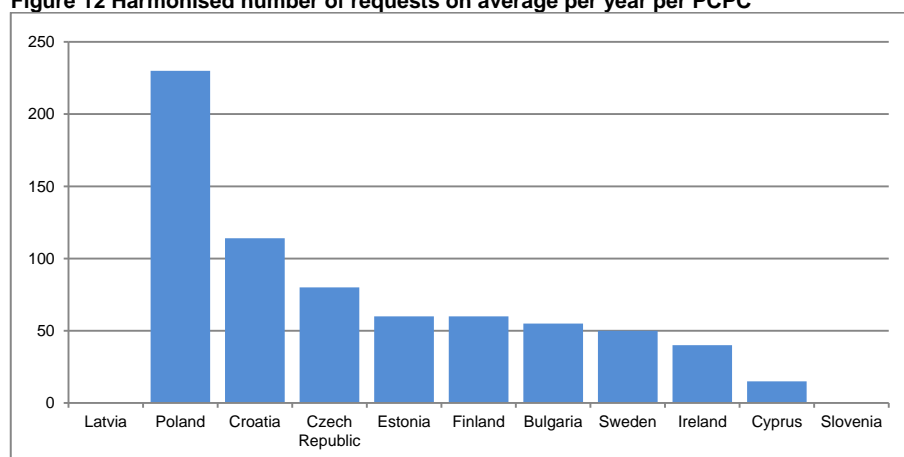
Source: Ecorys

Origin of requests

Respondents were asked to evaluate[64] the share of requests depending on whether they originated from national (domestic) economic operators, organisations and competent authorities or from foreign ones.

Poland, Cyprus, and Croatia are mainly solicited by National operators (respectively 90%, 80% and 70%). Czech Republic receives an equivalent number of requests from each kind of operators. No PCPC receives requests only from foreign operators. Finland, Sweden, and Latvia interact the most with foreign operators (80%, 80% and 75%, respectively). Bulgaria, Estonia, and Ireland receive a slightly higher proportion of requests from foreign operators (60%, 60% and 55%, respectively). Slovenia gets 70% of requests from domestic operators. The graph below shows ranked estimates given by PCPC.

---

[64] Question 17:What is the percentage of requests you receive by (Each respondents could enter values for each item that had to add up to 100):
- National economic operators, organisations and competent authorities (in %)
- Foreign economic operators, organisations and competent authorities (in %)

Figure 13 Share of requests received per PCPC
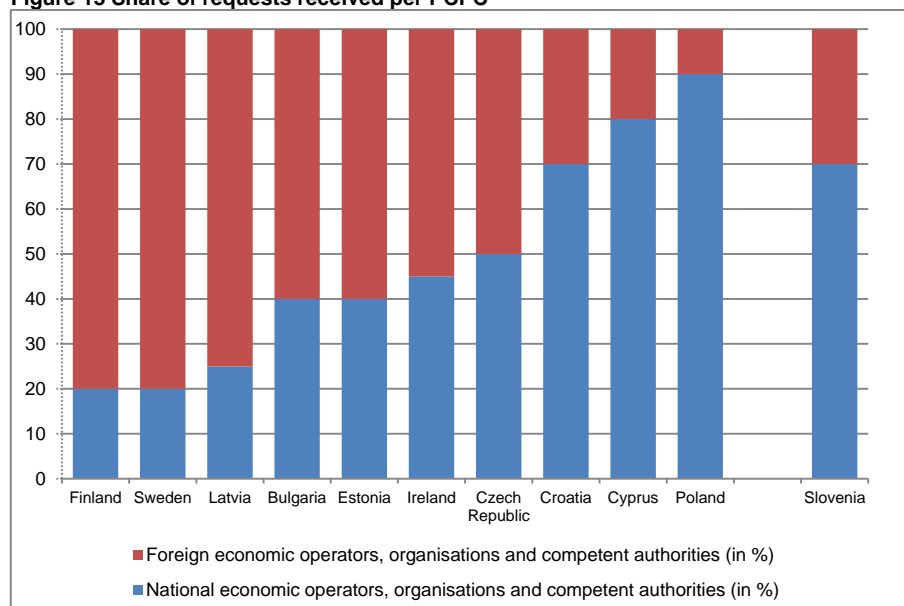
Source: Ecorys

Types of requests

Respondents were then asked to identify the 2 most frequent types of requests[65] from a list of options: technical rules, EU or national legislation, declaration of performance (DoP), CE marking and prior authorisation. Legislation is the most commonly cited category of information requested from PCPCs (8 out of 10 respondents), followed technical rules (5), and DoP (4).

Table 30 Most frequent types of requests received

	Technical rules	National or European legislation	Declaration of Performance	CE marking	Prior authorisation
Bulgaria	✓	✓			
Croatia		✓	✓		
Cyprus		✓		✓	
Czech Republic	✓		✓		
Estonia	✓	✓			
Finland		✓	✓		
Ireland	✓			✓	
Latvia	✓	✓			
Poland		✓	✓		
Sweden		✓			✓
Slovenia		✓	✓		

Source: Ecorys

3.4.4 Traffic

Respondents were asked for information on the number of unique visitors[66] to the website/page per year.

The number of unique visitors per year was asked in the survey[67]. The number of unique visitors is the number of individual (non-duplicate) visits to a website during a specific period of time. The most common answer is "I don't know/not applicable/not available".

---

65   Question18: What is the most frequent type of request for information that you receive?
      Question 19: Please identify the 2 most frequent types of requests.
66   The number of unique visitors is the number of individual (non-duplicate) visits from one visitor to a site over the course of a specific time period

Feedback system

A feedback system on the information or services provided can provide PCPCs with information to help improve users' experience . Such systems are uncommon, however, with only Ireland, Finland and Slovenia indicating that they have a system of this kind; the Swedish respondent did not know whether a system is implemented or not. The table below shows the answers given[68].

Table 31 Existing User feedbacks system

	Implemented user feedback system
Bulgaria	
Croatia	
Cyprus	
Czech Republic	
Estonia	
Finland	✓
Ireland	✓
Latvia	
Poland	
Sweden	Do not know
Slovenia	✓

Source: Ecorys

3.4.5 Use of links

Only Bulgaria was able to confirm that it collects statistics on the use of links[69]; other PCPCs don't know or didn't answer.

Table 32 Availability of statistics on the use of displayed links

	Statistics on the use of these links
Bulgaria	✓
Croatia	
Cyprus	
Czech Republic	
Estonia	Don't know
Finland	Don't know
Ireland	
Latvia	Don't know
Poland	
Sweden	Don't know
Slovenia	

Source: Ecorys

---

67   Question 52: How many times is your PCP/PCPC/both webpage/website visited by unique visitors on a yearly basis? Please indicate total number of unique visitors visits per year (the number of unique visitors is the number of individual (non-duplicate) visits from one visitor to a site over the course of a specific time period).

68   Question 50: Do you have a system for receiving user feedback on the information or services provided by your PCP/PCPC/both?

69   Question 46: Does your PCP/PCPC/both gather statistics on the use of these links?
      Question 47: How many times are such links clicked on a yearly basis?

4 Opinions on implementing a joint PCPC/PCP/PSC website

This chapter summarises survey findings on the opportunity, feasibility and potential cost of implementing a joint national PCPC/PCP/PSC website.

4.1 Overall opinion vis-à-vis a merged website

Overall, 4 respondents (Croatia PCP, Finland PCP, Poland PCP and Ireland PCPC) do not have a clear position on the 'attractiveness' of a joint PCP-PCPC website (i.e. 'neutral'), suggesting a need for more information before being able to take a stance on the question.

Respondents with a positive position on an eventual merge (Cyprus PCP, Cyprus PCPC, Denmark PCP, Slovenia PCP, Slovenia PCPC, Bulgaria PCPC, Czech Republic PCPC) refer to the fact that business operators do not always distinguish between types of products and are more interested in knowing what rules apply to specific products and, therefore, would be best helped through a 'one-stop-shop'. Also noted is the possibility to instigate a more efficient distribution of queries, as well as opportunities for PCPCs to be listed in promotional materials and online information of PCPs.

Among the 4 respondents who seem to be against the merge (Sweden PCP, Sweden PCPC, Ireland PCP, Ireland PCPC, Croatia PCPC), some point to an already existing smooth collaboration between national contact points, while others highlight the very different competencies of Ministries in charge of different contact points which eventually translate into different tasks, activities and responsibilities of PCPs and PCPCs. Merging information, respondents say, would add confusion.
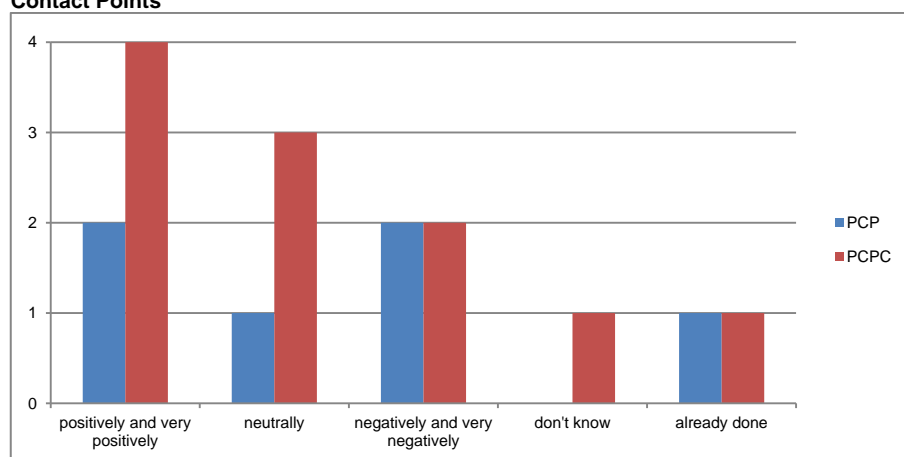
Figure 14 How would you consider a potential future joint national PCPC and PCP website?
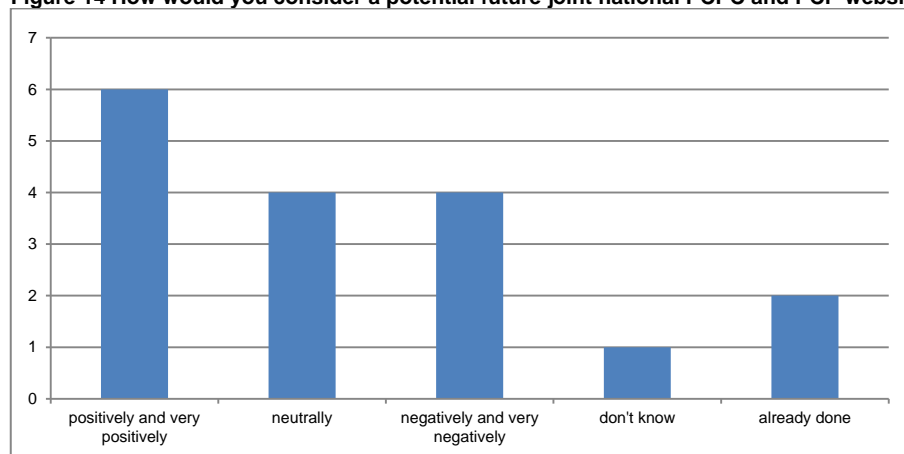
Source: Ecorys

Figure 15 How would you consider a potential future joint national PCPC and PCP website per type of Contact Points
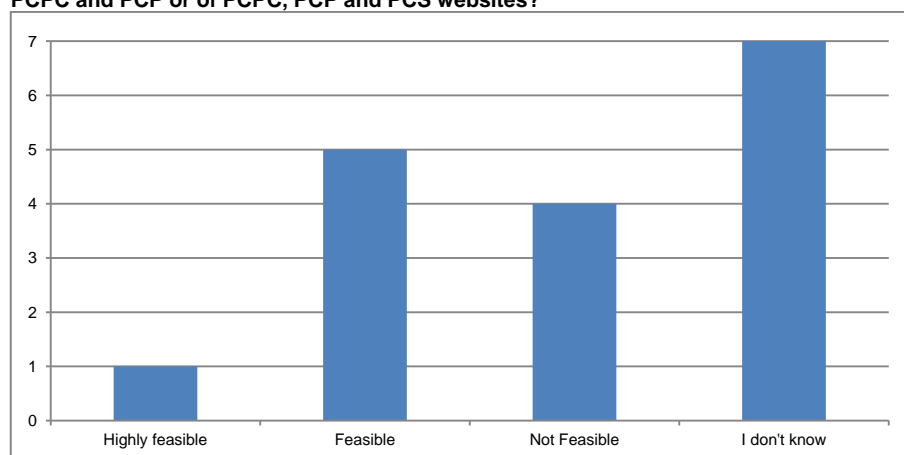

Source: Ecorys

4.2 Feasibility of a merger

Most respondents (Croatia PCP, Cyprus PCP, Denmark PCP, Cyprus PCPC, Czech Republic PCPC, Latvia PCPC, Poland PCPC) do not have an opinion on the feasibility of a joint PCP/PCPC/PSC website. Although the reasons have not been expressed, 5 respondents indicated that such a merge is actually feasible. Besides Slovenia, where such a merge already exists, others indicated that the actual feasibility would depend on resource allocation and on the allocation of responsibilities across national authorities

Four contact points think a merger is not feasible (Ireland PCP, Croatia PCPC, Sweden PCP, Sweden PCPC). While some indicate that a merger would require a change in the ministerial competencies, others see little benefit in bringing together contact points with very different responsibilities as it would make the process more complex than it already is. The answers given suggest that respondents have interpreted the merge of websites as also implying a merger of contact points.

Figure 16 Question 70: How feasible has been, or you think that could be, the merger of your national PCPC and PCP or of PCPC, PCP and PCS websites?

Source: Ecorys based on a survey

Figure 17 Question 70: How feasible has been, or you think that could be, the merger of your national PCPC and PCP or of PCPC, PCP and PCS websites per type of Contact Point
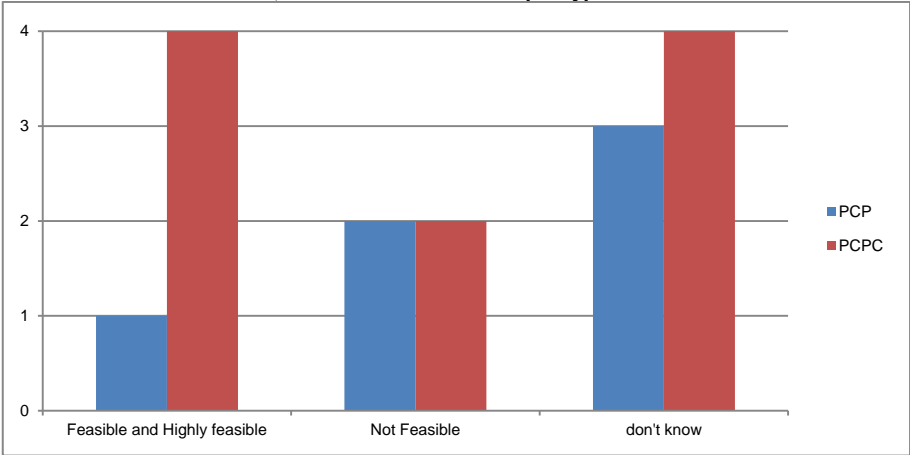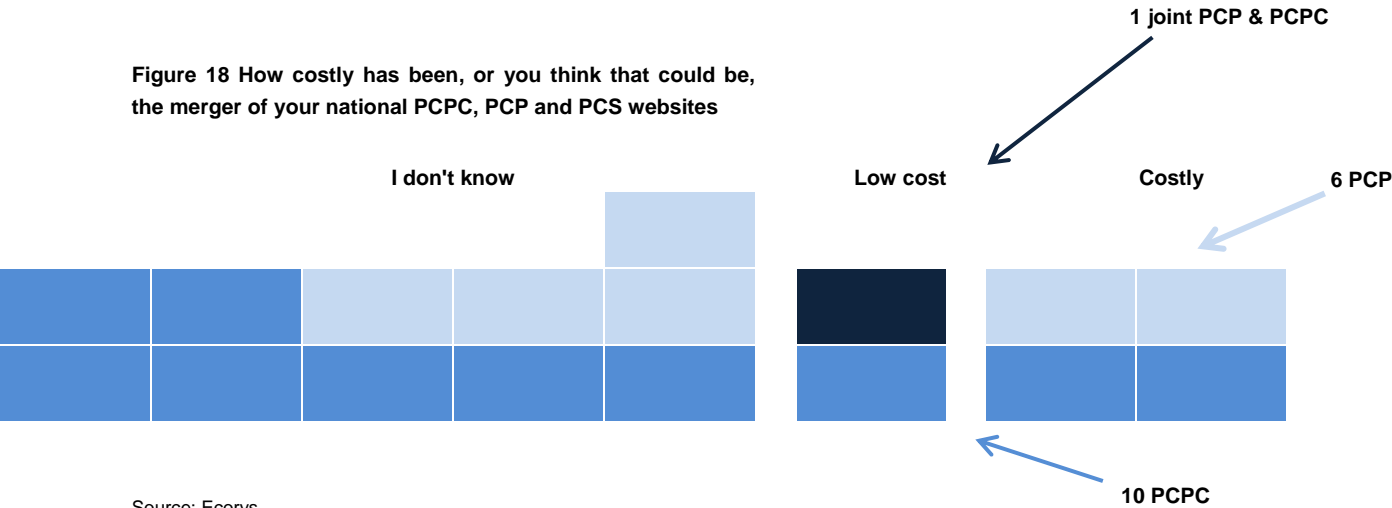

Source: Ecorys based on a survey

4.3   Cost of a merger

Most respondents have little idea of how costly a merger would be (Croatia PCP, Denmark PCP, Cyprus PCP, Sweden PCP, Croatia PCPC, Czech Republic PCPC, Estonia PCPC, Ireland PCPC, Latvia PCPC, Poland PCPC). The PCP from Sweden indicated that is difficulty provide an answer, as the details and implications of a merger would first need to be clarified.

Four Contact Points consider such merger to be costly (Ireland PCP, Latvia PCP, Bulgaria PCPC, Sweden PCPC), with reasons varying from the inefficiency of a merged website management to the resources which would be used in adapting the website to very different content needs, website running responsibilities as well unclear ownership. Only the Cyprus PCPC and the Slovenia Contact Point (covering both PCP and PCPC) suggested that a website merger could be done at little cost.

Figure 18 How costly has been, or you think that could be, the merger of your national PCPC, PCP and PCS websites

Source: Ecorys