An inclusive peer to peer approach to involve EU CONURBations and wide urban areas in participating to the covenANT of Mayors

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D6.1 – Report on the monitoring and evaluation of training activities

Work package: **WP6 – Monitoring and Evaluation**

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1 Executive Summary

This deliverable belongs to the WP6 of the Conurbant project, which is focused on the monitoring and evaluation of project activities with the aim to improve the quality of the work done and introduce the opportunity for a constant improvement of the results.

Concretely, deliverable D6.1 includes a report on the monitoring and evaluation of the different training activities, which have been the following:

- o Centralized training sessions to Trainee municipalities and conurbation towns.
- o Local training sessions for Trainee municipalities to share the contents of the centralized sessions with their conurbation towns.
- o Open centralized sessions to extend experiences and highlights of the Conurbant project into other interested municipalities.

The methodology implemented to carry out this task has included quantitative and qualitative analysis, both reflected in surveys conducted after each single session.

To draw significant conclusions from the data and present relevant summarized results, statistical inference has been used whenever it has been possible to reflect conclusions as concisely as possible.

Two kinds of result appear all over the deliverable: on one hand, there are graphs of the general assessment of each training session, divided into different qualitative indicators, which are expressed by every single participant; on the other hand, a graph for each session showing overall satisfaction about the session for each kind of participant has been developed, thus including qualitative and quantitative indicators together in the same result.

As a result, we can conclude that a general degree of satisfaction with respect to the different training sessions carried out during the duration of the Conurbant project has revealed to be a reality.

Moreover, concerning the aim of the activity described in this deliverable, monitoring and evaluation of training activities, a great success can be inferred from the data analyzed. Indeed, in each single type of session, centralized, local or open centralized, a progression of the overall assessment towards higher qualifications has taken place.

Therefore, we can conclude that the capacity building, as part of the peer-to-peer approach, in relation with baseline emissions inventory (BEI) and SEAPs has been a successful tool for the development and progress of the Conurbant project. The identification of the municipalities' needs and the design of the appropriate materials will impact positively in the implementation of local energy actions.

1.1 Executive summary- Italian

Questa Deliverable appartiene al WP6 del progetto Conurbant, che si concentra sul monitoraggio e la valutazione delle attività di progetto, con l'obiettivo di migliorare la qualità del lavoro svolto e di introdurre la possibilità di un costante miglioramento nei risultati.

In concreto, la D6.1 include una relazione sul monitoraggio e la valutazione delle diverse attività formative, ovvero:

- ⚐ Sessioni di formazione centralizzata per i Comuni e le città Formate della conurbazione .
- ⚐ Sessioni di formazione locali per i comuni Formati per condividere i contenuti delle sessioni centralizzate con le rispettive città della conurbazione.
- ⚐ Sedute centralizzate per estendere le esperienze e per diffondere il progetto Conurbant ad altri Comuni interessati.

La metodologia sviluppata per svolgere questo compito ha incluso sia un'analisi quantitativa che qualitativa , entrambe conseguenza di indagini condotte dopo ogni singola sessione.

Per trarre conclusioni significative sui dati raccolti e presentate la sintesi dei risultati di maggior rilievo, l'inferenza statistica è stata utilizzata ogni volta che è stato possibile, prevalentemente per trarre le conclusioni nel modo più conciso possibile.

Due tipi di risultati appaiono con costanza nella deliverable: da un lato, ci sono grafici di valutazione generale delle diverse formazioni, suddivisi in diversi indicatori qualitativi, che sono espressione di ogni singolo partecipante; dall'altro, si presenta un grafico per ogni sessione che mostra il livello di soddisfazione generale per la sessione per tipologia di partecipante (sia in modo qualitativo che quantitativo).

Si può concludere a valle dell'analisi sopra descritta che la formaizone ha avuto un generale alto grado di soddisfazione rispetto alle varie sessioni di formazione realizzate durante la durata del progetto Conurbant.

Inoltre , per quanto riguarda l'obiettivo della attività descritta in questa Deliverable (monitoraggio e valutazione delle attività di formazione), in ogni singolo tipo di sessione (centralizzata, locale o aperta centralizzata) la valutazione complessivaha avuto sempre giudizi alti.

Pertanto , possiamo concludere che la Capacity Building-generaizone delle competenze, come parte di un approccio peer-to -peer , in relazione all'inventario di base delle emissioni (IBE) ed al SEAP si è rivelata uno strumento di successo per lo sviluppo ed il progresso del progetto Conurbant. L' individuazione delle esigenze dei comuni e la composizione dei materiali appropriati avranno un impatto positivo nell'attuazione di azioni locali per l'energia.

1.2 Executive summary- Bulgarian

Този отчет е към Работен пакет 6 (РП 6) по проект Conurbant, който е фокусиран върху мониторинга и оценката на дейностите по проекта, с цел да се подобри качеството на извършената работа и да се въведе възможност за непрекъснато подобряване на резултатите.

По-конкретно D6.1 включва отчет на мониторинга и оценката на различните обучителни дейности, както следва:

o Централизирани обучителни сесии за обучаваните общини и присъединените общини.

o Местни обучения за споделяне на придобития опит от проведените централизирани обучения на обучаваните общини с присъединените общини.

o Отворени обучителни сесии за разширяване на опита и популяризиране проект Conurbant сред другите заинтересовани общини.

Използваната методология за изпълнение на тази дейност включва количествен и качествен анализ, отразен в анкетите след всяко обучение.

За да се направят основните заключения от данните и да се представят обобщени резултати когато е било възможно е използван статистически метод.

В отчета има два типа резултати: от една страна диаграми от обобщената оценка на всяко обучение, разделени по различни качествени индикатори за всеки участник, а от друга страна – диаграми за всяко обучение, показващи обобщената оценка за цялостното удовлетворение, включващи количествени и качествени индикатори.

В резултат на това може да заключим, че общото ниво на удовлетвореност по отношение на различни сесии за обучение, извършени по време на продължителността на проект Conurbant, е реалност.

Освен това, що се отнася до целта на тази дейност, описана в отчета, може да се заключи, че анализът на данните от мониторингът и оценката на обучителните дейности показва голям успех. Всъщност при всяко отделно обучение (централизирано, местно или отворено централизирано) е взето предвид развитието на цялостната оценка към по-висока квалификация.

Следователно, можем да се заключи, че изграждането на капацитет, като част от партньорския подход, във връзка с инвентаризация на емисиите по базова линия (ИБЕ) и Планове за действие за устойчиво енергийно развитие (ПДУЕР), е успешен инструмент за развитието и напредъка на проект Conurbant. Идентифицирането на потребностите на общините и дизайна на съответните материали ще окаже положително въздействие при прилагането на местни енергийни действия.

1.3 Executive summary- Croatian

Ovaj rezultat provedbe aktivnosti pripada Radnom paketu 6 (WP6) projekta Conurbant, koji se odnosi na nadzor i ocjenu projektnih aktivnosti s ciljem poboljšavanja kvalitete obavljenog i omogućavanja stalnog poboljšavanja rezultata.

Konkretno, rezultat D6.1 uključuje izvještaj o nadzoru i ocjeni različitih edukacijskih aktivnosti, a koje su bile slijedeće:

o Centralizirane edukacije mentoriranih općina i gradova (Trainee municipalities) te gradova konurbacija.

o Lokalne edukacije mentoriranih općine i gradove (Trainee municipalities) u svrhu prijenosa naučenog na gradove konurbacije na centraliziranim edukacijama.

o Otvorene centralizirane radionice radi dijeljenja iskustava i isticanja vrijednosti projekta Conurbant drugim zainteresiranim općinama i gradovima.

Metdologija korištena u provedbi ovog zadatka uključuje kvalitativnu i kvantitativnu analizu podataka dobivenih anketama provedenim nakon svake radionice.

Kako bi izvukli značajne zaključke iz relevantnih podataka i predstavili sažete rezultate, koristili smo statističko zaključivanje gdje god je to bilo moguće, a sve u svrhu dobivanja što preciznijeg zaključka.

Tijekom obrade podataka u ovom zadatku pojavila su se dva rezultata: s jedne strane, grafički prikaz opće procjene svake radionice od strane svakog od sudionika, podijeljen na dva različita kvalitativna indikatora, a s druge strane grafički prikaz općeg zadovoljstva svih vrsta sudionika provedenim aktivnostima; tako su prikazani kvalitativni i kvantitativni pokazatelje zajedno u istom rezultatu aktivnosti.

Kao rezultat svega, možemo zaključiti da je opći stupanj zadovljstva dobar, uzimajući u obzir sve različite radionice i edukacije provedene tijekom trajanja projekta.

Štoviše, uzimajući u obzir sam cilj ove aktivnosti - nadzor i procjenu edukacijskih aktivnosti - iz obrađenih podataka ankete možemo zaključiti kako su provedene radionice izvršene s odličnim uspjehom. Svaku vrstu aktivnosti, bilo da se radilo o centraliziranoj edukaciji, lokalnoj edukaciji ili otvorenoj centraliziranoj radionici, sudionici su ocijenili visokim ocjenama.

Stoga, možemo zaključiti kako je jačanje kapaciteta, kao dio uzajamnog (peer-to-peer) pristupa, u svezi s izradom Inventara osnovnih emisija (BEI) i SEAP-a, bio uspješnan alat u provedbi i napretku projekta Conurbant. Identifikacija potreba gradova i općina kao i razvoj prikladnih materijala imat će pozitivan učinak u provedbi lokalnih energetskih akcija.

1.4 Executive summary- Latvian

Šis ir Conurbant projekta WP6 daļas nepieciešamais rezultāts, kas koncentrēts uz projekta aktivitāšu uzraudzību un novērtēšanu ar mērķi uzlabot darbu kvalitāti un iepazīt iespējas, kā pastāvīgi uzlabot rezultātus.

Konkrētāk, D6.1 nepieciešamais rezultāts ietver uzraudzības un novērtēšanas atskaiti dažādām treniņa aktivitātēm, kuras sekojoši ir:

- Centralizētās praktiskās sesijas praktizējošajām pašvaldībām un konurbācijas pilsētām;
- Vietējās praktiskās sesijas praktizējošajām pašvaldībām, lai dalītos ar Centralizēto sesiju materiāliem ar to konurbācijas pilsētām;
- Atvērtās centralizētās sesijas, lai paplašinātu pieredzi un izceltu Conurbant projektu citās ieinteresējošajās pašvaldībās.

Ieviestā metodoloģija, lai veiktu šo uzdevumu, ietver kvantitātes un kvalitātes analīzi, kur abas atspoguļotas aptaujās pēc katras sesijas.

Lai no datiem izdarītu nozīmīgus secinājumus un prezentētu būtiskākos kopsavilkuma rezultātus, statistikas slēdzieni, tika izmantoti, kad vien tas ir iespējams, lai atspoguļotu secinājumus cik vien konkrēti tas ir iespējams.

Uzdevuma laikā tika izdalīti divu veida rezultāti: viens no tiem – katras sesijas vispārējā novērtējuma grafiki, kas sadalīti dažādos kvalitātes indikatoros, kuri izteikti no katra dalībnieka. Otrs – katras sesijas grafiks, kas parāda katras sesijas vispārējo apmierinātību, ko izstrādā katrs no dalībniekiem, tādējādi ietverot kvalitatīvos un kvantitatīvos indikatorus kopā šajos pašos rezultātos.

1.5 Executive summary- Spanish

Este documento pertenece al WP6 del proyecto Conurbant, centrado en el seguimiento y la evaluación de las actividades del proyecto con el fin de mejorar la calidad del trabajo realizado e introducir la oportunidad de una mejora constante de los resultados.

Concretamente, este documento D6.1 incluye un informe sobre el seguimiento y la evaluación de las diferentes actividades formativas, que han sido las siguientes:

- o Sesiones formativas centralizadas para ciudades formadas durante este proyecto y sus conurbaciones.

- o Sesiones formativas locales para ciudades formadas durante este proyecto con el fin de compartir los contenidos de las sesiones centralizadas con sus conurbaciones.

- o Sesiones formativas abiertas centralizadas para extender las experiencias y los resultados más destacados del proyecto Conurbant a otras municipalidades interesadas.

La metodología implementada para llevar a cabo esta tarea ha incluido el análisis cuantitativo y cualitativo, ambos reflejados en encuestas realizadas después de cada sesión.

Para extraer conclusiones significativas a partir de los datos y presentar resultados generales relevantes, se ha utilizado la inferencia estadística siempre que ha sido posible para reflejar conclusiones tal concisas como lo han permitido los datos.

Dos tipos de resultados aparecen a lo largo de todo el documento: por una parte, gráficos de las valoraciones generales de cada sesión formativa, divididos en diferentes indicadores cualitativos, que son expresados por cada participante en la sesión; por otra parte, se ha elaborado un gráfico para cada sesión mostrando el grado de satisfacción general para cada tipo de participante, incluyendo así indicadores cualitativos y cuantitativos en el mismo resultado.

Como consecuencia de ello, podemos afirmar que se ha revelado un grado de satisfacción general con respecto a las diferentes sesiones formativas llevadas a cabo a lo largo del proyecto Conurbant.

Además, con referencia al objetivo de la actividad descrito en este documento, el seguimiento y la evaluación de las actividades formativas, se puede inferir un gran éxito a partir de los datos analizados. En efecto, en cada tipo de sesión, centralizada, local o centralizada abierta, se ha producido una progresión en las valoraciones generales emitidas hacia calificaciones cada vez mejores.

Por tanto, podemos concluir que la formación capacitativa, como parte del método peer-to-peer, en relación con los inventarios de emisiones de referencia (BEI) y los PAES, ha sido una herramienta efectiva para el desarrollo y el progreso del proyecto Conurbant. La identificación de las necesidades de los diferentes municipios y el diseño de los materiales apropiados producirá un impacto positivo en la implementación de acciones locales en materia energética.

1.6 Executive summary- Romanian

Acest document aparține Pachetului de Activități 6 al Proiectului Conurbant - PA6, care se concentrează pe aspectele legate de monitorizarea și evaluarea activităților proiectului, în scopul îmbunătățirii acestuia sub aspectul calității muncii realizate și pentru crea oportunitatea pentru o permanentă îmbunătățire a rezultatelor.

Practic, documentul livrabil D6.1 include un Raport asupra monitorizării și evaluării diferitelor activități de instruire desfășurate, după cum urmează:

- o Sesiuni de instruire centralizate a municipalităților cursante și a orașelor conurbației.

- o Sesiuni de instruire locale pentru municipalitățile cursante, pentru a împărtăși conținutul sesiunilor centralizate cu orașele din conurbația lor.

- o Sesiuni deschise de instruire centralizate, pentru a îmbogăți experiența lor și pentru a scoate în evidență Proiectul CONURBANT în alte municipalități interesate.

Metodologia implementată pentru a îndeplini această sarcină a inclus atât analiza cantitativă cât și analiza calitativă, ambele reflectate în sondajele și analizele după fiecare sesiune în parte.

Pentru a trage cele mai importante concluzii din datele colectate și pentru a prezenta rezumate sintetizate, statistica deductivă a fost utilizată ori de câte ori a fost posibil, pentru a reflecta concluziile desprinse, cât mai concis cu putință.

Două tipuri de rezultate apar pe parcursul întregului document livrabil: pe de o parte, există grafice de evaluare generală pentru fiecare sesiune de instruire în partea, împărțite pe diferiți indicatori calitativi, care sunt exprimați de către fiecare participant. Pe de altă parte, un grafic pentru fiecare sesiune indică satisfacția generală cu privire la sesiune, așa cum a fost dezvoltat pentru fiecare tip de participant, inclusiv astfel de indicatori calitativi și cantitativi analizați împreună, în cadrul aceluiași rezultat.

Ca urmare, putem concluziona că, pe toată durata proiectului Conurbant, s-a dovedit înregistrarea în mod real a unui grad de satisfacție cu privire la diferitele sesiuni de instruire desfășurate.

Mai mult decât atât, în ceea ce privește scopul activității descrise în acest livrabil, monitorizarea și evaluarea activităților de formare, acesta poate fi considerat ca un real succes, dedus din analiza datelor. Într-adevăr, în fiecare tip de sesiune în parte, centralizate, locale sau deschis centralizate, a avut loc o progresie de evaluare generală față de calificările superioare.

Prin urmare, putem concluziona că, dezvoltarea capacității ca parte a abordării de tip „peer-to-peer", în legătură cu inventarul de referință a emisiilor de CO_2 (IRE) și PAED a reprezentat un instrument de succes pentru dezvoltarea și progresul proiectului Conurbant. Identificarea nevoilor municipalităților și modul de construire și elaborare de materiale adecvate va avea un impact pozitiv în punerea în aplicare a acțiunilor locale de energie.

1.7 Executive summary- Greek

Το παρών παραδοτέο ανήκει στο πακέτο εργασιών 6 του έργου Conurbant το οποίο εστιάζεται στην παρακολούθηση και αξιολόγηση των δραστηριοτήτων του έργου και έχει σαν στόχους την βελτίωση της ποιότητας της εργασίας που έγινε και να δώσει την ευκαιρία για μία σταθερή βελτίωση των αποτελεσμάτων.

Συγκεκριμένα, το παραδοτέο D6.1 συμπεριλαμβάνει μία αναφορά για την παρακολούθηση και την αξιολόγηση των ακόλουθων εκπαιδεύσεων:

ο Κεντρική εκπαίδευση για τα αστικά κέντρα και τα περίχωρα τους.

ο Τοπικές εκπαιδεύσεις για τα αστικά κέντρα με σκοπό να μοιραστεί το περιεχόμενο των κεντρικών εκπαιδεύσεων.

ο Ανοικτές κεντρικές συνεδρίες για να διερυνθούν οι εμπειρίες και τα κυριότερα σημεία του έργου Conurbant σε άλλους ενδιαφερόμενους δήμους .

Η μεθοδολογία που εφαρμόζεται για την εκτέλεση αυτού του έργου συμπεριλαμβάνει ποσοτική και ποιοτική ανάλυση , που αντικατοπτρίζεται σε έρευνες που διεξήχθησαν μετά από κάθε ενιαία συνεδρία .

Όποτε ήταν δυνατό, έχει χρησιμοποιηθεί στατιστική συμπερασματολογία για να αντλήσει σημαντικά συμπεράσματα από τα δεδομένα και να παρουσιάσει σχετικά συνοπτικά αποτελέσματα.

Δύο είδη αποτελέσματος εμφανίζονται σε όλο το παραδοτέο: από τη μία πλευρά, υπάρχουν γραφικές παραστάσεις της γενικής αξιολόγησης για την κάθε εκπαίδευση , χωρισμένες σε διάφορους ποιοτικούς δείκτες , οι οποίοι εκφράζονται από κάθε συμμετέχοντα ξεχωριστά και από την άλλη πλευρά , έχει αναπτυχθεί μία γραφική παράσταση για κάθε συνεδρία που παρουσιάζουν τη συνολική ικανοποίηση για την εκπαίδευση για κάθε είδος συμμετέχοντος.

Ως εκ τούτου , μπορούμε να συμπεράνουμε ότι ένας γενικός βαθμός ικανοποίησης σε σχέση με τις διάφορες εκπαιδευτικές συνεδρίες που πραγματοποιήθηκαν κατά τη διάρκεια του έργου Conurbant έχει αποκαλυφθεί να είναι μια πραγματικότητα .

Επιπλέον, όσον αφορά το στόχο της δραστηριότητας που περιγράφεται σε αυτό το παραδοτέο , την παρακολούθηση και την αξιολόγηση των δραστηριοτήτων κατάρτισης , μια μεγάλη επιτυχία μπορεί να συναχθεί από τα στοιχεία που αναλύθηκαν . Πράγματι , σε κάθε μεμονωμένο τύπο της συνόδου , κεντρική , τοπική ή κεντρική ανοιχτή , έχει λάβει χώρα μια εξέλιξη της συνολικής αξιολόγησης προς υψηλότερα προσόντα.

Ως εκ τούτου , μπορούμε να συμπεράνουμε ότι η ανάπτυξη ικανοτήτων , ως μέρος της προσέγγισης peer-to -peer , σε σχέση με τις εκπομπές αναφοράς του καταλόγου (ΒΕΙ) και Paes έχει ένα επιτυχημένο εργαλείο για την ανάπτυξη και την πρόοδο του έργου Conurbant . Ο προσδιορισμός των αναγκών των δήμων και κοινοτήτων και το σχεδιασμό των κατάλληλων υλικών θα έχει θετικό αντίκτυπο στην υλοποίηση των τοπικών δράσεων εξοικονόμησης ενέργειας.

2 Introduction

2.1 The project CONURBANT

The project "An inclusive peer to peer approach to involve EU CONURBations and wide urban areas in participating to the covenANT of Mayors" (CONURBANT) starts from the consideration that EU small towns face strong difficulties in energy management and planning because of their lack of skills and resources, while medium and large cities have a higher responsibility related to higher density of human activities to more complicated issues of sustainable land using and planning and mobility. While small towns have a high potential for internal cooperation due to the limited number of technicians and politicians involved in decision making, often in larger cities energy-related policy-making decisions are taken in different departments without concertation or even reciprocal information.

The EU has a significant number of Municipalities that have started a path of sustainable energy action planning and policy-making and propose replicable good practices.

The CONURBANT project aims at helping medium-large cities from seven countries and the smaller towns in their urban area, through capacity building using peer to peer support and training between less and more experienced Municipalities, in the framework of the CoM.

Trainee cities and 40 conurbation towns (with a total population of ca. 350.000) are involved in centralized and local training actions and supported in the development and actual implementation of their SEAPs.

To guarantee the institutionalization of SEAPs, action plans will be preceded and included in a Municipal, cross-cutting energy policy strategy shared by all departments and with the agreement of the political opposition. SEAPs will be approved by local councils. SEAPs will be implemented during the project and 5 proposals to the ELENA and other facilities will be developed for a total of 375 million € of investment plans.

Partner twin cities will be involved and 10 additional conurbations (50 municipalities total) will be signing through the activities of this project.

In synthesis, the CONURBANT project allows a full implementation of the Covenant of Mayors starting from the signatures till the investments design and funds/loans finding, through the emissions inventory definition and SEAP development.

The following training needs were identified:

- o   Covenant of Mayors constraints, opportunities and principles.
- o   How to do an emissions inventory.
- o   How to develop a SEAP.
- o   How to guarantee a long term implementation of sustainable energy policies and SEAP thanks to an institutionalization path.

- How to create a technical baseline to plans and design investments and to find economic and financial resources.
- How to manage such technical information and how to ask for funds.

2.2 WP6 Overview

This Work Package is focused on the monitoring and evaluation of project activities with the aim to improve the quality of the work done and introduce the opportunity for a constant improvement of the results.

Further than the general project monitoring activities foreseen in work package 1, this work package goes deeper in the quantitative and qualitative analysis and evaluation of the results achieved (or problems faced) by the partners in wp2, wp 3, wp 4 and wp5.

This work package foresees also a cross-cutting evaluation of the role of Tutoring Municipalities in this project in the light of the implementation of a peer-to-peer towards Trainee Cities and between Trainee Cities. It also foresees an evaluation of the role of large Cities in this project in the implementation of the Conurbation approach involving smaller Municipalities in the same urban area.

This deliverable D6.1 includes a report on the monitoring and evaluation of training activities, which have been the following:

- Centralized training sessions to Trainee municipalities and conurbation towns.
- Local training sessions for Trainee municipalities to share the contents of the centralized sessions with their conurbation towns.
- Open centralized sessions to extend experiences and highlights of the CONURBANT project into other interested municipalities.

3 Monitoring tools

3.1 Foreword

The core of this deliverable is the monitoring and evaluation of project training activities with the aim of improving next training sessions and have a final list of lessons learned that could be replicated in other European municipalities. Moreover, the continuous monitoring of project activities allow detect, improve and correct, if necessary, the inconsistencies which could arise during the project life period.

The monitoring tool has been designed to evaluate the training activities according to the objectives of the training.

The training activities will be analyzed at two different levels: quantitative and qualitative. In this sense, the 3 levels of training activities (centralized, local and open centralized) will be monitored obtaining comparable quantitative and qualitative indicators of the training activities done.

A survey is distributed among participants at the end of each training session. Data obtained is evaluated and used to introduce ameliorations or recommendations in the forthcoming training sessions.

3.2 Quantitative indicators

The quantitative indicators are rather the same for the 3 types of training sessions, only being slightly different in open centralized training sessions.

The indicators proposed are the following:

o N. and type of Municipalities participating (tutoring cities, trainee cities, conurbation towns, cities outside the Consortium).

o N. of conurbation towns involved for each trainee city.

o N. and type of participants: personnel from the Municipality, technicians, policy makers and other stakeholders.

o N. of study tours.

o N. of Trainee cities/ conurbation town participating in study tours organized outside the Consortium.

3.3 Qualitative indicators

The qualitative indicators are focused on evaluating the quality and level of satisfaction and the learning of every training session. The qualitative satisfaction indicators will reflect and express the satisfaction after each training session from the point of view of the different types of municipality participants (tutoring, trainee and conurbation) obtaining three indicators, one per typology of municipality. Finally, data obtained will show us:

- o % of satisfaction of participants
- o % of satisfaction from the 3 types of municipalities
- o % of satisfaction of participant municipalities

The above indicators will be composed of the following items:
- o Contents (i.e. expectations and usefulness).
- o Timetable, duration and rhythm.
- o Availability of documents to the participants after the sessions.
- o Environment conditions (i.e. room, furniture, used sources).
- o Working groups (i.e. appropriate size, content usefulness, expectations and possibility of discussion)
- o Study tours (i.e. suitability to the content and implementability in each participant's municipality)
- o Speakers (i.e. appropriateness, quality of contents and openness to discussion)
- o General assessment
- o Suggestions

Items are measurable in a satisfaction rating scale (0 to 5). Each item has a specific weight so they are aggregated to show the % of satisfaction of each typology indicator.

3.4 Statistical analysis of the results

The surveys distributed in each session yield mainly 2 types of result, which are those that are reflected in this deliverable. On one hand, there are measures of the general assessment of the training session, divided into different qualitative indicators, which are expressed by each single participant. This kind of result is included for each type of session. On the other hand, a graph for each session showing overall satisfaction about the session for each kind of participant (member of tutoring city, trainee city, conurbation city, etc.) has been developed, thus including qualitative and quantitative indicators together in the same result. This kind of result has not been included for local training sessions, where the types of participants differed a lot among sessions taking place at different locations, so a general conclusion about it would not have been very illuminating for the purposes of this project.

Whenever it has been possible, we have made use of statistical treatment of data to present general

results on each type of session. Concretely, whenever we have been able to draw statistically significant inferences from the data, we have reflected weighted averages of the results per each type of session taking into account the number of participants who filled the surveys, almost equal to the total number of participants.

Obviously, this kind of result is only relevant whenever the dispersion of data is relatively small, which we have measured considering the standard deviations of each weighted value. Qualitatively, average data can be seen as a representative picture of what has taken place in each of the single sessions whenever the degree of satisfaction for each single satisfaction index and the type of participant have not differed a lot in each single training session of the same type.

Hence, when statistically significant results were available, a single graph reflecting overall assessment for all training sessions of one type has been introduced at the beginning of result's analysis, after which the single graphs for each session have been added. And, when no such a general result was possible to infer from the different sessions, single graphs for each session have been included directly after an introduction expressing qualitatively the main results of all training sessions.

A last remark concerning the samples considered for each session must be added here. Concretely, as it is always the case when surveys are distributed to be filled in by the participants, there are cases when people don't complete the survey properly. Of course, the lacking data have not been taken into account, but we have not invalidated the whole survey because of it. This is why the samples for the same session can be different if we consider the overall assessment of the session or the results classified by the kind of participant. Concretely, if a participant has filled in the whole survey but has forgotten to mark her job, this has invalidated only her results concerning the second kind of graph but not her results for the first kind.

3.5 Templates for monitoring training sessions

CONURBANT TRAINING SESSIONS
SATISFACTION SURVEY

*Dear participant, It will be of great help to us to get your feedback on the
course so that we can further develop the future courses*

TRAINING SESSION	
PLACE	**DATE**
ORGANISATION NAME	**PARTICIPANT TYPOLOGY**
	☐ Tutoring municipality ☐ Trainee municipality ☐ Conurbation municipality ☐ Consultancy ☐ Chamber of commerce
YOUR NAME	**YOUR ROLE (just for municipalities)**
	☐ Politician ☐ Technician

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	VALUE FROM 1 TO 5 (1: total dissatisfaction, 5: total satisfaction)						

	Fill the rating gaps with an X	1	2	3	4	5
CONTENTS	The content has met your expectations					
	All the content has been addressed in sufficient detail					
ORGANISATION	Timetable, duration and management of the session					
	Documents made available to participants after training sessions					
	Environmental conditions (location and appropriateness of classrooms)					
WORKING GROUPS	Usefulness of parallel discussions about technical aspects					
	Duration of the discussions and number of participants per group					
STUDY TOURS	Suitability and relevance between training contents and study tour					
	Actions seen are feasible to be implemented in my municipality					
SPEAKERS	Appropriateness of the speaker					
	The contents have been presented clearly					
	Speakers motivated and facilitated the exchange of opinions					

	1	2	3	4	5
GENERAL ASSESSMENT — What is your overall assessment for the course?					
Special comments about any aspect of the training session:					

Thank you for your collaboration

It is worth mentioning that this survey template has been almost the same for all of the sessions, with only one minor change related to the particularities of each kind of session. Concretely, the evaluation of study tours has only taken place in open centralized sessions, where this kind of activity was included as a part of the programme.

Results

3.6 Centralized training sessions

The centralized training sessions carried out have been the following:

1. Vicenza – Padova (IT) between May 30th 2011 and June 1st 2011: 21 participants.

2. Alba Iulia (RO) between November 2nd 2011 and November 4th 2011: 17 participants.

3. Limassol (CY) between October 4th 2012 and October 5th 2012: 26 participants.

The issues dealt with have been, as forecasted, the organization and the presentation of training sessions, the presentation of the CoM and the peer-to-peer approach, the definition of baselines CO_2 emission inventory, the development of the SEAPs and the financing opportunities.

The general results show a significant degree of satisfaction over all sessions:

Overall assessment for the centralized training sessions held in Alba Iulia, Vicenza and Limassol
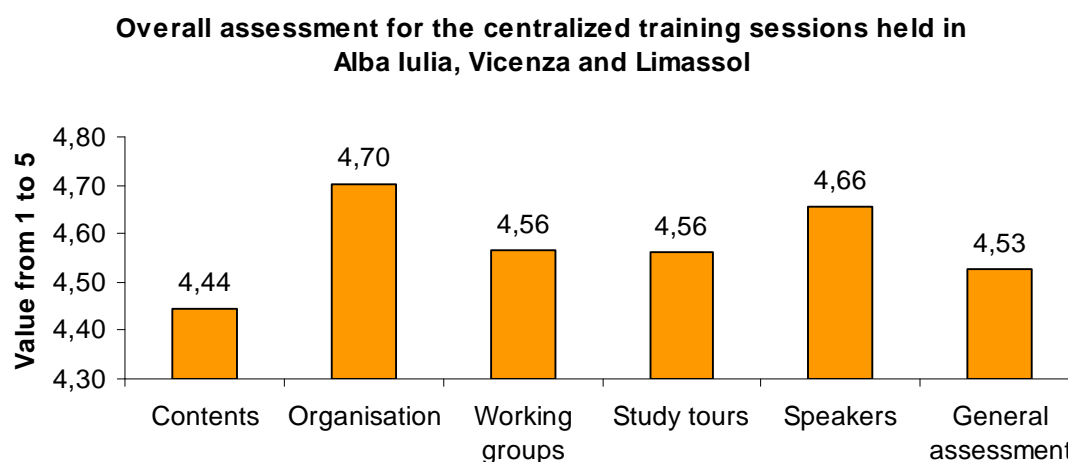
Figure 1: Average degree of satisfaction per concept after the 3 training sessions. Source: Surveys carried out at the end of each session.
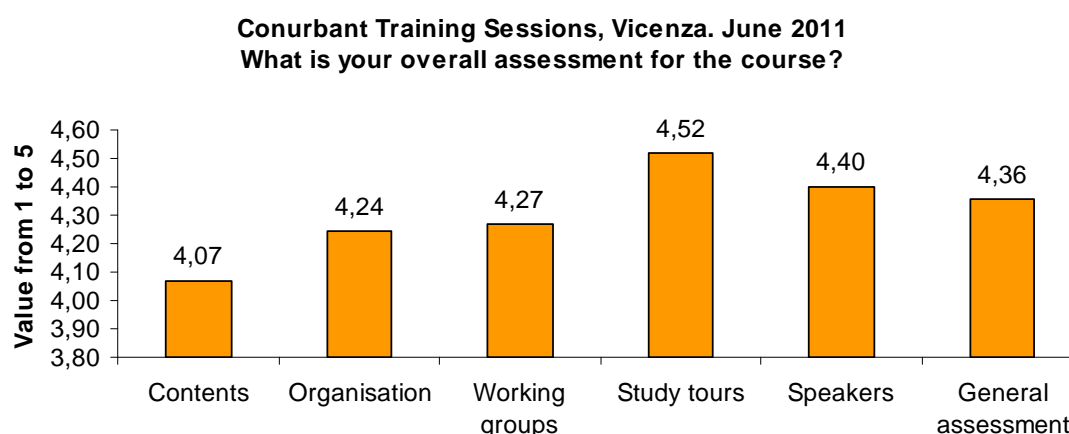
The great majority of participants (94%) was constituted by technicians, whereas politicians were only 6%. In concordance with the graph above, comments were made expressing the quality of organization and the good level and degree of expertise shown by the speakers. Moreover, other comments expressing satisfaction about the

study tours and its relevance to the purposes of this project were added after each session. Something which cannot be inferred directly from the data but we detected examining the single surveys is that there has been a gradual progression in the degree of satisfaction from the first one in Vicenza to the last one in Limassol. This can be drawn as a conclusion after examining the comments made after each session, with some complaints about the lack of time for discussions in the first session finally disappearing in the last one.

As pointed out before, the data reflected in the graph above are weighted averages of the results per each session taking into account the number of participants who filled the surveys, almost equal to the total number of participants.

The dispersion of the data is relatively small, with standard deviations ranking from 0.06 to 0.35, i.e., from 1% to 7% of the mean values. Therefore, it is reasonable to view these mean data as a representative picture of what has taken place in each of the single sessions.

Here we include single graphs for each session:

Conurbant Training Sessions, Vicenza. June 2011
What is your overall assessment for the course?

Figure 2: Degree of satisfaction per concept after the 1st training session in Vicenza. Sample of 15 participants. Source: Surveys carried out at the end of each session.

Conurbant Training Sessions, Alba Iulia. November 2011
What is your overall assessment for the course?
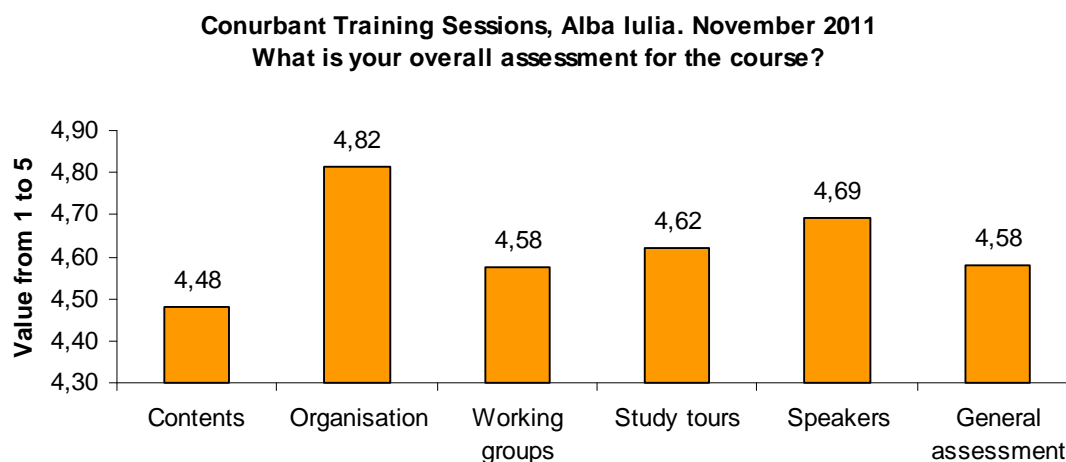
Figure 3: Degree of satisfaction per concept after the 2nd training session in Alba Iulia. Sample of 26 participants. Source: Surveys carried out at the end of each session.
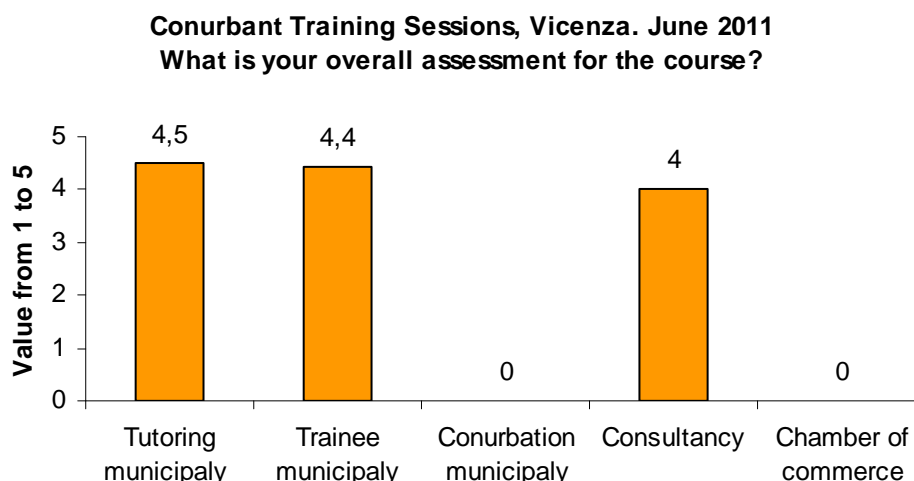
Conurbant Training Sessions, Limassol. October 2012
What is your overall assessment for the course?
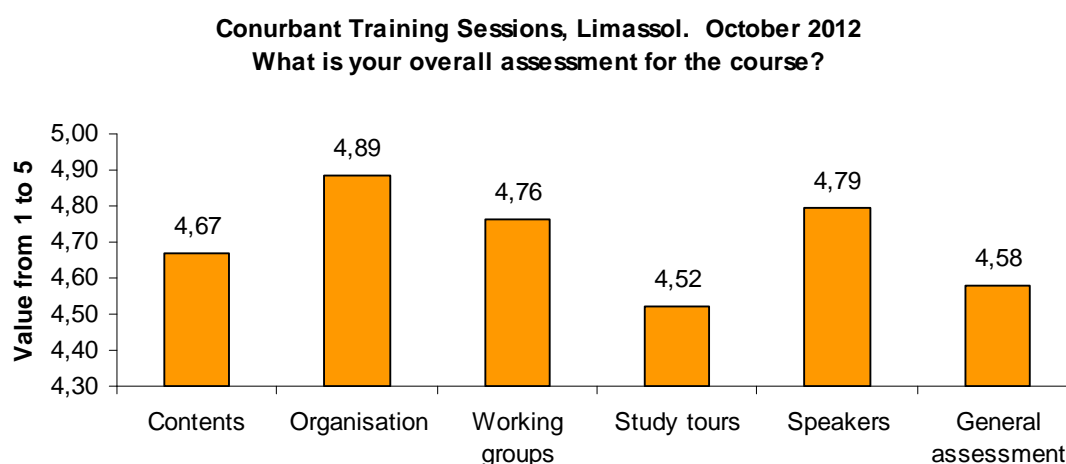
Figure 4: Degree of satisfaction per concept after the 3rd training session in Limassol. Sample of 21 participants. Source: Surveys carried out at the end of each session.

With respect to the general assessment of the sessions per type of participant, the general result for all training sessions is not statistically sound. Indeed, here we have the circumstance that not all types of participant (Tutoring, Trainee and Conurbation municipalities; Consultancies; and Chambers of commerce) attended to each of the sessions. Therefore, the weighted averages are considerably altered and the standard deviations show values which are not significant.

Hence, we must introduce a graph for each of the training sessions separately.

In the case of the first session in Vicenza, no Conurbation town or members of any Chamber of Commerce took place in the meeting. With respect to results shown by participants of Tutoring and Trainee municipalities as well as consultancies coming as a support for these municipalities, there is a considerably high level of satisfaction with values ranking all at least 4 in a 0-5 scale.

Conurbant Training Sessions, Vicenza. June 2011
What is your overall assessment for the course?

Figure 5: General degree of satisfaction per type of participant after the 1st session in Vicenza. Sample of 14 participants. Source: Surveys carried out at the end of each session.

Regarding the second session in Alba Iulia, again no Conurbation towns attended the meeting though some participants integrating Chambers of Commerce did. As it can be inferred from the following graph, results are quite similar to those of the first session, even with increasingly satisfactory results.

Conurbant Training Sessions, Alba Iulia. November 2011
**What is your overall assessment for the course?**
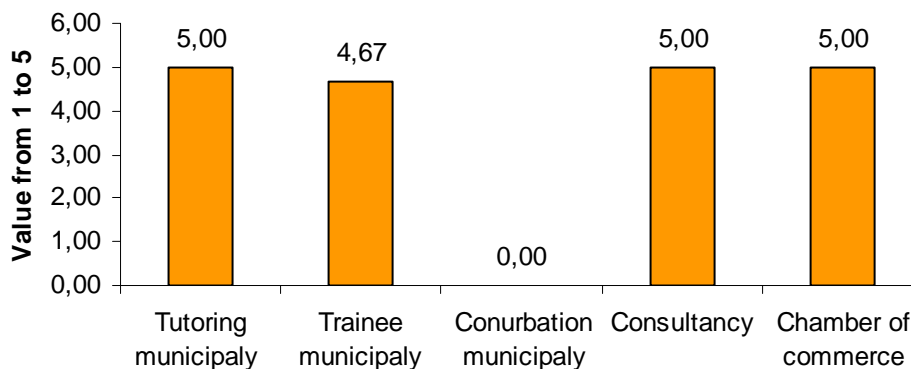
Figure 6: General degree of satisfaction per type of participant after the 2nd session in Alba Iulia. Sample of 24 participants. Source: Surveys carried out at the end of each session.

Finally, considering the third session in Limassol, all kinds of participants considered attended the meeting and the best results were reflected with respect to the other 2 sessions. Even some conurbation towns, which are not initially supposed to attend such kind of meetings, finally decided to join it.

Conurbant Training Sessions, Limassol. October 2012
What is your overall assessment for the course?
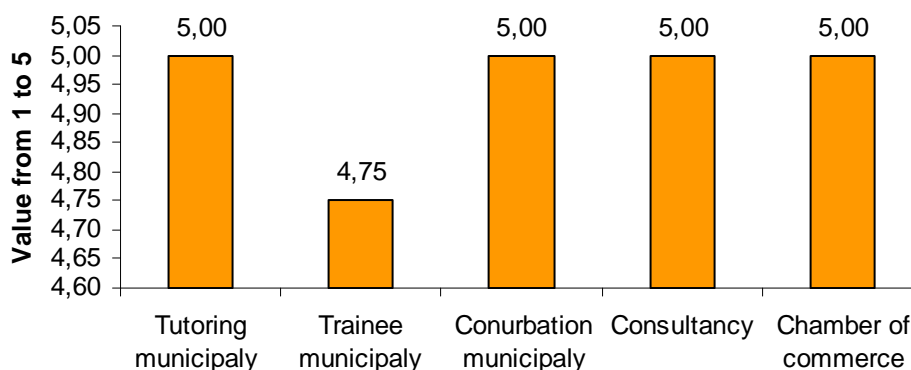
Figure 7: General degree of satisfaction per type of participant after the 3rd session in Limassol. Sample of 19 participants. Source: Surveys carried out at the end of each session.

These progressively increasing results coincide with the points made with the comments and reveal how the sessions effectively met their goal of improving future sessions as a consequence of the learning from the past ones. Moreover, this also reflects the success of the monitoring and evaluation of the training sessions, which concerns the object of this deliverable, to improve the quality of future sessions and take advantage from this experience to possibly replicate this methodology in further occasions.

3.7 Local training sessions

The two local training sessions organized by each municipality (except Alba Iulia) were designed with the following aims:

   o The first one, to give a general overview of the Covenant of Mayors, emission baseline and development of Sustainable Energy Action Plan (SEAP), informing and involving Conurbation towns in CONURBANT and promote the compromise signing the Covenant of Mayors.
   o The second one, to provide technical information on most related issues to the municipalities that will lead to reduction of CO2 emissions, such as energy efficiency in energy production (heat, electricity and cooling) and distribution, energy efficiency in buildings, the use of renewable resources, mobility, efficient lighting and ESCO.

It is worth mentioning here that the different programmes developed by each municipality, even if following the baselines given in the former two points, have been adapted to the necessities of their conurbation towns.

As it was the case in the centralized sessions, the overall results show a high degree of satisfaction after the meetings.

Most of them being similar with respect of the kind of participant assisting and the general valuations, an overall picture reflecting the average results for the first local training session and another one for the second local training session can be introduced here. Indeed, this is the case even if we take into account the different rates of attendance depending on the city, which ranges from 7 participants in cities like Palma or Padova in the first session until 45 participants in Timisoara in the second session.

The following table shows the complete list of the number of participants per each session:

	Arad	Beli Manastir	Vinkovci	Limassol	Padova	Palma	Salaspils	Timisoara	Vicenza	Vratsa
1st Session	8	-	-	10	7	7	10	36	14	22
2nd Session	26	6	20	12	8	8	12	45	9	16

We may have weighted the overall results with the attendants per session, which would have given more importance to the average individual and not to the potentially

different pictures across cities. However, as the aim of this project is to take advantage of the diversity of approaches and experiences across cities in different locations to reach unified conclusions, we considered of great importance to highlight this diversity and let it enter the overall results as much as possible, so we decided not to weight the data.

Taking a look at the data, standard deviations range from 0 to 0.9, i.e. from 0% until 10% of the average values, low enough to claim statistical significance. The only exception is constituted by the assessment of the working groups in the first local training session in Padova and Vicenza, with particularly low values compared to all other values among the different locations. However, this doesn't constitute a particularly relevant fact because it disappears in the second training session.

Here we include the overall pictures of each session:

Overall assessment for the 1st Local Training Session
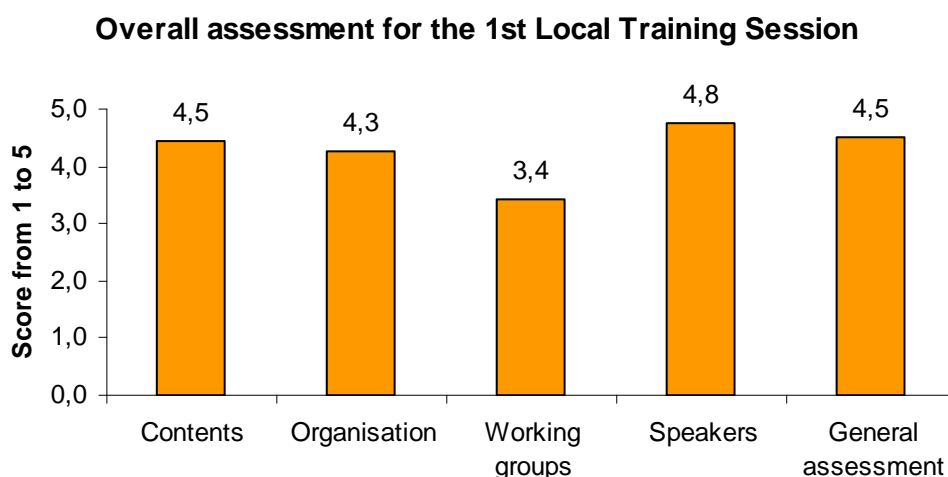
Figure 8: Average degree of satisfaction per concept after the 1st local training session. Source: Surveys carried out at the end of each session.

Overall assessment for the 2nd Local Training Session
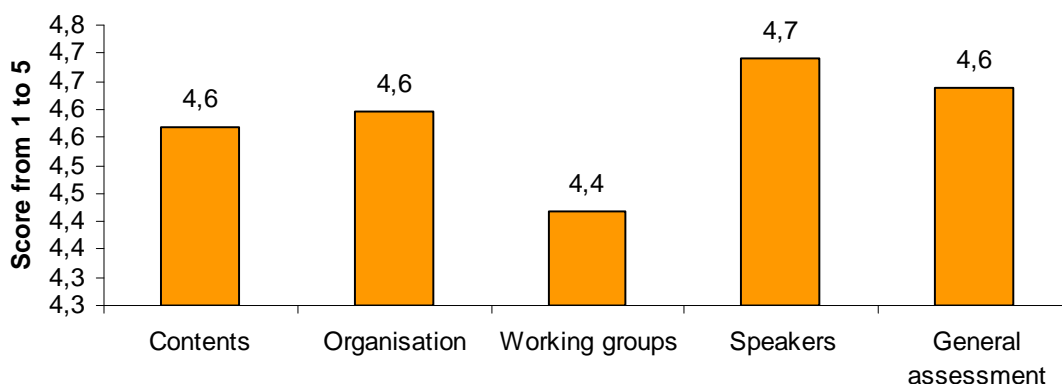
Figure 9: Average degree of satisfaction per concept after the 2nd local training session. Source: Surveys carried out at the end of each session.

Generally, the highest results appear with regard to the quality of the speakers and the lowest ones referring to the working groups, something related with the possibility to discuss what is presented by the speakers. However, the overall result of this category for the 2nd local training session (4.4 over 5) shows a significant improvement with respect to the 1st local training session (3.4).

Again, this reflects a general tendency which can be inferred from the comparison of the two graphs, showing the success of the monitoring and evaluation of the first sessions to improve the quality of the second ones.

3.8 Open centralized training sessions

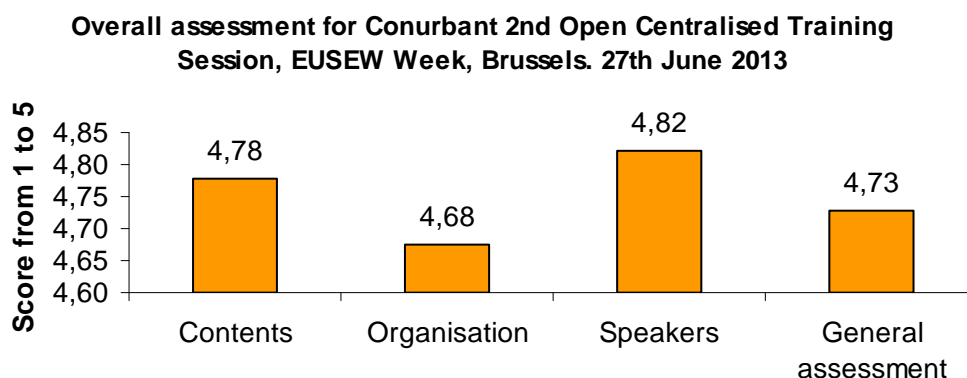The objectives of the two open centralized sessions in Brussels were the following:

- o The first one, to guide small municipality's officers and politicians into the first steps of the Covenant of Mayor process: how to create the CoM office, which energy consumption information should be collected, which emission factors to be chosen.

- o The second one, to increase the number of Municipalities signing the Covenant of Mayors and to help them in the elaboration, implementation and monitoring of their SEAPs in order to answer of challenge of energy and climate targets for 2020.

The results of the surveys about open centralized sessions also reflect the general feeling of satisfaction which is revealed during the different kinds of training session.

As there are only two sessions, no statistical inference has been used here and instead we include the results of each session separated.
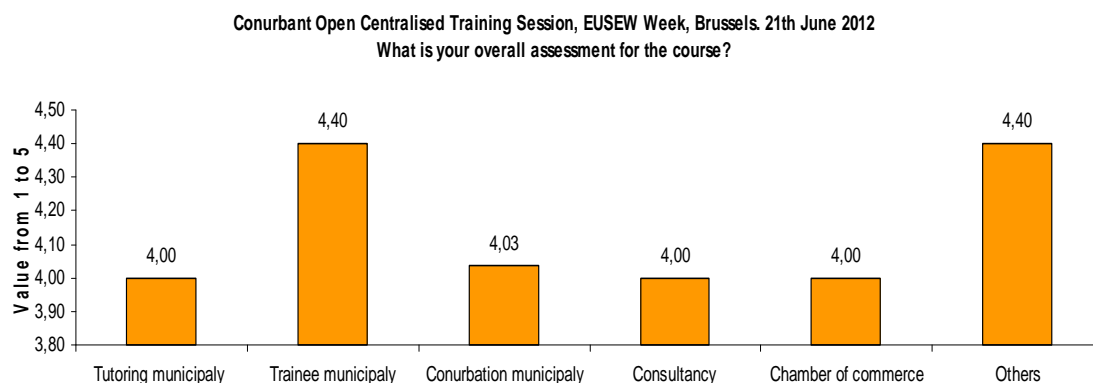
Overall assessment for Conurbant 1st Open Centralised Training Session, EUSEW Week, Brussels. 21th June 2012
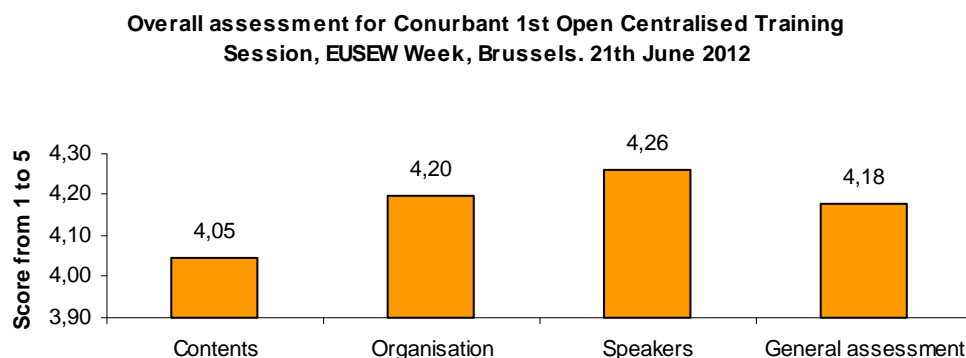
Figure 10: Degree of satisfaction per concept after the 1st open centralized session. Sample of 63 people. Source: Surveys carried out at the end of each session.

Overall assessment for Conurbant 2nd Open Centralised Training Session, EUSEW Week, Brussels. 27th June 2013
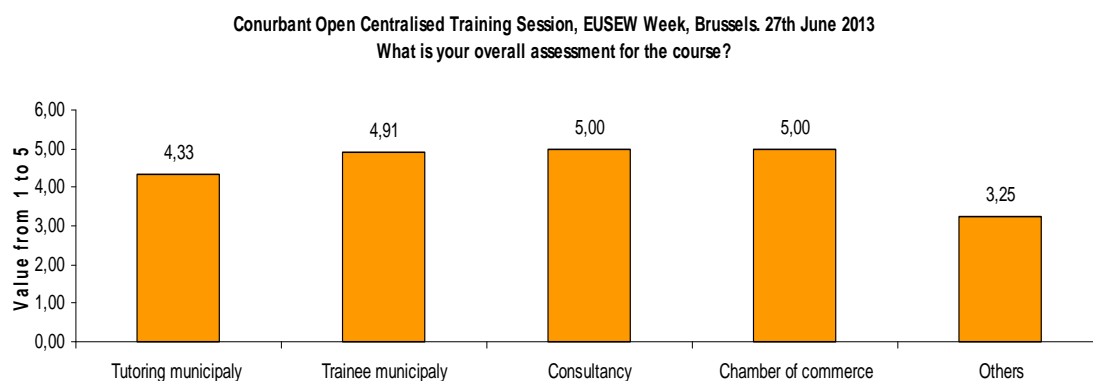

Figure 11: Degree of satisfaction per concept after the 2nd open centralized session. Sample of 23 people. Source: Surveys carried out at the end of each session.

Considering the satisfaction per concept, all punctuations are above 4 in a 0-5 scale, with particular focus on the quality of the speakers and the organization during the first session. Moreover, results significantly improve, all standing above 4.5, during the 2nd session, which again shows the success of the monitoring activities for the improvement of training sessions.

Conurbant Open Centralised Training Session, EUSEW Week, Brussels. 21th June 2012
What is your overall assessment for the course?

Figure 12: General degree of satisfaction per type of participant after the 1st open centralized session. Sample of 59 people. Source: Surveys carried out at the end of each session.

Conurbant Open Centralised Training Session, EUSEW Week, Brussels. 27th June 2013
What is your overall assessment for the course?

Figure 13: General degree of satisfaction per type of participant after the 2nd open centralized session. Sample of 23 people. Source: Surveys carried out at the end of each session.

With respect to the overall assessment per type of participant, first we have to note that in the first sessions there were some attendants coming from conurbation municipalities involved in the Conurbant project whereas in the second session there were not. This can be merely characterized as a single event because the specific sessions designed for conurbation towns were mainly the local trainings.

As for the results in the first session, it is noteworthy to highlight:

o   the positive experience for trainee municipalities, which can share experiences and learn from other towns thanks to the peer-to-peer approach;

o   the great interest shown by municipalities not having signed the CoM, which is a positive externality of this project and may bring positive future

consequences if these municipalities take actions towards the objectives designed in the CONURBANT project.

Comparing the results of the first session and the second one, there is again an improvement in all categories but "Others", which includes just a very small sample of observations and is not relevant to draw general conclusions. Examining the concrete surveys, we see that this deviation is due to the opinions of external agents like energy agencies, which may have had expectations about the content of the event which finally were not realized. This may be an important point to consider for future events as it is important to involve as much economic agents as possible in order to emphasize the relevance and the important possible effects of a project like Conurbant.

4 Conclusions

All over this document, the general degree of satisfaction with respect to the different training sessions carried out during the duration of the Conurbant project has revealed to be a reality. Most of the qualifications given by the participants are above 4 in a 0-5 scale, which shows, even if only qualitatively, how successful the events have been for the different agents involved in the project.

Moreover, concerning WP6 and concretely the monitoring and evaluation of the different training activities, which constitutes the object of this deliverable, a great success can be inferred from the data analyzed. Indeed, in each single type of session, centralized, local or open centralized, a progression of the overall assessment towards higher qualifications has taken place.

Therefore, we can conclude that the capacity building which is the object of this deliverable has been of high importance for the development and the success of this project.