

D7.3 SUMMARY REPORT ON EVALUATION RESULTS

November 2022



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Document details	
Deliverable	D7.3 SUMMARY REPORT ON EVALUATION RESULTS
Due date	M42
Dissemination	Public
Project partner	FFS
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1. INTRODUCTION

This report (D7.3) will deepen into the evaluation of the different impacts that PadovaFIT Expanded project had on the actors involved. This document will also focus on the lessons learned for the dissemination of the project approach to other LGs, project promoters and stakeholders.

During the entire duration of the project (42 months) FFS designed, created, and distributed evaluation surveys to assess the approach and satisfaction of the involved stakeholders of the project on the proposed measures and how these influence their work and the work of their LGs. A first analysis involved the citizens, the engagement and support they received while getting in touch with the project. There are several important barriers for the implementation of energy measures by citizens, among which: lack of specific competence in project promoters; complicated governance (especially for condominiums); lack of access to reliable estimates; lack of knowledge on EPCs and ESCO mechanisms; lack of knowledge on financing means; difficulty in making long-term financial commitments; general lack of trust. The PadovaFIT Expanded project addresses these barriers in different ways promoting a public-private one stop-shop as a possible solution.

Starting from this idea, FFS studied the efficacy of the approach in the impact assessment, taking into consideration results from other task deliverables. In particular, D4.6 (Technical monitoring activities – including procedures), D5.6 (Financing monitoring activities – including procedures) and D6.5 (Report on service provision monitoring activities).

Throughout the evaluation process FFS was able to answer the following questions:

- *Which circumstances have been important in the implementation of the project approach and which problems emerged during the implementation phase?*
- *To what extent has the project approach been successful in addressing the barriers and how?*
- *Which parts of the project approach have been critical for the outcomes?*
- *What are the strengths and weaknesses of the project's approach and which lessons can be learned for the dissemination and further up-scaling of the approach?*

The evaluation raised the understanding among project partners of the strengths and weaknesses of the approach and will therefore be essential for the dissemination after the project's termination.

In order to differentiate the information collected from all actors involved in the project, FFS reported in each chapter of the report the results of the surveys and the analysis that were made.

The first chapter regards the evaluation of engagement and confidence building actions that had as target audience the citizens involved in EE renovation projects in the pilot area that have given rise to an OSS. In the second and third chapter FFS, by accompanying the work of the partners SOGESCA and SINLOC, evaluated the technical and financial engineering actions. The fourth chapter analysed the point of view of public authorities that were involved in the implementation of the OSS. The fifth and last chapter regards the capacity building meetings, both the internal and the external ones.

1.1. Methodology

The COVID-19 pandemic severely limited the opportunities for face-to-face meetings between partners and among the various stakeholders involved in the project. Also the steps for setting up the One Stop Shop were particularly revised in light of the consequences of the pandemic. The instrument that was chosen as the main tool to evaluate the project's actions was the online survey. The surveys were drawn up in English and translated into the national languages (Italian, Romanian or Bulgarian) as required.

With the support of the other partners, FFS elaborated surveys to evaluate the following stakeholders' activities:

- citizens who approached the information desk of the Municipality of Padua from 2021 to 2022
- people who participated in the final conference of the project (October 2022)
- people who participated in the training course for local facilitators in Padua, Timisoara and Bulgaria
- people who participated in the workshop for technical stakeholders in Padua, which was held in June 2022
- partners who participated in the internal capacity building meetings which were organised in April and December 2020, June and December 2021, May 2022
- people who participated in the workshops/webinars organised as peer-to-peer activities in January, February and March 2022.

2. EVALUATION OF ENGAGEMENT AND CONFIDENCE BUILDING ACTIONS

2.1. Sources of information

FFS collected input from various sources to evaluate engagement and confidence building actions among citizens, building managers, technicians, building owners who were involved in the pilot areas of the project. In particular, FFS analysed:

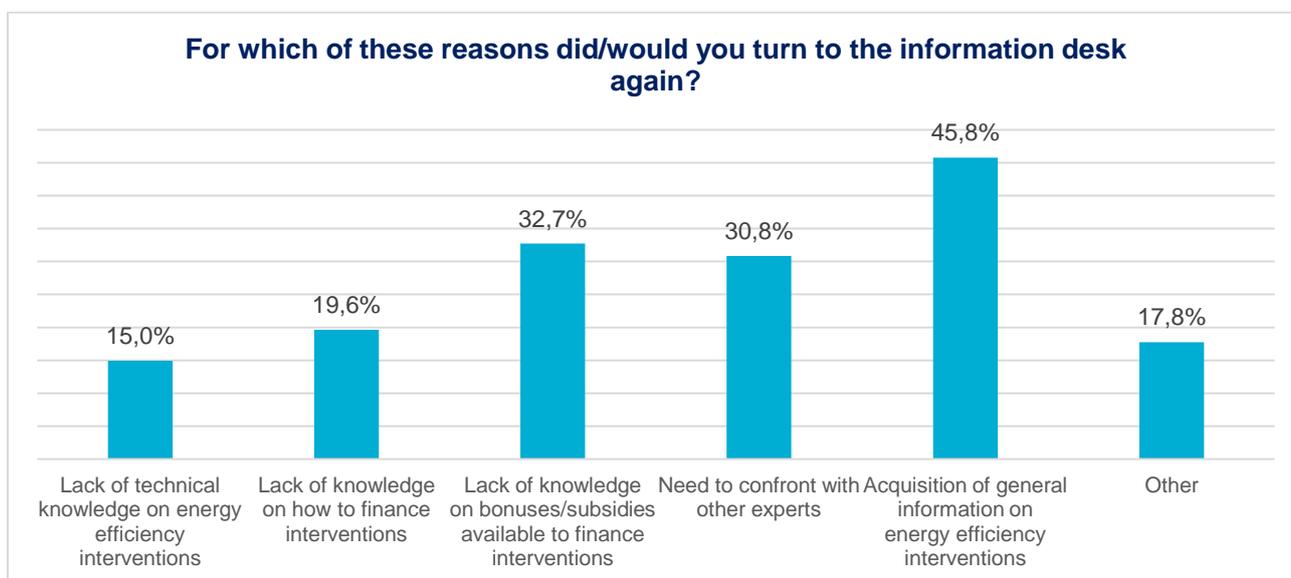
- Data and information collected by the employees of Municipality of Padua who have worked at the information desk for energy efficiency. Data were collected from February 2021 on those (citizens, building managers, technicians) who approached the information desk to request information about different aspects of energy efficiency renovations.
- Data and information collected by Municipality of Timisoara about their activities such as information and advertising campaign, the training of community/condominium facilitators, representative buildings involved in the project.
- The results of the survey prepared by FFS and conducted with the support of the CPD among those who accessed the information desk in Padua.
- The results of the survey prepared by FFS and conducted with the support of the respective National Partner among those who participated in the Training course for local facilitators in Padua, in Timisoara and in Bulgaria.
- The results of the survey prepared by FFS and conducted with the support of Climate Alliance among those who have participated in the Final Conference of PadovaFIT Expanded project.

Much of this information was used to elaborate the project's impact assessment (D7.2). In the following, the report will focus on the information that most helped us to evaluate engagement and confidence building actions.

2.1.1. THE RESULTS

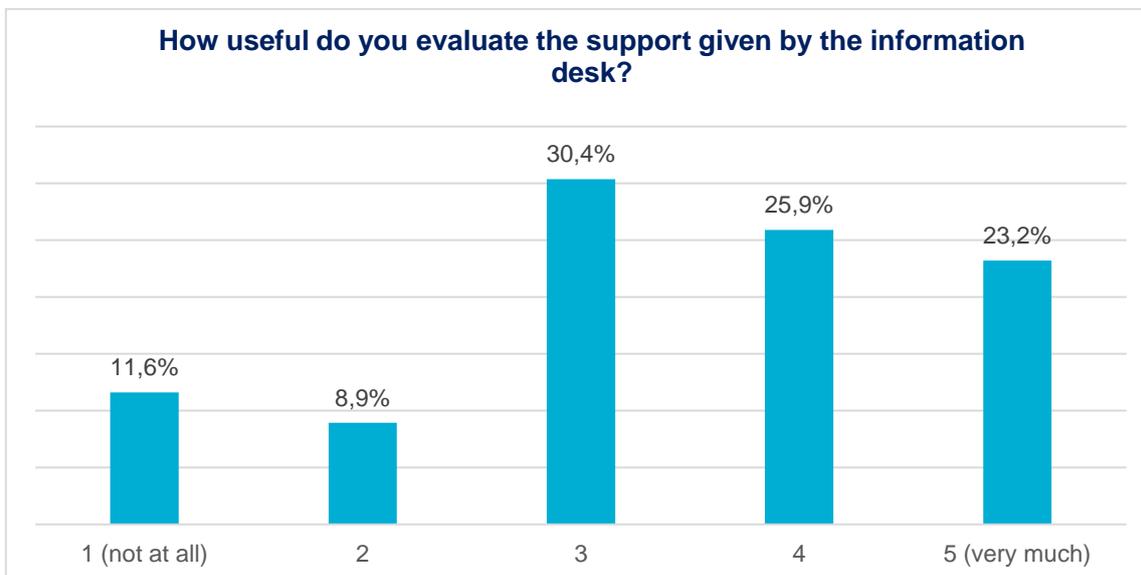
2.1.1.1. Engagement of citizens, building managers, technicians

From February 2021 to May 2022¹ the information desk for energy efficiency of the Municipality of Padua collected about 550 accesses, recorded in an Excel database by the employees. FFS elaborated an online questionnaire which was sent by CPD to all those in the database to obtain information essential to the drafting of the impact assessment (see D7.2) and to evaluate the experience of the citizens of the Municipality of Padua in relation to the information desk. The survey collected 110 respondents, corresponding to 20% of the sample. The majority of respondents approached the information desk for an information need related to the house they live in (74%) or a second home they own (4.6%). 15% of respondents represent the role of a technician/professional in the sector, while only about 2% of respondents belong to the category of building managers. The main reason why respondents approached the information desk is to obtain general information on energy efficiency measures (45.8%).



On average, respondents were fairly satisfied with their experience with the information desk. The usefulness of having turned to the experts of the Municipality of Padua was rated on average 3.4 on a scale of 1 to 5.

¹ The activity of the information desk is continuing, the database has been analysed with contacts up to May 2022.



Different evaluations can be extracted by analysing citizens' answers separately according to the stage of progress they were at when they answered the survey.

For **those who initiated energy efficiency measures and completed them** (about 15% of the total respondents), they rated the usefulness of having approached the information desk as 3.8 on average. To the question "What could/could the information desk have done more?" they cited the following aspects:

- provision of pre-printed forms and guides on the interpretation of building interventions in their Municipality/region
- preparation of written vademecum for more technical aspects
- FAQ or list of things to know/to do, documents to have
- list of certified professionals capable of managing the interventions and coordinate activities
- information about municipal/provincial/regional bonuses for the purchase of battery storage for photovoltaics
- more technical information.

For **those who initiated energy efficiency measures but not yet completed them** (about 18% of the total respondents), they rated the usefulness of having approached the information desk as 3.2 on average. To the question "What could/could the information desk have done more?" they cited the following aspects:

- more structured also for professional technicians, to give help on the management of CILAS building practices
- to provide a list of "serious" companies to carry out the work
- connecting citizens and companies available for tax deductions/benefits
- more precise information on the authorisations of photovoltaic installations in the city centre
- greater knowledge of bonus mechanisms

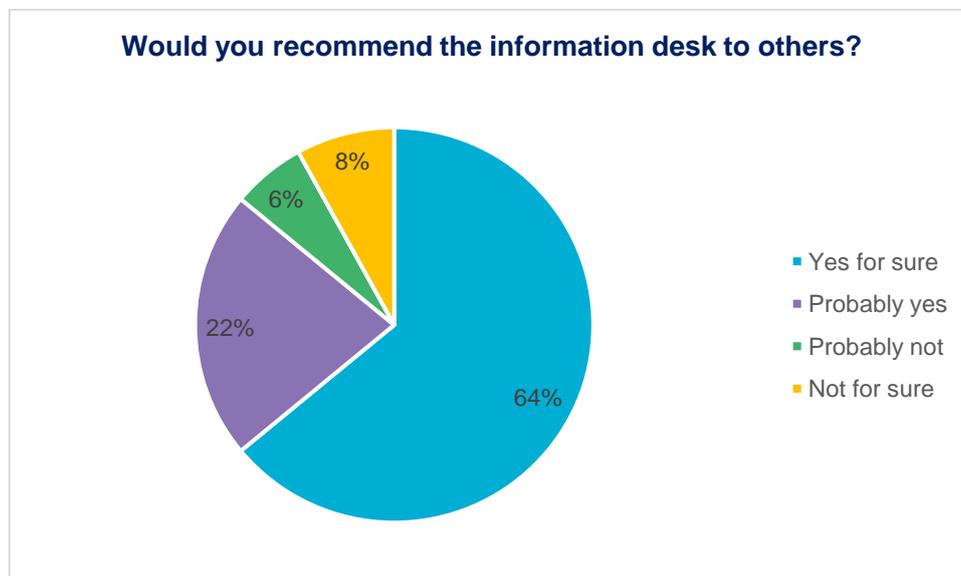
For **those who have not yet started renovation works but are planning to do so** (about 19% of the total respondents), they rated the usefulness of having approached the information desk as 3.9 on average. About 74% of them reported that they will definitely access the information desk again in the future, and 16% that they

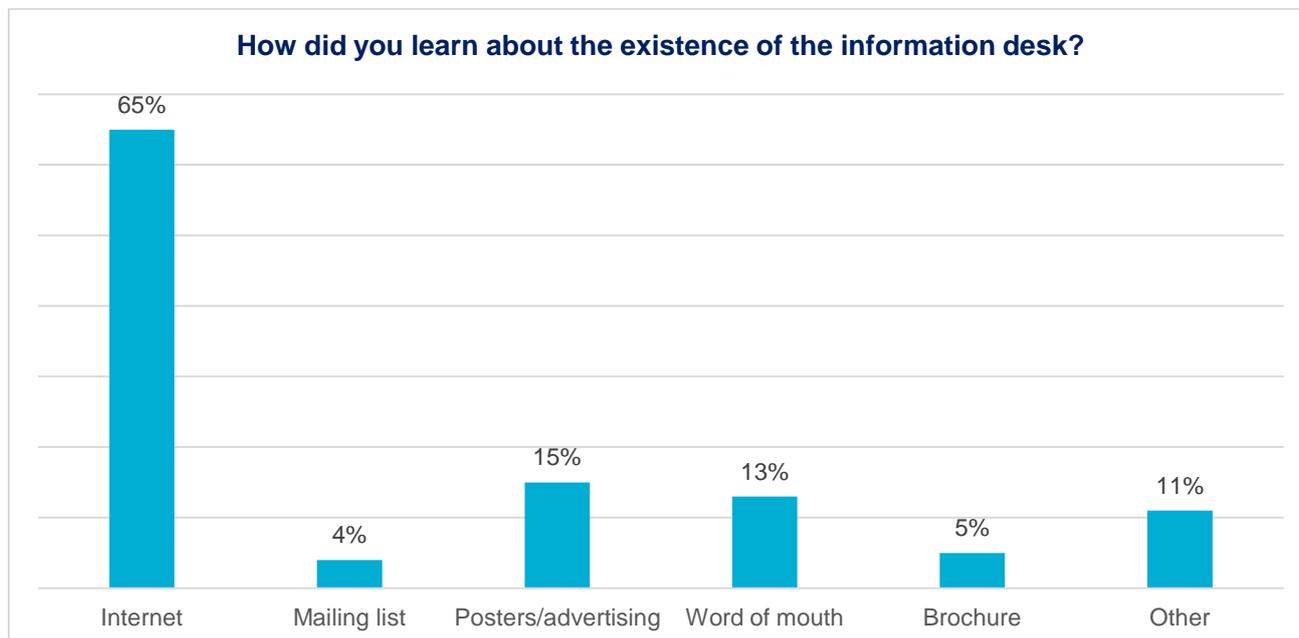
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probably will. Some of them indicated that they would also prefer other ways of contacting the information desk, different than by telephone. For example, they would like to be able to exchange emails with experts or have the possibility of experts who can carry out home consultations.

Finally, for **those who have not started working on energy efficiency measures** (about 47% of the total respondents), they rated the usefulness of having approached the information desk as 3.2 on average. About 41% of them answered that they will definitely access the information desk again in the future, and 29% that they probably will.

Out of the total number of respondents, 86% would advise others to contact the information desk. The most effective means of communication appears to be the Internet: 65% of the respondents claim to have become aware of the information desk via the web. In addition, 12% of respondents cite posters as the means by which they became aware of the service, and 13% claim to have learned about it by word of mouth.





The Municipality of Timisoara also developed a database to track information on the involvement of citizens and other stakeholders in the preparatory activities for the launch of the Rumanian One-Stop-Shop. They collected various data on the engagement of the people involved in the project. In particular, it is highlighted that at least 176,000 citizens were informed and engaged by the Institution web site, national newsletters, and press releases. The web site collected 618,900 visits. In Timisoara were selected 5 representative buildings in different neighborhoods and conditions that were already refurbished. More information about this in D7.2 – Impact Assessment.

2.1.1.2. Engagement of local facilitators

As foreseen in the project, some courses were carried out for selecting and training a number of people with technical and less technical background in soft and hard skill that will allow them to actively search for renovation projects (ie. contacting condominiums building managers) but also be able to respond to citizens contacts, collect relevant information on the building, provide motivational input to the citizens, participate in citizens and condominiums assemblies, etc (see Task 3.4). Courses were held in Padua, Timisoara and Bulgaria. The participants of each course were sent a survey, initially drafted for the course in the Municipality of Padua (thus translated into Italian) and then translated into both Romanian and Bulgarian. See the complete questionnaire in Italian in the appendix.

2.1.1.2.1. PADUA

The training program in Padua was exclusively dedicated to Under 35. The course was attended by 31 people, mainly architecture and engineering graduates. The training course took place entirely online, using the Webex platform. After the conclusion of the course, a survey was carried out and sent online to all participants. The aim was to assess satisfaction with the course and considerations for the future.

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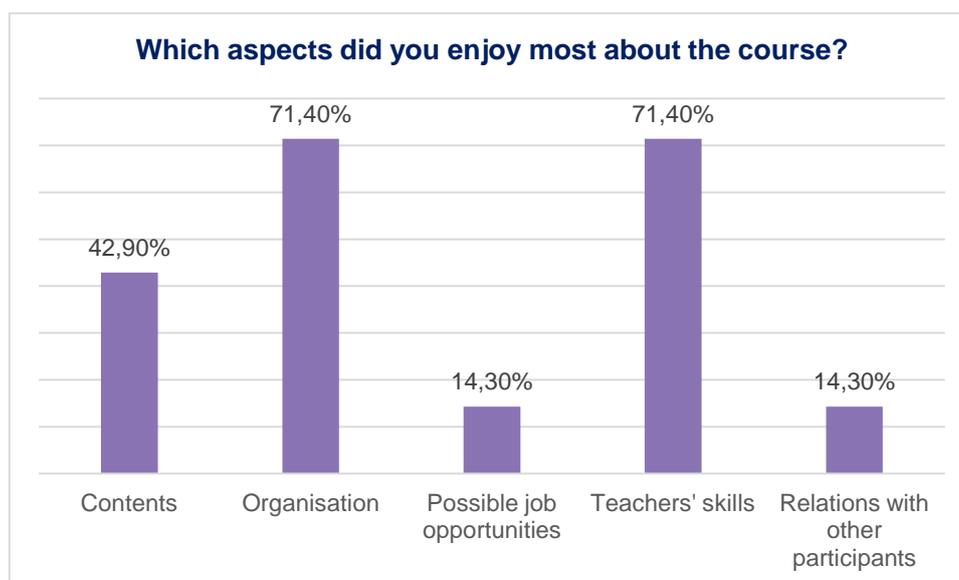
7 people responded to the survey, 23% of participants. Below are the main findings.

The survey initially asked participants to rate various aspects on a scale of 1 to 10. The average ratings were:

- *Relevance of the course content to the intended objectives: 7.8*
- *Relevance of course content to professional interests: 7.3*
- *Relevance of course content to job ambitions: 6.7*
- *Adequacy of initial skills' level: 8.8*
- *Organisation and management of lessons' calendars and timetables: 8.4*
- *Space for questions/interventions: 9.6*
- *Logistical organisation of the lessons (venue, teaching materials distributed...): 9.7*
- *Organisation and conduct of the final examination: 8.3*

On a scale of 1 to 10, on average, the degree of involvement (interest in content and/or interventions during lectures) was rated 7.6.

The most appreciated aspects of the course were the organisation and the ability of the teachers.



More critical issues were encountered in dealing with other participants. The problem was mainly due to the fact that the course was conducted online, which was not favorable for interaction between people.

With respect to the usefulness of the course for the participants' career/professional path, the average score was 6.9. Slightly more than half said they would be willing to accept a position as a territorial facilitator for the Municipality of Padua, the remaining would probably not be interested. The main reasons for not accepting would be: lack of experience in the required fields, lack of the necessary skills to lead a decision-making process.

Finally, the skills learnt during the course and considered most useful were: regulatory framework and technical skills related to energy performance certificates, energy diagnostics, energy audits, financial instruments and incentives useful for the realisation of energy efficient renovations; technical skills and information related to specific tax bonus; technical information on energy efficiency interventions. Topics that would need more in-

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depth study would be: techniques for conflict facilitation and mediation, economic and financial sustainability assessments of interventions, energy and tax bonuses.

2.1.1.2.2. TIMISOARA

The training course for local facilitators was conducted in Timisoara on March and April 2022. It involved 30 employees of Timisoara – with days dedicated specifically to them (days 1, 2, 3, 4, 5 of the agenda of activities) and 28 interested citizens who sent a request by providing contact details and email address – with days dedicated to them (day 6 of the activities agenda).

20 people responded to the survey, 34% of participants. Below are the main findings.

The survey initially asked participants to rate various aspects on a scale of 1 to 10. The average ratings were:

- *Relevance of the course content to the intended objectives: 9.4*
- *Relevance of course content to professional interests: 9.4*
- *Relevance of course content to job ambitions: 9.0*
- *Adequacy of initial skills' level: 8.8*
- *Organisation and management of lessons' calendars and timetables: 9.6*
- *Space for questions/interventions: 9.5*
- *Logistical organisation of the lessons (venue, teaching materials distributed...): 9.4*
- *Organisation and conduct of the final examination: 9.5*
- *Quality of technical tools used for course management: 9.6*
- *Clarity of staff presentation: 9.7*
- *Communication and interpersonal skills of staff who presented: 9.6*

On a scale of 1 to 10, on average, the degree of involvement (interest in content and/or interventions during lectures) was rated 8.5.

The most appreciated aspects of the course were the organisation and the content of lessons. The weakest aspect is found in the possibility of job opportunities. However, with respect to the usefulness of the course for the participants' career/professional path, the average score was 7.5. Half of the respondents would definitely be willing to accept an assignment as local facilitator, only 16% would probably refuse.

2.1.1.2.3. BULGARIA

The Bulgarian partner organised a training course which was addressed to: municipal experts, technical players, building managers, and citizens. The course was attended by 32 people. Registration for the training course was managed by the Energy Agency of Plovdiv. The invitation for participation was sent to the 50 biggest municipalities in Bulgaria and 13 municipal experts participated on the training. The course was organized as a two full days training.

20 people responded to the survey, 62% of participants. Below are the main findings.

The survey initially asked participants to rate various aspects on a scale of 1 to 10. The average ratings were:

- *Relevance of the course content to the intended objectives: 9.5*
- *Relevance of course content to professional interests: 9.4*

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- *Relevance of course content to job ambitions: 9.2*
- *Adequacy of initial skills' level: 9.5*
- *Organisation and management of lessons' calendars and timetables: 9.6*
- *Space for questions/interventions: 9.5*
- *Logistical organisation of the lessons (venue, teaching materials distributed...): 9.4*
- *Organisation and conduct of the final examination: 9.6*
- *Quality of technical tools used for course management: 9.6*
- *Clarity of staff presentation: 9.7*
- *Communication and interpersonal skills of staff who presented: 9.6*

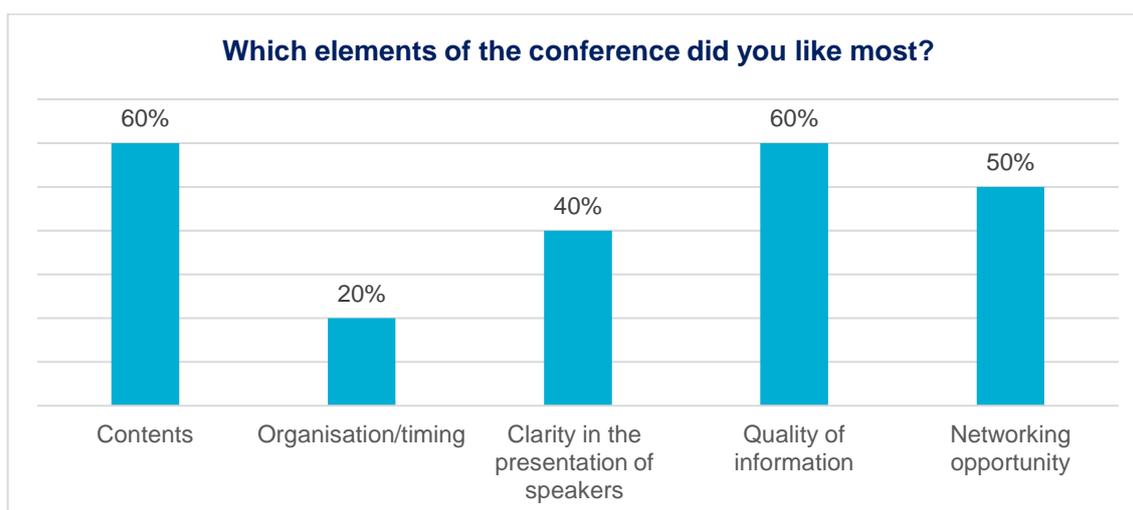
On a scale of 1 to 10, on average, the degree of involvement (interest in content and/or interventions during lectures) was rated 9.5.

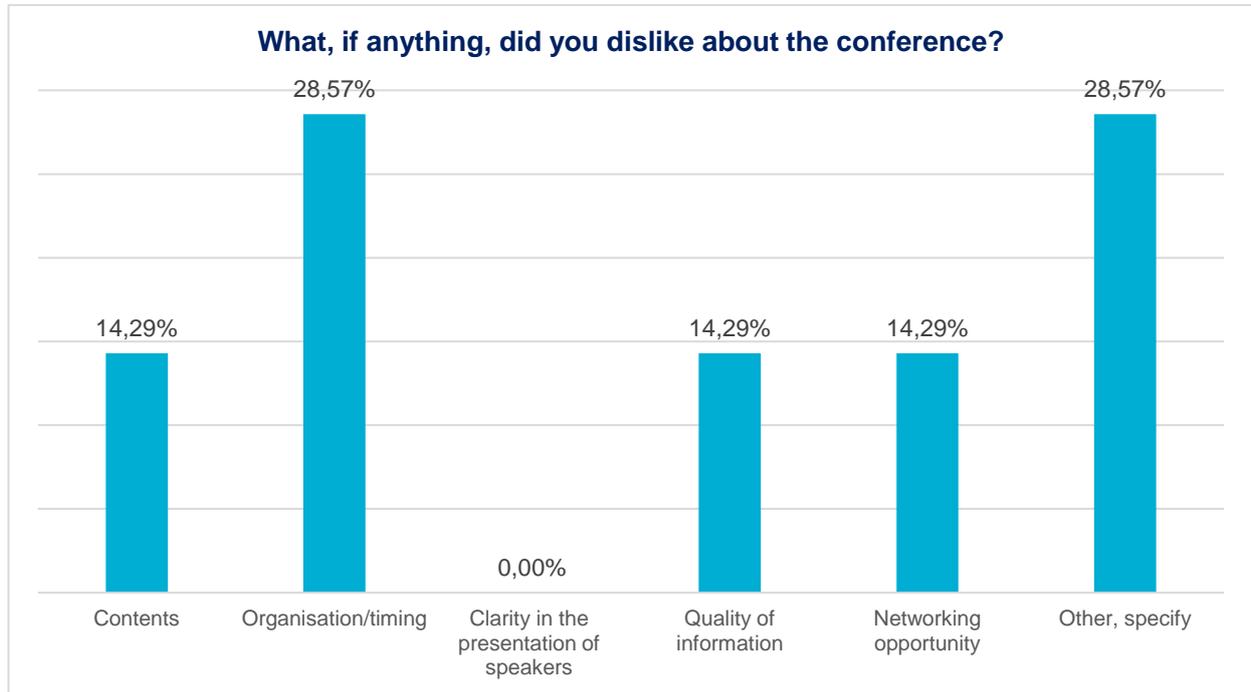
The most appreciated aspects of the course were the content of lessons (75%). With respect to the usefulness of the course for the participants' career/professional path, the average score was 9.1. 75% of the respondents would definitely or probably be willing to accept an assignment as local facilitator.

2.1.1.3. Engagement of participants in the Final Conference of the project

On Friday 28th October 2022 the Final Conference of PadovaFIT Expanded project was held in Padova. FFS developed a short survey to be sent out to conference participants with the support of Climate Alliance. Here are the main results.

81% of respondents neither live nor work in Padua. On average, the event was rated useful for working interest with a score of 8.5 on a scale of 1 to 10. At the same time, the average score on whether the event has addressed the needs related to work/interest was 8.3.





All respondents answered that they would be interested in participating in other events related to the PadovaFIT Expanded topic. At the same time, 70% of the respondents were already very familiar with the project, but 10% were not.

3. EVALUATION OF TECHNICAL AND FINANCIAL ENGINEERING ACTIONS

As already pointed out in the report, the PadovaFIT Expanded project was particularly marked by the upheaval due to the COVID-19 pandemic. The extreme limitation of face-to-face meetings meant that it was not possible to submit questionnaires to technical and financial stakeholders after in person meetings. Meetings were held almost exclusively online. This context led to a deviation of this part of the deliverable from what was defined in the grant agreement.

More generally, technical and financial stakeholders who participated in the work on the project are among those who received some of the surveys developed, such as the one addressed to those who had approached the desk (see paragraph 2. Evaluation of engagement and confidence building actions) or those addressed to the participants of the external capacity building (see paragraph 5. Evaluation of capacity building and peer to peer learning activities).

On 23rd June 2022, h 10-13, a face-to-face meeting with local technical stakeholders was held at Informambiente in Padua. The main topic of the meeting was the evaluation of the activation of the One-Stop-Shop in Padua, starting with the evaluation of the first year of the information desk's activities in Padua. The meeting also set up working groups to discuss and deepen the main issues related to the topic of energy requalification of buildings, with an update on the progress of works in Padua and the prospects for the post "Superbonus 110%".

3.1. The survey

After the meeting, all the participants were sent an online survey developed by FFS in cooperation with the partners involved (CPD, SOGESCA and SINLOC). The questions and topics addressed by the survey were as follows (see full questionnaire in the appendix):

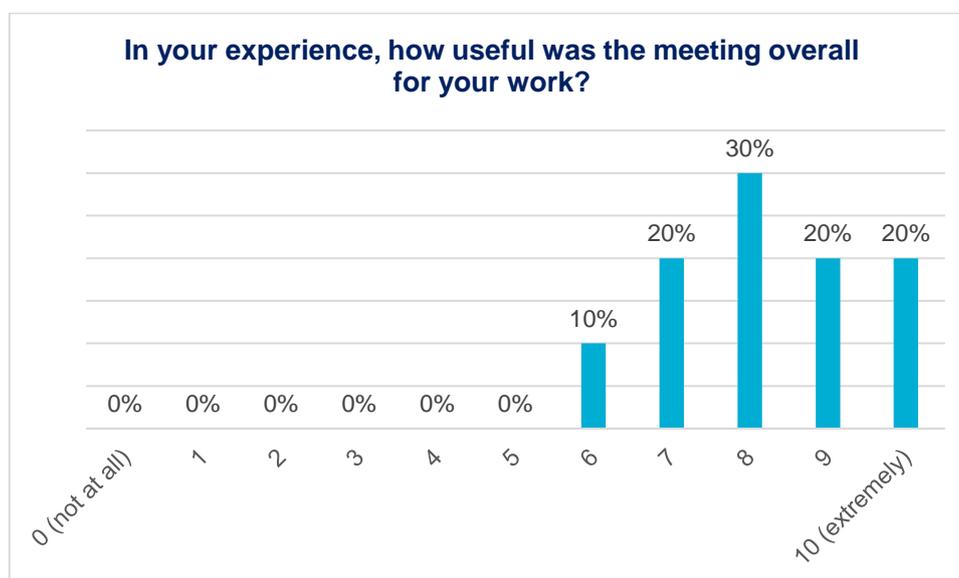
- *In your experience, how useful was the meeting overall for your work?*
- *With particular reference to the different moments, how effective do you think they were in achieving the objectives of the meeting?*
- *Which aspects of the meeting did you most appreciate? Focus on what you like the most and why.*
- *What aspects of the meeting, if any, did you not like?*
- *Which aspects would you have preferred to deepen or improve during the meeting?*

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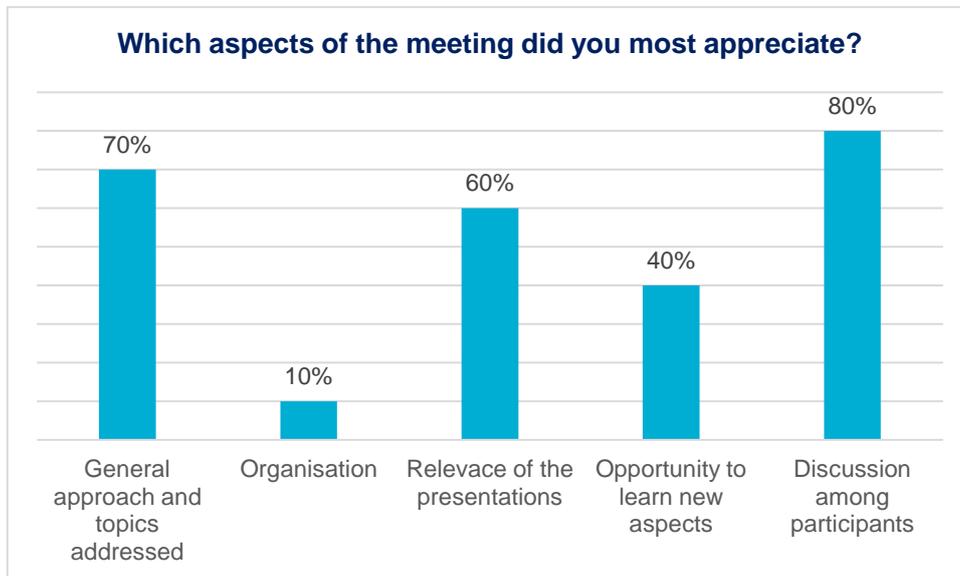
- *Were you already familiar with the PadovaFIT Expanded project before the meeting?*
- *In your opinion, how useful will the project be in promoting energy efficiency renovations in the Padua area? Why?*
- *In your opinion, how useful will the project be for improving the quality of energy efficiency renovations in the Padua area? Why?*
- *In your opinion, how useful will the project be in motivating citizens to invest in energy efficiency measures?*
- *In your opinion, what are the main obstacles in the implementation of this project?*
- *In the future would you be willing to collaborate again within the PadovaFIT Expanded project?*

3.1.1. THE RESULTS

10 participants responded to the survey. Below are the results.

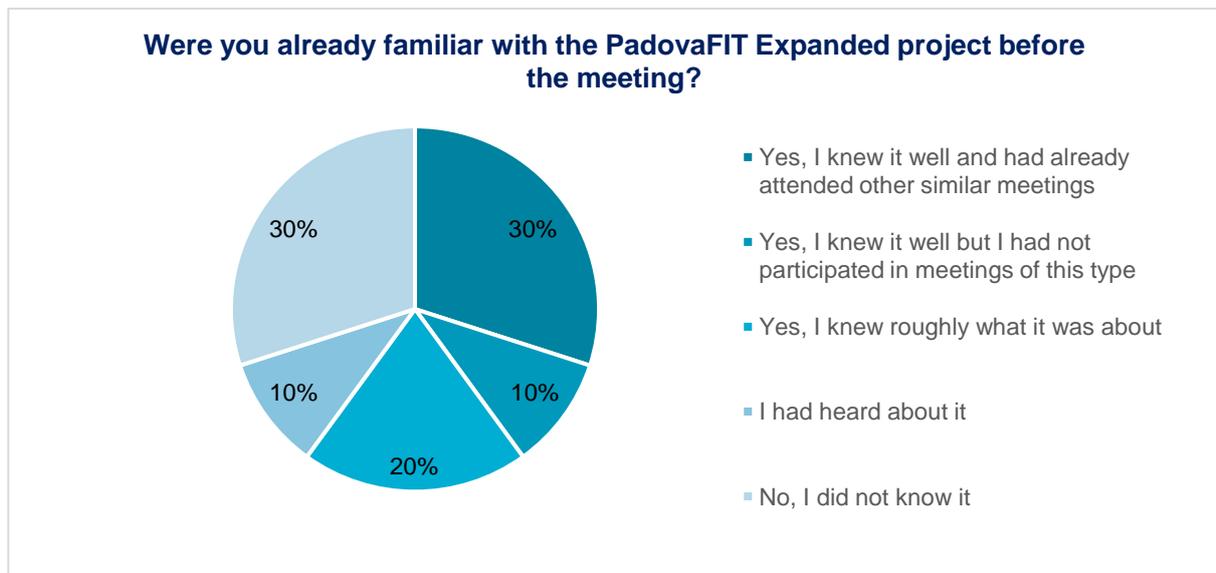


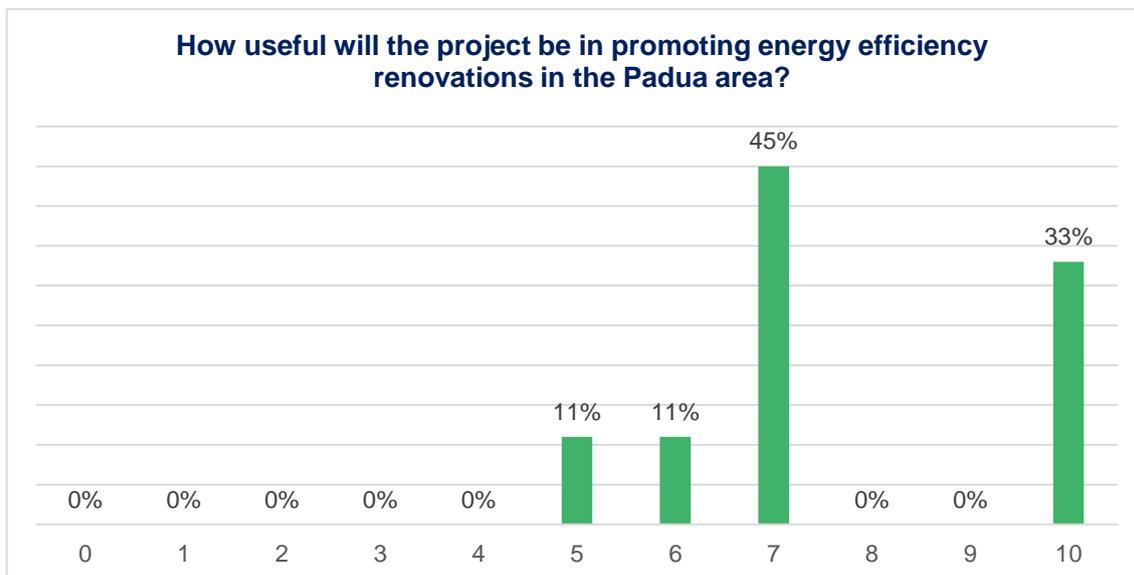
Regarding the different parts of the workshop, the working group session was the most appreciated by the participants, who on average called it the most useful part (9.1). The average score assigned to the initial plenary session was 8.5, while the average score assigned to the final plenary session, with the definition of next steps, was 8.



Respondents appreciated in particular the presentation of Milan and Turin experiences, the opportunity to meet other organisations' projects, which are more advanced, networking among different stakeholders, and the possibility of treating the same topic from different points of view.

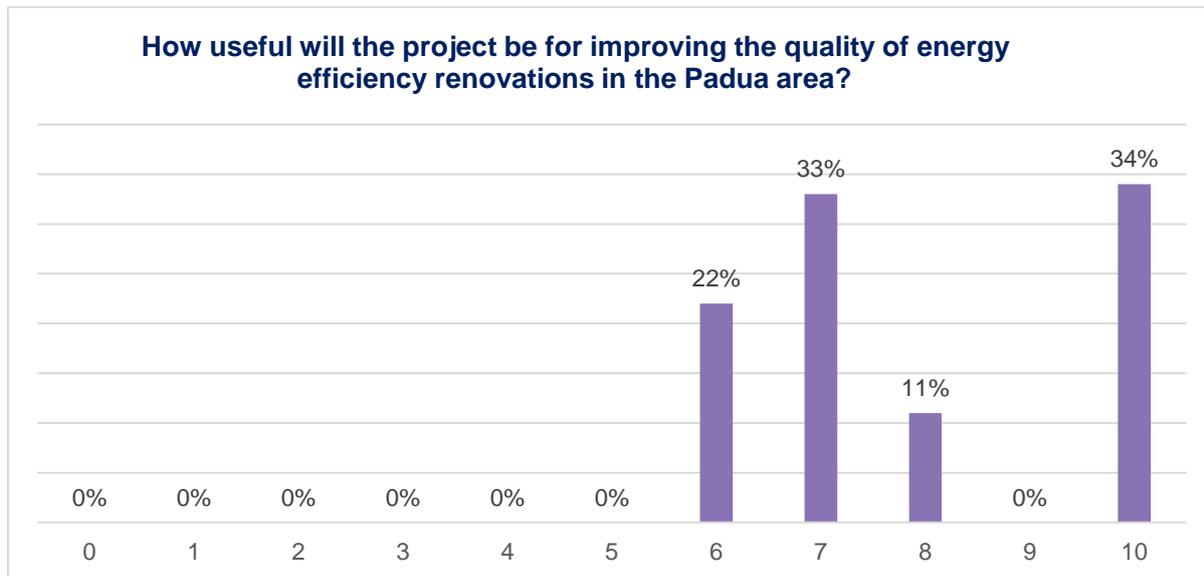
On the other hand, with regard to the aspects that were least appreciated, some cited the topics addressed, the lack of time for discussion among participants, the organisation and relevance of the presentations. Some respondents suggested that more attention should be paid to institutional relations and that this kind of meetings should be organised more often in order to encourage contamination between different experiences and skills.





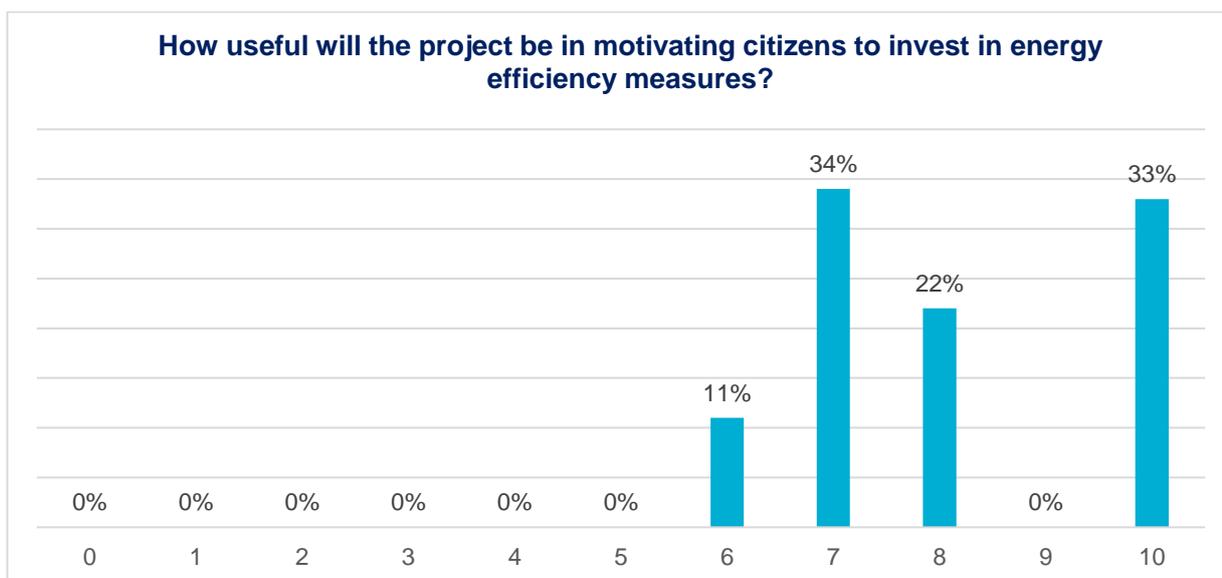
Some respondents left comments on whether or not the project was useful in promoting energy efficiency measures:

- *“It will be useful because it will provide timely and competent information and this will promote interventions”*
- *“If you could form a certified network then you could be more incisive”*
- *“Often sorting out the world of energy efficiency is not easy for those who are not in the business. Support in this is certainly useful and can bring people closer to this choice”*
- *“I think it could be very useful because there is a great potential and it would help citizens a lot to have a correct understanding of the energy renovation process. The only risky point for the success of the project is the lack of diffusion on the territory - it should be intensified by advertising, events and so on because it is little known”*
- *“Unfortunately, there are many problems with the regulations because banks and other lending institutions have blocked all channels of assignment of credits”*



Some respondents left comments on whether or not the project was useful for improving the quality of energy efficiency renovations:

- *“It will be useful because it will provide information that will improve interventions”*
- *“It will be useful only if there can be direct intervention, even if only in the form of proposals from companies and technicians”*
- *“There will always be those who truly believe (and therefore make ethical and impactful choices) and those who only intend to speculate. For those who are really interested, surely this project can help improve interventions (collaboration is always a good choice)”*
- *“I think it can be useful because it is an important reference point for getting information and creating the right matching (perhaps between citizens and professionals)”*



Respondents identified the following obstacles in the implementation of this project:

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- *Bureaucracy and neutrality*
- *Ability to find criteria to be able to provide information on companies operating in the sector*
- *Economic obstacles*
- *Legal developments and geopolitical conjunctures*
- *Financing solutions (credit assignment)*
- *The lack of diffusion on the territory and the process of networking and community building (of both citizens and professionals)*

All respondents declared themselves willing to collaborate in the future for the realisation of the project.

The professions represented were: photovoltaic system technician, engineer, architect, consultant, accountant, technician, researcher.

4. EVALUATION OF PILOT IMPLEMENTATION OF ONE-STOP-SHOPS

At the end of the project, FFS drew up a survey to investigate the views of the Municipalities and Public Authorities who were involved as project partners. In particular, the Municipality of Padua, which was the project leader and set up the One-Stop-Shop in the form of an information desk for citizens; the Municipality of Timisoara, which set up an information One-Stop-Shop using the Municipality's website as the main channel; and the Energy Agency of Plovdiv Association (EAP), whose goal was to have an action plan of the future One-Stop-Shop.

4.1. The survey

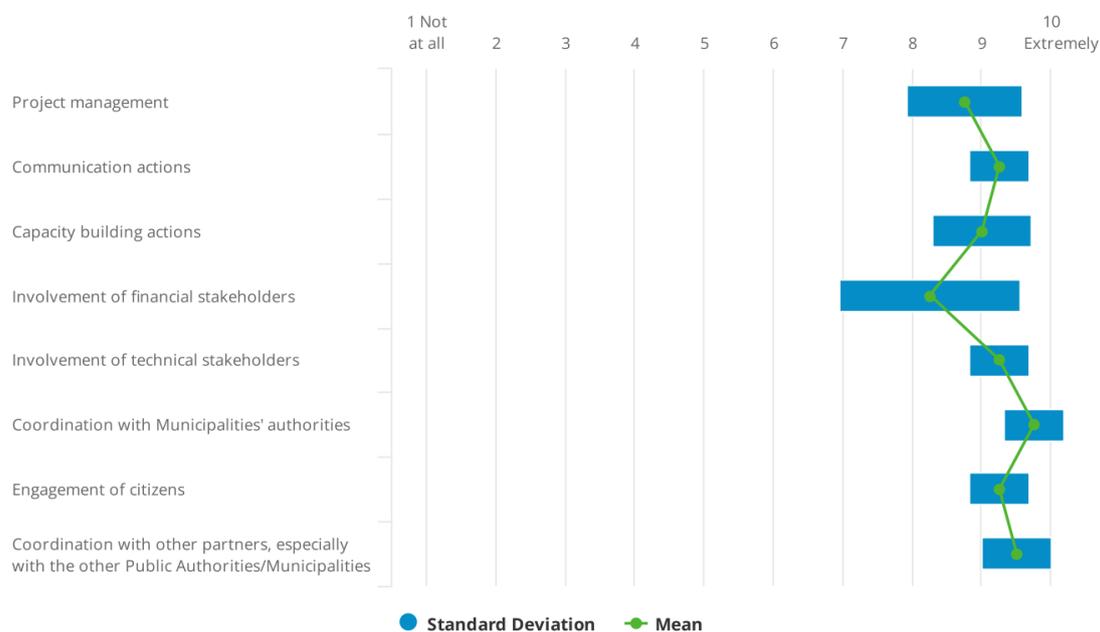
The questions and topics addressed by the survey were as follows (see full questionnaire in the appendix):

- *According to your experience/involvement in the project, how impactful were the main aspects of the project?*
- *In your opinion, how this project helped in implementing an effective One Stop Shop?*
- *Which aspects of the project helped the most the implementation of the One Stop Shop?*
- *Which aspects of the project will help the most the One Stop Shop functioning in the near future?*
- *Which aspects of the project helped less the implementation of the One Stop Shop?*
- *How much was the project useful to motivate decision-makers and territorial stakeholders? Why?*
- *How much was it useful to motivate condominium residents/householders to undertake investments in energy efficiency interventions? Why?*
- *Which were the main barriers and impediments you encountered related to the implementation of the One Stop Shop in general?*
- *Which were the main barriers and impediments you encountered related to the implementation of One Stop Shop in your specific case?*

4.1.1. THE RESULTS

The survey collected responses from all the three partners it was addressed to. The respondents were the main contacts of each partner. Below are the results.

According to your experience/involvement in the project, how impactful were the following aspects?



According to the respondents, the aspects of the project that had the greatest impact were: communication actions (average value of 9.25), involvement of technical stakeholders (9.25), coordination with Municipalities' authorities (9.75), engagement of citizens (9.25), coordination with other partners, especially with the other Public Authorities/Municipalities (9.5). On the contrary, the aspect that was assessed as having less impact was the involvement of financial stakeholders (average value of 8). In general, respondents rated all aspects of the project very positively in terms of the impact generated.

When asked about how much this project helped to implement a One-Stop Shop on a scale of 1 to 10, the average answer was 9.

In particular, the aspects that helped the most to implement an O-S-S according to the respondents were:

For Padua, in particular:

- *the involvement of the technical and financial stakeholders as crucial in setting up the current form of the O-S-S in Padua (the services provided, the updated version of the website with the links to their web portals, the inputs they provided)*
- *the legal consultancy which highlighted the limit and potential of a public-private O-S-S and oriented the municipal board towards a public model*
- *the engagement of citizens, with a structured communication campaign focused on different targets*
- *the provision of orderly and accurate information*

For Timisoara, in particular:

- *capacity building actions which give a "mirror image" of what is happening in the different countries and cities*

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For EAP, in particular:

- *the possibility to see how the O-S-S can be established and starts working (the Padova example)*

With respect to which aspects will most help the implementation of OSS in the future, respondents mentioned:

- *“The OSS in Padova will evolve in the upcoming months, becoming the operation arm of the Municipality to reach the climate neutrality in the building sector. The legal consultancy helped us in transferring the OSS under the umbrella of an in house company. The OSS will increase progressively its role and the services provided. This will strongly depend on the market evolution (one of the key aspects to evaluate the functioning of the OSS in the near future will be the regulatory framework)”*
- *The special webpage which was created and dedicated to the One Stop Shop is very helpful for the citizens and the municipality's employees, because answer to their most relevant questions. So they can find many answers without the effort to come to the physical office in the Municipality building and push pressure on the few existing counselors (Timisoara)*
- *Studies conducted on technical and financial issues related to the OSS implementation*
- *Preparation of methodology for the establishment of OSS and learning from the partners experience (EAP)*

On the other hand, the aspects that helped less to implement an O-S-S according to the respondents were:

- *The fact that financial stakeholders have been involved as expected in the grant agreement but without a great result. In fact, the current regulatory framework and the Superbonus mechanism completely changed the financial market. Financial institutions, in the last two years, were focused on the credit transfer and financing opportunities connected to the fiscal rebates.*
- *A lack of cooperation from technical and financial institutions (Timisoara)*
- *The time availability that is not always reconciled with the realization of the ideal and necessary political economic conditions for the concrete implementation of the O-S-S.*

When asked about how much was the project useful to motivate decision-makers and territorial stakeholders on a scale of 1 to 10, the average answer was 7.75. The respondents justified their answer by citing various aspects, as follows:

- *“With the Superbonus mechanism, the technical operators have been widely involved in the renovation process (and highly stressed by the complexity of it). The proposal of the PadovaFIT Expanded project of creating a connection between them (an interaction) and supporting them in the decision making was highly appreciated”*
- *“Many events and workshops have been organized with the territorial stakeholders, involving them in the process and allowing them to highlight their problems. These meetings were helpful to identify solutions to some barriers, and in few cases, to deepen the connections amongst themselves”*
- *“They have a better understanding for about the structure and activities of the OSS”*
- *“In the existing local market (Timisoara) we found no interest for such cooperation or to motivate the relevant decision-makers and territorial stakeholders”*

When asked about how much was the project useful to motivate condominium residents/householders to undertake investments in energy efficiency interventions on a scale of 1 to 10, the average answer was 7.5. Some of the respondents highlighted the efficacy of the communication campaign which was highly appreciated

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(more than 11,000 connections to the website; more than 650 phone calls, etc) and a high number of citizens who have been helped in the renovation journey. Other respondents, on the other hand, pointed out some difficulties for condominium residents/householders related to many legislative and financial barriers.

Finally, some main barriers encountered with respect to the implementation of the One-Stop Shop were highlighted. In general, the following aspects were mentioned:

- *the limited role of a public O-S-S for what concern the investments mobilized and the quality assurance*
- *the high amount of legislative, political, bureaucratic and financial barriers- in the existing market*

In particular, barriers highlighted by the Municipality of Padua were: bureaucratic and administrative impediments; the legal constraints of providing services as public authorities; the difficult role of a One Stop Shop in this specific regulatory framework (Superbonus mechanism), the long process in integrating the One Stop Shop in the current municipal strategy. Municipality of Timisoara pointed out that the main barrier was due to the pandemic situation and the war that determined a very chaotic situation on the national economy, exactly as on the global economy.

5. EVALUATION OF CAPACITY BUILDING AND PEER TO PEER LEARNING ACTIVITIES

During the PadovaFIT Expanded project were organised five internal capacity building meetings at Consortium level (from April 2020 to May 2022). The objective of these sessions was to have a continuous feedback and exchange on how the project was advancing, to learn from other similar projects and initiatives, and to share solutions with other interested initiatives. The format was a series of workshops (online or in hybrid format) where expert speakers were invited, together with other key stakeholders that were identified as being relevant for the project. In the first months of 2022, also three external capacity buildings as peer to peer learning activities were organised (from January to March) as webinars. In each webinar, there was this aspect of providing information and also learning from the others. Two of the webinars were organised by the project itself, and one was co-organised with another EU funded project in the fields of OSS (Turnkey retrofit project).

FFS developed an online survey to be submitted to the participants of each meeting, in cooperation with Climate Alliance. All the surveys had three main objectives and consisted of closed-ended and open-ended questions, to investigate both quantitative and qualitative aspects:

- investigate the usefulness of each meeting
- understand the strengths and weaknesses of each meeting
- investigate lessons learnt and aspects to be improved in the future.

The questionnaires were adapted according to the event programme and the progress of the project, so that it would still be possible to present the results in a comparative manner.

See all the complete questionnaires in the appendix.

5.1. Internal capacity building meetings

The following internal capacity building meetings took place during the project:

1. Sharing of best-practice examples from successful OSS throughout Europe (April 2020)
2. Sharing of best-practice examples from successful OSS throughout Europe (Part 1) and the state of play in the three pilot regions of the project (Part 2) – (December 2020)
3. Sharing of partners' experiences and exchange within the Consortium (June 2021)
4. Helping the pilots in Romanian and Bulgaria to build capacity on their business model (December 2021)

D7.3 SUMMARY REPORT ON EVALUATION RESULTS

5. Presentation of a high number of OSS representatives in order to inspire project partners before the last part of the project work (May 2022).

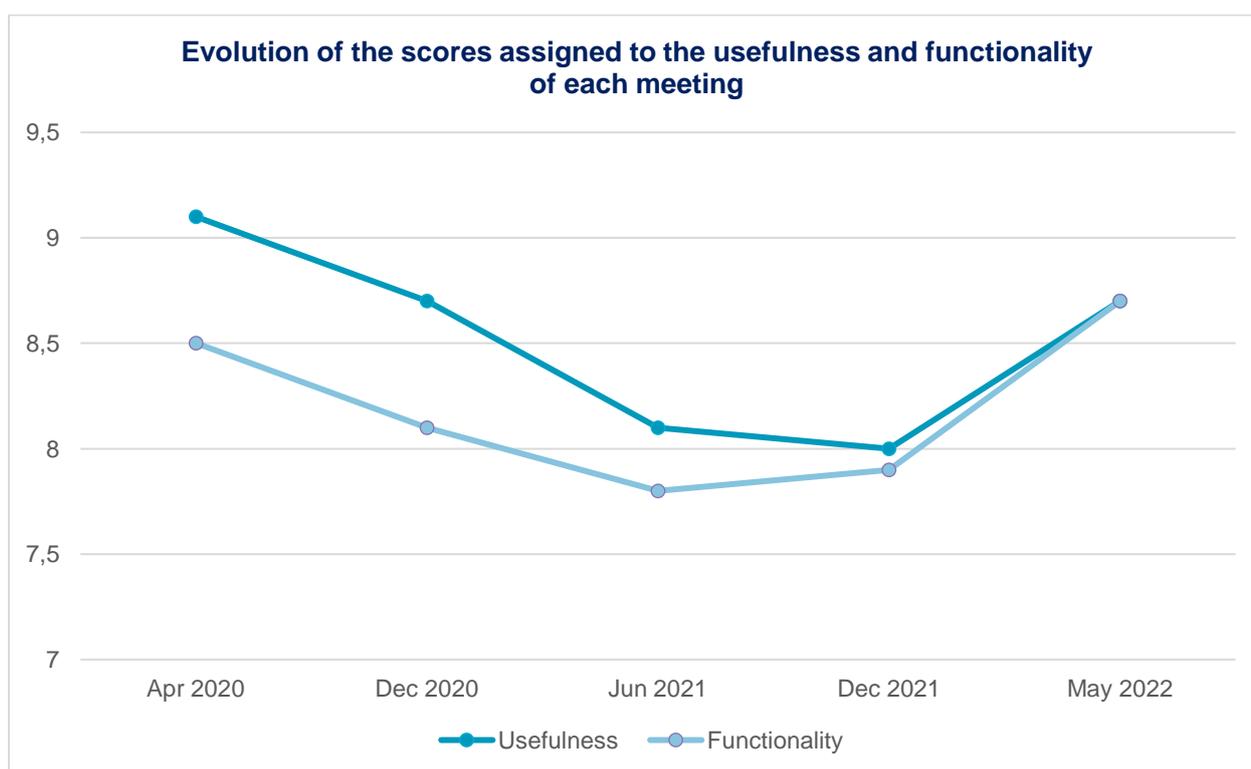
5.1.1. THE RESULTS

On average, the survey collected the evaluations of 70% of the participants in each meeting.

5.1.1.1. First part: the meeting, presentations and contents, lessons learnt

In the first section of the surveys the participants were asked to evaluate some aspects related to the usefulness and efficacy of each capacity building meeting. The following questions were asked in each survey:

- *According to your experience, how much was the meeting useful for the project? Score on a scale from 1 to 10 - USEFULNESS*
- *How much did the meeting address your needs related to the project? Score on a scale from 1 to 10 - FUNCTIONALITY*



The functionality and usefulness of the capacity building meetings were much higher in the first part of the project (April 2020 - December 2020), than in the middle of the project when there was a drop (June 2021 - December 2021). In the last part of the project, both aspects came back to be valued more highly. The average score assigned to the usefulness of the meeting (1st question) was 8.5. The average score assigned to the functionality of each meeting (2nd question) was 8.2. Meetings involving the participation of experts and external testimonies were probably more useful and functional, especially in the first part of the project where partners needed to compare themselves with other similar experiences. In the central part of the project, the misalignment between the evolution of the project activities in the different pilot areas generated a decrease in

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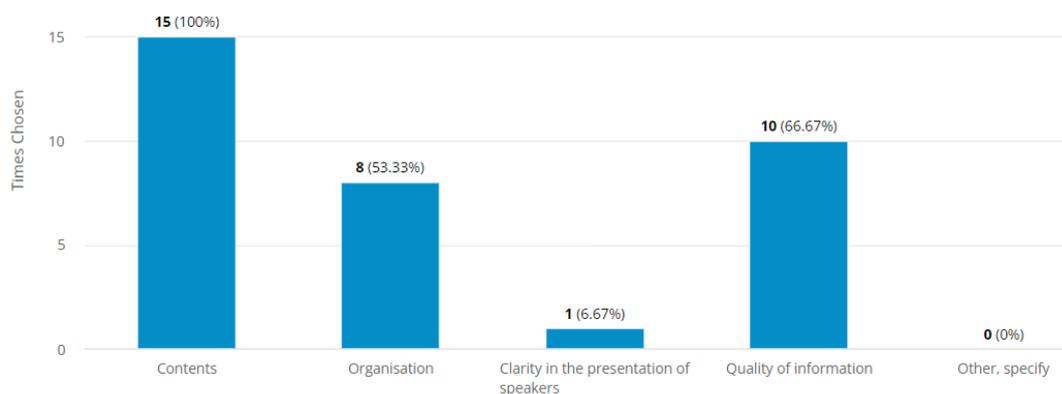
the effectiveness of internal capacity building meetings: at times, it was more useful for some of the partners and less so for others.

The questionnaire also investigated the strengths and weaknesses of each meeting, asking the following questions in each survey:

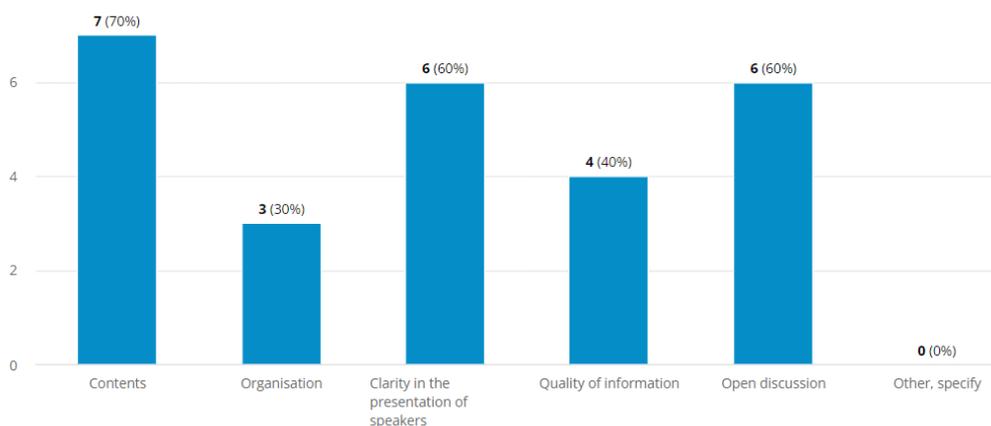
- Which elements of the event did you like most?
- What, if anything, did you dislike about this event? Could you explain what you did dislike about it?

Putting the results of all surveys together, the most appreciated aspects were: contents and themes; time for discussion and follow up; quality of information. Specifically, the results of each survey are reported below.

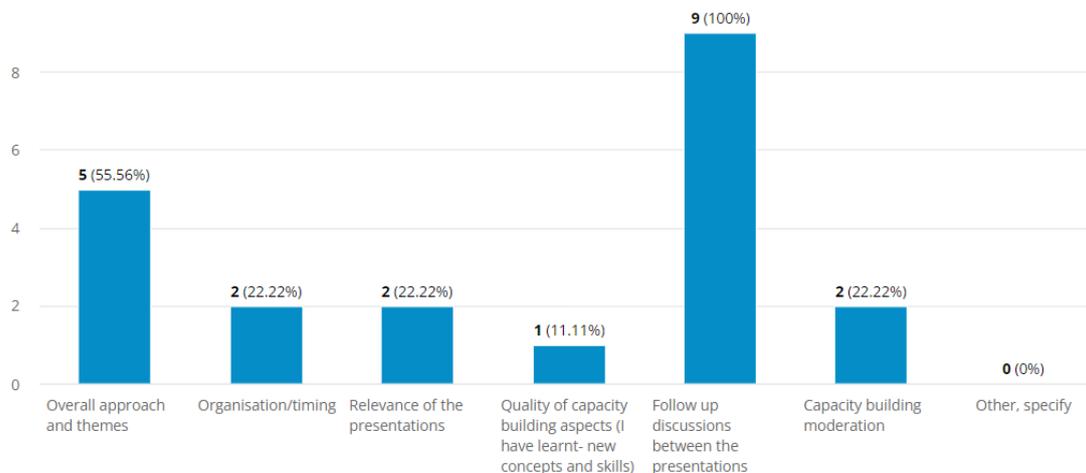
Which elements of the meeting did you like most? (1st meeting)



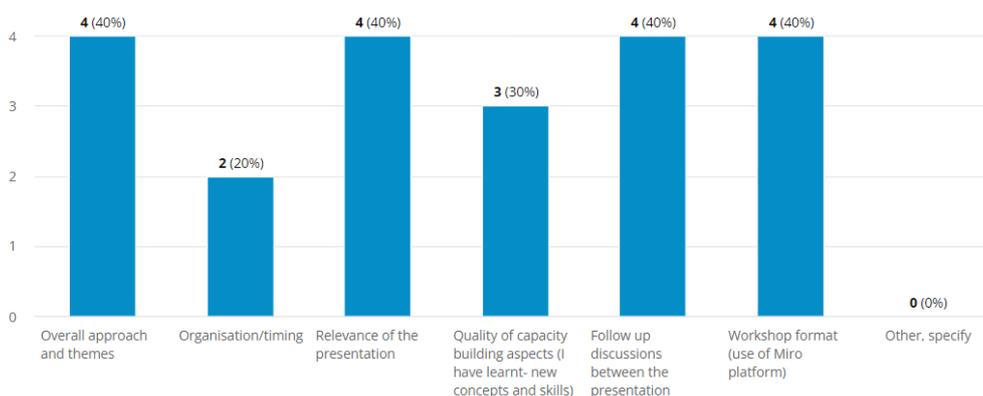
Which elements of the meeting did you like most? (2nd meeting)



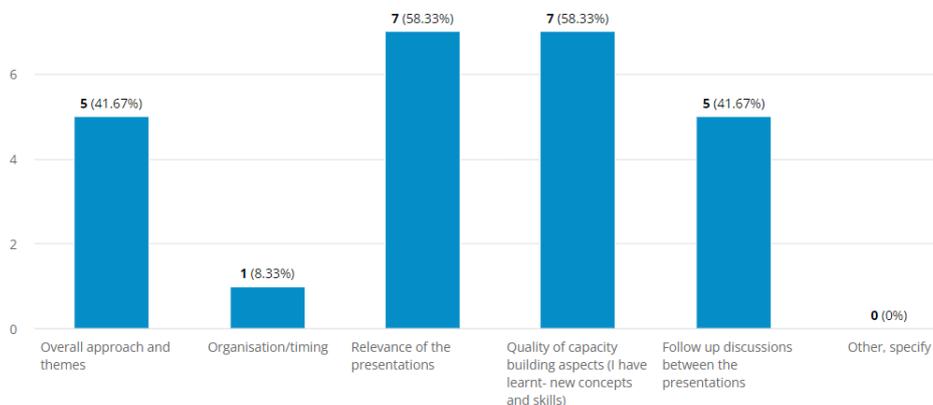
Which elements of the meeting did you like most? (3rd meeting)



Which elements of the meeting did you like most? (4th meeting)



Which elements of the meeting did you like most? (5th meeting)



At the same time, some weaker aspects were identified in the different meetings.

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In particular, in the first meeting, the most deficient aspects were: the clarity of the presentations, the excessive length of the meeting, the organisation of the online meeting which did not allow for interaction and generated some technical problems.

Related to the second meeting, the main weakness was the need to hold it online, which greatly penalised the interaction between participants. Furthermore, it was emphasised that subsequent meetings should focus on a few more specific aspects, rather than having general presentations of other O-S-S' experiences.

Some respondents pointed out a lack of effectiveness in the presentations of the Romanian and Bulgarian pilots following the third meeting. However, the moderation of the event and the opportunity to have a concrete and practical discussion between the partners was highly appreciated.

Not all participants appreciated the use of the Miro platform in the fourth meeting. For some it was very useful, but for others it was an unimpressive activity.

Finally, for the last meeting a lack of time for discussion among the participants was pointed out.

In the first, second, fourth and fifth meetings there were external speakers: different O-S-S experiences and project related to energy renovation were presented. The surveys investigated the respondents' evaluation of these presentations.

The average evaluation of each external presentation was:

- OSS#1 "Hauts-de-France Pass Rénovation": 8.4
- OSS#2 "Energy Agency of Modena": 7.6
- OSS#3 "EuroPACE project": 8.9
- OSS#4 "Superhomes": 7.4
- OSS#5 "INNOVATE project – Energy Agency of Riga": 6.1
- OSS#6 "BeReel! LIFE project": 8.3
- OSS#7 "Municipality of Mantova": 8.2
- OSS#8 "Metropolitan City of Milano and ENEA": 8.6
- OSS#9 "RenoHUB project": 8.7
- OSS#10 "Energy Office - Valencia": 8.9
- "Ener2crowd platform": 8.5
- OSS#11 "Environment Park": 8.2

The main outputs gathered from the participants regarding the presentations of the other One-Stop-Shops were:

- *Advice for engagement of citizens: the engagement of citizens is considered a really crucial aspect for making the OSS effective and successful. All the presentations described very well this point, giving a good perspective on the main existing tools and the most used amongst them. The presentation of OSS#4 in particular was very interesting for this topic. The presentation of OSS#2 was very appreciated too for the engagement of the condominiums (on-line tool for quick scan).*
- *Technical aspects of the O-S-S: the tool for information of the citizens about the characteristics of their building and potential for savings; Decimetro/DeciWhatt database; the idea of experimental campaign of Light energy audits for buildings; aspects related to the field surveys for energy diagnostic (in*

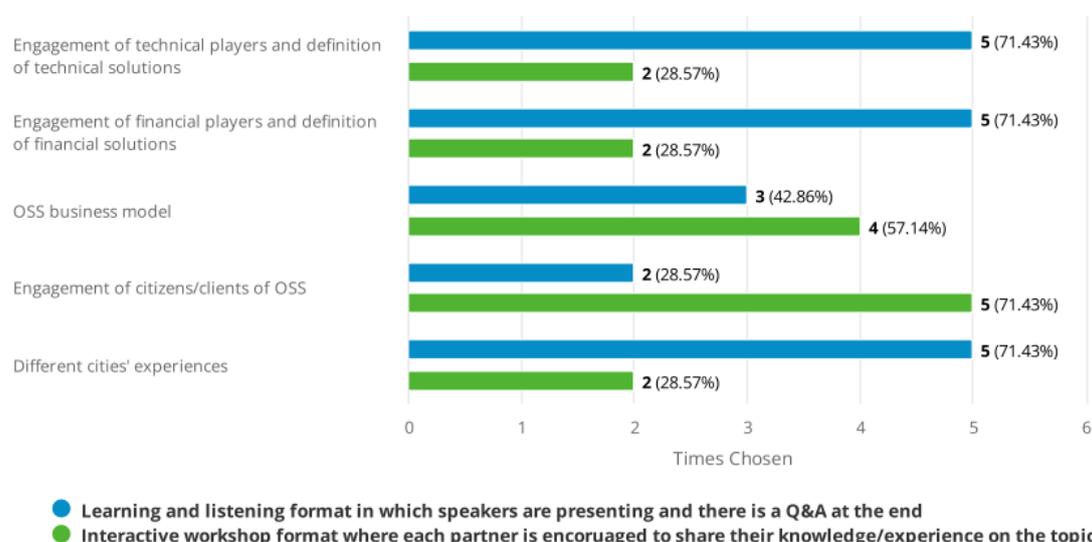
D7.3 SUMMARY REPORT ON EVALUATION RESULTS

particular for NIAGARA Pilot). Sometimes the information provided was not so specific - this is a limit of the online presentations.

- *Financial aspects of the O-S-S: this aspect was very well valued by the respondents. In particular: the business model of the O-S-S and related features; the overview on different financial schemes adopted and tailored to the specific framework; the possibility to combine different financial resources; the different financing models used throughout Europe; information on fee mechanisms; involvement in financing/lending the money to cover the investments; financial stakeholder engagement.*
- *Organisational aspects of the O-S-S: idea of a Memorandum of Understanding among partners involved.*
- *Communication activities.*
- *Demonstration of different tools about residential building energy renovation.*

With respect to the third meeting, it was investigated how to address certain issues in the context of an internal capacity building. According to each theme, respondents indicated whether they preferred a learning and listening format in which speakers are presenting and there is a Q&A at the end or an interactive workshop format where each partner is encouraged to share its knowledge/experience on the topic.

For each aspect, how would you prefer to work?



Following each meeting, respondents were asked to comment on lessons learnt and aspects to be improved. An overview about their answers is provided in the following table.

	<i>What did you mainly learn during the meeting?</i>	<i>What would you have liked to look into further during the meeting?</i>
1 st meeting	<ul style="list-style-type: none"> • <i>Having some examples from the existing OSSs around Europe, is really important to set-up the service taking inspiration from what</i> 	<ul style="list-style-type: none"> • <i>I would like to have more interactive sections, with the use of participatory process methods</i> • <i>The financing process, including the assessment of households' creditworthiness</i>

	What did you mainly learn during the meeting?	What would you have liked to look into further during the meeting?
	<p><i>was already successful and what did not work in previous experiences</i></p> <ul style="list-style-type: none"> • <i>Many OSS has a complex structure (more than one actor involved), and have some staff employed</i> • <i>Many of them can offer tailored financial support</i> • <i>Some of them had an initial installment (mainly public) to finance interventions</i> • <i>It is possible to combine different financial resources including subsidies for homeowners</i> • <i>Some of them have dedicate solutions for vulnerable groups</i> • <i>Organisational and legal aspects, type of servicers provided to the customers, technical and financial aspects, dissemination of information regarding OSS activities</i> • <i>The interaction between different countries was excellent for having more models in the future</i> • <i>How to interact online in a video conference, financial instruments</i> • <i>Legal forms of OSS;</i> • <i>The main operational costs of OSS;</i> • <i>Services offered by OSS for the customers;</i> • <i>Dissemination and citizens engagement forms</i> • <i>How different type of services provided are linked to different OSS setting up in terms of the legal establishment and internal organization</i> • <i>One of the key factors for successful realisation of the OSS is the communication</i> • <i>Variety of approaches and set-up of existing OSS experiences in Europe</i> • <i>Role of context (from a legal, administrative, cultural, financing point of view) in influencing the setup/design/operation of an OSS</i> • <i>The functioning of OSS, different services, business models and engagement activities</i> • <i>The comparison between different structures and functioning of several kinds of OSS helped to identify the adaptation of each model to the specific context</i> • <i>The importance of stakeholders and of costumers' engagement was the guiding thread of all presentations</i> 	<ul style="list-style-type: none"> • <i>The financial aspects related to OSS</i> • <i>The business models created in different study cases.</i> • <i>EPC types used by the OSSs</i> • <i>More private financing models, from other countries, which can be applied in our case</i> • <i>More private financing models as well as what steps would be most impactful in provoking legislation changes at the national and local levels</i> • <i>A step by step guide regarding how to set-up an OSS</i> • <i>Strategies adopted to overcome barriers, difficulties incurred, the link with specific territories which can affect the OSS business as well</i> • <i>Financing models</i> • <i>During the next sessions we'd need to bring together our experiences from the analyses of WP2/3 with the inputs from the speakers to see which of the business models, engagement strategies, etc. would work for each pilot area</i>
2 nd meeting	<ul style="list-style-type: none"> • <i>I understood better the situation in the partners' area in Romania and Bulgaria</i> 	<ul style="list-style-type: none"> • <i>Options for technical stakeholders engagement</i> • <i>The possibility for financing of EE measures by one bank in different EU countries</i>

	What did you mainly learn during the meeting?	What would you have liked to look into further during the meeting?
	<ul style="list-style-type: none"> • <i>The idea for one stop shop is completely new in Bulgaria and shared experience was very useful</i> • <i>Complexity of OSS organization and operationalization</i> • <i>Importance of communication in citizens engagement</i> • <i>That the national politics is very important for the future OSS</i> • <i>Different OSS structures are available, only few seem to actively cooperate with financial players and no dedicated products have been designed. Nonetheless, many OSS can offer financial advise. With reference to Italy, different OSS are focusing on supporting citizens in the framework of the new fiscal incentives</i> • <i>A useful overview of what is happening in the different WPs and a clear roadmap for the next 6 months, when several milestones should be reached by the project.</i> • <i>The open discussion was pretty interesting. Bulgarian and Romanian partners were able to share more information about weakness, threats and barriers which can hinder the future OSS in their territories. I would like that within the next meetings they will have more time to explain their problematics. For me, due also to linguistics limits, it is harder to found quality information about those areas. I hope that it will be possible to assign them more time during the meetings</i> 	<ul style="list-style-type: none"> • <i>Legal form of OSS, financing aspects especially for the deep renovations and integration of renewable energy sources in the future investments in condominiums</i> • <i>The OSS operationalization.</i> • <i>Financing schemes and technical and financial aspects related to the deep renovation of condominiums</i> • <i>The steps made by Padova for the OSS</i> • <i>Further info from the partners regarding the main steps towards the design of their OSS.</i> • <i>A clearer idea of the Business Models the OSS can use as reference.</i> • <i>A better description of the background in Romania and Bulgaria regarding the energy refurbishment of residential buildings (regional and national policies, existing or future incentive schemes, etc.)</i>
3 rd meeting	<ul style="list-style-type: none"> • <i>Different aspects of one stop shops and how they all relate to each other. Also, the fact that Romania and Bulgarian cities still have a long way to go. Padova is quite ready and we need to see now how it will be applied and implemented</i> • <i>Interesting focus on the framework for the implementation on the OSSs in Romania and Bulgaria</i> • <i>I learnt how the follower cities are trying to put in place their OSS. It was important to help them in finding the solutions to their problems and to show them how we are tackling those issues in Padova</i> • <i>Where partners are, what they expect from the project, and what they need to carry on the tasks planned</i> • <i>Different contexts experience different challenges and the solution shall try to adapt as much as possible to the local peculiarities</i> 	<ul style="list-style-type: none"> • <i>Understanding the next operational and planned activities in partners agendas</i> • <i>Schedule of activities, when what should be done</i>

	What did you mainly learn during the meeting?	What would you have liked to look into further during the meeting?
	<ul style="list-style-type: none"> • <i>The involvement of local players (especially public entities) represents a key elements for the success of such initiatives</i> • <i>The experience of the municipality of Padova in creating the business model for OSS</i> 	
4 th meeting	<ul style="list-style-type: none"> • <i>Awareness of the involvement of as many decision makers as possible</i> • <i>We heard about a very interesting OSS in Hungary, quite similar to the one we would like to set-up in Italy. The online platform presented by RenoHUB was impressive and inspirational</i> • <i>Different business models to include also financial services into the OSS. However, business models shall take into proper consideration the local framework - national contexts have a strong impact on the design of a OSS</i> • <i>I learned about what makes the project unique and different from other projects. Also, I saw in what stages the pilot cities are with their OSS</i> • <i>Some specific procedure, relations between public authorities and stakeholders</i> • <i>How to work with Miro platform, experience exchange, advices and new opinions/perspectives for realization of the OSS</i> • <i>The existence and deployment of a successful OSS</i> • <i>Examples of how others can manage an OSS</i> • <i>I learnt more about Timisoara and EAP situations, along with the first OSS main ideas in those two target areas. Also, the experience of Hungarian OSS was useful to better define the Padova one</i> • <i>The presentation of another concrete OSS project was very helpful to understand how it work and to take inspiration from it</i> 	<ul style="list-style-type: none"> • <i>Examples of good practices</i> • <i>It would have been useful to have more presentations from other OSS around Europe, to collect more ideas and tips on how to set-up our OSS</i> • <i>I would have liked to look further into what are the strengths and weaknesses of the project so far, and what we can all do to improve, especially in terms of communicating about the project</i> • <i>Engagement of the citizens</i> • <i>More examples</i> • <i>I would have appreciated having a long discussion with the Hungarian colleague about the OSS revenue model.</i> • <i>The co creation session could have been wider and less focused only on Romania and Bulgaria</i>
5 th meeting	<ul style="list-style-type: none"> • <i>I learnt about new possibility of funding OSS projects and about different experiences of other OSS in Europe</i> • <i>Interesting financing schemes for EE interventions</i> • <i>It was interesting to hear from pilot countries</i> • <i>Offered services by different OSS</i> • <i>Interesting business model to set up a OSS</i> • <i>How to function as an OSS</i> • <i>Examples of good practices, capacity of motivation</i> 	<ul style="list-style-type: none"> • <i>Innovative financing schemes</i> • <i>More about pilot countries</i> • <i>How to apply for technical support through ELENA mechanism</i> • <i>More details regarding the collaboration with technical and financial players</i> • <i>The same structure of the meeting, with relevant information for our project</i> • <i>New techniques to improve the energy and thermal performances</i> • <i>Practical aspects on how implement the OSS</i>

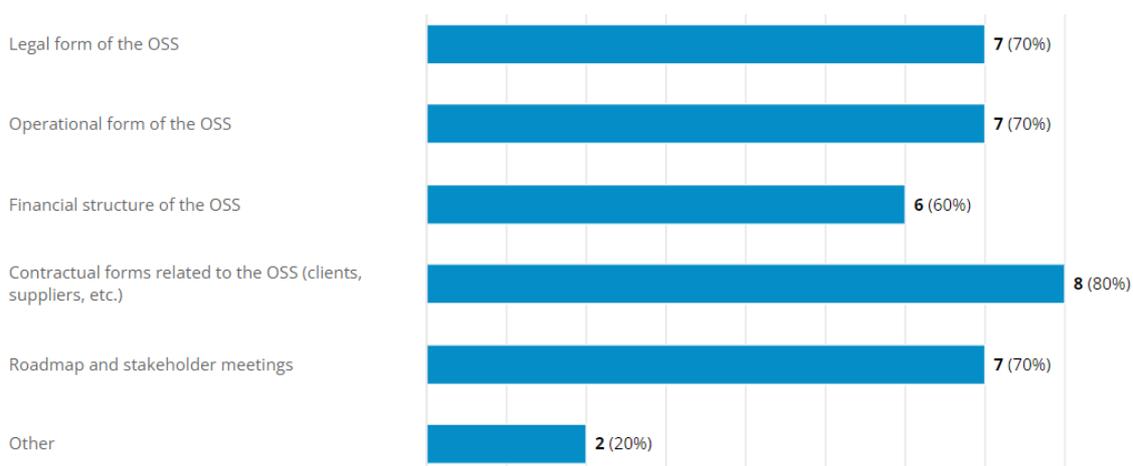
	What did you mainly learn during the meeting?	What would you have liked to look into further during the meeting?
	<ul style="list-style-type: none"> • How to create the web page with structured information • The presentation of the web platform from Regione Piemonte was extremely useful since a similar work must be done in Padova. • As usually, the experiences from other OSS (such as the one from Valencia) are always good inputs to setup our OSS in Padova • New and interesting technical information • Project next steps and partners needs to carry on the activities • New opportunities for financing energy efficiency activities/projects 	

5.1.1.2. Second part: advices and indications for the future

Following the first meeting, the participants indicated that it was a priority to improve the web platform (for 91% of them), the quality of information (for 36% of them) and the organization (for 10% of them).

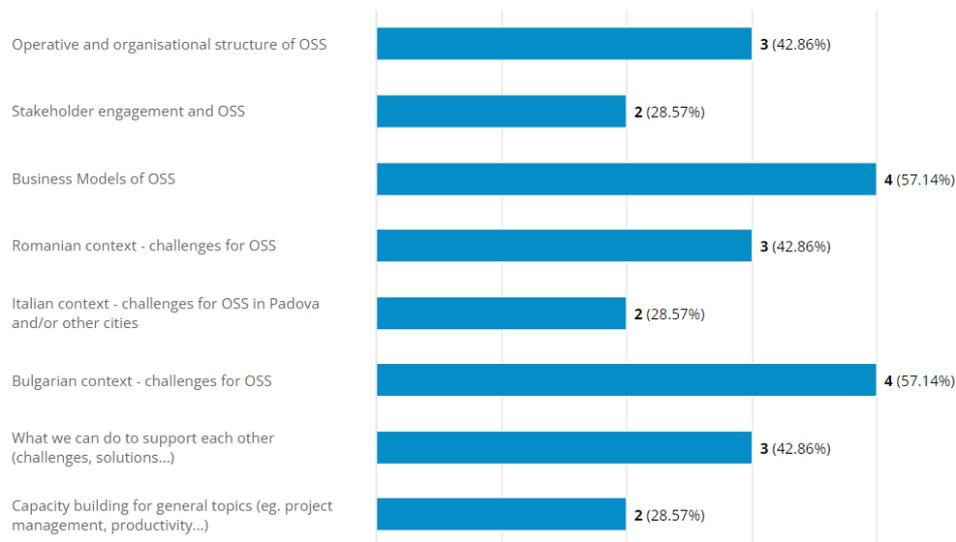
After the second meeting, the improvement of the web platform used was highly appreciated. Participants were asked about what they would prefer to focus on in the future and most respondents mentioned contractual forms related to the O-S-S (80%).

In the future, would you like to focus on: (December 2020)



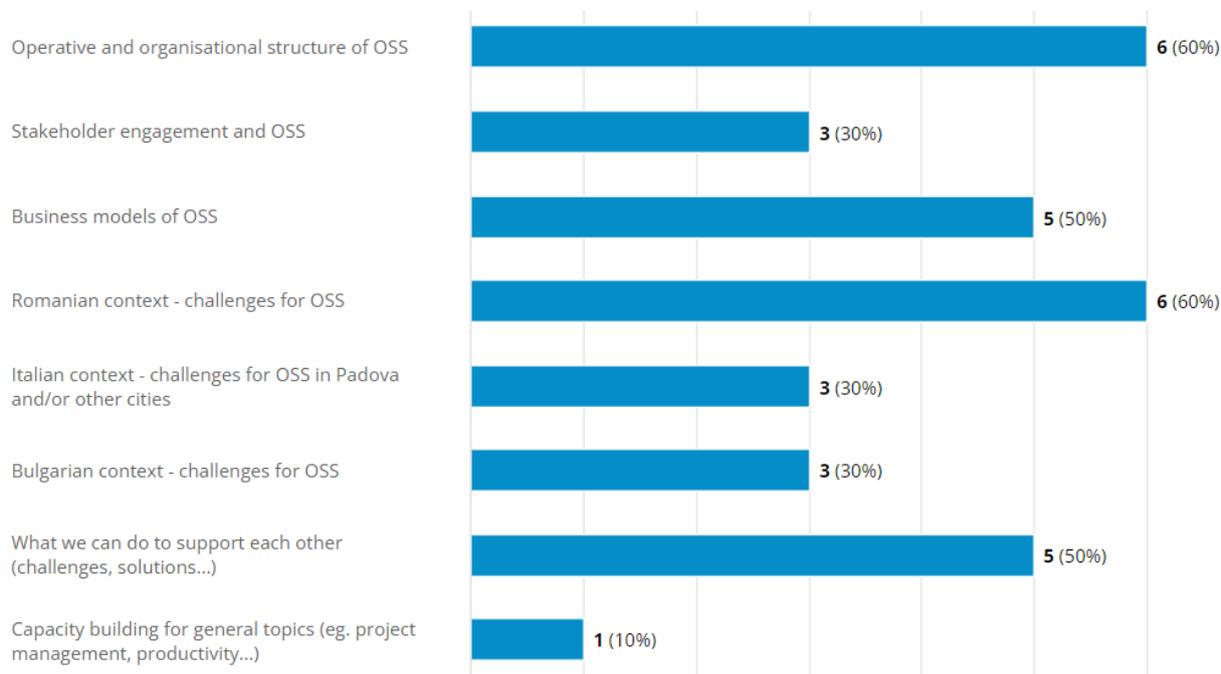
Also with regard to the third meeting, participants were asked about which aspects they would like to explore further in the future. The majority of respondents indicated business model of O-S-S (57%) and Bulgarian context (57%).

In the future, would you like to focus on: (June 2021)



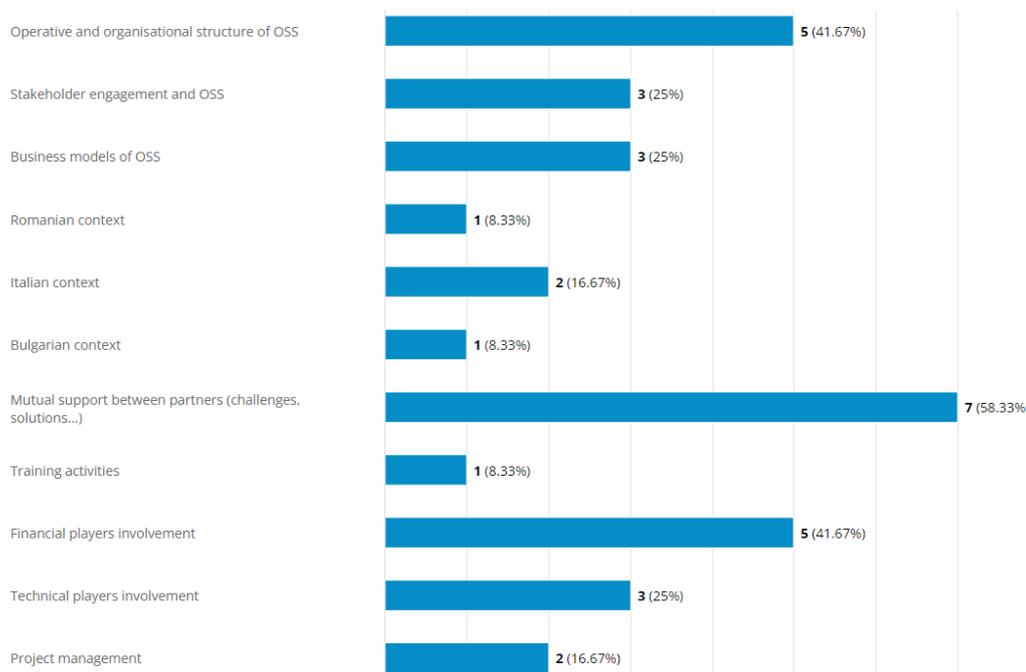
The same request was also made after the fourth meeting. The majority of respondents indicated operative and organizational structure of O-S-S (60%) and Romanian context (60%).

In the future, would you like to focus on: (December 2021)



Participants of the last two meetings were asked in which aspects the past capacity building meetings had been most effective. Results show that internal capacity building meetings were crucial to improve mutual support among partners and to better understand operative and organizational structure of the O-S-S.

In your opinion, for which of the following aspects the capacity building meetings have been more effective overall?



5.2. External capacity building webinars (peer to peer learning activities)

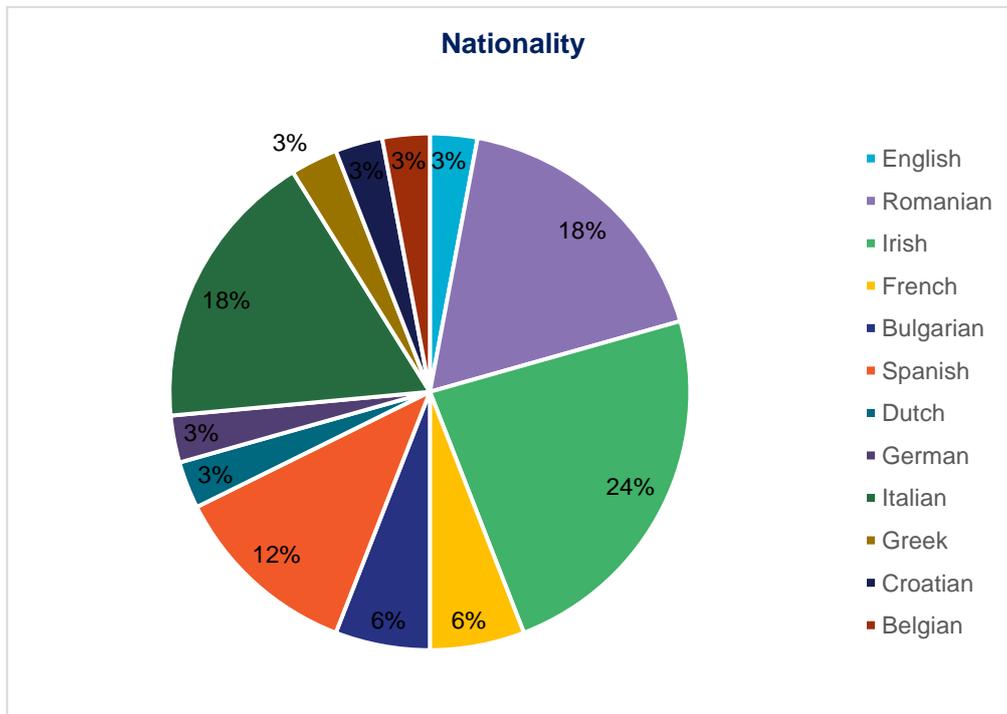
During PadovaFIT Expanded project a series of online webinars were organised to deepen some of the main topics related to the project; they included presentations of similar projects and financial and technical solutions and were quite similar to internal capacity building but much more external focused.

The following internal webinars took place during the project:

- *Webinar 1 “Increasing citizen participation in home renovation”*: Engaging citizens on the topic of renovation for energy efficiency, engagement tools and dealing with citizens as potential customers (January 2022)
- *Webinar 2 “Turnkey Retrofit Final conference/ Session”*: OSS Business models (February 2022)
- *Webinar 3 “The Ins and Outs of financing on renovation One-Stop shops”*: Financing and OSS model (March 2022)

5.2.1. THE RESULTS

The questionnaire administered after the first webinar was conveyed via Survey Hero. After the second webinar, however, the same questions were asked via the Zoom survey tool, as required by the project partner. Unfortunately, the survey following the third webinar did not receive the necessary minimum number of responses, so only the results of the first two surveys will be analysed below. In any case, the results obtained allow us to present some interesting information regarding the evaluation of this activity.



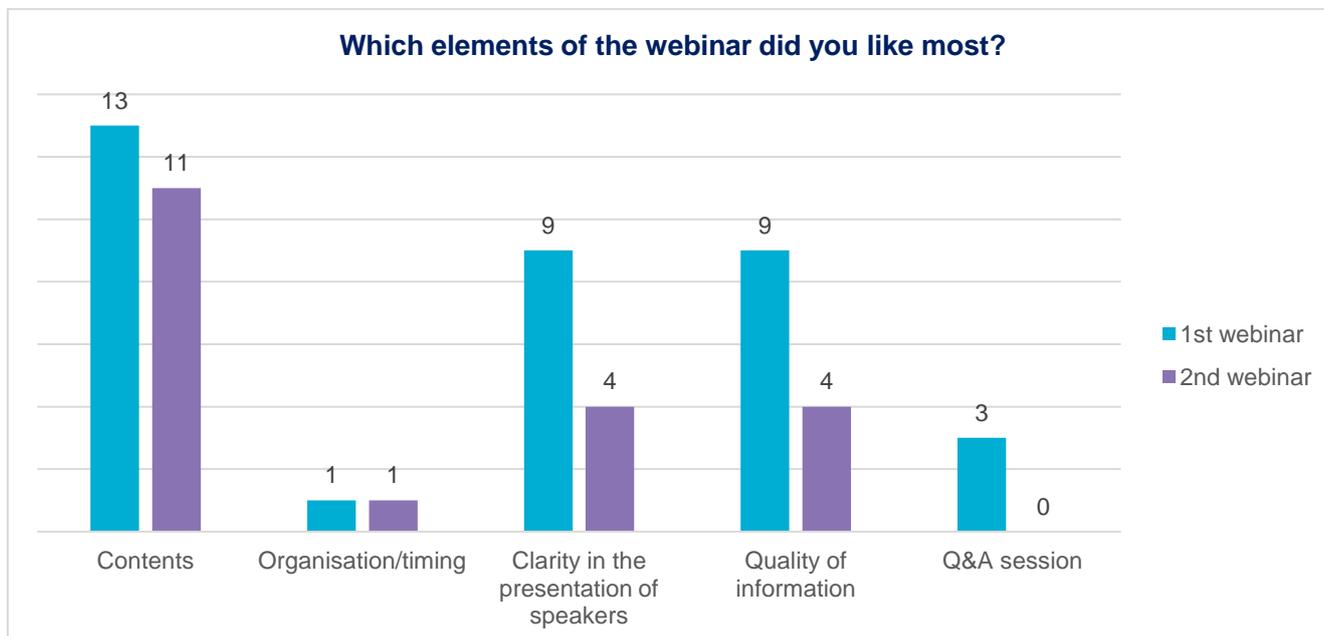
In the first section of the surveys the participants were asked to evaluate some aspects related to the usefulness and efficacy of each capacity building meeting. The following questions were asked in each survey:

- *How much was the webinar useful for your work/interest? Score on a scale from 1 to 10 - USEFULNESS*
- *How much did the webinar address your needs related to your work/interest? Score on a scale from 1 to 10 - FUNCTIONALITY*

Regarding the first webinar, the average score assigned to the usefulness was 8.7; the average score assigned to the functionality was 8.7

Regarding the second webinar, the average score assigned to the usefulness was 8.4; the average score assigned to the functionality was 7.9.

For both webinars, one of the most appreciated aspects is the content. Compared to the first webinar, however, many respondents (60% of them) pointed out some shortcomings in the Q&A session that was judged too short and ineffective.



Almost all respondents for both webinars expressed interest in participating in other events regarding One-Stop-Shops for energy efficiency/home renovation. It is interesting to note that while the audience of the first webinar was mostly already aware of the PadovaFIT Expanded project (73% of the respondents knew it in detail), only 22% of the respondents for the second webinar were already familiar with it. This is due to the fact that the second webinar was in collaboration with another European project. It was therefore an opportunity to broaden the audience of potential stakeholders for the project and create synergies.

Following each webinar, respondents were asked to comment on lessons learnt and aspects to be improved. An overview about their answers is provided in the following table.

What did you mainly learn during the meeting?	What would you have liked to look into further during the meeting?
<ul style="list-style-type: none"> • Focus on possible different approach to react to the structural lack of home renovation in EU with respect to target set by the EU Commission • Practical implications for OSS • Useful information, good practices models • Different OSS initiatives • Many interesting things about citizens in the renovation process and the obstacles, but also the tools we can use to engage them • Other success stories from other countries 	<ul style="list-style-type: none"> • Less about the concepts, even more about how stakeholders are engaged • Funding mechanisms- is there any fund that financing EE measures in residential building across Europeans countries? That acting in several countries, not only in one • The challenges for different cities, concrete challenges that are possibly cultural in origin • Other success stories from other countries with details for organization of OSS, financing and financial simulations • The role of the OSS with respect to Energy Poverty • How these cases were set up in more detail

D7.3 SUMMARY REPORT ON EVALUATION RESULTS

<ul style="list-style-type: none"> • <i>Different ideas and approaches on different services to provide to citizens and how to approach them</i> • <i>Citizen outreach examples</i> • <i>A good introduction to the 'Milin Bullier' OSS models and other development of the PadovaFIT projects</i> • <i>Listening to testimonials about similar projects is very useful for working on this kind of EU projects</i> • <i>Different European approaches</i> 	<ul style="list-style-type: none"> • <i>Transferable ideas, scalability and aggregation of the platforms and modules</i>
---	---

6. CONCLUSIONS

The evaluation of the different activities that contributed to the realization of PadovaFIT Expanded project is an essential tool to highlight which were the strengths and weaknesses of the project management, which aspects were improved as the activities progressed and which are the key points that could allow the project to evolve in the future.

The report highlights how the involvement of citizens with respect to the creation of a One-Stop-Shop for energy efficiency in the pilot areas, especially in Padua and Timisoara, was high and contributed to the positive results in terms of the interest generated. This aspect is perhaps the one that most lays the foundations for the future development of the project's activities. The path towards climate neutrality, promoted by the European and Italian institutions, is increasingly central to the public debate and the issue of energy efficiency in residential buildings, also due to the geopolitical situation, is among the first concerns of every citizen.

The results of monitoring the development of project activities, at the same time, highlight the need to improve the involvement of technical and financial stakeholders. On the one hand, the technical stakeholders (from engineers to system installers, from condominium administrators to construction companies) appreciate the possibility of creating networks and opportunities for collaboration and place great interest and trust in the activity of One-Stop-Shops that can offer integrated services for the energy efficiency of buildings. The development of O-S-Ss as reference points for the entire renovation process would make it possible to overcome mistrust on the part of citizens and to disseminate useful information more widely in order to kick-start the renovation process. On the other hand, it is crucial to properly define the mechanisms and operational functioning of the One-Stop-Shop in order to generate an integrated service whose added value is understood by its users.

The aspect that needs more attention in the future is definitely the involvement of financial actors. If in Italy the legislative initiative has accelerated building renovation and energy efficiency projects thanks to tax relief systems, flattening the debate on financing instruments to the level of credit assignment, the project has highlighted how, where there is no such push from institutions, it is very complex to involve financial players in this type of activity. For the future of a project such as PadovaFIT Expanded it will be necessary to increase awareness and knowledge of more innovative and structured contractual and financial mechanisms, such as EPC, in order to generate a virtuous circle of added value for citizens, companies and investors involved.

Finally, the report highlights the importance of coordination between partners and of continuous and collaborative training. An high degree of satisfaction emerges among all partners with regard to capacity building activities, which were organised by relying on external experiences to bridge some knowledge gaps and, at the same time, by promoting internal collaboration between project partners themselves.

7. APPENDIX

The appendix contains the questionnaires administered. In order:

1. *Questionnaire for the service evaluation of the information desk for energy efficiency in Padua (September 2022, 110 respondents)*
2. *Questionnaire for local facilitator courses (Padua – July 2021, 7 respondents; Timisoara – June 2022, 20 respondents; EAP – June 2022, 20 respondents)*
3. *Questionnaire for Final Conference evaluation (November 2022, 11 respondents)*
4. *Questionnaire for the workshop for technical stakeholders evaluation (June 2022, 10 respondents)*
5. *Questionnaire for Municipalities/Public Authorities (November 2022, 4 respondents)*
6. *Questionnaire for 1st internal capacity building meeting evaluation (April 2020, 16 respondents)*
7. *Questionnaire for 2nd internal capacity building meeting evaluation (December 2020, 10 respondents)*
8. *Questionnaire for 3rd internal capacity building meeting evaluation (June 2021, 9 respondents)*
9. *Questionnaire for 4th internal capacity building meeting evaluation (December 2021, 10 respondents)*
10. *Questionnaire for 5th internal capacity building meeting evaluation (May 2022, 12 respondents)*
11. *Questionnaire for external capacity building meetings/peer to peer learning activities evaluation (January 2022 – 16 respondents; February 2022 – 20 respondents)*

Survey cittadini sportello Padova impact assessment



Questionario di valutazione del servizio dello sportello informativo per il risparmio energetico di Padova

Ti ringraziamo in anticipo per il tempo che ci dedicherai: la compilazione di questo questionario ci aiuterà a migliorare le nostre attività. I dati forniti saranno raccolti e aggregati in modalità anonima.

Tempo di compilazione previsto: 3 minuti

Hai contattato lo sportello informativo per interventi di efficientamento energetico per: *

La casa in cui abiti

Una seconda casa di proprietà

In quanto amministratore di condominio

In quanto tecnico/professionista di settore

Altra persona (parente, amico, conoscente, collega...)

Altro (specificare)

In relazione a quale tipologia di abitazione/edificio hai contattato lo sportello informativo? *

Fai riferimento a quella indicata per rispondere al resto del questionario.

Appartamento in condominio

Casa singola

Casa a schiera/plurifamiliare

Edificio non residenziale

Altro (specificare)

In quale fase del processo di ristrutturazione ti trovi quando hai contattato lo sportello informativo? *

Mi volevo informare sulle opportunità di efficientamento energetico

Mi volevo informare, ma già con l'intenzione di effettuare alcuni interventi

Stavo valutando come/con chi effettuare specifici interventi

Avevo già avviato/concluso il progetto dei lavori

Lavori già in corso

Altro (specificare)

Per quali di questi motivi ti sei rivolto/ti rivolgeresti di nuovo allo sportello informativo? *

Possibili più risposte

Mancanza di conoscenza tecnica su cosa fossero gli interventi di efficientamento energetico

Mancanza di conoscenza su come finanziare gli interventi

Mancanza di conoscenza su bonus/sussidi disponibili per finanziare gli interventi

Necessità di confrontarsi con altri esperti

Acquisizione di informazioni generali sugli interventi di efficientamento energetico

Altro (specificare)

In seguito al tuo contatto con lo sportello, hai avviato interventi di efficientamento energetico? *

Sì, e si sono conclusi

Sì, e sono in corso

No, ma è in programma l'avvio

No, ma vorrei avviarli in futuro

No, non voglio farli

Qual è stato indicativamente il costo totale dei lavori di ristrutturazione? *

Inserisci la cifra in euro

Hai usufruito di bonus o agevolazioni fiscali per finanziare l'intervento di efficientamento energetico? *

Sì

No

Quale/i? *

Perchè? *

Non ho fatto richiesta di nessun bonus o agevolazione fiscale

Ho avviato le pratiche per ottenere bonus/agevolazioni fiscali ma non ho finalizzato l'iter

Ho avviato le pratiche per ottenere bonus/agevolazioni fiscali ma non ho ottenuto riscontro positivo

Per quale/i bonus/agevolazione fiscale hai avviato le pratiche? *

Ritieni che a seguito dell'intervento di efficientamento energetico i consumi energetici/costi in bolletta si siano ridotti? *

Sicuramente sì

Probabilmente sì

Probabilmente no

Sicuramente no

In che misura si sono ridotti i consumi energetici/costi in bolletta? *

Seleziona...

In seguito all'intervento di efficientamento, quanto ritieni sia aumentato il comfort interno all'abitazione? *

Per niente

Moltissimo

0	1	2	3	4	5
---	---	---	---	---	---

In seguito all'intervento di efficientamento, quanto ritieni sia aumentata la propensione degli abitanti a evitare sprechi di energia? *

Per niente

Moltissimo

0	1	2	3	4	5
---	---	---	---	---	---

Quanto ti ritieni soddisfatto/a dei risultati complessivamente raggiunti (o che raggiungerai) in seguito all'intervento di efficientamento energetico? *

Per niente soddisfatto/a

Molto soddisfatto/a

1	2	3	4	5
---	---	---	---	---

Quanto ritieni sia stato utile il supporto dato dallo sportello informativo? *

Per niente

Molto

1	2	3	4	5
---	---	---	---	---

Cosa avrebbe potuto/potrebbe fare di più lo sportello informativo?

Qual è indicativamente il costo totale dei lavori di ristrutturazione previsto alla fine dell'intervento? *

Inserisci la cifra in euro

Hai usufruito/usufruirai di bonus o agevolazioni fiscali per finanziare l'intervento di efficientamento energetico? *

Sì

No

Quale/i? *

Ritieni che a seguito dell'intervento di efficientamento energetico i consumi energetici/costi in bolletta saranno ridotti? *

Sicuramente sì

Probabilmente sì

Probabilmente no

Sicuramente no

Qual è la riduzione attesa dei consumi energetici/costi in bolletta? *

Indica la percentuale di riduzione che ritieni più verosimile

In seguito all'intervento di efficientamento, quanto prevedi che aumenterà il comfort interno all'abitazione? *

Per niente

Moltissimo

0	1	2	3	4	5
---	---	---	---	---	---

Entro quanto prevedi di avviare i lavori per gli interventi di efficientamento energetico? *

Entro 1 mese

Entro 3 mesi

Entro 6 mesi

Entro 1 anno

Quanto ritieni sia stato utile il supporto dato dallo sportello informativo? *

Per niente

Molto

1	2	3	4	5
---	---	---	---	---

Pensi che ti rivolgerai di nuovo allo sportello informativo? *

Sicuramente sì

Più sì che no

Più no che sì

Sicuramente no

Cosa avrebbe potuto/potrebbe fare di più lo sportello informativo?

Quanto ritieni sia stato utile il supporto dato dallo sportello informativo? *

Per niente

Molto

1	2	3	4	5
---	---	---	---	---

Pensi che ti rivolgerai di nuovo allo sportello informativo? *

Sicuramente sì

Più sì che no

Più no che sì

Sicuramente no

Cosa avrebbe potuto/potrebbe fare di più lo sportello informativo?

Consigliaresti ad altri di rivolgersi allo sportello informativo? *

Sicuramente sì

Più sì che no

Più no che sì

Sicuramente no

Come sei venuto/a a conoscenza dell'esistenza dello sportello informativo? *

Possibili più risposte

Internet

Mailing list

Affissioni pubblicitarie in città

Passaparola

Brochure

Altro (specificare)

Genere *

Maschio

Femmina

Non binario

Preferisco non rispondere

Età *

Seleziona



Corso facilitatori Padova - PadovaFIT! Expanded – Luglio 2021



Corso facilitatori territoriali - PadovaFIT Expanded – Luglio 2021

Ti ringraziamo in anticipo per il tempo che ci dedicherai: la compilazione di questo questionario ci aiuterà a migliorare le nostre attività. I dati forniti saranno raccolti e aggregati in modalità anonima.

Tempo di compilazione previsto: 3 minuti

Come giudichi il tuo grado di coinvolgimento (interesse per i contenuti e/o interventi durante le lezioni), in una scala da 1 a 10? *

Pessimo

Eccellente

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Quali aspetti hai apprezzato maggiormente del corso? *

(Max 3 risposte)

<input type="checkbox"/> Contenuti delle lezioni
<input type="checkbox"/> Organizzazione
<input type="checkbox"/> Possibilità di sbocchi lavorativi
<input type="checkbox"/> Capacità dei docenti
<input type="checkbox"/> Relazioni con gli altri partecipanti
<input type="checkbox"/> Altro

Perché?

--

Per quali aspetti del corso hai incontrato maggiori criticità? *

(Max 3 risposte)

<input type="checkbox"/> Contenuti delle lezioni
<input type="checkbox"/> Organizzazione
<input type="checkbox"/> Possibilità di sbocchi lavorativi
<input type="checkbox"/> Capacità dei docenti

Relazioni con gli altri partecipanti

Altro

Perché?

Considerazioni sul futuro

Quanto prevedi che il corso sarà utile per il tuo percorso lavorativo/professionale, in una scala da 1 a 10? *

Per niente

Moltissimo

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Alla luce di quanto appreso durante il corso, saresti disponibile ad accettare un incarico come facilitatore territoriale per il Comune di Padova nell'ambito del progetto europeo PadovaFIT Expanded? *

Sicuramente sì

Probabilmente sì

Probabilmente no

Sicuramente no

Quali competenze apprese durante il corso ritieni che sarebbero più utili per svolgere l'incarico? *

Quali argomenti avresti bisogno di approfondire? *

Per quali motivi non saresti disponibile ad accettare l'incarico? *

Hai consigli o suggerimenti che vorresti lasciare agli organizzatori del corso?

Dati personali

Sesso *

Maschio

Femmina

Età *

|

Final conference PadovaFIT Expanded - 28 October 2022



PadovaFIT Expanded Final Conference - 28 October 2022

Thank you in advance for your time: filling in this questionnaire will help us to improve our project.
The data provided will be collected and aggregated anonymously.

Estimated time of completion: 2 minutes

The event was part of PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

For any question please contact info@finanzasostenibile.it

Nationality *

Job *

Do you live/work in Padua? *

Yes

No

How much was the event useful for your work/interest? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

How much did the event address your needs related to your work/interest? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Which elements of the conference did you like most? *

You can select multiple options (max 3).

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation/timing
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Networking opportunity
<input type="checkbox"/> Other, specify

What, if anything, did you dislike about the conference?

You can select multiple options.

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation/timing
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Networking opportunity

Other, specify

Would you be interested in participating in other events regarding One-Stop-Shops for energy efficiency/home renovation? *

Yes

No

Have you ever heard about PadovaFIT Expanded project before the conference? *

Yes, I already knew it in detail

Yes, I knew something about it

No, I've never heard of it before the event

Did you have an active role in PadovaFIT Expanded project (eg. participated in working groups, courses...)? *

Yes

No

Which role did you have in the project? *

Are you currently working on a similar project (e.g. for setting up residential renovation programs or sustainable renovation practices within Europe)? *

Yes

No

It's planned

Do you have any further comments?

Workshop stakeholder - PadovaFIT! Expanded – Giugno 2022



Incontro con gli stakeholder - PadovaFIT Expanded – 23 giugno 2022

Ti ringraziamo in anticipo per il tempo che ci dedicherai: la compilazione di questo questionario ci aiuterà a migliorare le nostre attività. I dati forniti saranno raccolti e aggregati in modalità anonima.

Tempo di compilazione previsto: 5 minuti

L'incontro

Secondo la tua esperienza, quanto è stato utile nel complesso l'incontro del 23 giugno per il tuo lavoro? *

Per niente utile

Estremamente utile

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Con particolare riferimento ai diversi momenti, quanto pensi siano stati efficaci per raggiungere gli obiettivi dell'incontro? *

	(per niente) 1	2	3	4	5	6	7	8	9	(molto) 10
Sessione plenaria iniziale (con interventi del Comune di Padova, OSS Piemonte, Piattaforma Milano)	<input type="radio"/>									
Sessione in gruppi di lavoro	<input type="radio"/>									
Sessione plenaria conclusiva (definizione dei prossimi step per l'attivazione dell'OSS di Padova)	<input type="radio"/>									

Quali aspetti dell'incontro hai apprezzato maggiormente? *

Possibili più risposte (max 3).

<input type="checkbox"/> Approccio generale e temi affrontati
<input type="checkbox"/> Organizzazione
<input type="checkbox"/> Rilevanza delle presentazioni
<input type="checkbox"/> Possibilità di imparare cose nuove
<input type="checkbox"/> Discussione tra i partecipanti
<input type="checkbox"/> Altro (specificare)

Puoi approfondire cosa ti è piaciuto maggiormente e perchè?

Quali aspetti dell'incontro, se ce ne sono stati, non ti sono piaciuti? *

Possibili più risposte.

Approccio generale e temi affrontati

Organizzazione

Rilevanza delle presentazioni

Possibilità di imparare cose nuove

Discussione tra i partecipanti

Nessuno

Altro (specificare)

Puoi spiegare meglio cosa non ti è piaciuto e perchè?

Quali aspetti avresti preferito approfondire o migliorare durante l'incontro?

Il progetto PadovaFIT Expanded

Prima dell'incontro conoscevi già il progetto PadovaFIT Expanded? *

Sì, lo conoscevo bene e avevo già partecipato ad altri incontri di questo tipo

Sì, lo conoscevo bene ma non avevo partecipato ad incontri di questo tipo

Sì, sapevo indicativamente di cosa si trattava

Ne avevo sentito parlare

No, non lo conoscevo

Secondo te, quanto il progetto sarà utile per **favorire** gli interventi di efficientamento energetico nella zona di Padova? *

Per niente utile

Estremamente utile

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Perchè ritieni che il progetto sarà o non sarà utile per favorire gli interventi di efficientamento energetico?

Secondo te, quanto il progetto sarà utile per **migliorare** la qualità degli interventi di efficientamento energetico nella zona di Padova? *

Per niente utile

Estremamente utile

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Perchè ritieni che il progetto sarà o non sarà utile per migliorare gli interventi di efficientamento energetico?

Secondo te, quanto il progetto sarà utile per motivare i cittadini a investire in interventi di efficientamento energetico? *

Per niente utile

Estremamente utile

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Secondo te, quali sono i principali ostacoli nell'attuazione di questo progetto? *

In futuro saresti disponibile a collaborare ancora nell'ambito del progetto PadovaFIT Expanded? *

Sicuramente sì

Probabilmente sì

Probabilmente no

Sicuramente no

Hai consigli e/o suggerimenti che vorresti lasciare agli organizzatori?

Professione *

Area di intervento (comune/provincia) *

Survey for Municipalities PadovaFIT



Evaluation of pilot implementation of one-stop-shops (Municipalities)

Thank you for agreeing to participate in PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

This questionnaire aims to analyse your experience with the project as part of the Municipalities/Public Authorities involved.

The online questionnaire will take less than 5 minutes to complete. By filling out the questionnaire you agree that we will process your data and information in line with our privacy policy*.

Thank you for your collaboration!

*We will ask you some personal information, such as your name and email address to be able to contact you for follow up if needed. All information will be used for the purpose of this project and only aggregated results will be reported. We respect your privacy, and therefore will never share or sell your personal data with any third parties. All collected data will be held securely in compliance with the EU data protection regulation and the project data protection policy, until the end of the project. For any question please contact info@finanzasostenibile.it.

Which aspects of the project helped the most the implementation of the One Stop Shop? *

Which aspects of the project will help the most the One Stop Shop functioning in the near future? *

Which aspects of the project helped less the implementation of the One Stop Shop? *

How much was project useful to motivate decision-makers and territorial stakeholders? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Why?

How much was it useful to motivate condominium residents/householders to undertake investments in energy efficiency interventions? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Why?

Which were the main barriers and impediments you encountered related to the implementation of the One Stop Shop in general? *

Which were the main barriers and impediments you encountered related to the implementation of One Stop Shop in your specific case? *

Personal data

Full name *

Organisation *

--	--

Email address: *

@

Capacity building session - PadovaFIT! Expanded – 24 April 2020



Capacity building session - PadovaFIT Expanded – 24 April 2020

Thank you for agreeing to participate in PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

Following the capacity building meeting – held online on the 24th of April 2020 – this questionnaire aims to analyse your view about the event. The online questionnaire will take about 10 minutes to complete. By filling out the questionnaire you agree that we will process your data and information in line with our privacy policy*.

Thank you for your collaboration!

*We will ask you some personal information, such as your name, job position, work institution, country and email address to be able to contact you for follow up if needed. All information will be used for the purpose of this project and only aggregated results will be reported. We respect your privacy, and therefore will never share or sell your personal data with any third parties. All collected data will be held securely in compliance with the EU data protection regulation and the project data protection policy, until the end of the project. For any question please contact asmundo@finanzasostenibile.it.

Personal data

Name *

Surname *

--	--

Email address: *

@

Organisation *

--

Role

Nationality

--	--

The meeting

According to your experience, how much was the meeting useful for the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

How much did the meeting address your needs related to the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Which elements of the event did you like most? *

You can select multiple options.

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Other, specify

What, if anything, did you dislike about this event?

You can select multiple options.

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Other, specify

Could you explain what you did dislike about it?

One-Stop-Shops (OSS) experiences

OSS#1 "Hauts-de-France Pass Rénovation" (Ms. Alice Morcrette)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

OSS#2 "Energy Agency of Modena" (Ms. Claudia Carani, Mr. Piergabriele Andreoli)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

OSS#3 "EuroPACE project" (Ms. Kristina Klimovich)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

OSS#4 "Superhomes" (Ms. Janet Doyle)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

OSS#5 "INNOVATE project – Energy Agency of Riga" (Mr. Timurs Safiulins)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Please explain which aspects/inputs, related to these OSSs experience, you found most useful or not useful.

Lessons learnt

What did you learn during the meeting?

What would you have liked to be investigated further during the meeting?

How much do you think this meeting can be useful for your work?

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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Please explain why you think it will be useful for your work.

Final advices

What, if anything, could be improved for the next session?

You can select multiple options.

- Contents
- Organisation
- Quality of information
- Web platform, technical support
- Other

Is there anything else you'd like to share about the event?

Capacity building session - PadovaFIT! Expanded – 16 December 2020



Capacity building session - PadovaFIT Expanded – 16 December 2020

Thank you for agreeing to participate in PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

Following the capacity building meeting – held online on the 16th of December 2020 – this questionnaire aims to analyse your view about the event.

The online questionnaire will take less than 10 minutes to complete. By filling out the questionnaire you agree that we will process your data and information in line with our privacy policy*.

Thank you for your collaboration!

*We will ask you some personal information, such as your name, job position, work institution, country and email address to be able to contact you for follow up if needed. All information will be used for the purpose of this project and only aggregated results will be reported. We respect your privacy, and therefore will never share or sell your personal data with any third parties. All collected data will be held securely in compliance with the EU data protection regulation and the project data protection policy, until the end of the project. For any question please contact asmundo@finanzasostenibile.it.

One-Stop-Shops (OSS) experiences

OSS#1 "Be Reel! LIFE project" (Mr Matteus Arinaga)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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OSS#2 Municipality of Mantova (Ms Sofia Salardi)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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OSS#3 Metropolitan City of Milano and ENEA (Ms Francesca Hugony)

How much did you find the presentation useful for the progression of the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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Please explain which aspects/inputs, related to these OSSs experience, you found most useful or not useful.

Roundtable session

Was the open discussion session useful for the progression of you Work Package? *

 Yes No

Please, explain why:

In the future, would you like to focus on: *

You can select multiple options.

 Legal form of the OSS Operational form of the OSS Financial structure of the OSS Contractual forms related to the OSS (clients, suppliers, etc.) Roadmap and stakeholder meetings Other

The meeting

According to your experience, how much was the meeting useful for the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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How much did the meeting address your needs related to the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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Which elements of the event did you like most? *

You can select multiple options.

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Open discussion
<input type="checkbox"/> Other, specify

What, if anything, did you dislike about this event?

You can select multiple options.

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information

Open discussion

Other, specify

Could you explain what you did dislike about it?

Lessons learnt

What did you learn during the meeting?

What would you have liked to be investigated further during the meeting?

Final advices

What, if anything, could be improved for the next session?

You can select multiple options.

Contents

Organisation

Quality of information

Web platform, technical support

Other

Personal data

Full name *

Organisation *

Email address: *

Capacity building session - PadovaFIT! Expanded – 23 June 2021



Internal Capacity Building session - PadovaFIT Expanded – 23 June 2021

Thank you for agreeing to participate in PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

Following the capacity building meeting – held online on the 23rd of June 2021 – this questionnaire aims to analyse your view about the event. The online questionnaire will take less than 5 minutes to complete. By filling out the questionnaire you agree that we will process your data and information in line with our privacy policy*.

Thank you for your collaboration!

*We will ask you some personal information, such as your name and email address to be able to contact you for follow up if needed. All information will be used for the purpose of this project and only aggregated results will be reported. We respect your privacy, and therefore will never share or sell your personal data with any third parties. All collected data will be held securely in compliance with the EU data protection regulation and the project data protection policy, until the end of the project. For any question please contact asmundo@finanzasostenibile.it.

Overall approach and themes

Organisation/timing

Relevance of the presentations

Quality of capacity building aspects

Follow up discussions between the presentations

Capacity building moderation

Other, specify

Could you explain in detail what you disliked and why?

Would you have preferred to have an external speaker for the last meeting? *

Yes

No

Why? Please give any example/suggestion. *

Lesson learnt

What did you mainly learn during the meeting? *

What would you have liked to look into further during the meeting?

Final advices for future meetings

For each aspect, how would you prefer to work? *

	Learning and listening format in which speakers are presenting and there is a Q&A at the end	Interactive workshop format where each partner is encouraged to share their knowledge/experience on the topic
Engagement of technical players and definition of technical solutions	<input type="radio"/>	<input type="radio"/>
Engagement of financial players and definition of financial solutions	<input type="radio"/>	<input type="radio"/>
OSS business model	<input type="radio"/>	<input type="radio"/>
Engagement of citizens/clients of OSS	<input type="radio"/>	<input type="radio"/>
Different cities' experiences	<input type="radio"/>	<input type="radio"/>

In the future, would you like to focus on: *

You can select multiple options.

- Operative and organisational structure of OSS
- Stakeholder engagement and OSS
- Business Models of OSS
- Romanian context - challenges for OSS
- Italian context - challenges for OSS in Padova and/or other cities
- Bulgarian context - challenges for OSS
- What we can do to support each other (challenges, solutions...)
- Capacity building for general topics (eg. project management, productivity...)
- Other

What in particular? *

You can select multiple options (max 3).

- Project management
- Communication
- Productivity
- Visual thinking
- Other

What, if anything, could be improved for the next session?

You can select multiple options.

- Contents
- Organisation
- Quality of information
- Web platform, technical support
- Other

Personal data

Full name *

Organisation *

Email address: *

Capacity building session - PadovaFIT! Expanded – 16 December 2021



Capacity Building session - PadovaFIT Expanded – 16 December 2021

Thank you for agreeing to participate in PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

Following the capacity building meeting – held in a hybrid format on 16th December June 2021 – this questionnaire aims to analyse your view about the event.

The online questionnaire will take less than 10 minutes to complete. By filling out the questionnaire you agree that we will process your data and information in line with our privacy policy*.

Thank you for your collaboration!

*We will ask you some personal information, such as your name and email address to be able to contact you for follow up if needed. All information will be used for the purpose of this project and only aggregated results will be reported. We respect your privacy, and therefore will never share or sell your personal data with any third parties. All collected data will be held securely in compliance with the EU data protection regulation and the project data protection policy, until the end of the project. For any question please contact asmundo@finanzasostenibile.it.

The meeting

According to your experience, how much was the whole meeting useful for the project? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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How much did the whole meeting address your needs related to the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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With reference in particular to the first part of the meeting (presentation by Gergely Schum - RenoHUB), how much was it useful for the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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With reference in particular to the first part of the meeting (presentation by Gergely Schum - RenoHUB), how much did it address your needs related to the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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With reference in particular to the second part of the meeting (workshop), how much was it useful for the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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With reference in particular to the second part of the meeting (workshop), how much did it address your needs related to the project? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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Which elements of this capacity building meeting did you like most? *

You can select multiple options (max 3).

Overall approach and themes

Organisation/timing

Relevance of the presentation

Quality of capacity building aspects (I have learnt- new concepts and skills)

Follow up discussions between the presentation

Workshop format (use of Miro platform)

Other, specify

Could you explain in detail what you liked the most and why?

What, if anything, did you dislike about this event?

You can select multiple options (max 3).

Overall approach and themes

Organisation/timing

Relevance of the presentation

Quality of capacity building aspects

Follow up discussions between the presentation

Workshop format (use of Miro platform)

Other, specify

Could you explain in detail what you disliked and why?

How did you participate the meeting? *

 Online In person

Did you appreciate the organisation of the hybrid format? *

 Yes No

Lesson learnt

What did you mainly learn during the meeting? *

What would you have liked to look into further during the meeting?

Final advices

For the next session, would you like to focus more on: *

You can select multiple options.

<input type="checkbox"/> Operative and organisational structure of OSS
<input type="checkbox"/> Stakeholder engagement and OSS
<input type="checkbox"/> Business models of OSS
<input type="checkbox"/> Romanian context - challenges for OSS
<input type="checkbox"/> Italian context - challenges for OSS in Padova and/or other cities
<input type="checkbox"/> Bulgarian context - challenges for OSS
<input type="checkbox"/> What we can do to support each other (challenges, solutions...)
<input type="checkbox"/> Capacity building for general topics (eg. project management, productivity...)
<input type="checkbox"/> Other

What in particular? *

You can select multiple options (max 3).

<input type="checkbox"/> Project management
<input type="checkbox"/> Communication
<input type="checkbox"/> Productivity
<input type="checkbox"/> Visual thinking
<input type="checkbox"/> Other

What, if anything, could be improved for the next session?

You can select multiple options.

Contents

Organisation

Quality of information

Hybrid format management

Other

In your opinion, for which of the following aspects the past capacity building meetings have been more effective? *

You can select multiple options (max 3).

Operative and organisational structure of OSS

Stakeholder engagement and OSS

Business models of OSS

Romanian context

Italian context

Bulgarian context

Mutual support between partners (challenges, solutions...)

Training activities

Financial players involvement

Technical players involvement

Project management

Other

Personal data

Full name *

Organisation *

Email address: *

Capacity building session - PadovaFIT! Expanded – 30 May 2022



Capacity Building session - PadovaFIT Expanded – 30 May 2022

Thank you for agreeing to participate in PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

Following the last capacity building meeting – held on 30th May 2022 – this questionnaire aims to analyse your view about the event.

The online questionnaire will take less than 10 minutes to complete. By filling out the questionnaire you agree that we will process your data and information in line with our privacy policy*.

Thank you for your collaboration!

*We will ask you some personal information, such as your name and email address to be able to contact you for follow up if needed. All information will be used for the purpose of this project and only aggregated results will be reported. We respect your privacy, and therefore will never share or sell your personal data with any third parties. All collected data will be held securely in compliance with the EU data protection regulation and the project data protection policy, until the end of the project. For any question please contact asmundo@finanzasostenibile.it.

"Environment Park"
(Stefano Dotta)

"ELENA funds"
(Alessandra Montanelli)

Which elements of this capacity building meeting did you like most? *

You can select multiple options (max 3).

Overall approach and themes

Organisation/timing

Relevance of the presentations

Quality of capacity building aspects (I have learnt- new concepts and skills)

Follow up discussions between the presentations

Other, specify

Could you explain in detail what you liked the most and why?

What, if anything, did you dislike about this event?

You can select multiple options (max 3).

Overall approach and themes

Organisation/timing

Relevance of the presentations

Quality of capacity building aspects

Follow up discussions between the presentation

Other, specify

Could you explain in detail what you disliked and why?

Lesson learnt

What did you mainly learn during the meeting? *

What would you have liked to look into further during the meeting?

Final advices

In your opinion, for which of the following aspects the capacity building meetings have been more effective overall? *

You can select multiple options (max 3).

Operative and organisational structure of OSS

Stakeholder engagement and OSS

Business models of OSS

Romanian context

Italian context

Bulgarian context

Mutual support between partners (challenges, solutions...)

Training activities

Financial players involvement

Technical players involvement

Project management

Other

Personal data

Full name *

Organisation *

Email address: *

Webinar "Increasing Citizen Participation in Home Renovation" - 27 January 2022



Webinar "Increasing Citizen Participation in Home Renovation" – 27 January 2022

Thank you in advance for your time: filling in this questionnaire will help us to improve our events and for the continuation of the project. The data provided will be collected and aggregated anonymously.

Estimated time of completion: 3/4 minutes

The webinar is part of PadovaFIT Expanded project, by the European Union's Horizon 2020 research and innovation programme under grant agreement no. 847143. Visit our website for further information: www.padovafit.eu

For any question please contact info@finanzasostenibile.it.

Nationality *

Job *

How much was the webinar useful for your work/interest? *

Not at all useful

Extremely useful

0	1	2	3	4	5	6	7	8	9	10
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How much did the webinar address your needs related to your work/interest? *

Not at all

Extremely

0	1	2	3	4	5	6	7	8	9	10
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Which elements of the webinar did you like most? *

You can select multiple options (max 3).

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation/timing
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Q&A session
<input type="checkbox"/> Other, specify

What, if anything, did you dislike about this webinar?

You can select multiple options.

<input type="checkbox"/> Contents
<input type="checkbox"/> Organisation
<input type="checkbox"/> Clarity in the presentation of speakers
<input type="checkbox"/> Quality of information
<input type="checkbox"/> Q&A session

Other, specify

Could you explain what you did dislike about it?

Would you be interested in participating in other events regarding One-Stop-Shops for energy efficiency/home renovation? *

Yes

No

Have you ever heard about PadovaFIT Expanded project before the event? *

Yes, I already knew it in detail

Yes, I knew something about it

No, I've never heard of it before the event

Are you currently working on a similar project (e.g. for setting up residential renovation programs or sustainable renovation practices within Europe)? *

Yes

No

It's planned

What did you mainly learn during the webinar?

What would you have liked to be investigated further during the webinar?