IA4SI PROJECT

"Impact Assessment For Social Innovation"

Contract n° 611253

WP4: Projects and domain impact assessment

Deliverable 4.1 – Project assessment and aggregated domain analysis

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Authors: Antonella Passani (T6), Alessandra Prampolini (T6), Francesca Spagnoli (EK), Francesco Bellini (EK), Iana Dulskaia (EK), Katriina Kipli (iMinds)

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IA4SI – Impact assessment for Social Innovation

IA4SI is a support action project developing a socio-economic and environmental impact self-assessment methodology for evaluating projects in the field of social innovation. The project is a collaboration between iMinds (project coordinator), T6 Ecosystems, Eurokleis and ATC and runs from 2013 to 2016.

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E-mail: info@ia4si.eu

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ACRONYMS

Acronym/Term	Definition
CAPS	Collective Awareness Platforms for Sustainability and Social Innovation
C/B	Cost-Benefit
ENPV	Economic Net Present Value
DSI	Digital Social Innovation
DoW	Description of Work
EU	European Union
FP	Framework Programme
GDP	Gross Domestic Product
GHG	Greenhouse Gases Protocol
Index	A synthetic aggregation of indicators
Indicator	"An indicator quantifies and simplifies phenomena and helps us understand complex realities. Indicators are aggregates of raw and processed data but they can be further aggregated to form complex indices". (Source: International Institute for Sustainable Development quoted by ostings.diplomacy.edu/baldi/malta2001/statint/Statistics_Int_Affairs-27.htm). An indicator is a synthetic description of a phenomenon and its development over the time, it can be composed of one variable (simple indicator)of two or more variables (complex indicator). "A composite indicator is formed when individual indicators are compiled into a single index, on the basis of an underlying model of the multi-dimensional concept that is being measured" (Source: OECD glossary of statistic terms http://stats.oecd.org/glossary/detail.asp?ID=6278)
ROI	Return on investment
SI	Social Innovation
Variable	"A variable is a characteristic of a unit being observed that may assume more than one of a set of values to which a numerical measure or a category from a classification can be assigned (e.g. income, age, weight, etc., and "occupation", "industry", "disease", etc." "Source: OECD glossary of statistic terms. http://stats.oecd.org/glossary/detail.asp?ID=2857)
SNA	Social Network Analysis

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EXECUTIVE SUMMARY

This document presents the main findings of WP4 “Projects and domain impact assessment”. The aim of WP4 was to support CAPS projects in assessing their impacts and to develop an aggregated analysis of their socio-economic, political and environmental impacts as well as an impact assessment at CAPS domain level.

The assessment is based on the IA4SI methodology that has been developed by using a participative approach (see Deliverable 2.1 – IA4SI methodological framework - First version). The methodology offers a multi-stakeholders approach to impact assessment as it engages projects’ coordinators, projects’ partners, projects’ users and - to a certain extent – European citizens. The data used for the assessment was gathered through the SAT (Self-Assessment Toolkit), developed by IA4SI and, to a more limited extent through the Impact4you platform. This document represents the result of a second impact assessment of CAPS projects.

The IA4SI assessment is made along eight main synthetic indices: four vertical indices which are social impact, economic impact, environmental impact and political impact and four transversal indices that are efficiency, effectiveness, sustainability and fairness (the latter provide information about the process followed by the CAPS projects in determining their impacts. In other words, the transversal indices are related to the attributes of the innovation developed).

Each of these indices is composed by a number of sub-indices and/ or indicators that were selected and agreed upon with the CAPS projects in order to capture the CAPS impacts(see Deliverable 2.2 – IA4SI methodological framework - Final version, p. 28-41)

In order to make the assessment results meaningful and comparable all the indicators are expressed in a 0 - 1000 scale, representing the ceiling of the benchmark to be reached by projects. The benchmarking approach was also developed with the collaboration with CAPS projects and is described in more details in paragraph 1.2 of the present document.

The following projects participated to the self-assessment exercise:

- Research projects for Grassroots Experiments and pilots
  - Catalyst
  - D-CENT
  - CAP4ACCESS
  - USEMP
  - DecarboNet
  - Wikirate
- Support Actions
  - Web-COSI
  - CAPS2020
  - SciCafé 2.0
  - IA4SI
- Seed Funding for Social Innovation Activities
  - CHEST

All 11 projects have participated in the data gathering process, but only 10 have entered enough data to allow a proper assessment.

The data gathering was closed at the end of February 2016, thus the deliverable offers a picture of the projects results.

The CAPS domain was analysed first according to the projects’ characteristics. Currently 6 of the projects are STREP (small and medium-size research projects), 4 projects are CSA (coordination

and support actions) and 1 project is an IP (large research and development projects). The total funding of the 11 assessed CAPS projects is 17.204.988 euro and 69% of the EC funding has been distributed to STREP projects, 14% to CSA and 17% to the IP.

The large majority of the CAPS projects partners belong to the United Kingdom with 28% of partners, followed by Italy and France, respectively with 15% of partners. The other partners are most of all equally distributed among the other EU countries, with the only exception of Greece with 7% of partners.

56% of the organisations participating in CAPS projects come from the education and research sector, 23% of the sample is represented by SMEs, 4% by large enterprises and 14% by other typologies of actors 82% of the CAPS coordinators already participated in previous EU projects.

CAPS projects identified six specific stakeholder groups across the four different proposed categories as most relevant (Research, Business, Civil Society, Policy Making):

- Universities
- NGO
- Associations and Charities
- Activists and Social Movements and Citizens
- EU Policy Makers
- Governmental Bodies and Officials

According to the answers of the 11 projects, Social innovation organisation and networks, Social movements and activists and NGOs, associations and charities and Citizens emerge as main category of users for the CAPS project (13%), closely followed by Researchers (11% each). While SMEs, other CAPS projects, large companies and software developers present minor shares of end users (10%).

In total the CAPS projects have developed 53 pilots and the technological outputs developed by them have reached 409328 users. In the majority of cases CAPS projects follow an open access, open source, copy left approach so that is not surprising that only one project has registered 2 patents.

CAPS projects have developed 78 research papers of which 53 contribute to better defining and understanding (Digital) Social Innovation. At the present stage the projects' contribution to EU policies in the Digital Social Innovation domain is low but, as policy recommendations development are normally developed in the last months of EU projects, this data will need to be confirmed in a later stage.

A very relevant step of the self-assessment focused on the prioritisation of the CAPS' areas of impacts. Each project has selected their inputs and the relevance of the areas of impact for each of the four vertical indices identified by the methodology (Social, Economic, Environmental, and Political). It is not possible to make the mean about the most relevant areas of impact as the environmental dimension has areas of impact selected by default, which would unbalance the results.

Regarding the social index, CAPS scored quite well with an average value of 509.

Most CAPS project identified their main impacts in the Community building and empowerment area and the Information one (22%), followed by Ways of thinking, value and behaviour (20%) and the Science and Academia (17%). Less frequent but still present are impacts on Employment and Education and human capital.

The analysis of the vertical impacts revealed that the economic impact is the first in terms of scoring (CAPS' average score is 600) and this reflects the fact that the CAPS projects were able to identify some benefits generated from their activities, even though most of the CAPS were not aware that their outputs should have been able to support their users to increase their economic results. The

best scoring project presents a relevant contribution to ICT driven innovation that is related to the capability of the project to produce an impact mainly on product and on organisational innovation. In terms of impact on product innovation, some projects increase the efficiency of pre-existing technologies, as well as building tools from scratch.

CAPS score about political impact was the third among the four areas of impact and also quite low in absolute terms, as it reached only 396 on a 1-1000 scale. Projects are demonstrating similar results between Policies and institutions – 56% - and Civic and Political participation – 44 %., Two considerations emerge: first of all, for this area of impact the averages are not highly relevant at both the aggregated and the project levels, as only six projects completed enough data to proceed with the assessment about Civic and Political Participation, and seven projects about Policies and Institutions. Second, and consequently to the first point, when looking at the results, it is possible to notice that, among the evaluated projects, 6 of them performed quite well and achieved an average score of 556. This is a positive result, considering that most of the CAPS did not claim to have a priority political goal and that the achieved results are also consequences of actions and practices put in place to tackle the main issues targeted by the projects.

As explained in more detail in the aggregate analysis, the results obtained in the Environmental area of Impact require a different perspective. This part of the assessment, in fact, has been developed to deliver a comprehensive methodology, applicable beyond the current CAPS, for which the environmental goals have a very low relevance. Hence, the significant result obtained is that CAPS had the opportunity to evaluate the environmental impact of their own activities and consequently some recommendations have been developed for them. Apart from this, the quite low score obtained by the project in this area of impact was expected and does not directly affect their performances.

The analysis of horizontal indices was affected by the fact that some projects were not able to provide the required data for such analysis.

In conclusion, we can make the following three observations:

- Good economic and social impact
- Improvements needed under the political perspective
- Room for improvement for efficiency and effectiveness.

INTRODUCTION

This deliverable is the output of WP4 “Projects and domain impact assessment”. The aim of WP4 is, on the one hand, to support CAPS projects in assessing their impacts and to develop an aggregated analysis of their socio-economic, political and environmental impacts, and, on the other hand, to develop an impact assessment at domain level. WP4 also aims to identify best practices within the domain in order to orient future projects in the area. This WP will also give input to WP6: the results of the assessment performed here in WP4 will be relevant for the definition of the policy recommendations and IA4SI’s research roadmap.

This deliverable presents the assessment at project and aggregate level, based on the data available on 30th September 2015 and, after specific request of the projects, the update of the information from the half of December 2015 until the half of February 2016. In fact the necessity emerged for some of them to enter new information that could offer a more detailed and richer description of their outputs The analysis is based on the first version of the IA4SI impact assessment methodology and on the SAT as described in Deliverable 2.1 – IA4SI methodological framework”, developed by taking into consideration the lessons learned during the self-assessment exercise and the development of the benchmarking system through a participative process with CAPS projects.

STRUCTURE OF THE DELIVERABLE

This deliverable is structured as follows:

Chapter 1 provides a summary of the IA4SI methodology as presented in D2.1 but updated by taking into consideration the comments of the CAPS projects during the Self-Assessment activity. Moreover, it also better specifies the benchmarking systems developed through a participative approach between the CAPS projects themselves and the IA4SI team.

Chapter 2 analyses the CAPS domain at aggregate level by taking into account projects’ general information included in the INPUT and OUTPUT sections of the Self-Assessment toolkit (SAT), such as: project total budget, dissemination and other activities, consortium composition, project stakeholders and users. This chapter provides also an evaluation at aggregate level of the four areas of impact considered by the IA4SI methodology: social, economic, environmental and political and the four transversal indices: efficiency, effectiveness, sustainability and fairness at aggregate level. An analysis of the relationships among projects is also provided thanks to the use of the Social Network Analysis (SNA). Preliminary data on the citizens’ level of interest for CAPS project as emerged thought the Impact4you platform is also included in this chapter.

Chapter 3 outlines the results achieved and provides some inputs for the recommendations that will be implemented in Deliverable 6.3 ‘Policy Recommendations and IA4SI research roadmap’ (which is due in parallel with the present deliverable).

Annex 1 is dedicated to the analysis at project level: in fact, for each project that provided a sufficient amount of data, its impact is described in a detailed way. The project reports here included will be sent to CAPS projects to share them the final results of the assessment. In any case this Annex will be not included in the public version of the deliverable.

CHAPTER 1. SUMMARY OF THE IA4SI METHODOLOGY

The IA4SI methodology is a quali-quantitative methodology for impact self-assessment, which builds on previous experiences in impact self-assessment of EC commission funded projects (SEQUOIA, ERINA+ and MAXICULTURE projects mainly[1]). It follows the impact value chain approach and finds in the Cost-Benefit Analysis and in the Multi-Criteria Analysis methods its main pillars (other methodological frameworks informing the IA4SI methodology are Social Media ROI, Stated Preference methods, and Revealed Preference methods and, for the environmental impact, the Organizational Environmental Footprint). The decision to ground the IA4SI methodology on the Cost-Benefit analysis (CBA) and on the Multi-Criteria analysis (MCA) was taken in order to describe impacts measurable in monetary and in non-monetary terms[2]. The IA4SI methodology specifically targets on-going impact assessment but can also be used for evaluating project impacts after the end of their activities (ex-post).

A participative approach has been followed to develop the IA4SI methodology. This means that CAPS projects have been engaged in the validation and fine-tuning of its indicators and variables. Moreover, the methodology offers a multi-stakeholders approach to impact assessment as it engages projects' coordinators, projects' partners, projects' users and - to a certain extent – European citizens. The methodology is accompanied by the IA4SI toolkit, which includes three online tools for data gathering and analysis (i.e. the SAT: self-assessment toolkit, the UDGI: the user data gathering interface, and the impact4you platform for citizen engagement)[3].

By mapping the inputs, outputs, outcomes and the expected impacts of CAPS projects, the IA4SI team is able to provide an analysis of the benefit(s) produced by the projects. In order to do so, the value chain approach, also known as the logic model or the logic chain approach, will be applied (see Figure 1). In this view, the term "impact" is used to refer to results at the furthest end of the logic chain and is the consequence of project activities, outputs and outcomes.

1 Information about the previous projects can be found at: http://www.lse.ac.uk/media@lse/WhosWho/AcademicStaff/PaoloDini.aspx (summary of SEQUOIA project and deliverables); www.erinaplus.eu; www.maxiculture.eu. Main reference for the methodologies are the following: Passani and others, 2013; Passani, Bellini, Spagnoli, Ioannidis, Satolli, Debicki, Crombie, 2014; Passani, Monacciani, Van Der Graaf, Spagnoli, Bellini, Debicki, Dini, 2014

2 Please refer to Passani, Bellini, Spagnoli, Ioannidis, Satolli, Debicki, Crombie, 2014 for a more elaborated analysis of these two techniques and the evaluation of their pros and cons. Other references on the Cost-Benefit Analysis and the Multi-criteria analysis are: Brent, 2007; EC, 2008; Department for Communities and Local Government, 2009.

3 For e detailed description of the IA4SI toolkit and its technical features please refer to D3.1 "Self-Assessment Toolkit, User Data Gathering Interphase and Citizens Engagement Platform"

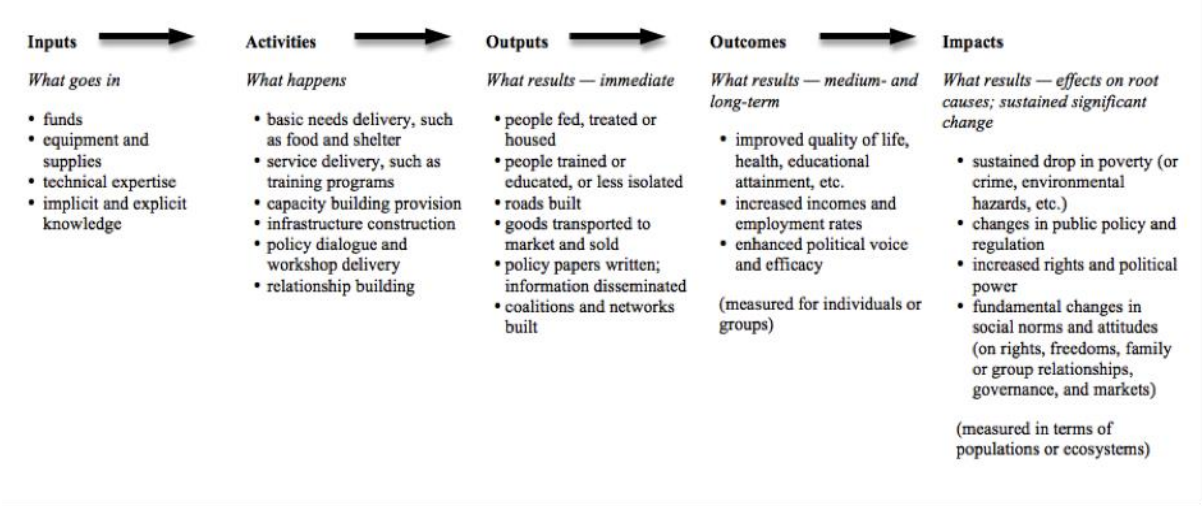


Figure 1 Logic model. Ebrahim and Rangan (2010:49).

The IA4SI methodology and assessment focuses on expected impacts and will describe, coherently with the definition of impact provided by the International Association for Impact Assessment (IAIA), "the difference between what would happen with the action and what would happen without it[4]". Nevertheless, it is important to note that the IA4SI methodology can be used also when these projects will be completed, so that, in synthesis, the methodology can be useful in the on-going project phase and in their ex-post phases. The methodology is not meant to be used for ex-ante evaluation, for example, when evaluating future CAPS proposals if not with relevant adaptations.

The analysis of the CAPS projects presented ion the next chapters is based on the first version of the IA4SI impact assessment methodology and on the SAT as described in D2.1 "IA4SI methodological framework – First version". An updated methodology D2.2 "IA4SI methodological framework - Final version" was delivered by taking into consideration the lessons learned during the self-assessment exercise and the development of the benchmarking system through a participative process with CAPS projects.

1.1 Vertical and transversal indices

The IA4SI methodology includes eight main synthetic indices: four vertical indices which are: social impact, economic impact, environmental impact and political impact and four transversal indices which are: efficiency, effectiveness, sustainability and fairness. The figure below visualises the IA4SI indices. Each vertical index is articulated in different subcategories (called dimensions) and for each one, specific indicators have been selected.

[4] Available at http://www.iaia.org/publicdocuments/special-publications/What%20is%20IA_web.pdf

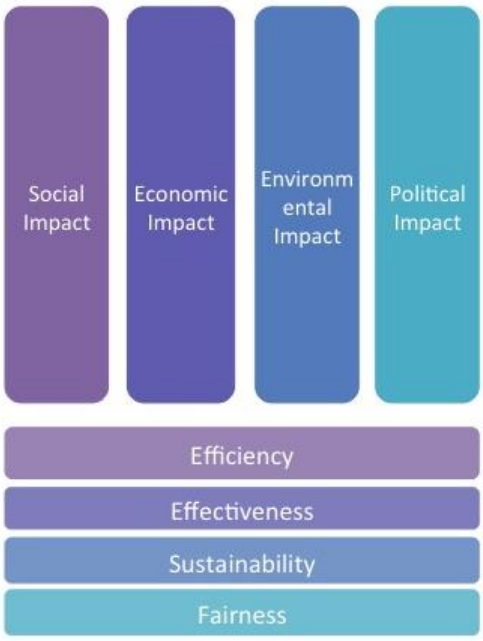


Figure 2 IA4SI vertical and transversal indices

For example the synthetic index Social impact is composed of 6 indices, one for each subcategory, such as “Impact on Community building and empowerment”, “Impact on information”, etc. The figure below shows the IA4SI vertical indices composition.

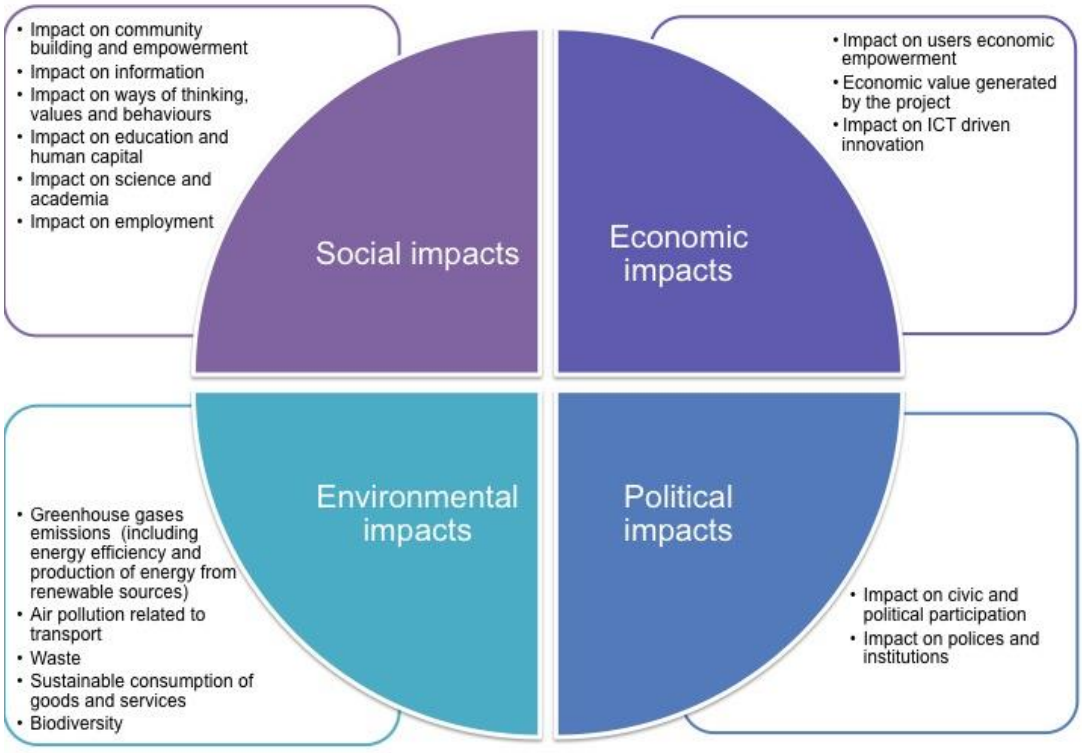


Figure 3 IA4SI vertical indices

Social impact index considers, first of all, the capability of CAPS projects of creating and/or enlarging/empower communities and a special attention is dedicated in understanding the links and interdependencies between online communities and local communities. Access to information and new instruments for navigating, interpreting critically evaluate the quality of information and are considered key aspects in the development of new solutions for social needs. IA4SI will then investigate CAPS capability of influencing users and citizens' way of thinking and act by investigating the changes experienced by CAPS users. Under the social impacts it will also investigate the project capability to create new job positions and to foster employment in general as well as the possible impact in terms of training and human capital development. The impact of CAPS on academia, their scientific impact through publications and IPRS development, will be also considered.

Social impact index is articulated in the following 6 sub-categories:

- Impact on community building and empowerment
- Impact on information
- Impact on ways of thinking and behaviours
- Impact on education and human capital
- Impact on science and academia
- Impact on employment

By aggregating indicators that are included in different dimensions and sub-dimensions, it will be possible to investigate CAPS impact on Social Capital and on Social Inclusion.

Under the *Political impact* dimension the methodology will evaluate CAPS capability of fostering users' participation to civic society organisations, of getting active for their community and to develop new forms of collaboration. Similarly, it will consider the impact on users' political participation and will evaluate project capability of influencing policy makers and institutions.

The index is articulated in the following sub-categories:

- Impact on civic and political participation
- Impact on policies and institutions

With reference to economic impact, IA4SI methodology focuses on microeconomic impacts

Economic impacts index, has been articulated in 3 subcategories:

- Users Economic Empowerment
- The Economic Value Generated by the project
- Impact on ICT driven innovation

Considering now environmental impacts, the Digital Agenda for Europe 2020 explicitly states that CAPS should provide "societal, environmentally and economically sustainable approaches and solutions to tackle societal challenges", and among the examples of CAPS targets we find "comparing individual lifestyles against some ecological / environmental benchmark" and "promoting sustainable and collaborative consumption, as a basis for an effective Low-Carbon economy".

CAPS' impacts on the environment are bound to be quite similar in their nature to the ones of social media and computer mediated social networks (CMSN, as in Oakley and Salam, 2014), hence to show their effects within two main dimensions:

- The environmental impact of the projects themselves and
- The impact on users' environmental behaviour.

IA4SI has identified four areas of *environmental impact* relevant for CAPS projects:

- Greenhouse gases emissions (including energy efficiency and production of energy from renewable sources)

- Air Pollution related to transport
- Waste
- Sustainable consumption of goods and services
- Biodiversity

The selection was made taking into account the very concrete activities and targets of the projects.

Besides the four vertical indices, the IA4SI methodology includes 4 transversal indices that provide information about the process followed by the CAPS projects in determining their impacts. In other words, the transversal indices are related to the attributes of the innovation developed. The four indices, visualised in the figure below are: efficiency, effectiveness, sustainability and fairness. These four indices are inspired by Philip, Deiglmeier and Miller (2008:36) who describe social innovation as a solution which is meant to be more "effective, efficient, sustainable, or fair than existing solutions".

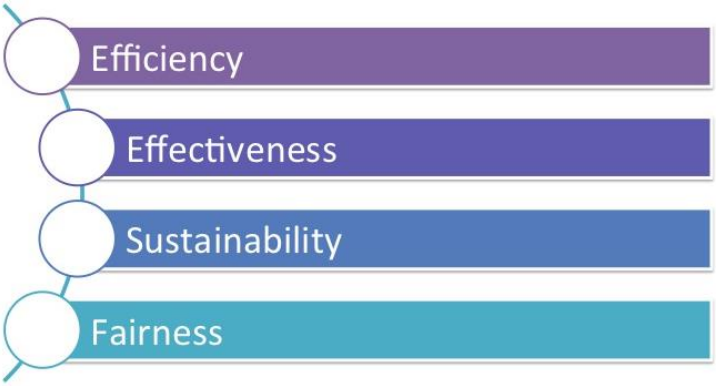


Figure 4 IA4SI Transversal Indices

Efficiency: describes the extent to which time or effort are well used for achieving the expected results. It is often used with the specific goal of relaying the capability of a specific application of effort to produce a specific outcome effectively with a minimum amount of waste, expense or unnecessary effort. Efficiency has widely varying meanings in different disciplines. In general, efficiency is a measureable concept, quantitatively determined by the ratio of output to maximal possible output. In the IA4SI context we are interested in evaluating both the economic efficiency of project activities and its environmental efficiency.

Effectiveness: this term refers to the capability of producing an effect and is most frequently used in connection with the degree to which something is capable of producing a specific, desired effect. Effectiveness is, generally speaking, a non-quantitative concept, mainly concerned with achieving objectives. Therefore, it is normally used for evaluating the outputs of a project and to what extent the outputs produced are aligned with the planned outputs.

Sustainability: by assessing CAPS sustainability IA4SI methodology intends to analyse if and to what extent the projects and their outputs are going to survive to the end of the funding period. It is of particular interest to try and predict whether the impacts produced by project are going to last over time and how long it will continue to deliver benefits to the project beneficiaries and/or other stakeholder after the EU's financial support is expired.

Fairness: it describes the capability of projects to promote social innovation by taking into account equality issues such as the capability of engaging people belonging to categories at risk of social exclusion, foster equal opportunity between men and women, support users in having access to non-biased information and avoid the re-production of social and economic disparities. As it emerged during the IA4SI first workshop, in fact, there is a risk to engage in project activities social actors that are already sympathetic with the social issues tackled by the project. In other terms, there is the risk

to engage people that are already very active at social, economic and political level and contribute to the widening of the gap between active citizens and un-active citizens.

1.2 Assessment model and benchmarking system

The variables listed in the previous paragraphs represent the whole set of data that will be gathered in order to provide a descriptive evaluation and will consider also qualitative data that will not concur to the assessment calculation but that will be useful for the development of projects reports. The information contained into each variable may flow:

- directly into an indicator that we call “simple indicator” (i.e. number of project publications) or,
- indirectly into a “complex indicator” since it needs to be associated to the information provided by other variables (i.e. ENPV, B/C, publications weighted according to journals impact factors, etc. …).

Within the IA4SI assessment model we decided to use a 6 Likert scale approach because with the 6 points scale we want to avoid the case where the respondent uses the choice in the middle (3 in a 5 points scale) when she/he is undecided on the right value. Moreover, for each Likert scale there will be the option “not applicable” in order to have a clear interpretation of grade 1 which may be used, otherwise, when the question is not considered applicable and to allow projects to decide whether or not the question is applicable to its specific case; if not the variable/indicator does not concur to the assessment calculation.

The indicators for each subcategory of horizontal impacts will contribute to build an index (per subcategory) that will itself contribute to build the category index. In the same way the indicators selected for building the transversal impacts will produce the related aggregated indices.

As mentioned, as indicators come with different measurement units they need to be treated before their aggregation into indices. Indeed the final goal the IA4SI methodology is to synthesize the vertical (per category or subcategory) or transversal impacts in indices expressed in a 0-1000 scale in order to make the information easily understandable and the projects easily comparable.

Table 1 - Visualisation of the assessment results

0 - 200	201 - 400	401 - 600	601 - 800	801-1000
Poor	Fair	Good	Very good	Excellent

Therefore in order to pass from variables to indices we need to implement the following actions (Nardo M. et al., 2008):

1. Selection of variables as described in the previous paragraphs;
2. Selection and construction of indicators;
3. Normalisation of indicators;
4. Aggregation of indicators into indices.

Most of the variables collected through the SAT - unless the “open text” and the “service ones” - will flow directly into the assessment model providing simple indicators. On the other hand, some variables will be aggregated in formulas in order to build complex indicators also through the use of external proxy values, such as the ones derived from official database and statistics (i.e. hourly cost of labour, average expenditure per night for tourist, journal impact factors etc.…). After having normalised the indicators (0-1000 scale) the indices are built by aggregating the indicators through the use of sums and averages.

Benchmarking

In order to compare the projects results, we use an internal, collaboratively developed, benchmark.

In order to adhere to feedback gathered during the first workshop, the design of the benchmark framework has been based on carefully scrutinizing the project's peculiarities based on KPIs and further co-creation with the projects. Since January until June 2015, the CAPS projects have been asked to collaboratively develop a set of goals to be used as benchmark. This participatory process for collectively build the benchmarking system has been developed for each vertical index and sub-categories.

We provide in Annex 2 a visualisation of the IA4SI methodology variables to which the IA4SI team has been assigned a specific benchmarking system.

1.3 Data gathering process and data availability

The data analysed have been collected mainly through the SAT (for a detailed description of IA4SI toolkit please refer to "D.3.1 Self-Assessment Toolkit, User Data Gathering Interface and Citizens Engagement Platform").

The second data gathering of the CAPS projects has started on 21th of December 2015 and has ended on 12th of February 2016.

All 11 projects , including IA4SI, have filled in data in the SAT; The following image provides a visualisation of the CAPS projects, which participated to the IA4SI Self-Assessment, divided according to the project category. In grey there is a project that did not provide enough data with a respect to all indicators, hence it was considered for providing a self-assessment, though a data is not relevant.

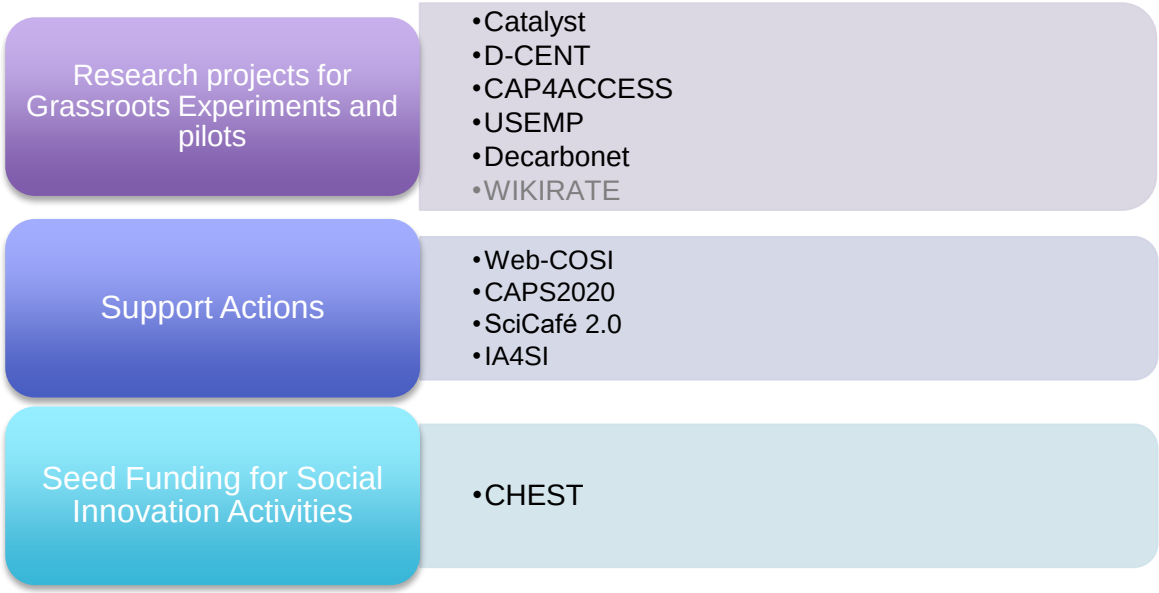


Figure 5 CAPS Projects that participated to the Self-Assessment

At this stage, the actors engaged in the data gathering have been:

- Project coordinators
- Project partners

In order to access the dedicated online tool for data gathering, projects coordinators have received a username and a password on December 2015. Through these credentials, they have been able to access the SAT in which they were asked to enter required information and to answer questions. Since, from previous experiences (EU funded support actions ERINA+[5] and SEQUOIA[6]) we learned that project coordinators do not always have all the requested information to reply to all questions, in some cases and for several information, they contacted other partners in their consortium, such as e.g. the exploitation expert, the financial coordinator or the scientific coordinator.

CHAPTER 2. CAPS DOMAIN AGGREGATE ANALYSIS

In this paragraph the main characteristics of the CAPS projects are described. As mentioned, the analysis that follows should not be seen as the assessment of the CAPS programme, but as an overview of the results achieved by the projects in the area. This analysis is limited to the projects that agreed to participate to the self-assessment and cannot be generalised to the totally of the projects financed by the programme. Nevertheless, the aggregated analysis of the CAPS projects that collaborated with IA4SI can provide useful indications on future actions to be implemented at programme level.

2.1 Input

Project start and end date

The figure below shows the duration and the timing of the projects. It has to be considered that most of the projects entered their information in the IA4SI toolkit in June/July 2015, so that only 4 of them (out of 11) are actually close to the end of their activities.

	Project Start Date	Project End Date
IA4SI	01/10/13	31/03/16
DecarboNet	01/10/13	30/09/16
CHEST	01/10/13	30/06/16
CATALYST	01/10/13	30/09/15
WIKIRATE	01/10/13	30/09/15
D-CENT	01/10/13	31/05/16
USEMP	01/10/13	30/09/16
Web-COSI	01/01/14	31/12/15
CAPS2020	01/09/13	31/08/15

[5] http://www.erinaplus.eu/

[6] http://www.sequoiaproject.eu/

SciCafé 2.0	01/10/13	31/03/16
CAP4ACCESS	01/01/14	31/12/16

Table 2 CAPS Projects Timing

- **Instrument of funding**

Considering the instruments of funding offered by the EC in the call under analysis, 6 of the projects are STREP (small and medium-size research projects), 4 are CSA (coordination and support actions), and 1 is IP (large research and development projects).

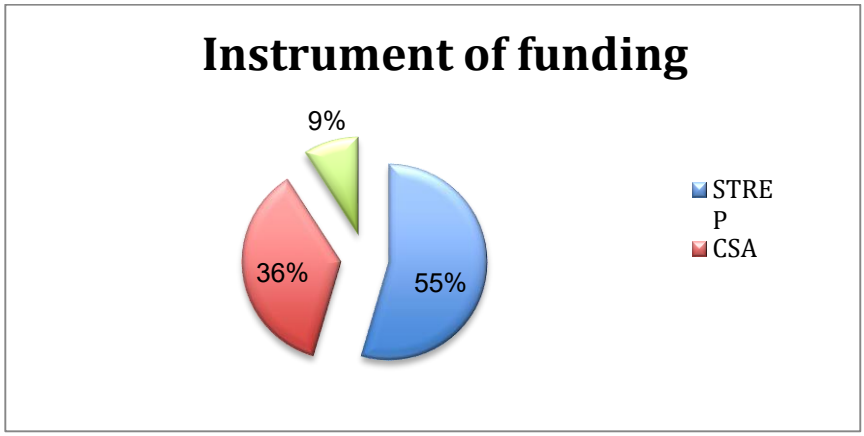


Figure 6 CAPS Instrument of funding

- **Overall budget of the first CAPS call and funding represented by the assessed projects**

The overall budget of the first CAPS call amounted to 15M euro and the 11 assessed CAPS projects have been funded for a total of 17.204.988 euro. The table below shows in more detail the funds attracted by each of the assessed CAPS projects.

	EU funding
IA4SI	720.000
DecarboNet	1.900.000
CHEST	2.949.000
CATALYST	1.658.000
WIKIRATE	1.885.000
D-CENT	1.905.000

USEMP	2.270.000
Web-COSI	589.000
CAPS2020	237.000
SciCafe 2.0	874.999
CAP4ACCESS	2.216.989

Table 3 Funding represented by the assessed projects

Considering the funding offered by the EC in the call under analysis, 69% of the EC funding has been distributed to STREP projects (small and medium-size research projects), 14% to CSA (coordination and support actions) and 17% to an IP (large research and development projects).

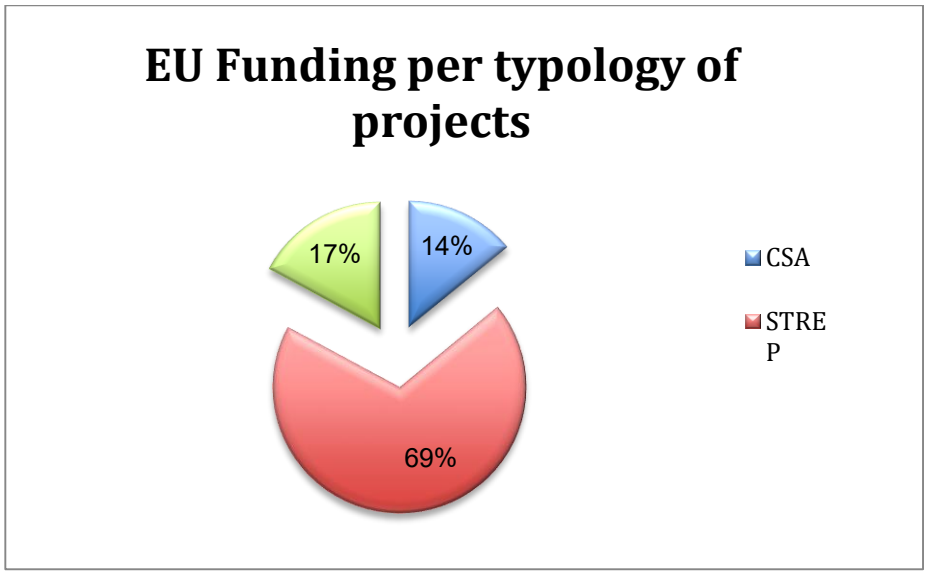


Figure 7 EU Funding per typology of projects

- **Other funds attracted**

The CAPS projects did not attract any other funding different from the European Commission.

- **Consortium composition in terms of countries represented and typology of partners**

Considering that one project did not reply to the information related to the consortium, out of 11 projects, 56 organisations participated to the assessed CAPS projects. This indicates that the average number of organisations per project is 5. As represented by the following figure, the large majority of the assessed CAPS partners belong to United Kingdom with 28% of partners, followed by Italy and France, respectively with 15% of partners. The other partners are most of all equally distributed among the other countries. The only exception is Greece with 7% of partners.

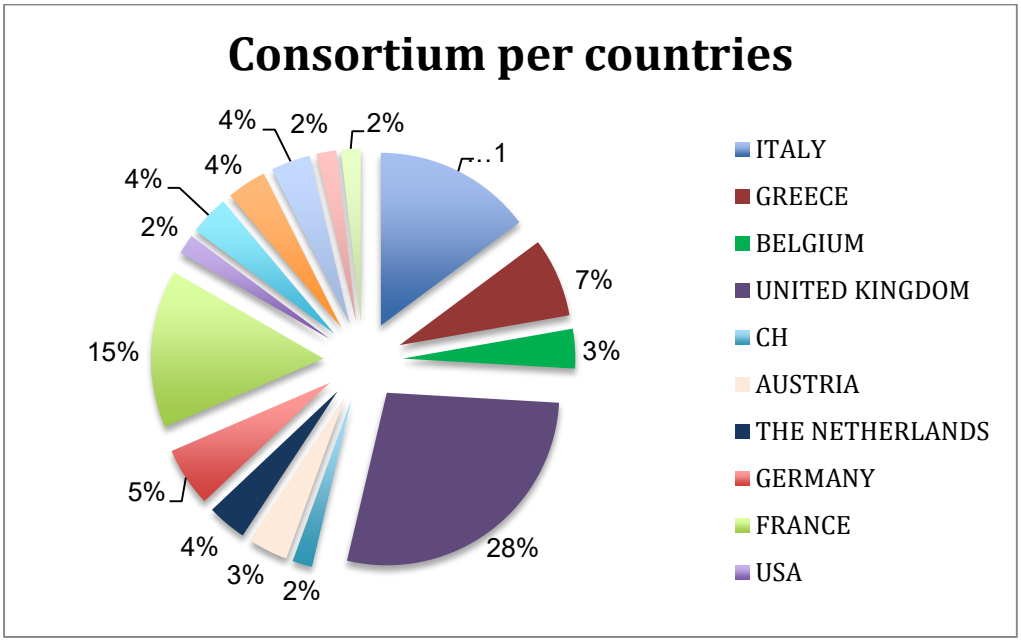


Figure 8 Consortium composition per countries

56% of the organisations participating in the CAPS projects come from the education and research sector, 23% of the sample is represented by SMEs, 14% by other typologies of actors and 4% by large enterprises. The presence of numerous education and research organisation is coherent with the fact that most of the projects consider themselves as mainly research projects.

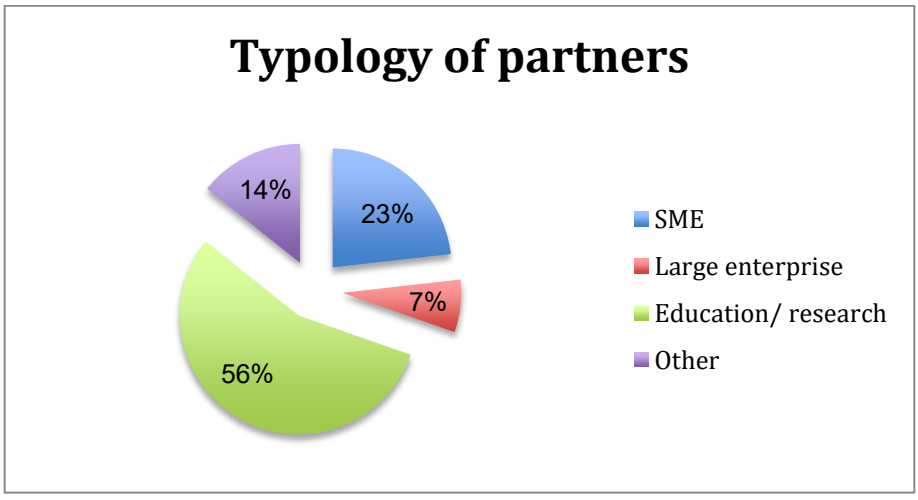


Figure 9 Consortium composition per partners

- **Consortium composition in terms of previous participation in EU project and relationships with other project**

As represented by fig. 10, almost all (82%) CAPS coordinators already participated in previous EU projects. Most noticeable, 9 upon 11 projects answered affirmatively to the question about participation in previous EU projects in the ICT sector.

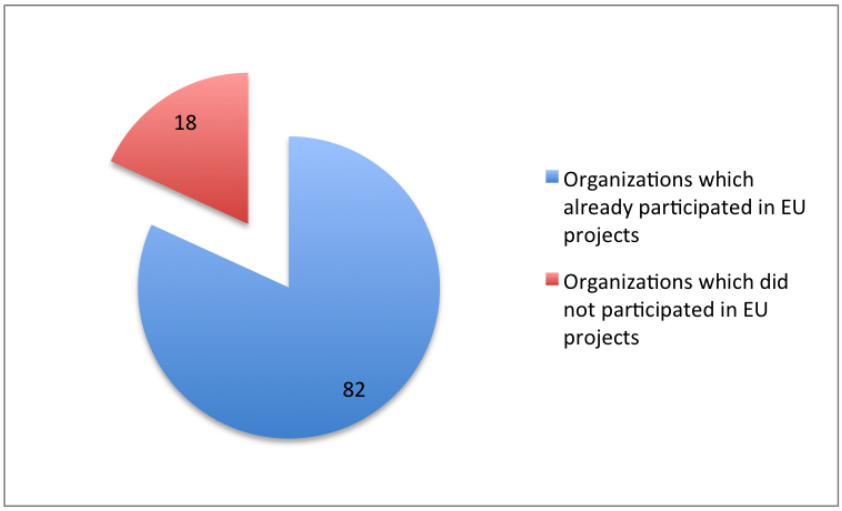


Figure 10 Participation in previous EU projects

On the other side, coordinators who already worked in previous project with others CAPS project partners are only slightly more than the number of coordinators who didn't (fig.11). They worked with 1, 2 or 3 partners of the current consortium.

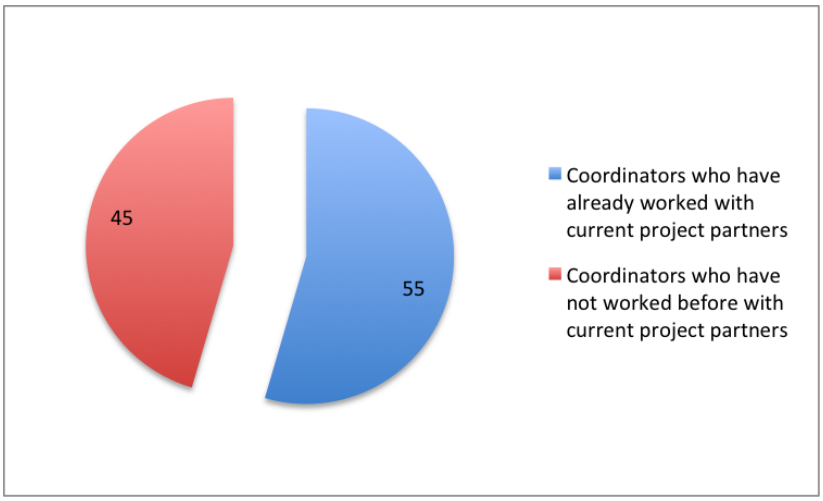


Figure 11 Previous collaboration with current project partners

Regarding the relationship with other projects, the projects' answers show the existence of such relationships, from a single one to 11 or 14 for the support actions (CAPS2020 and IA4SI).

Project	Number of relationships
CATALYST	4
WIKIRATE	3
D-CENT	1
USEMP	4

CHEST	4
Web-COSI	4
CAPS2020	11
SciCafe2.0	5
DecarboNet	4
IA4SI	14
CAP4ACCESS	11

Figure 12 CAPS' number of relationships with other projects

- **CAPS' stakeholders**

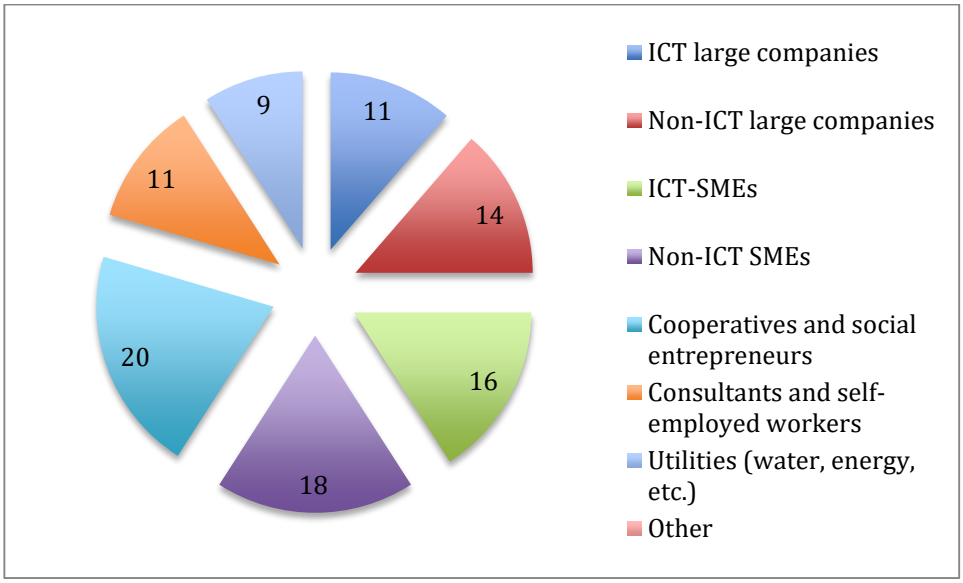
All projects are collaborating with different actors in each of the four general categories of stakeholders identified by the methodology: Research, Business, Civil Society and Policy Making.

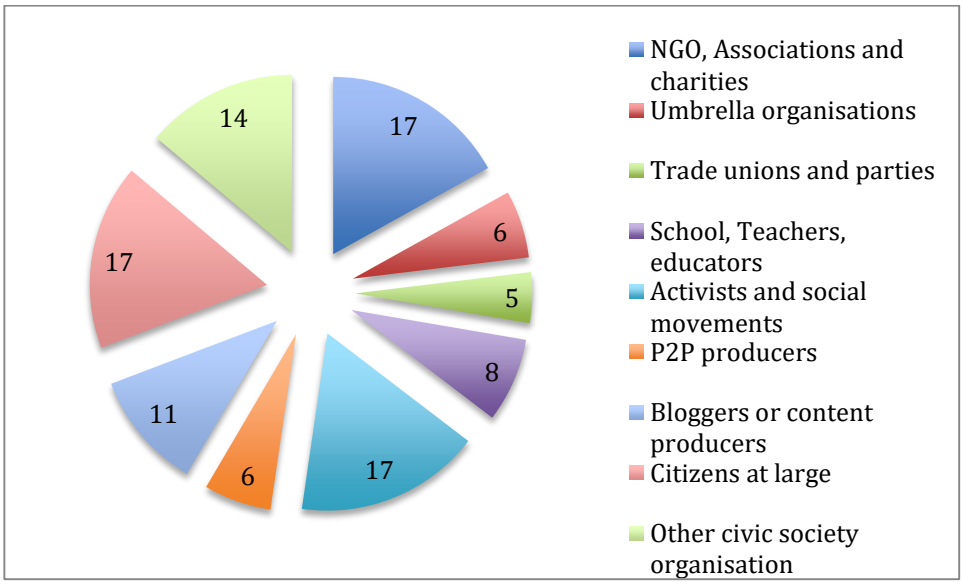
CAPS projects tend to relate more with actors within the Research domain (where the mean of CAPS which is connected with each stakeholder group is 7,4) and the Civil Society one (7,1). Business is also an area where CAPS actively engage with stakeholders (6,3), while Policy Making is the less relevant to them (4,4). This result is coherent with the fact that, as anticipated, 56% of the organisations participating in CAPS projects come from the education and research sector.

A significant result emerged from the fact that all projects collaborate with six specific stakeholder groups:

- Universities in the Research category,
- NGO,
- Associations and Charities,
- Activists and Social Movements and Citizens at Large in the Civil Society category
- National and EU Policy Makers,
- Governmental Bodies and Officials in the Policy making category.

The figures below illustrate the relevance of each stakeholder group for each one of the four categories


9
11
11
14
20
16
18
ICT large companies
Non-ICT large companies
ICT-SMEs
Non-ICT SMEs
Cooperatives and social entrepreneurs
Consultants and self-employed workers
Utilities (water, energy, etc.)
Other


14
17
17
6
5
11
8
6
17
NGO, Associations and charities
Umbrella organisations
Trade unions and parties
School, Teachers, educators
Activists and social movements
P2P producers
Bloggers or content producers
Citizens at large
Other civic society organisation

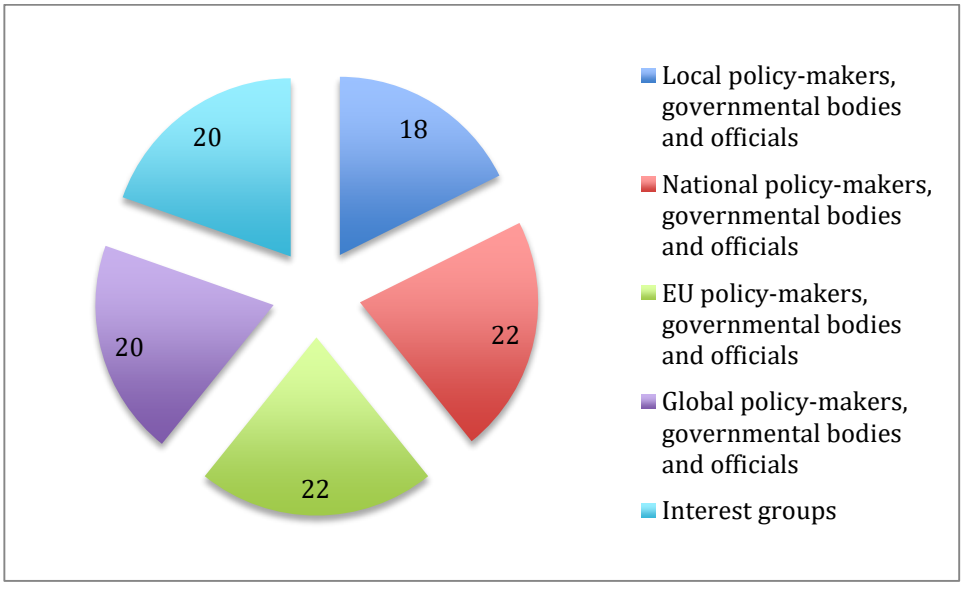

20
18
20
22
22
Local policy-makers, governmental bodies and officials
National policy-makers, governmental bodies and officials
EU policy-makers, governmental bodies and officials
Global policy-makers, governmental bodies and officials
Interest groups

Figure 13 Presence of stakeholders' groups in the Research, Business, Civil Society and Policy Makers categories

- **CAPS end users**
  According to the answers of the 11 projects, Social innovation organisation and networks, Social movements and activists and NGOs, associations and charities and Citizens emerge as main category of users for the CAPS project (13%), closely followed by Researchers (11% each). While SMEs, other CAPS projects, large companies and software developers' present minor shares of end users (10%).

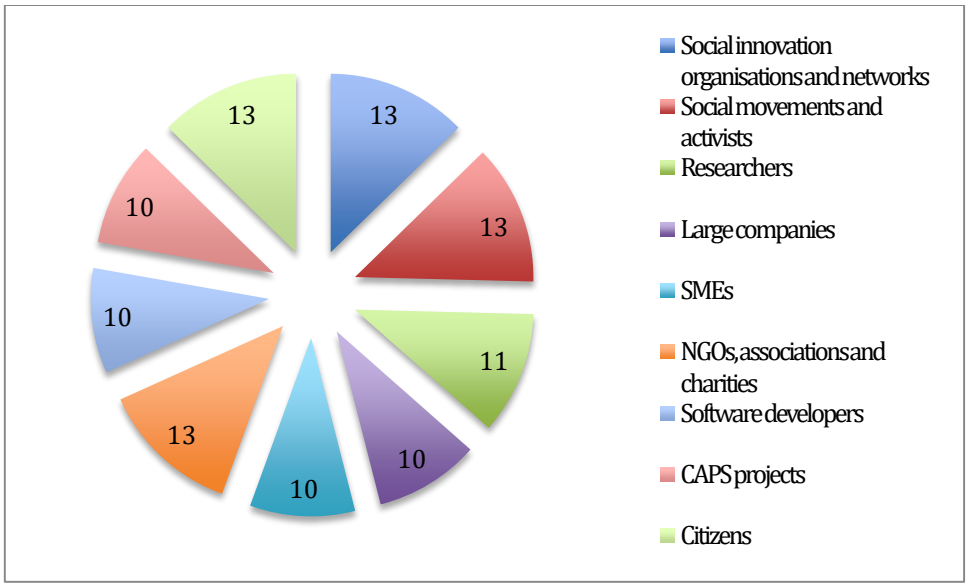


Figure 14 Typologies of End Users

With regard to the main activities developed by the users on the CAPS platforms, Sharing ideas (31%) and Debating (24%) account together for more than 50% of the total activities performed by the users. Minor but still significant activities are the one dedicated to collaborative production (17%). No Money Transaction and Services activities are performed on any of the current platforms.

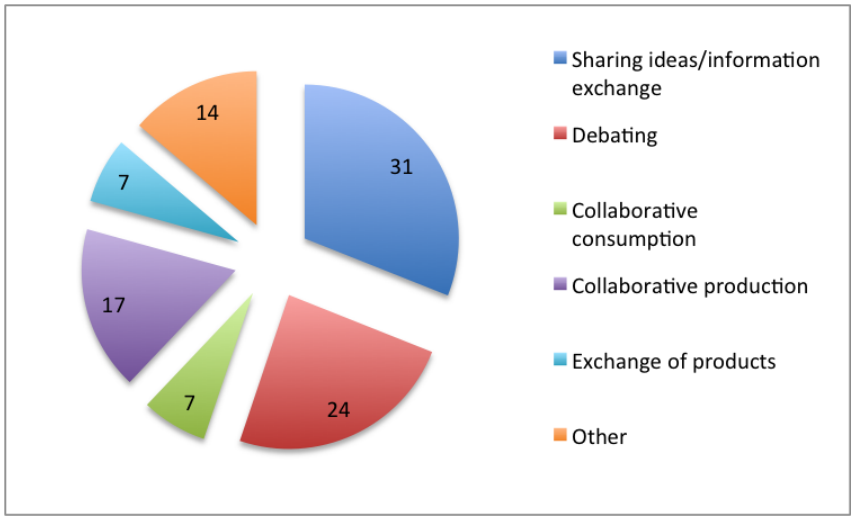


Figure 15 Activities developed by End Users on CAPS platforms

- **Monitoring**

Out of 11 projects, only 4 of them foresee or are currently using a regular (yearly) internal monitoring/evaluation system beside the reviews performed by the EC. Hence, only 36% of projects are constantly monitoring their results. More in detail, we provide specific information about the monitoring systems implemented by the following four projects:

- IA4SI: We have a dedicated deliverable about project achievements and impact which make use of the IA4SI methodology. We perform regular management check also thanks to Weekly consortium conference calls.
- CHEST uses the IA4SI methodological framework as a base for defining suitable KPIs for Call 2 and Call 3 beneficiaries to monitor and steer their social impacts. This monitoring of Call 2 and Call 3 beneficiaries will take place in a two-stage process. Each applicant will be required to submit two reports within the project duration ñ an interim report and a final report. These reports specifically developed for the CHEST beneficiaries are incorporating the Social Reporting Standard SRS and the IA4SI methodology framework. The latter served as a base for the catalogue of KPIs, which has been specifically adapted to meet CHEST requirements. This CHEST-specific KPI catalogue has been integrated in all reporting templates for Call 2 and Call 3 beneficiaries (interim and final reports). Each project funded by CHEST must select a set of these KPIs suitable to their needs and report them during the funding period.
- CATALYST as monitoring system has implemented quarterly costs statements and consortium meetings.
- SciCafé2.0 performs regular internal monitoring at each project meeting held every 6 months.

Moreover, 5 CAPS projects out of 11 have a risk assessment system. These are:

- CHEST: Two processes, the Risk Assessment and Risk Control are integrated parts of the overall CHEST Plan. The Risk Assessment will take place at any time during the project and will allow project managers to a) explore the entire project plans and look for areas of uncertainty, b) to specify how those areas of uncertainty can impact the performance of the project, either in duration, cost or meeting the users' requirements and c) to establish which risks should be eliminated completely, because of potential extreme impact, which should have regular management attention, and which are sufficiently minor to avoid detailed management attention (risk prioritising). The Risk Control has three tasks, as follows: a) take whatever actions are possible in advance to reduce the effect of risk. It is better to spend money on mitigation than to include contingency in the plan; b) for all those risks, which are deemed to be significant, have a contingency plan in place before it happens and c) track the effects of the risks identified and manage them to a successful conclusion.
- Wikirate: the project has quarterly "huddles" where all consortium partners meet either online or offline (offline every 6 months), where risks and mitigations are discussed as part of the huddle.
- D-CENT: preliminary risk analysis has been performed at the start of the D-CENT project. On-going risk management is performed and any potential risk is identified throughout the project classified according to probability and severity. A risk response will be deployed to reduce or control any risk identified.
- USEMP: the risk register allows risks to be determined across the project on a per-partner and overall basis. Defining risk in such way allows the risk to be discussed within the framework required for determining obligation upon each partner, and on what provisions need to be made to adhere to data protection guidelines, and the risk to such data and processing should there be a breach. A guideline is provided to aid partners, with a scoring based on one (1) being minimal risk and/or impact, to five (5) being greatest risk and/or impact.
- SciCafé 2.0: a risk management has been implemented by the project to minimise factors that can be detrimental to project objectives. Risk management has been performed at all

project stages supported by regular (fortnightly) progress verification to arrest likely delaying factors or impending failures as soon as possible and to mobilise remedial action as approved by the project management board. Essentially the risk management approach has been implement as follows: identify and evaluate risks; define and plan proactive and efficient actions for risk reduction; start, perform and control planned mitigation activities; document progress of risk management activities, and evaluate their results with continuity in order to bring needed corrections.

Only IA4SI and Web-COSI have implemented systems that perform internal environmental monitoring and management activities

2.2 Outputs

- **Technological outputs and pilots**

In total, the technological outputs developed by the CAPS assessed projects have reached 409328 users. In detail, if we look at the users of each category of project divided per instrument of funding, related to each of the technological output developed by the CAPS, we see that 93% of the CAPS users are involved in the technological outputs developed by STREP projects, only 4% by IP and 2% by CSAs. The following figure shows the distribution of users involved in the technological outputs for each category of instrument of funding of CAPS projects.

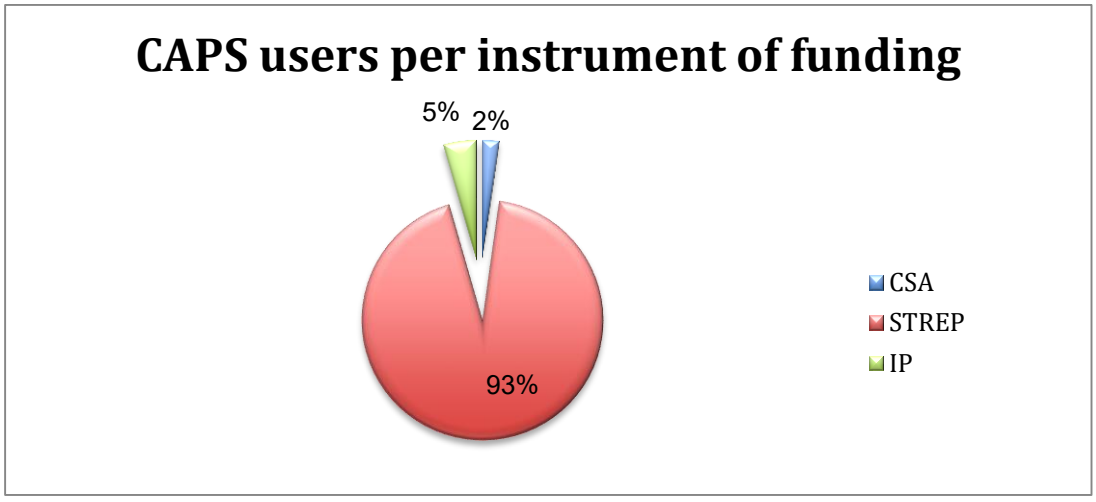


Figure 16 CAPS users involved in technological outputs per instrument of funding

With reference to the pilots developed by CAPS projects, 51% have been developed by STREP projects, 45% by one project (IP) and 4% by one CSA. In total the CAPS projects have developed 53 pilots and considering that most of the STREP will end next year this is a very good result.

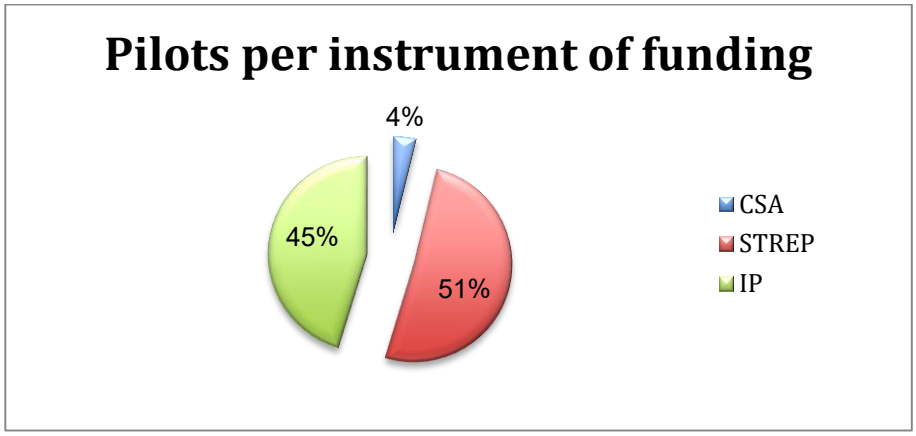


Figure 17 CAPS pilots per instrument of funding

- **Scientific outputs**
- In total the CAPS projects have developed 46 papers that contribute to better define and understand (Digital) Social Innovation. 83% of the papers have been provided by STREP projects and 17% by CSA. No papers have been written by the IP project.

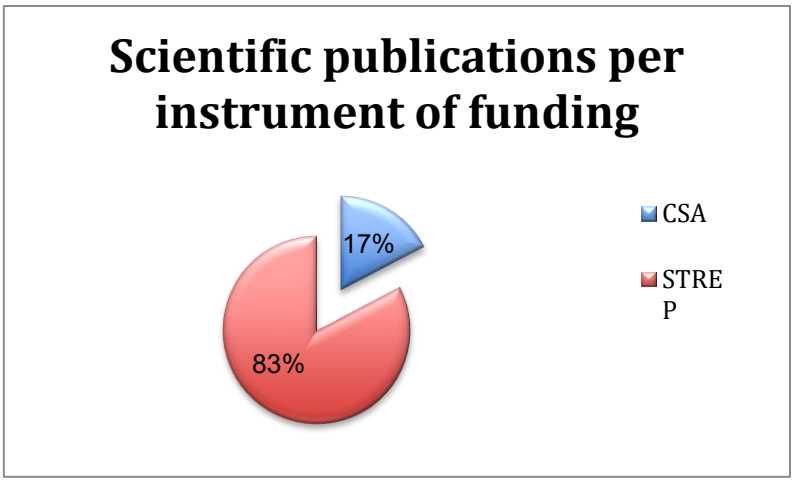


Figure 18 CAPS scientific publications per instrument of funding

- **Patent and IPRs**

CAPS project are oriented towards a open source, open access, copy left approach to knowledge management and distribution, for this reason only one project developed 2 patents, while all the others preferred other form of intellectual property right management.

- **Policy-related outputs**

At the current stage only one project developed a policy recommendation. This result should be considered preliminary as, typically in EU projects, policy recommendations are developed in the very last phase of project development. At the same time, it is also possible to imagine that CAPS pilots, more oriented towards services for citizens, will have an impact at policy level by using other instruments than classical policy recommendations.

2.3 Impacts

Areas of impact selected by the projects

A very relevant step of the self-assessment focused on the prioritisation of the CAPS' areas of impacts, as listed in 1.1. All projects selected their inputs and the figures below show the relevance of the areas of impact for each of the four vertical indices identified by the methodology (Social, Economic, Environmental, and Political). It is not possible to make the mean about the most relevant areas of impact as the environmental dimension has areas of impact selected by default, which would unbalance the results.

About the social index, most CAPS project identified their main impacts in the Community building and empowerment area and the Information one (22%), followed by Ways of thinking, value and behaviour (20%) and the Science and Academia (17%). Less frequent but still present are impacts on Employment and Education and human capital.

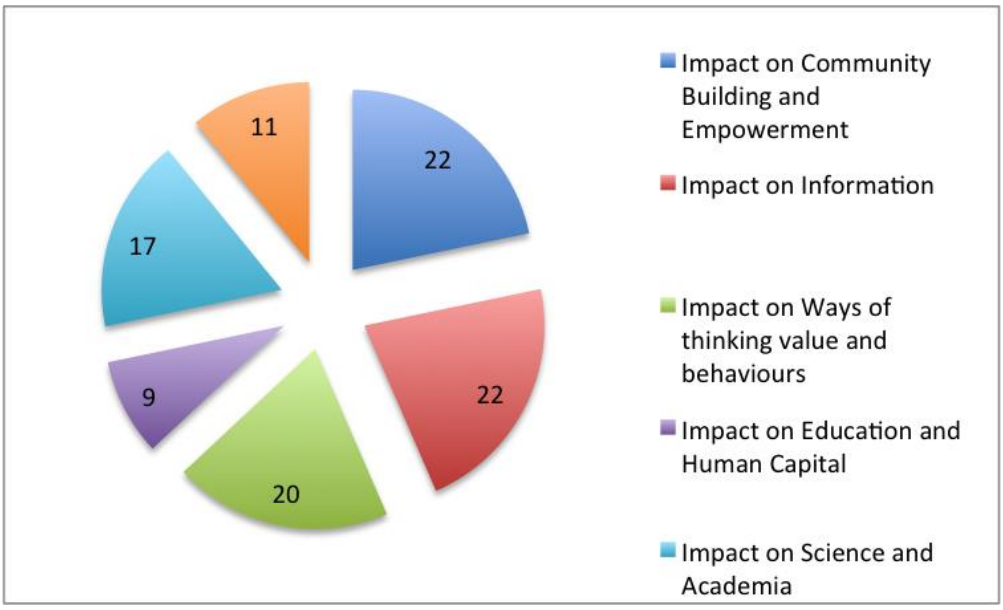


Figure 19 Areas of CAPS' Social Impact

According to the projects, their economic impacts are going to take place in such areas as ICT driven innovation that represented by 45% and Economic value generated by the project (40 %).

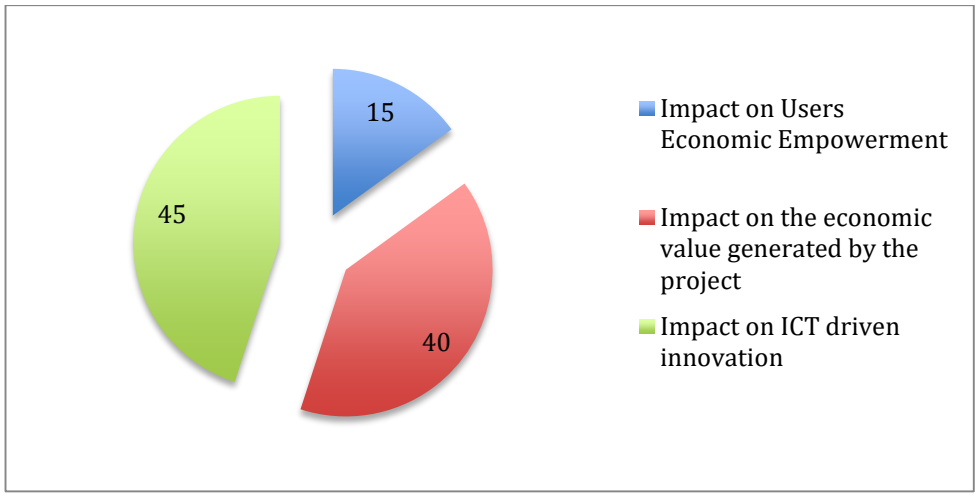


Figure 20 Areas of CAPS' Economic Impact

Since they are pre-selected by default, environmental impacts are equally distributed by Greenhouse gases emission, Air pollution related to transport, Solid waste and Sustainable consumption of goods and services and equal to 25%.

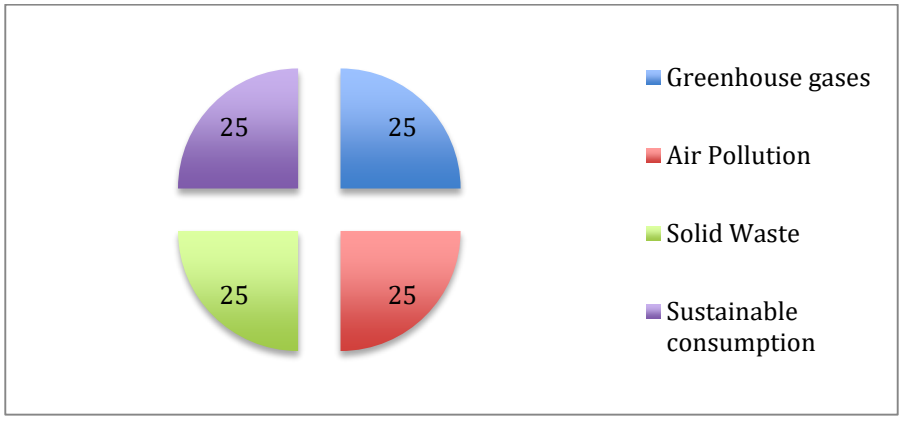


Figure 21 Areas of CAPS' Environmental Impact

Finally as it shown in Figure 22 the areas of the political impact that projects are demonstrated similar results between Policies and institutions – 56% and Civic and Political participation – 44 %.

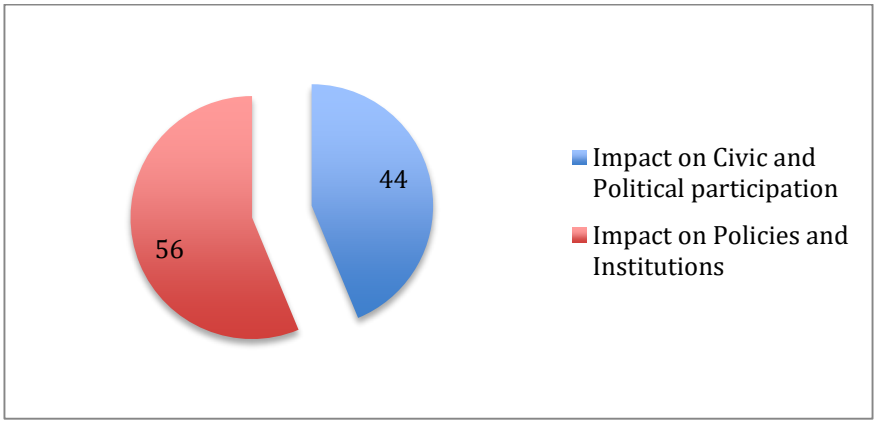


Figure 22 Areas of CAPS' Political Impact

2.3.1 Social impacts

CAPS projects' average score for the social impacts is 509, that compared to the other areas of assessment is the second (after the one for the economic impacts). This result, even if good, is still not outstanding, considering that it is calculated on a 1-1000 scale. It should be noticed that one project selected most of the areas of impacts, but entered only few data. This generates some outliners among most of the areas of impact and affects the averages.

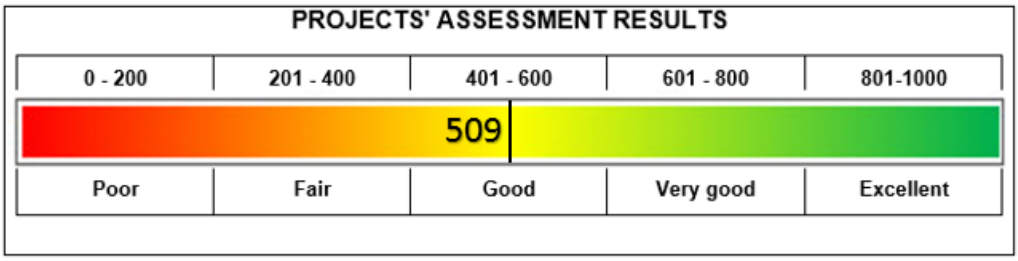


Figure 23 Social impact average score

Considering all the CAPS projects, the areas of social impact that appear more promising are impact on Science and Academia and Impact on Education, even though in the second one only five projects entered their data. Impact on more CAPS-specific social impacts such as impact on information is still quite high, while impact on thinking, values and behaviours is less evident but this is due to the fact that the sample is quite small and only some projects directly address one or more of this areas.

The following paragraphs explain in detail the main results obtained by CAPS for each area of assessment and their implications.

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

This area of impact is, among all areas of impact in the four dimensions, one of the most populated in terms of projects that provided data implying that it reflects one of the most common and important goals and activities of the CAPS. All projects selected it and ten of them entered enough data to run a proper assessment. Among these ten, though, one filled in just the amount of data necessary to evaluate its impacts, but still very few information. Consequently, its average result is quite below the ones of other CAPS and it affects significantly the aggregate average, which is 448 for all nine projects and 498 taking out the lowest outliner.

This area is also the most complex area of assessment for the variety of indicators it contains. In the light of the outcomes of this first impact assessment, this section has been further refined and simplified in the final version of the IA4SI methodology of D2.2. The data analysis, in fact, made it clear that some indicators, such as users analytics or internal users interaction, are not available for most of the projects. This could depend to some extent on features of the projects for the management of data privacy (five of them indicated it) for their users.

Most of the CAPS developed their own platforms building on pre-existing on line platforms or on line communities of users and, where data were available, drastically improved the number of participants and content for those platforms.

A key aspect concerning all CAPS that answered the question is their contribution to increase trust among users (average: between 5 and 6 on the Likert), together with their capacity to foster local communities (average Likert value more than 5) and to provide them instruments for better organising themselves. Moreover, most CAPS (7) developed a high average of 21 collaborations with other actors in the Social Innovation domain, with one exception that developed 80 collaborations. Collaborations outside the Social Innovation domain are even higher, and 8 projects reported to have developed 30 (average) of them, except one project that developed 100 collaborations.

IMPACT ON INFORMATION

The average score for this area of impact is quite good, 612, and six projects selected it.

Six projects indicated the importance of improving users access to a range of local and international news sources and to independent news sources, with a very high average: more than 5 on the Likert scale. Similarly, CAPS put a great emphasis on relevance of reducing information asymmetries experienced by the users (more than 5 on average on the Likert scale).

Between short and long posts, the projects made available on their platforms more then 5 million articles.

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

This area of impact got the lowest average score, 282, mainly because among the nine projects that selected it none of them was able to report punctual activities aiming to influence users' ways of thinking and behaviours. Most CAPS do not develop campaigns focused on specific topics, which makes it difficult to assess the actual achieved results. Moreover, the indicators included in this dimension are complementary to the User Data Gathering Interphase, which has not ben lunched yet. In fact, in order to understand the efficacy of project in impacting on users value and behaviours it is needed to collect data from CAPS users, which will be done in the next months.

When asked to list the topics about which they expected to see a change in users' behaviours or values, they listed a quite high variety of issues, from environmental, to data privacy, to well being, to social inclusion. This makes CAPS potential quite significant since, as anticipated, they are mainly catalysts that can contribute to improve processes and knowledge flows on many fields, potentially influencing ways of thinking and behaviours.

IMPACT ON EDUCATION AND HUMAN CAPITAL

Only five projects entered enough data into this area to allow a proper evaluation, achieving an average score of 561.

CAPS activities for this area of impact focus mainly on providing training (they offered an average of 7 hours of training to 11 people on average each time). Only one project reported to support the personal development of users, i.e. character development, critical thinking and creative problem-solving and influence the curricula for secondary and higher education on educational policies and on educational investments.

A very relevant indicator for all projects that entered their data is the improvement of skills for people in the consortium: they all valued it more than 5 on the Likert scale on average.

No project indicated to develop activities supporting the acquisition of digital competences, digital literacies competences, e-Skills and the reduction of digital divide, which means that ICT skills are perceived by CAPS as a mean to reach their purpose, but far less as an awareness and educational topic. This risk to exclude potential users with low e-Skills and widening the divide between already connected and engaged persons and persons at risk of social and digital exclusion.

IMPACT ON SCIENCE AND ACADEMIA

This area of impacts got the highest average score, 698, which is a good result in relative but also in absolute terms on a 0-1000 scale. Eight projects selected it and filled in data for the assessment and the most remarkable observation deriving from the overall picture is that, a part from two projects, generally CAPS do not think that their results will have an impact on the everyday life of academia institutions, but six of them think that they will contribute to improve research processes within and outside the consortium. As anticipated in the introduction of this chapter, CAPS tend to tackle processes and to offer instruments to improve practices and enhance flows of information, which is quite relevant for their impact on Academia.

Another significant result is the relevance of interdisciplinary activities for all projects (8) that answered questions related to this topic, scoring on average 5 on the Likert scale. The most frequent disciplines among the ones listed by CAPS are computer sciences and social sciences.

CAPS projects also contributed in different ways to the diffusion of scientific knowledge. About papers, CAPS developed a total of 78 paper, 73 of which contribute to the better understanding of Digital Social Innovation. One project got 5 non self-citation and four CAPS delivered an average of 5 articles published on non-specialised magazines and on newspapers. About dissemination tools, seven projects reported to follow an open access policy, all of them use their project websites to share research results (but no one knows the number of articles or deliverables downloaded) and,

with regard with social networking, seven projects reported to have an average number of 376 Twitter followers and six projects indicated 811 Facebook friends on average.

Eight projects reported to have presented their research results in 17 events (average) each.

IMPACT ON EMPLOYMENT

CAPS achieved quite a good score, 596, and five projects entered sufficient data to generate results for the assessment.

Three projects only think that their activities will have an impact on overall employment (with an average perception of 4,5 on the Likert scale), while all projects strongly confirmed that their outcomes will contribute to improve the working practices of the third sector and of people/organisations working in the field of Social Innovation (5,5 on the Likert scale).

For those five projects, the average number of people employed to implement the project under assessment is slightly less than one full-time employee in average. All those persons will keep working after the end of the project, which is a highly significant. Among the researchers working in the project, at least one of them in average is a young researcher (less than 35) and around 40% are women.

At the time of the self-assessment, one project only indicated to have generated some start up or spin off.

2.3.2 Economic impacts

The average score obtained by the projects for the impact on economy is 600 (on a 0-1000 scale). Compared to the other areas, the economic impact is the first in terms of scoring and this reflects the fact that the CAPS projects were able to identify some benefits generated from their activities even most of the CAPS were not aware that their outputs should have been able to support their users to increase their economic results.

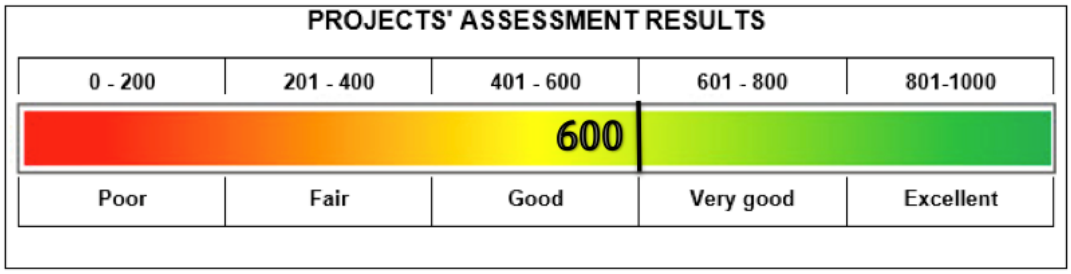


Figure 24 Economic impact average score

At general level, Crowdfunding initiatives have not at all been considered by the CAPS projects and this is surprising considering they are working within the context of Digital Social Innovation. Also the creation of entrepreneurial activities through the development of the project outputs and platforms is not relevant for the CAPS projects, which are more focused on the technological development and on the potential social impacts that their platforms can have on the society as a whole. It is also not clear how the CAPS projects will maintain the technological platforms after the end of the projects in economic terms, since no business plan has yet been drafted by none of the projects and half of them are ending in September 2015. It is evident that there is not a clear strategy for the sustainability of the CAPS projects, since none of them have yet attracted funds different from the European Commission ones.

It is important to note that the CAPS projects that ended in 2016 are the ones who achieved the higher economic impact score, with respect to the other CAPS that ended in 2015 as they are still

on-going projects. The best score in economic impact was achieved by a CSA project. It was equal at 853. This process clearly explains the fact that the projects are more willing to think about economic impact and sustainability only when they are next to the end of the project.

It is also not surprising that the project that has achieved the best score in the economic impact section is the only CAPS that is directly aimed to create privacy-aware tools and applications for direct democracy and economic empowerment. More in detail, this project has achieved a very high impact on the subcategory ICT Driven Innovation and Economic value generated Indeed, its positive result in this subcategory is related to the capability of the project to produce an impact mainly on product and on organisational innovation. With reference to the impact on user driven and open innovation, the best scoring project has also achieved a relevant result if compared with the CAPS average.

All the results of the project are make available as open source.

IMPACT ON USERS ECONOMIC EMPOWERMENT

Among all the sub-indices that form the Economic impact, the user economic empowerment domain obtains the score value equal to 536, but this result should not be considered *per se*, since this subcategory has not at all been considered by the CAPS projects and only one project, an IP, has showed to have an high impact on it with a score of 750 (on a 0- 1000 scale). Indeed, the project increases the access to finance of its users by providing 2.499.280 € through call for ideas and projects proposals**.** The project also supports the creation of entrepreneurial initiatives and 64 new business ideas have been developed by the project users. It is also highly and actively supporting its users to increase their incomes, to diversify their resources and to increase their resilience to cope with economic crises. No other CAPS project has showed to have an impact on users' economic empowerment.

IMPACT ON ICT DRIVEN INNOVATION

The best result has been achieved by the subcategory Impact on ICT driven innovation, with a score of 784 (on a 0 - 1000 scale). Most of the CAPS projects have selected to have an Impact on ICT Driven Innovation, with respect to the other two categories.

The project which achieved the best score on this subcategory is a STREP project with a score of 930. It is a very positive result in terms of impact on ICT driven innovation, is related to the capability of the project to produce the highest results on both product, process and on organisational innovation. The project is also increasing the efficiency and the quality of the pre-existing technologies through the different outputs developed. In terms of Impact on user driven innovation, the project has achieved an interesting impact, since it works together with the project use case and associate partners, as well as the individual users of the public-facing parts of the platform who are instrumental in refining the platform.

The other CAPS projects have showed to have an impact or on product or process innovation. Almost all of CAPS projects have an impact on organisational innovation. The most relevant results in terms of CAPS domain have been achieved as impact on the User Driven Innovation and Open Innovation categories. Indeed, almost all the CAPS projects have declared to collaborate with their users since the beginning of the project for the development of their technological outputs. The CAPS projects are using open source software and will disclose all the project results through an open and widely shared process.

IMPACT ON THE ECONOMIC VALUE GENERATED BY THE PROJECT

A lowest value among all economic sub-indices has been achieved by the Impact on the Economic value generated by the project, which is 502 (on a 0 - 1000 scale). The project which achieved the best score on this subcategory is a STREP project.

This project contributed in most of the variables of the impact on the economic value generated by the project, since it contributes through its tool to highly improve the intellectually resource pooling for its users. Moreover, the project has also already drafted a business plan for the commercialisation of its outputs and the participation to the project helped the partner of the consortium to establish 5 commercial contracts. Project's partners also collaborates with large companies from the industry sector and produces impact on existing value chains. The participation of the partners involved in the consortium helped them to keep pace with their potential competitors.

Another relevant sub-index of the impact on the economic value generated by the project is constituted by the Digital Social Innovation ROI, to which the CAPS projects are not able to contribute in a sensible manner. Indeed, only one project, a CSA focused on organizing an annual international conference on CAPS to increase the visibility and impact of all CAPS projects in Europe, has proved to have generated very relevant and positive results.

2.3.3 Political impacts

CAPS score about political impact was the third among the four areas of impact and quite low also in absolute terms, as it reached only 396 on a 0-1000 scale. Anyway, two considerations are in order: first of all, for this area of impact the averages are not highly relevant at both the aggregated and the project levels, as only seven projects filled in enough data to proceed with the assessment about Civic and Political Participation and about Policies and Institutions. Second, and consequently to the first point, looking at the results it is possible to notice that, among the evaluated projects, 6 of them performed quite well and achieved an average score of 556. This is a positive result, considering that most of the CAPS did not claim to have a priority political goal and that the achieved results are also consequences of actions and practices put in place to tackle the main issues targeted by projects. This last fact can be considered a relevant outcome of the analysis itself: for most CAPS engaging with political activities is often a result and an instrument to reach their overall goals, instead than an end in itself.

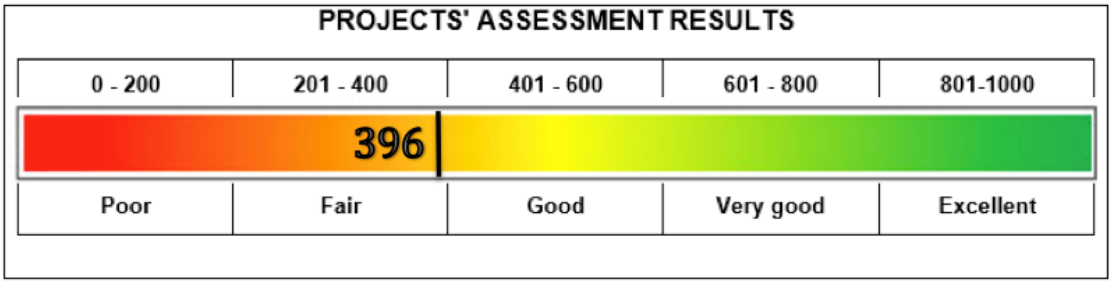


Figure 25 Political impact average score

One significant finding about CAPS political impact is that the two sub-dimensions of analysis scored differently: the project performed better about Civic and Political Participation (580 as the average score of the 7 evaluated projects); and worst about Policies and Institutions (379 for the seven evaluated projects, which becomes 543 eliminating the lower score). An overall consideration that emerges from this data is that the projects are more oriented to engage with platforms' users and citizens than with institutions. Other punctual observations related to this point are reported in the following paragraphs.

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

As anticipated, CAPS scored better regarding this area of political impact. This derives from the fact that collective awareness platforms priority aim is to empower users and citizens about the addressed social issues and in general, making available to them new tools and information.

It is then no surprising that the seven evaluated CAPS identified the increment in the number of grassroots actions as a highly relevant indicator of political impact (all selected 6 on the Likert scale except for one that selected 5). Similarly, projects contributed a lot in increasing the time spent by users in getting informed about local, national and international political issues (the average Likert score was 5,5)

CAPS general perception is that their activities contribute to the time spent by users in engaging in political activities and enlarging their political views and commitment (average score for the increase in the information about political issues is 5, 5 and for the time spent in persuading friend and relatives about political issues is 5). Anyway no CAPS has been able to register the potential change in topics discussed by users, despite some of them developed tools to collect and analyse topic trends on their own platforms or on social media. This represents one more confirmation about the fact that political issues are not at the core of most CAPS attention.

Six projects answered to the question relative to the increment in the time spent by citizens in participating to civic-society organisation (getting an average Likert score of 4,5) and to the question relative to the improvement of civic and political participation of groups at risk of social exclusion (where projects average score has been 4,5). Even more significantly, five projects entered data about the instruments developed by the project offering new channels for civic or political participation, and the average number of developed tools it is four, which can be considered a good results. This confirms that CAPS engagement about this indicators of impact is not focused and frequent, but when implemented, it is effective.

IMPACT ON POLICIES AND INSTITUTIONS

Overall results about this area of impact have been lower, due to the fact that CAPS activities are less focused on targeting institutions and institutional channels.

This result emerges clearly by the fact that only one or two projects changed policies, regulations, laws or institutions, only five project developed policy recommendations and only the users of two projects engaged in developing policies recommendations themselves (1 for each project). Similarly, only one project registered users' activities concerning changes about laws, regulations or institutions.

On the contrary, CAPS have a good perception of their influence on the capability of users and civic society organisations of influencing policies, scoring 5 as an average result on the Likert scale. This implies that there is a gap between the project expectations about their impacts and the real outcomes of their activities concerning this area. This is confirmed by the fact that six of the evaluated projects organised an average number of almost 5 events that had the aim to influence policies, and for each occasion, the average participation of institutions or policy makers was around 30.

This overall data mean that, in the context of an area of impact that is not a priority for CAPS, some CAPS projects have developed aspirations and also opened channels to achieve results. In general, however, something in the last steps of the process did not work effectively enough in the CAPS. There is then room for improvement and internal reflection for the CAPS projects.

2.3.4 Environmental impacts

The average result of the CAPS projects about the environmental performance was by far the lowest among the areas of impact under assessment (314). To a large extent this was expected and, before proceeding with the analysis of the single indicators, there are some things that are worth to specify.

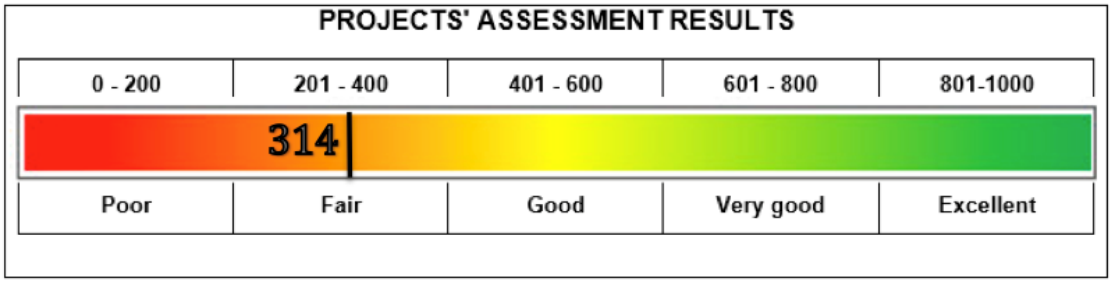


Figure 26 Environmental impact average score

A preliminary observation is that the assessment of the environmental area of impact comes as an "addendum" to the overall methodology, which could usually include other areas of impact only. IA4SI decided to develop this area of assessment for two reasons: first, the methodology has been developed to be applicable beyond the perimeter of CAPS or of the CAPS that have been implemented over the last two years, and it is expected that future projects belonging to the same similar domains could have more explicit environmental goals among their targets. Second, tackling sustainability issues is among the funding criteria of the CAPS and environmental sustainability is definitely one of the most relevant dimension, even if not the only one, of sustainability. The self-assessment toolkit became then an instrument to raise the attention and address some recommendation also to projects that do not have environmental objectives, but that still have some space work on their environmental impacts. This is also why four out of six areas of impact are selected by default by the toolkit.

A second and general observation concerns the fact that human activities environmental impact is, for its own nature, negative. It is not possible to achieve a 1000 score about this area of impact, because this would imply no activities, no logistics, no production of any kind of material, and so on. Project can theoretically get very close to a very high impact, implementing virtuous environmental and compensation practices, but there is no benchmark for a perfect performance about environment. So in this case and contrary to the other areas of impact, the single project results evaluation is based more on the comparison of averages and on single data than on the comparison to an ideal excellent benchmarking.

These premises allow understanding why CAPS score about benchmarking is less negative than what the single average figure might suggest. This does not mean, anyway, that the projects do not have room for improvement: in fact, if on one side very low scores about users engagement is comprehensible in the context of projects that do not focus on environmental topics, on the other side the lack of attention towards the environmental sustainability of projects' choices and practices should be addressed and improved. For this reason, in the following paragraphs, recommendations to projects are one of the main result of the analysis.

Considering the CAPS activities are all oriented towards awareness raising activities, one general recommendation that can be easily implemented by any project that choose to perform environmentally friendly practices is the following: awareness plays an key role in the development of an environmental friendly world, and a project can benefit from showing environmental awareness as much as distributing any other informative material. If a collective awareness platform makes environmentally sustainable choices, it should always advertise it, on its platform and during its events, even if it is not directly related to the main goal of its activities.

Before proceeding to the analysis of the single areas of impact, we should still make one last remark: no data have been filled in about Biodiversity (one project only) and Rebound Effect (no projects). In the final version of the methodology, which will be refined accordingly to the overall results of the IA4SI process, these two areas of impact will probably be changed or integrated into other indicators.

IMPACT ON GREENHOUSE GASES EMISSIONS

About this area of impact, the main source of negative impact for CAPS is the logistic, and the most relevant finding is that no project performed any compensation activity for the emissions produced by its travels. Moreover, the overall number of train trips is less than one third than the travels by flight in the European and Mediterranean region. Moreover, no project performed any activity aimed to improve users' awareness and pro-activity about the issue, despite some CAPS tackling issues that are quite close to this topic.

A good internal policy on travels and flights can be a first step towards a better management of the logistics of the projects. Partners should officially agree on minimizing transfers, especially flights, first of all by reducing the number of meetings (by having project meetings at the same time as reviews, workshops, events), secondly by reducing the number of people displacing themselves (the minimum necessary) and thirdly by minimizing the transfers in the location of the meeting (choosing venues close to the main stations and airports).

Moreover, donations to compensation initiatives could become a more common practice for those projects, both to support the diffusion of renewable energy plants all around the world, and in particular in developing countries; or to support biodiversity conservation initiatives, supporting the protection of species and habitats. The postcard or the certification that is obtained by supporting such initiatives, and that can be often co-branded or personalized, could easily substitute a gadget during an event and would bring the added value of sending a strong message to users and stakeholders.

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

CAPS project do not seem to put much attention towards this topic, both from the projects' and the users' point of view. Ten project entered data about the consortium sensitivity for an average result of 2, 6 on the Likert scale and only five projects answered the same question about their users, with the average score of 3 on the Likert scale.

To improve this performance, as a day by day approach, the project partners can agree on try and maximise the use of public transportation and make it visible for example by officially choosing a weekly "Car Free Day" for all the project participants and promoting it on their platform, maximising the effect of the choice.

IMPACT ON SOLID WASTE

The Waste area got the higher score among the environmental ones (458), mainly because some practices about this topic are both more common and easier to implement, such as sorting out different kind of waste (all projects answered to the question) or recycling exceeding materials (more than 50% of the total). With the exception of one single project for one single indicator, no users' engagement is performed, which is both expected and comprehensible.

The most unexpected data is about the production of WEEE (Waste Electrical and Electronic Equipment): considering that all project activities are mainly based on the use these kind of equipment, it is rather inexplicable that no project produce any waste of this kind. This means that both the methodology and the questions should be re-thought about this indicator, or projects should reflect about it more carefully.

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

CAPS average score about this area of impact has been really low (137), which is comprehensible for the point of view of the users engagement, but it is a figure that could definitely be improved

about projects' choices and practices. Environmentally friendly purchasing choices are quite accessible today, and projects should take into account that publications and gadgets have their own impacts, both because of their production and of the waste they generate.

Project partners should agree on an internal policy that establishes that no materials are going to be printed unless really necessary and with a concrete possibility of distribution. When possible, materials should be certified and recyclable. Form a theoretical point of view, it would be better to avoid gadgets entirely. When not possible, because the presence of a small gadget can bring an undeniable benefit to the project visibility, they should be purchased from a supplier who offers green procurement channels and produces recyclable gadgets, with all the due certifications. When distributing (and probably branding) a gadget, a project should try and look for an environmental friendly one (sustainable water bottles, rechargeable electronic devices, compostable gadgets). When a project is the guest of meetings or events, it can also make an agreement with the municipality and offer tickets and facilitations to use public local transport and other services. When organising an event, it should be as green as possible: together with all the suggestions above, there are low impact catering (it may be organic, but it can also be sufficient to find a catering who takes care of the most basic rules to abate the environmental impact - tap water, reusable or compostable dishes, a system to redistribute the surplus without throwing it away).

2.3.5 Efficiency

The average score obtained by the projects for the impact on Efficiency is quite low, 482 considering a benchmark of 1000.

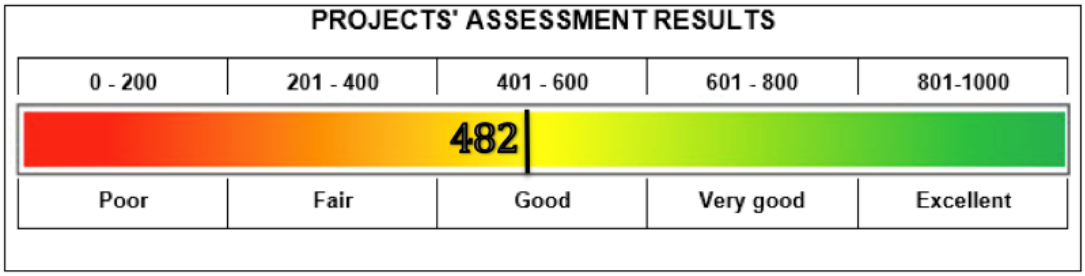


Figure 27 Efficiency impact average score

The best score is obtained by one of the CSA projects with a result of 645.

The other 2 projects that are the most promising in terms of efficiency are purely research projects and STREPs. Since the efficiency index considers mostly the impact that the projects have on improving research processes for the CAPS domain and the quality and efficiency of pre-existing technologies, it is not surprising that research projects have achieved a higher positive impact on this index.

One of these two projects has an efficiency score equal to 556, however this result is biased by the fact that it answered only to 31% of the questions contributing to the index. In general, it can be noticed that the higher the response rate, the lower the efficiency projects' score is.

One of the project gained score of 530on efficiency answering to 65% of the questions contributing to the index. More in detail, this scoring project has a positive impact on the following variables of efficiency:

- improve research processes within and outside the consortium and increase the efficiency and the quality of pre-existing technologies: through the development of its outputs, the project provides substantial technical innovation for the CAPS market.
- Support the creation of entrepreneurial activities that include the creation of start-ups, spin-offs, new business agreements and collaborations.

This index also considers as relevant the impact on environmental efficiency. However, very few CAPS projects contributed to increase the environmental efficiency by impacting on solid waste, sustainable consumption of goods and services or on the air pollution subcategories included in the environmental impact.

Most of projects show an important weakness in environmental efficiency not being able to facilitate waste reduction and recycling.

2.3.6 Effectiveness

The average score of 508 obtained by the projects for the impact on Effectiveness is rather low (on a 1-1000 scale). It is important to highlight that only of 11 projects provided more than 50% of answers contributing to effectiveness index. Therefore, the average result cannot considered fully reliable.

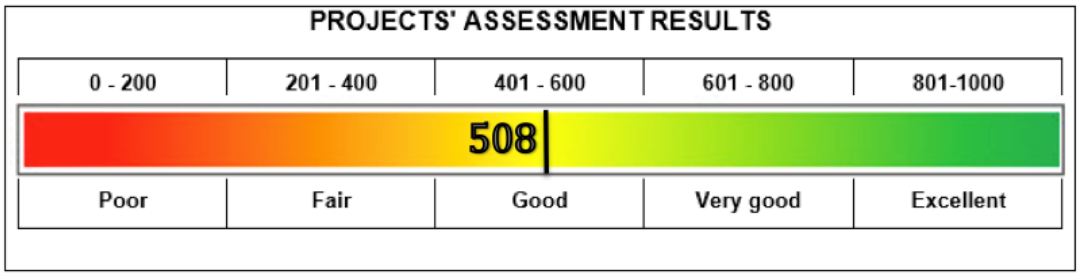


Figure 28 Effectiveness impact average score

Among these 6 projects the best score is 743, the second one (643) answered all the questions that contribute to the Effectiveness index.

Four projects declare that they are contributing considerably to increase the time spent by users in persuading friends, relatives or fellow workers about social/political issues and 6 out of 11 declare to offer new channels/way for civic participation.

Six projects show the capability to improve the civic participation of citizens belonging to group at risk of social exclusion and/or discrimination and 7 out of 11 are sure to produce and increment in the number of bottom-up/grassroots actions. Six project are able to produce, even with a different magnitude, the increase of citizens/users participation in the political idea manifestations such as signature campaigns, boycotts, manifestations, etc.

The political participation of citizens belonging to group at risk of discrimination is addressed only by 5 projects while the institutions/governments transparency is a quite sensible issued addressed by 7 projects with an average score of 771. Only 6 projects believe to be able to positively influence parties/democratic processes transparency while 7 (with an average score of 800) are able to positively influence the capability of citizens/users and civic society organisations of contributing to policies; the same projects (average score 771) enable citizens to influence institutions/governments transparency. Six projects (average score 800) enable users to citizens/users to influence partiers/democratic processes. The capability of to directly intervene on policies/regulations/laws/institutions is addressed only by one project.

Seven projects (average score 857) improve users access to a range of local and international news sources of information. Really weak (average score 200) is the direct contribution of projects to activities/instruments (in terms of quantity) developed with the aim of promoting a change in users opinions, values and behaviours. Being this indicator an objective measure, it looks quite contradictory with respect to previous indicators based on value judgement. Only 2 projects aims to support the personal development of users, i.e. character development, critical thinking and creative problem-solving and only 4 (average score 900) improve the skills of people employed within the

consortium. The themes related to curricula development, educational policies, and investment in education are addressed (average score 900) only by two projects.

Finally, 6 projects produce some impacts (average score 633) on everyday life of academia institutions.

2.3.7 Sustainability

The average score of 383 obtained by the projects for the impact on Sustainability is very low (on a 0-1000 scale). It is important to highlight that only 7 of 11 projects provided more than 50% of answers contributing to sustainability index. Therefore the results cannot be considered as fully reliable.

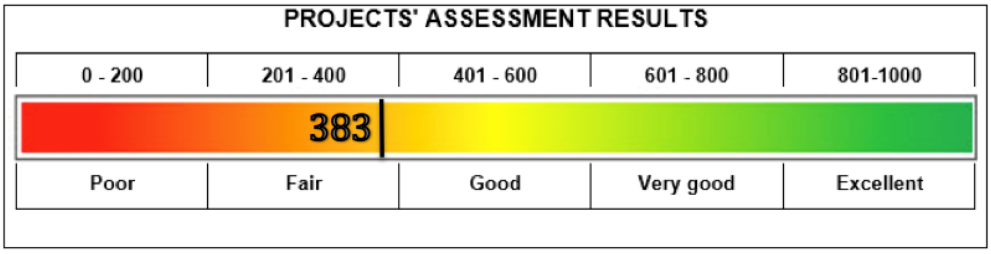


Figure 29 Sustainability impact average score

Surprisingly, the projects that are the most promising in terms of sustainability are Coordination and Support Actions and IP. The one that reached the best score is the IP with a score of 755 (on a 0-1000 scale). This positive result is related to the fact that this is the only project that highly contributes to fund other ideas within the Digital Social Innovation context and actively support them in developing sustainability plans in the medium and long term.

Unfortunately, in terms of impact on sustainability, it has not been possible to calculate the Economic Net Present Value (ENPV) and the analysis of Benefit/Cost (B/C), since the CAPS assessed projects did not provide sufficient information related to the actual and potential commercialisation of its outputs. More specifically, they do not foresee a real economic exploitation of the CAPS platforms and do not think a user can be willing to pay for using the project outputs. Indeed, the most evident issue in the next future for the CAPS will be related to the economic sustainability of these platforms, when the European Commission funds will end. This potential problem become clearer if we consider that none of the CAPS projects has attracted other funds different from the EC money for the development and maintenance of their platforms.

The fact that CSAs and the IP are more sustainable with respect to the STREPs projects, is an evident sign that purely research projects are too focused on the development of the technological outputs and on the engagement of the users, rather than on the future sustainability at mid and long term.

The most relevant results of CAPS projects on sustainability have been achieved on the following variables included in the economic impact, since the sustainability variables considered by the social impact have not been taken into account by the CAPS assessed projects:

- Project increase of the access to finance for its users: this variable has been represented only by one project that also contributed to diversify the income resources of its users and the resilience to cope with crises. The other CAPS projects have showed to not have an impact on the access to finance for its users. CHEST also is the only project that contributed to the creation of new enterprises from innovative business ideas.
- Project increase of resource pooling for its users: there is the project that mostly contributed to increase the resource pooling for its users, by deploying its tool to highly improve the

intellectually resources for solving social issues and support them in debating and create willingness to continue work on a topic, execute and improve it.. Another project also contributes to the impact of this variable as it facilitates the knowledge management of communities by offering tools to create and build their own knowledge repository, as well as collective-reflective deliberation and consensus solution seeking by supporting co-creativity.

- Project business model (how much it is innovative) and plans: there are 4 projects that have a high impact on this variable as they create innovation in terms of knowledge aggregation, knowledge co-creation and visual analytics and consequently, this process have an immediate and positive impact on the competitiveness of the organizations and SMEs participating in the consortium. A CSA has identified a business model for the commercialisation of the Self-Assessment toolkit also within other sectors and for the business world, but it has not yet drafted a business plan. Another CSA has also already considered business models for the development of future conferences and it has also already drafted a business plan, in which they included the identification of potential competitors, that practically are other major events about social innovation, open knowledge and collaborative economy.
- New market opportunities for the organisations involved in the project. In this case project participation:
    - contributed to create new collaborations with other SMEs and to keep pace with the following competitors: Manufacturers of energy monitoring devices, Data science and analytical service providers, Providers of Web intelligence and visual analytics solutions, Consulting companies, social scientists, trend scouting, business reporting.
    - helped the partner of the consortium to establish 5 commercial contracts, thus increasing the capability of the three SMEs involved in the consortium to increase their economic profitability.

2.3.8 Fairness

The average score of 474 obtained by the projects for the impact on Fairness is rather low (on a 1-1000 scale). It is important to highlight that only 6 of 11 projects provided more than 50% of answers contributing to sustainability index. Therefore, the average result cannot considered reliable.

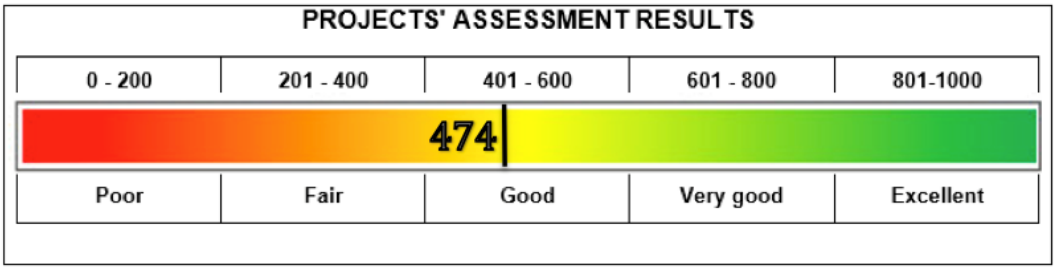


Figure 30 Fairness impact average score

Only 3 projects have indicated to provide tools/instruments able to reduce power asymmetries in local communities/groups on their platforms while 9 declare to reduce information asymmetries experienced by the users; a relevant number of tools (17) were developed by 7 projects for influencing information asymmetries. Regarding the gender issue only 3 projects have indicated the percentage of women (between 30% and 50%) within their users and only one considered to have initiatives aimed at fostering gender equality. Women are well represented in the project consortia with an average of 47,4% across the 5 responding projects.

Similarly, the same 3 projects were able to indicate the number of young users (between 15 and 30); these span form 35% to 80%.

Categories at risk of social exclusion and/or discrimination are addressed but only 7 tools are proposed by 2 projects in order to reduce power asymmetries in local communities/groups. On the other hand, most of projects (7) believe to contribute to make local communities more inclusive and to enable users' access to media outlets or websites that express independent, balanced views. Four of them support users' access to sources of information that represent a range of political and social viewpoints. Three projects employs young researchers for a total of 9.5 FTE.

Only 5 projects declared to be quite able to facilitate the political participation of citizens belonging to group at risk of discrimination.

2.4 Citizens' Engagement: results

In order to involve citizens in the impact assessment of CAPS projects and for making them more aware of social innovation potentialities and opportunities, IA4SI developed the Impact4you platform to enable citizens to share their feedback on the CAPS project' outputs and to get in contact with the projects or to discuss matters of interest on the forum on the platform. In the following, we describe how the engagement has manifested on the platform since the beginning of the project, which is calculated as of April 2015 when the platform started to take shape.

Platform viewing behaviour

The Impact4you platform has been viewed by 1914 new users between 1st of April and 4th of March. There is an evolution visible throughout the project lifetime in the time spent on pages and number of pages viewed, suggesting that the time spent on pages is getting longer (average session duration: 00:04:59) and more pages are being viewed (average pages per session 4.48). This all indicates that those visitors finding their way to the platform through these channels are users who are engaged in the topics and therefore spend longer periods of time reading further. This evolution can be explained by more content being added on to the CAPS description pages during the engagement period, as well as the more targeted recruitment efforts to stakeholder groups (see D6.2 on engagement efforts undertaken during IA4SI's lifespan)

The bounce rate is also continuously dropping (53.86%). Though this bounce rate is still high, it must be noted, that for visits coming through the Referrals channels (the sources which referred the traffic) the bounce rate remains lower than average at 29.76% while the share of people finding their way to the site through Referrals also remains low (6.95% of all visits). The main referral page is the website of IA4SI, followed by Spri.eus[7] and Social Innovation Exchange. These are followed by some CAPS projects websites, such as Scicafe2.0, D-CENT, USEMP and CAPS2020 that have included a link to Impact4you platform on their pages since September 2015.

When looking at the geographical and linguistic data connected to the sources of traffic, we can see that the bounce rate is higher for "Greek (el)" (75.19%) or "Greek in Greece" (el-gr) (88.03%) language audiences. The Greek audience makes up for the single biggest share of our new users (31.70% of all new users). This indicates the importance of diversity in languages in which engagement needs to be sought. Other languages that have a higher than average bounce rate is "German" (54.41%) or where location is set to Germany (61.18%). In addition, where location is set

[7] The SPRI group is the business development agency of the Basque Government and who have published a piece on Impact4you platform: http://bit.ly/1RuNYMJ

to the United States, the bounce rate is significantly higher (79.81%) which could indicate the obvious European focus of the platform.

Background of citizens providing feedback

It should be noted that we do not have a way to identify single users within the survey respondents, as we did not require registration of the survey respondents in order to keep the threshold of participation low. This means, of course, that a single respondent can have filled in a number of surveys and that the number of single participants is lower than 277. Therefore, all conclusions are made from the point of view of number of surveys filled in, rather than number of respondents participating.

The majority of entries on the platform are from young participants (34% under 25-year-olds; 30% between 25-35-year-olds). Though we managed to attract responses also from the next segment (36-45-year-olds, 29%), the segment significantly lower in responses was that of older than 46-year olds (6%). This can be explained by less active use of social media that were the main dissemination channels in the last months (Twitter/Facebook); smaller likelihood of participating in online surveys (due to privacy fears etc.). Furthermore, participants of the seminars filled in most of our surveys and those were predominantly students.

The responses to the survey came from various countries. However, as people sometimes hesitate to fill in extensive information about themselves on online surveys, the final list of countries filled in included countries we suspect were made up. This, because our recruitment efforts did not extend to the Middle-East, Africa or South-America, which were in some cases indicated as the origins of the respondents. Therefore, the conclusion of the audience origins needs to be drawn somewhere in the combination of countries indicated on Google analytics (Figure 1.) which is based on the IP address (protected/not protected) as well as the self-reported countries of origin indicated in the surveys (Graph 1.).

	Sessions ↓	% New Sessions	New Users
	3,249 % of Total: 100.00% (3,249)	58.94% Avg for View: 58.91% (0.05%)	1,915 % of Total: 100.05% (1,914)
1. Greece	**1,138** (35.03%)	53.34%	607 (31.70%)
2. Belgium	**694** (21.36%)	33.00%	229 (11.96%)
3. Italy	**359** (11.05%)	59.89%	215 (11.23%)
4. United Kingdom	**121** (3.72%)	76.86%	93 (4.86%)
5. Spain	**111** (3.42%)	86.49%	96 (5.01%)
6. France	**108** (3.32%)	73.15%	79 (4.13%)
7. United States	**104** (3.20%)	94.23%	98 (5.12%)
8. Germany	**85** (2.62%)	78.82%	67 (3.50%)
9. Netherlands	**63** (1.94%)	76.19%	48 (2.51%)
10. Finland	**51** (1.57%)	60.78%	31 (1.62%)

Figure 31. Page visitor location as indicated by IP address.

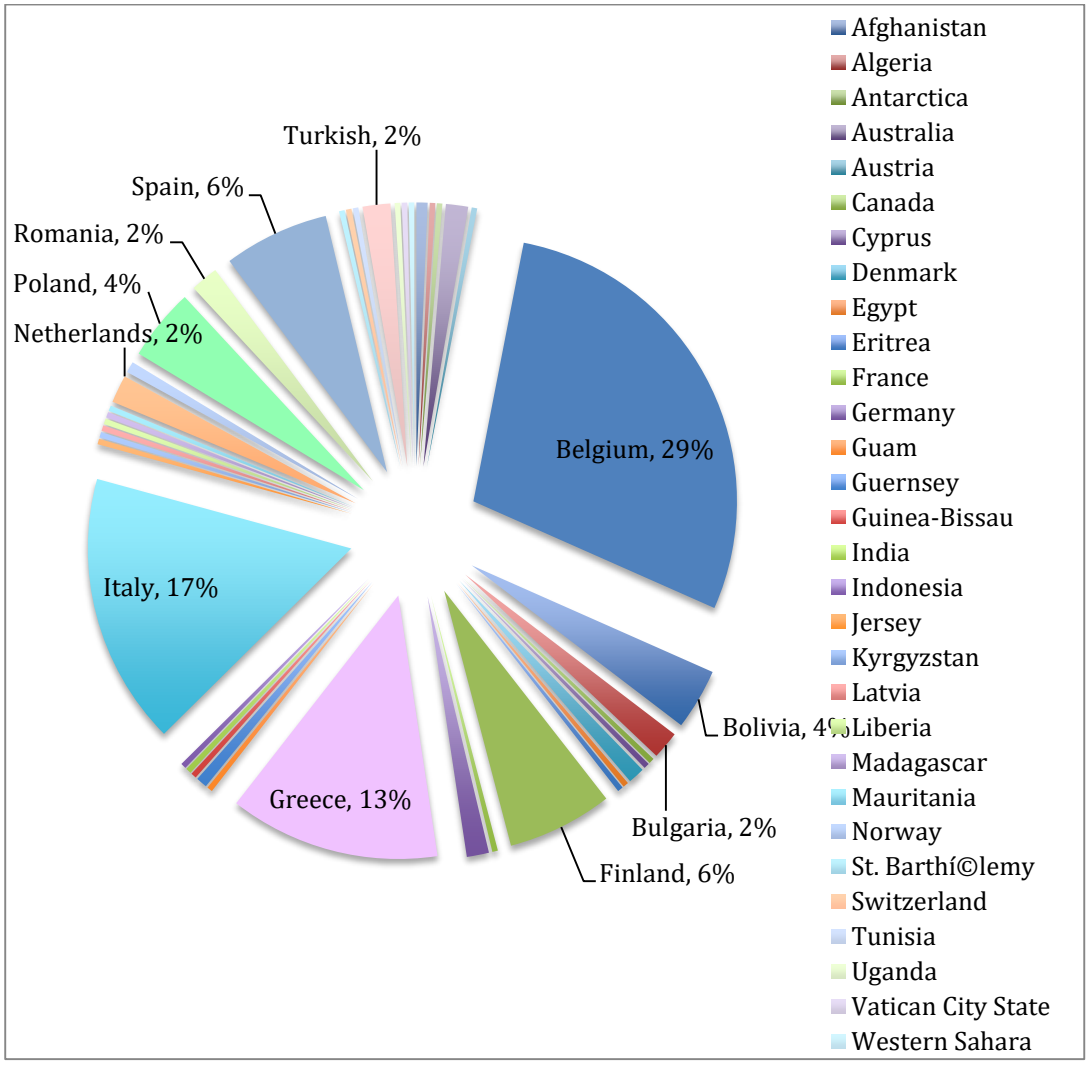


Figure 32. Country of residence of survey respondents

Without surprises, the majority of responses came from the IA4SI project consortium countries, as the majority of the face-to-face recruitment took place in these countries.

As for the education level of our respondents, it needs to be noted, that the language requirements and the topics set certain requirements for participation. Therefore, our participants were mostly at least holders of a secondary school degree (30%), many were still in school and working towards their first university degree (29%), while the majority was a holder of a master's degree (36%) or even a post graduate degree (4%). These groups have been identified as the resource rich and are therefore more likely to participate (Pattie, Seyd & Whiteley, 2003). The fact that the platform attracts the attention of those with a higher education level is logical as the topics handled on the impact4you platform are new, interdisciplinary and require an effort to understand, not to mention the language demands that set some restrictions (platform available only in English and Italian).

As for the familiarity with the topics covered by the different CAOS or digital social media in general, most participants (33%) stated having an affinity to the topic to the point of following it though not

actively participating[8] (n= 92), or sympathizing with the topic though not actively following it[9] (n=79, 29%). Actual social innovation activists were less in number in participating in the surveys (n =46, 17%)[10] while users of the CAPS projects themselves were only few (2%).

Feedback via Platform

Although citizens have been reviewing all projects, four CAPS projects have clearly more surveys filled in to their name. One project collected so far 14% of the survey entries. As to why then some projects attracted more reviews, it is possibly related to the visitors' interest in the project topic, the clarity or recognisability of the project at first glance from the citizen's point of view, the attention some topics got in the news itself and thus higher on the public agenda and, finally, we might also suspect that even the visual appeal of the logo of the project on the platform's front-page might play a role.

The general sentiment around the CAPS projects in their totality has so far been positive. All projects results indicate that the clear majority (80%) of respondents show positive feeling (answer choice: *Agree* or *Strongly Agree*) towards the project and the service they were discovering on the platform, although a minority also expressed their disagreement (some 10% of total responses spread rather equally across different projects). However, one project, which deals with a very current topic on online social media, collected the strongest positive emotions as the answer choice *Strongly agree* covered 6% of all the total survey responses.

As for whether the user would recommend the service to others, again positive sentiments dominate. Specifically with some project we see an increase in the positive sentiments, because of the specificity of the project topic, i.e. though the project is perceived useful, it is not necessarily applicable to the survey respondent per se, but she or he will, however, deem it useful enough to recommend to others that she or he knows.

As for the efficacy of the solution proposed by the CAPS, the answers for each project indicate a positive feeling among the participants for each project. For 7 projects some respondents indicated disagreement, but for all, except one, these responses were a minority, a consequence of receiving higher numbers of feedback in general.

For the one exception, 30% of the projects responses to the question about efficacy were negative (Answer choice: *Disagree* 15%, *Strongly Disagree*: 15%). Reasons to these negative sentiments can be looked for in the perceived specificity of the project topic or the complexity of the topic and its presentation on Impact4you or the project website self.

Through the Impact4you platform, we have managed to collect valuable feedback on all 12 CAPS projects from their target audiences. In the survey questions, a voluntary feedback form is included ('Leave a message to the project'). Through this channel, a total of 23 pieces of voluntary feedback

[8] Multiple choice answer: 'Not a user of the project services or activities, but a person interested in the topic described and following it via different media'

[9] Multiple choice answer: 'Not a user of the project services or activities, but a person caring about the topic but not really following it via different media'

[10] Multiple choice answer: 'Not a user/participant of the project services or activities, but a person who is actively involved in the topic/social challenge discussed (I volunteer in organisations working on the cause, I donate to this cause/topic, I participate to related events, etc.)'

has been given to all CAPS, excluding IA4SI and CAPS2020.

This voluntary feedback has been in most instances about giving praise about the project topic along with suggestions to improvement or sharing a short anecdote of respondents' own experiences relating to the project's societal challenge (i.e. accessibility in cities). Other comments included clarifications to the future open source use of project tools as well as questions about participation of only some EU countries. In the course of the project, i.e. after the first feedback had been left on the platform, and it came time to share this feedback with the CAPS projects in question, we ran into the need of adding an email field for the respondents to be able to get in contact with. This contact information was also used later on, when advertising the incentives used on the platform.

In addition to the voluntary feedback, 6 CAPS projects (namely, USEMP, CAPS2020, DecarboNet, Wikirate, D-CENT and Catalyst) chose to submit extra questions to the platform to solicit user feedback. The projects submitted open questions (2 projects), closed questions (2 projects) and a combination of both (1 project). Closed questions had high response rates (81% and 96%), while open questions suffered from low response rates (0% and 27%). The collected responses of the project that combined both closed and open questions, followed the same trend (closed questions' response rate: 90%, open questions response rate: 3%).

CHAPTER 3. CONCLUSIONS AND FUTURE RESEARCH

The analysis of the data gathered through the Self Assessment Toolkit represents a second in depth exercise about the identification and evaluation of the impacts of CAPS and Digital Social Innovation in general.

Considering that it was a second round of self-assessment impact of CAPS projects it can be considered the obtaining of very positive results.

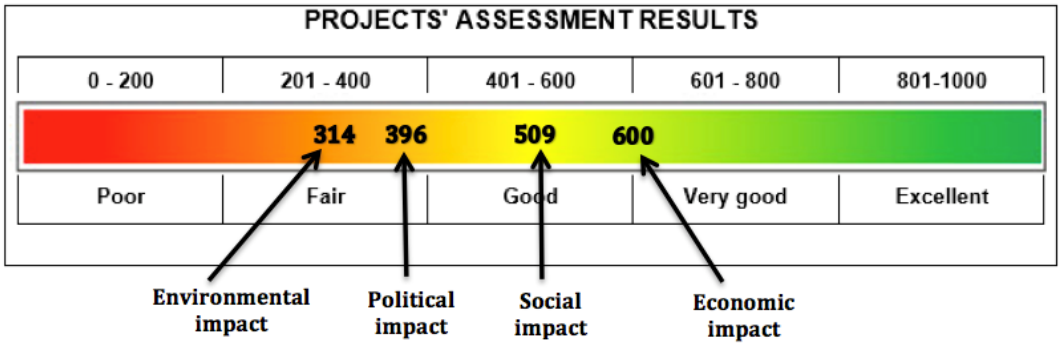


Figure 33. Project domain average value. Vertical indices

The analysis of the vertical impacts revealed that the economic impact is the first in terms of scoring (CAPS' average score is 600) and this reflects the fact that the CAPS projects were able to identify some benefits generated from their activities, even though most of the CAPS were not aware that their outputs should have been able to support their users to increase their economic results.

Regarding the social index, CAPS have achieved good result with an average value of 509.

Most CAPS project identified their main impacts in the Community building and empowerment area and the Information one (22%), followed by Ways of thinking, value and behaviour (20%) and the Science and Academia (17%). Less frequent but still present are impacts on Employment and Education and human capital.

CAPS score about political impact was the third among the four areas of impact and also quite low in absolute terms, as it reached only 396 on a 1-1000 scale. Projects are demonstrating similar results between Policies and institutions – 56% and Civic and Political participation – 44 %.

The results obtained in the Environmental area of Impact require a different perspective. This part of the assessment, in fact, has been developed to deliver a comprehensive methodology, applicable beyond the current CAPS, for which the environmental goals have a very low relevance (an average score of 314).

The overall picture gathered about CAPS impacts allows CAPS projects evaluate their most strong areas of impact, their strength and weaknesses in tearms of social, economic, political and environmental domains as also identify the areas of improvement. results (which will be highlighted in D4.2)

Despite the fact that CAPS projects have obtained significant results on vertical indices (mostly on the economic impact), did not provide enough data about such impacts as sustainability, fairness.

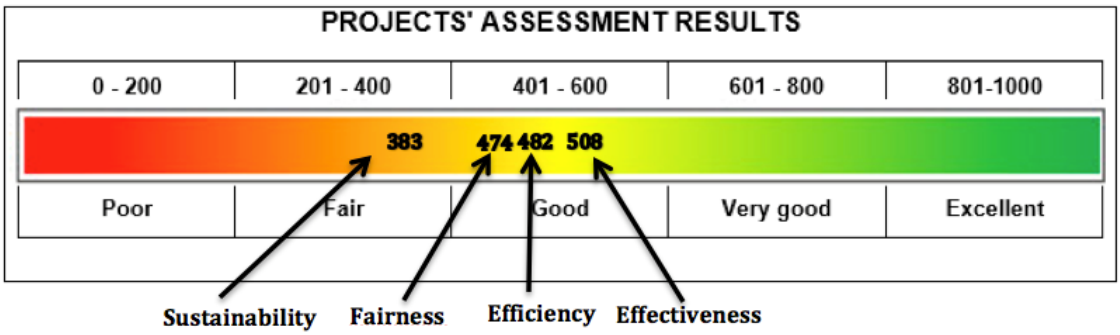


Figure 34. Project domain average value. Transversal indices

The average score obtained by the projects for the impact on Efficiency is 482 out of 1000. Positive results are obtained when project can improve research processes for the CAPS domain and the quality and efficiency of pre-existing technologies.

The average score obtained by the projects for the impact on Effectiveness is 508; project with higher values produce and increment the number of bottom-up/grassroots actions, positively influences institutions/governments transparency, the capability of citizens/users and civic society organisations of influencing policies and the institutions/governments transparency.

The average score of 383 obtained by the projects for the impact on Sustainability is quite low; as most projects did not entered enough data about this impact

Regarding Fairness impact the average score obtained by the projects is 474, which is the third result in this group of impact.

Another relevant finding, even if expected to some extent, is that engaging into this process proved to be a very useful exercise for most of the CAPS, which were pushed to look on their activities from a different angle and appreciated the possibility to have an overview and a benchmark for their results. Moreover, the process offered to them the opportunity to get punctual feedbacks about their own activities directly from citizens, supporting them in understanding whether their goals and languages were clear and focused enough.

Futher steps, it is useful to recall IA4SI provided a final version of the methodology (D2.2) made available to the next generation of CAPS to allow them, as soon as they will achieve the first results, to assess their impacts and to benefit from this tool. Keeping in mind that the final results need to be a tool usable beyond the current CAPS scope, the goal will be to make it more manageable and where possible more flexible. Ultimate step will be to make possible to apply the IA4SI methodology to other domains and sectors.

ANNEX 1 - CAPS PROJECTS SELF-ASSESSMENT RESULTS

A.1.1 DecarboNet

Acronym: DecarboNet

Long Name: A Decarbonisation Platform for Citizen Empowerment and Translating Collective Awareness into Behavioural Change

Website: http://www.decarbonet.eu/

Start date: 01/10/2013

End date: 30/09/2016

Instrument of funding: Strep

Total budget: € 2.700.000

EU funding: € 1.900.000

Project score: 501

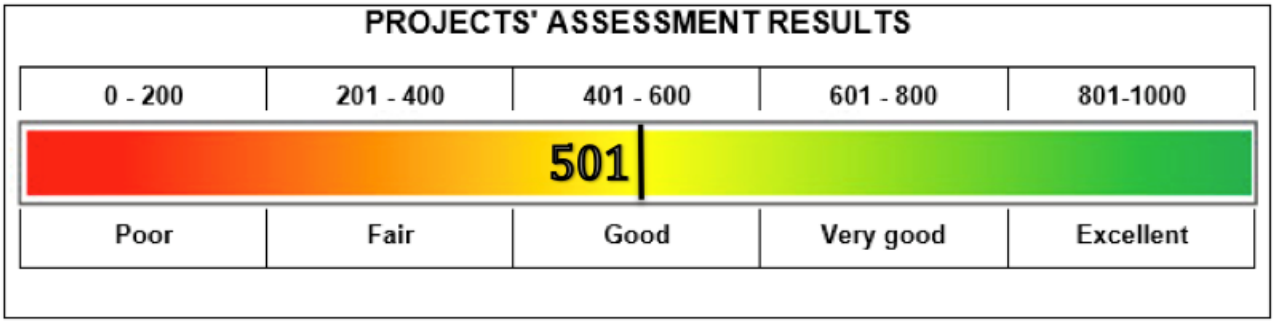


Figure 35 DecarboNet self-assessment project score

Main problem/s the project will address/contribute to solve

The main issue addressed by DecarboNet is citizens' awareness about climate change and energy consumption. The project investigates how social platforms can be used to raise people's awareness of those issues, and to turn this awareness into active engagement for reducing the carbon footprint, consuming less energy, and improving climate resilience. In this way, DecarboNet aims to translate awareness into behavioural change with a focus on carbon footprint reductions, and to provide methods to analyse and visualise the underlying information flows.

Consortium

The project consortium is composed by 7 partners, 5 educational and research institutions, 1 SME and 1 NGO.

Previous engagement in European Funded Projects

DecarboNet coordinator previously engaged in other European Projects and also EU projects in the ICT sector. The project coordinator did not work with any of the current DecarboNet partners in the past.

Relationships with other projects

DecarboNet project collaborates with 4 projects:

- ✓ IA4SI
- ✓ P2PVALUE

- ✓ D-CENT
- ✓ CATALYST

Stakeholders

The table below identify the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic researchers

BUSINESS

- ✓ Non-ICT large companies
- ✓ Cooperative and social entrepreneurs
- ✓ Utilities (water, energy, etc.)

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Activist and social movements
- ✓ Citizens at large

POLICY MAKING

- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials

Users

The users' typologies of DecarboNet project are**:**

- ✓ Social movements and activists
- ✓ Researchers
- ✓ NGOs, associations and charities
- ✓ CAPS projects
- ✓ Citizens

Users' activities developed through the project's tools/services

Among the end users' activities identified by the self-assessment, the project selected the following:

- ✓ Sharing ideas/information exchange
- ✓ Collaborative consumption
- ✓ Collaborative production

In fact and as showed in more detail in the Outputs section, the main tools provided by DecarboNet make available tools for and integrated and constantly updated flows of information about the project's core topics, climate change and energy. These tools facilitated information exchange among users and create collaborative spaces for innovative solutions and discussions.

Impact prioritization

The figure below shows in bold the areas of impact that have been selected as significant by the project. In the next paragraphs we will describe the actual results obtained in the different areas of impact.

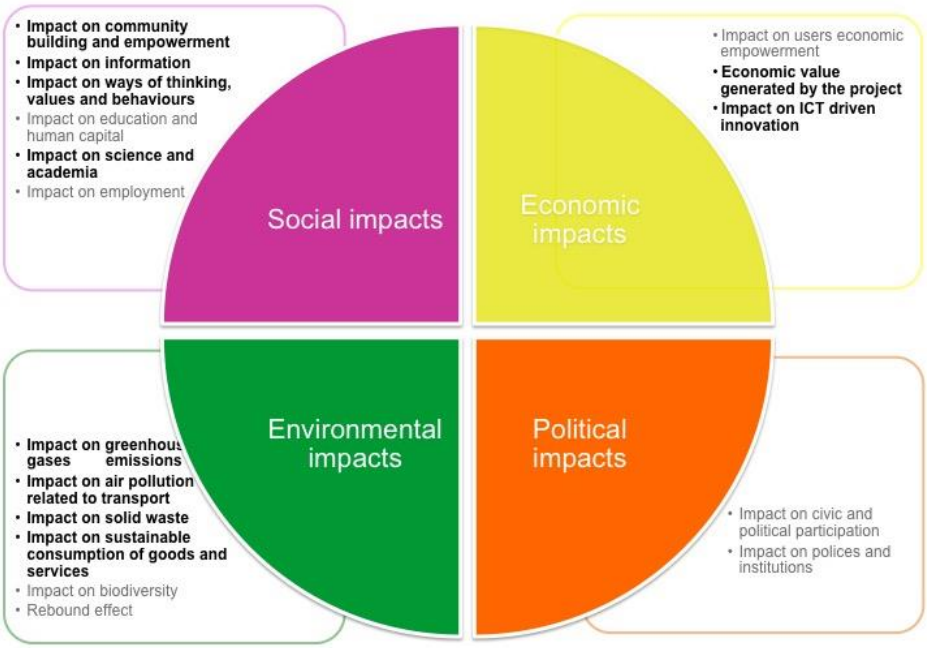


Figure 36 DecarboNet areas of impact

THECNOLOGICAL OUTPUTS

DecarboNet developed technological output specifically aimed to tackle the main challenges addressed by the project: to increase citizens' awareness and to encourage behavioural change with reference to climate change and energy consumption. Its main technological outputs contributing to these goals are:

- The Media Watch on Climate Change (figure below): a knowledge aggregator that is continuously updated with information on climate change and related environmental issues from a wide range of English, French and German online sources (news media, social networking platforms, companies and environmental organizations). A visual dashboard provides access to climate change knowledge and helps analyse stakeholder perceptions. Accordingly to the data provided from DecarboNet at the time of the data gathering, this tool has 12.000 users.
- The Energy Quest: a social media application in the tradition of games with a purpose to engage citizens, increase awareness and trigger behavioural change. Users: 2.300.
- The Utility Toolkit: an easy to use paper-based tool to engage everyone to find energy saving opportunities in the home. The game is developed to involve families and any other group of people who share a space (i.e. colleagues in an office), and to hypothetically plan together how energy shared utilities should change in order to achieve a more sustainable

living or working space. In the end, one of the participants can become the Energy Champion. Users: 250.

- ClimaTerm: a web service tracking emerging trends of discussions and news being reported all around the world on the topic of climate change. Users: still unknown at the time of the self-assessment.
- The Environmental Indicator Extractor: a tool to extract useful indicators of climate change such as "energy use", "carbon pollution", etc. for particular locations, together with measurable effects such as percentages, measurements etc. and the relevant dates. Users: still unknown at the time of the self-assessment.
- The Opinion Mining Service: a tool to retrieve data from social networks such as Facebook and Twitter for extracting opinions and sentiment about issues related to climate change. Users: still unknown at the time of the self-assessment.

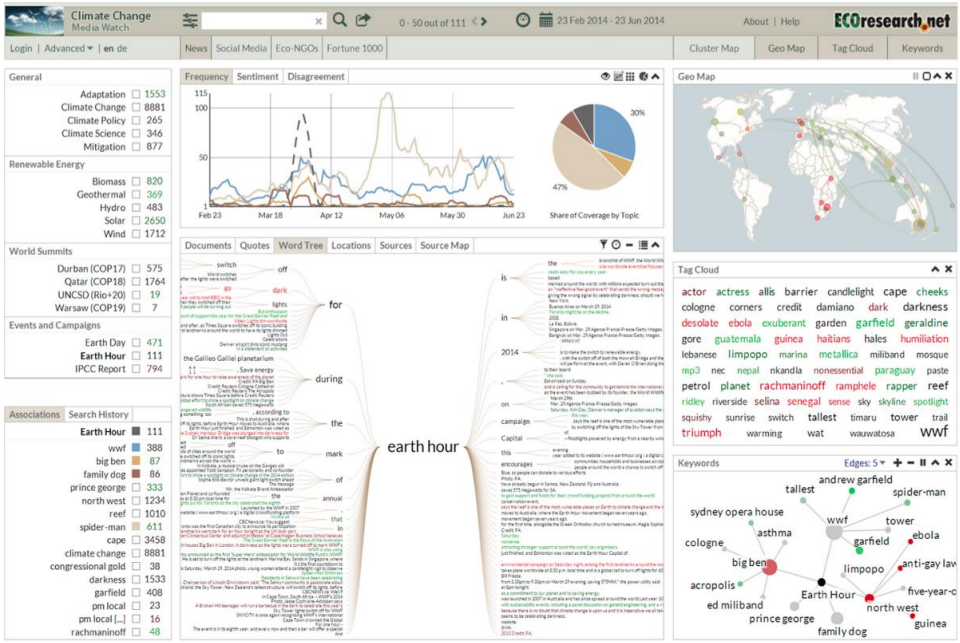


Figure 37 The Media Watch on Climate Change, image from website

SCIENTIFIC OUTPUTS

At the time of the assessment the DecarboNet project produced 12 peer-reviewed articles; the main topics covered by these publications are:

- Energy Consumption Awareness
- User Profile Modelling
- Engagement Analysis
- Perceptions of Climate Change
- Behavioural Patterns

Besides covering these project-related topics, 5 of the 12 peer-reviewed papers contribute to develop a better understanding of Digital Social Innovation in this way supporting the visibility of the topic and fostering a deeper understanding of it.

Moreover, the project developed 3 IPRs and 3 pilots, while it did not developed patents, policy recommendations and did not influence regulations or institutions. The latter point is in line with the fact that the project did not select as relevant the political impact.

ANALYSIS OF THE PROJECT IMPACTS BY AREA

As anticipated, DecarboNet selected Economic, Social and Environmental areas of impact assessment. The results of its self- assessment were significant in the economic and social areas, but unexpectedly less so in the environmental one, as illustrated in the figure below.

The following paragraphs explain in details these results.

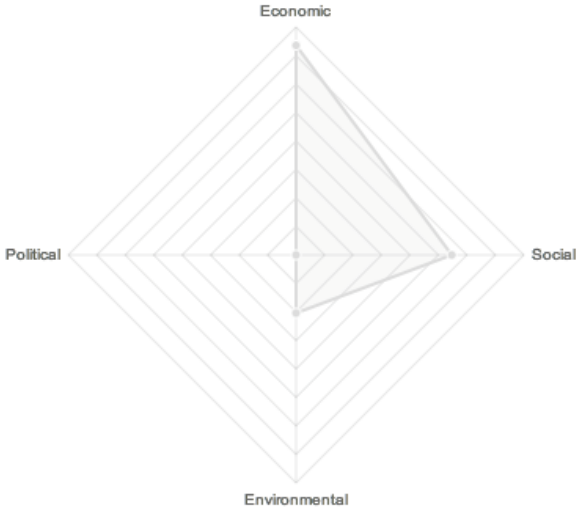


Figure 38 DecarboNet impact on the different areas of assessment

A.1.1.1 SOCIAL IMPACT

DecarboNet got a high score in the social area of impact, obtaining a value of 547 on 1000; higher than the average CAPS performance of 508.

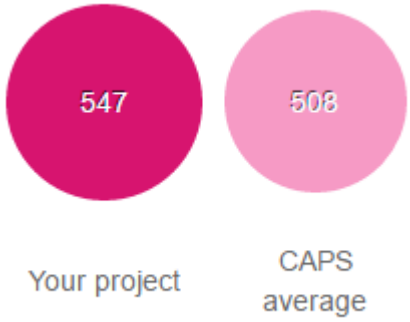


Figure 39 DecarboNet vs CAPS overall social score

The good results obtained are mainly related to the project impact on information (734 on an average of 613) and Impact on Science and Academia (881 upon 698). The project performance was less relevant about the impact on Ways of Thinking, Values and Behaviours area, with a result of 255 (CAPS average is 282) and the impact on Community Building and Empowerment (319 upon 448).

indicator	score
A Community building and empowerment	319
B Impact on information	734
C Impact on ways of thinking, values and behaviours	255
D Science and academia	881

Figure 40 DecarboNet social impact by dimensions

If we consider that the benchmark value is equal to 1000, we can see that CAPS4ACCESS shows a good performance in 2 out of 4 indices and shows room for improvement in terms of Community building and empowerment and Ways of thinking, values and behaviours.

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

The project score for this area of impact is, as mentioned, less positive then the scores in other areas; this is mainly due to the fact that this area of impact consider both online and face to face community building and empowerment and includes variables related to project capability to foster social inclusion, reduction of power asymmetries and support for creating and enlarging communities. All this aspects are not central for the project so that this area is less relevant than others for DecarboNet.

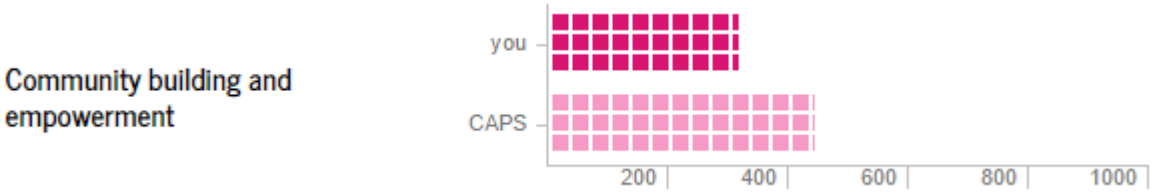


Figure 41 DecarboNet score – Community Building and Empowerment

However, the DecarboNet platform is successfully engaging a high number of users for the main purpose of the project which is providing information and awareness. The system of tools and information flows developed by the project appears to be rich and effective, gathering around 3.500 users of which 1000 totally new. In fact, the project platform is based on pre-existing platforms, such as the User Community of the Media Watch on Climate Challenge from MOD (www.ecoresearch.net/climate) and the User Community of the General Architecture for Text

Engineering (GATE) from USFD (www.gate.ac.uk), which gathered an average of 2.500 users before the project start. Moreover, up to the self-assessment date a quite low share of users (25) had asked to unsubscribe from the platform.

The platform also provides to its users some specific features related to identity (a way of uniquely identify people in the system, which involves 90% of users), presence (a way to know who is on line, 50% of users), reputation (a way of knowing the status of other people in the system, 50% of users) and sharing (a way of sharing things that are meaningful to participants, 25% of users). The project supports users' data management by making available anonymous users and multiple forms of registration (dedicated account and social logins via Facebook, Google+ and Twitter), using state-of-the-art encryption protocols.

Moreover, the platform collect content and social network analytics, including a range of novel visualizations, which represent core elements of the DecarboNet project. The results are available via the Media Watch on Climate Change (www.ecoresearch.net/climate), as well as the project's deliverables and publications.

The project collaborates with other CAPS (IA4SI, CATALYST, P2PVALUE, D-CENT) by joining their activities and their events and, in the case of CATALYST organising an experiment concerning energy consumption in the workplace. DecaboNet also collaborate with 3 social innovation initiatives outside the CAPS domain: working with IKEA Switzerland to raise awareness of families on environment issues; working with families in Amsterdam and Zurich to experiment with an Energy Toolkit developed by Waag to raise their awareness on energy consumption in their homes; and participated in a workshop in a local council in Milton Keynes to discuss energy-related issues with the local community.

Outside the social innovation domain, it collaborates with 4 kind of actors: with Energy Foundation and MK Community Action to run local community workshop, with The European Environment Agency (EEA) regarding environmental taxonomies and linked data initiatives, with the National Oceanic and Atmospheric Administration (NOAA) - Climate Challenge, Climate Resilience Toolkit and with the United Nations Environment Program (UNEP), to deliver an application of DecarboNet technologies for environmental indicator databases and communication about sustainable development goals. Finally, the project realised 4 activities to bring together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector.

IMPACT ON INFORMATION

The figure below shows that DecarboNet impact on information is significantly high, as anticipated. This means that the project developed the right tools to achieve its main goal, which is awareness rising. The most significant data to explain this result is the increase in the number of materials made available on its platform: at the beginning of the project, it provided 30.000 articles, long posts, structured contents, which are now 1.900.000, and 2000 short posts and status updated, which are now 37.000.000.

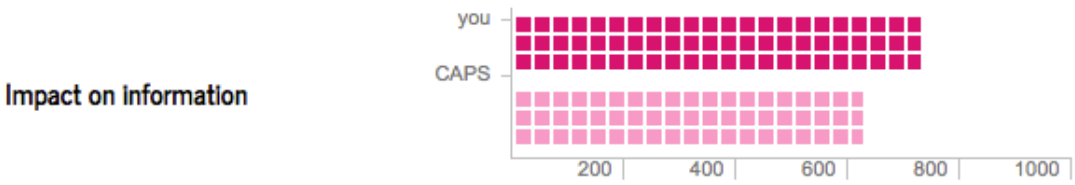


Figure 42 DecarboNet score – Information

According to the project self-assessment, this impressive amount of materials effectively manage to improve users' access to a range of local and international news sources of information, to media outlets or websites that express independent, balanced views and to sources of information that represent a range of political and social viewpoints. Moreover, it reduces information asymmetries experienced by the users (but no data is available about the number of tools contributing to reach this purpose). The platform also offers one tool to its users to verify the quantity of information available.

The platform is built on top of the current state of knowledge and in compliance with (applicable) standards and it encourages publishing under compatible open standardized licenses.

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

Within the self-assessment, the project performance with regard to this area of impact results slightly below the average (figure below).

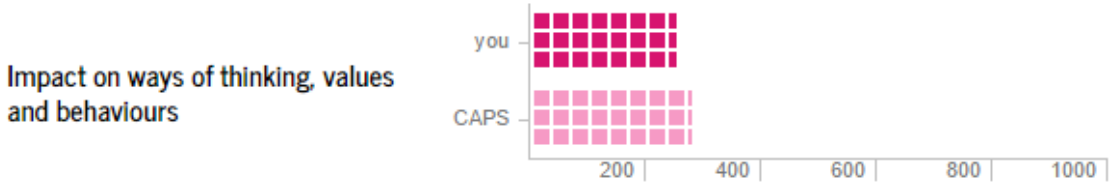


Figure 43 DecarboNet score – Ways of thinking, values and behaviours

The project influences users' opinion about energy and environment and in particular about climate change, carbon footprint, energy consumption; and about education, science and information, mainly about science communication, climate literacy, and communication success and perception metrics. Three of the project tools described above (the Media Watch on Climate Change, the Energy Quest and the Utility Toolkit, for a total of 3.500 participants) have been developed with the aim of promoting this change.

About behaviours, the project emphasised its influence on users about topics such as energy and environment (household consumption patterns, voting behaviour, patterns in personal and public communication) and education, science and information (capacity building among stakeholders, improved campaign management; increase literacy among citizens and improved information gathering and decision processes).

IMPACT ON SCIENCE AND ACADEMIA

Science and Academia is the second area of impact where the project's self-assessment achieved an outstanding score, mainly because of the dissemination effort dedicated to its scientific results.

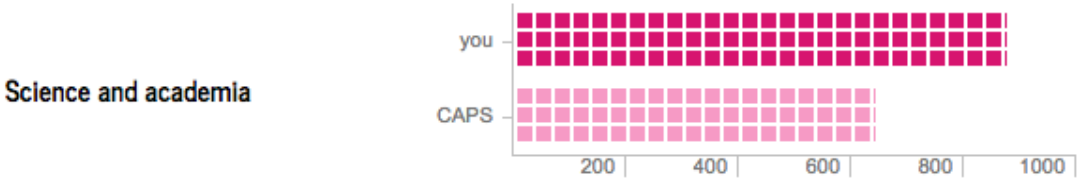


Figure 44 DecarboNet score – Science and academia

The project states that interdisciplinary activities are highly relevant for the achievement of its goals, but no further information about disciplines or working approach are available.

It follows an Open access policy and share its research results through the social media: it has 210 twitter followers and 2.560 Facebook followers in general. Moreover, results and materials are available on its project website too. It is not possible to know the number of deliverables or articles downloaded.

At the time of the self assessment DecarboNet had presented its research results in 20 events (average number of participants: 100) and had disseminated them also through the Networks of Associate Partners including the United Nations Environment Programme (UNEP) and the Climate Program Office of the National Oceanic and Atmospheric Administration (NOAA). On top of the 12 peer-reviewd articles already mentioned, it published 15 articles on non-specialised magazines and on newspapers and organised 5 events addressing a non-academic audience. It strongly supports the knowledge transfer between universities/research centres and social innovation domain.

DecarboNet partners stated that it wouldn't have been possible to them to perform the project research activities without the project itself, and that it may influences the everyday life of academia institutions.

A.1.1.2 ECONOMIC IMPACT

With reference to the Economic Impact, the Decarbonet project has achieved a very positive impact and is above the average, with a score of 736 on a CAPS average of 600, as showed by the following figure.

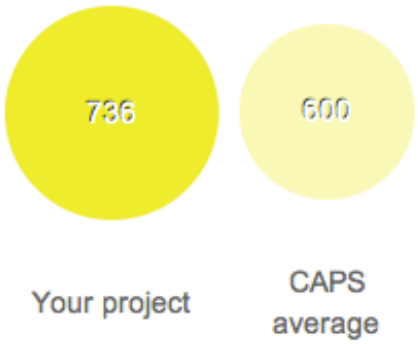


Figure 45 DecarboNet economic impact

Decarbonet has selected to have an impact on the following two subcategories of the Economic impact: "Economic value generated by the project" and "ICT driven innovation" and especially in the last category the results are positive. The picture below represents the scores and the impact of Decarbonet in the Economic subcategories.

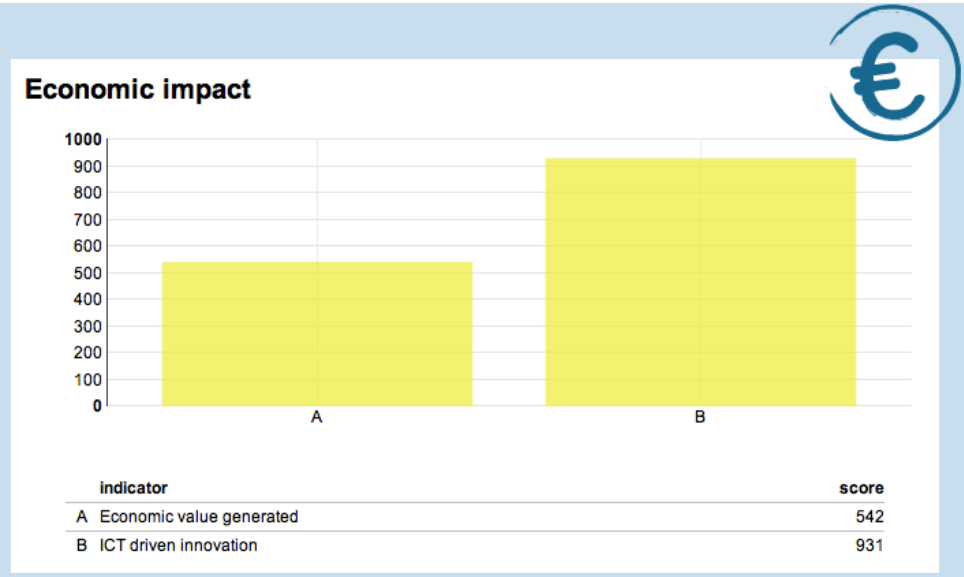


Figure 46 DecarboNet economic impact by dimension

In terms of economic value generated by the project, Decarbonet impact is slightly above the CAPS average of 542, but still quite far from the benchmark value of 1000. On ICT driven innovation Decarbonet has achieved a project score of 931 on a CAPS average of 784.

IMPACT ON THE ECONOMIC VALUE GENERATED BY THE PROJECT

DecarboNet creates innovation in terms of knowledge aggregation, knowledge co-creation and visual analytics and consequently, this process have an immediate and positive impact on the competitiveness of the organizations and SMEs participating in the consortium. These features are at the basis of the Impact on the Economic value generated by the project.

Decarbonet developed a business model, even if it has not yet created a specific business plan oriented to the commercialisation of the project outputs. Indeed, the project has a relevant impact on existing value chains by increasing flexibility through the realisation of software facilities such as modularization and service offerings via APIs and by enriching and adding more functionalities to the current available platforms analysing climate changes.

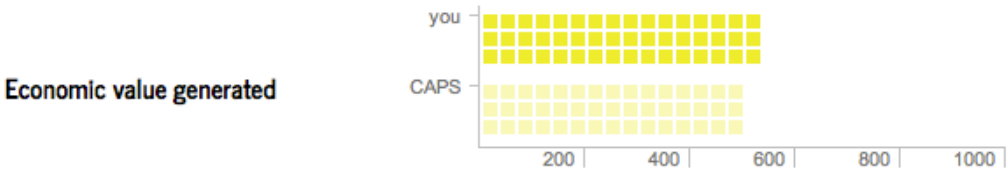


Figure 47 DecarboNet economic value generated

With a budget of € 90.000 Decarbonet is able to generate a relevant impact on the Digital Social Social Innovation ROI as it has produced value on online and social media platforms for its users and potential stakeholders. Indeed, Decarbonet has declared to have 3500 followers/fans on social media and it was mentioned 1000 times in other websites and social media. The Decarbonet platform has attracted 2150 visitors of which 600 have returned within the last 30 days before the closing of the assessment exercise. Furthermore, with reference with the transfer activities of Decarbonet, within the consortium there are 10 people able to exploit the project results and the following exploitation activities were already developed:

- Provision of DecarboNet technology for the United Nations Environment Programme (UNEP), to be integrated into the UNEP Live platform
- Provision of DecarboNet technology for the Climate Resilience Toolkit (integral part of President Obama's Climate Action Plan), launched in November 2014 by US Vice President Joe Biden
- Enhanced communication success metrics for Climate Program Office of the National Oceanic and Atmospheric Administration (NOAA)
- Automated Mapping of online to content to the GEMET taxonomy of the European Environment Agency (EEA).

The participation of the partners of the consortium in the Decarbonet project has also contributed to create of new collaborations with SMEs and to keep pace with the following competitors:

- Manufacturers of energy monitoring devices
- Data science and analytical service providers
- Providers of Web intelligence and visual analytics solutions
- Consulting companies, social scientists, trend scouting, business reporting.

Moreover, the participation in Decarbonet not only helped the partners to keep pace with competitors, but it has clearly advanced the state of the art and resulted in unique technological capabilities, as evidenced by the uptake of technology by international organizations, such as the United Nations Environment Programme (UNEP) and the NOAA Climate Program Office.

IMPACT ON ICT DRIVEN INNOVATION

The very positive result of Decarbonet in terms of impact on ICT driven innovation, is related to the capability of the project to produce the positive results on product, process and organisational innovation. The project declares to increase the efficiency and the quality of the pre-existing technologies through the outputs developed.

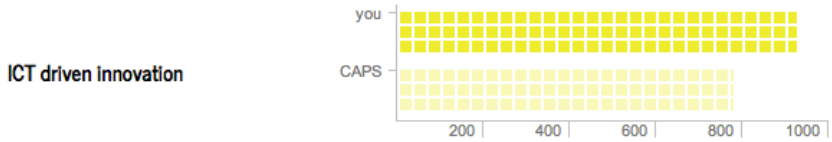


Figure 48 DecarboNet impact on ICT driven innovation

In particular, the impacts on product innovation are the following:

- Innovation which is new for the companies in the consortium
  - Recognize Named Entity Recognition and Resolution platform Decarbonet
  - HTML5 Mobile Web Intelligence Dashboard
  - MWCC Geographic Projection
  - Content Monitoring Services
  - EnergyQuests
- Innovation which is new to the market
  - NER Customization to GEMET and other environmental resources
  - Collaborative Editor with Adaptive Content Recommendations
  - MWCC Entity Map
- Innovation which is new to the industry
  - MWCC Word Tree

It is also relevant to note that out of 9 projects outputs developed by Decarbonet, 4 of them have a Technology Readiness Level of 7 on a maximum scale of 9, this means that about half of the

prototypes have been demonstrated in an operational environment and are almost already to become actual systems completed and qualified through test and demonstration activities.

With reference to the impact on process innovation, Decarbonet for the finalisation of the SCRUM output is working in conjunction with rapid prototyping and incorporation of user feedback early in the project's life cycle, thus contributing to improve business practices in developing an improved service offering. Moreover, Decarbonet introduces significant improvements to automation of configuration and customization processes that were previously managed in a manual or semi-automated manner. Within the context of CAPS, Decarbonet also contributes to improve the working practices of projects users, by developing real-time content recommendations and merging the previously distinct phases of information gathering and content production.

In terms of Impact on User Driven Innovation, Decarbonet has achieved an interesting impact since it closely works together with the project use case and associate partners, as well as the individual users of the public-facing parts of the platform who are instrumental in refining the platform. Furthermore, the project, in order to assess the Collective Awareness Platform developed in terms of appeal to its end users, follows three complementary strategies:

- usability inspections to analyse the user interface - applying heuristic evaluation, where expert users investigate the interface design against recognised usability principles (heuristics). The evaluation is performed periodically during the design and implementation phases, so that improvements can be integrated into the prototype early in the development cycle
- qualitative validation of stable interface releases with small groups of between five and eight typical users regarding subjective aspects such as expectations and satisfaction with the user experience, in line with the user-centred design approach
- later project stages will focus on summative usability evaluation with formal experiments to collect quantitative performance measurements.

Decarbonet is also based on open innovation, since harnessing collective intelligence is the primary goal behind the Climate Challenge platform (www.ecoresearch.net/climate-challenge). MWCC also gathers and integrates collective intelligence as expressed in social media, and provides a novel tool for knowledge co-creation. Within this context, Decarbonet increases the transparency process for its users by revealing information flows, topical trends and opinion leaders via the Media Watch on Climate Change (www.ecoresearch.net/climate).

Finally, Decarbonet uses the following open standards for the development of its platforms and makes the results of the project available as open source:

- Open Authentication Standards
- Data Export Capabilities in Standard Formats (HTML, CSV, PDF, XLSX, PNG, SVG)
- D3.js Graphics Library
- General Architecture for Text Engineering (GATE).

A.1.1.3 POLITICAL IMPACT

DecarboNet did not select areas of political impact, as they are not among its targets.

A.1.1.4 ENVIRONMENTAL IMPACT

Despite the main target of this project deals mainly with environmental issues, according to its self-evaluation DecarboNet environmental performance is below the average of the CAPS projects 204 upon 305 (figure below) but, moreover, show room for improvement if we consider that the benchmark value is 1000. In this sense, the difference between DecarboNet and the other projects

is not so significant as all projects showed the necessity to invest more attention to the environmental impact of their project activities.

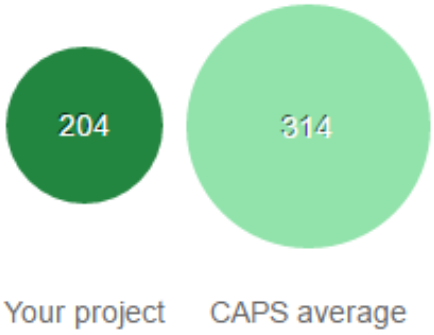
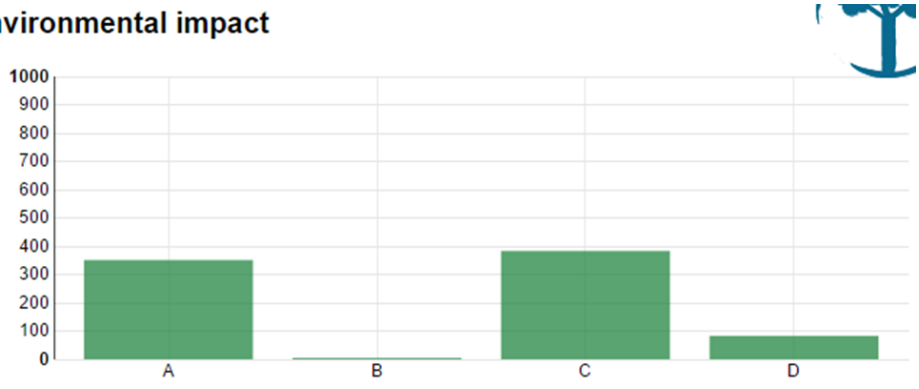


Figure 49 DecarboNet vs CAPS overall environmental score

What mostly prevent the project to reach a better result is the score obtained in two of the fours pre-selected areas of impact, as showed in the figure below: the Impact on Air Pollution, which project considered not applicable, and the impact on Sustainable Consumption, which scored 83 when the average CAPS score is 137. As previously explained, the environmental impact assessment focuses on two dimensions of the impacts: the one generated by the project activities, and the one of the project users. The project performance increases in the two areas of impact on Greenhouse Gases Emissions (351 upon an average of 369) and on Solid Waste (383 upon 458). These results are explained in more detail in the following paragraphs, going through the many indicators, which according to the self-assessment methodology influence every area of impact.



	indicator	score
A	Greenhouse gases emissions	351
B	Air Pollution	not applicable
C	Solid Waste	383
D	Sustainable Consumption	83

Figure 50 DecarboNet environmental impact by dimension

IMPACT ON GREENHOUSE GASES EMISSIONS

As anticipated and showed in the figure below, even if slightly below the average DecarboNet impact on greenhouse gases emission is positive: the project demonstrate its attention towards the issue by choosing to travel by train 20 times on a total of 166 trips made by CAPS. As all the other projects, DecarboNet does not perform any compensation activity and it not informed about its own energy consumption. On the other side, it is the only project which purchase some renewable energy, although in very small amount (1% of the total). Moreover, its impact towards its users' willingness

to participate to environmental related actions is very high (5 on 6 in a Likert scale) in line with the project core activities.

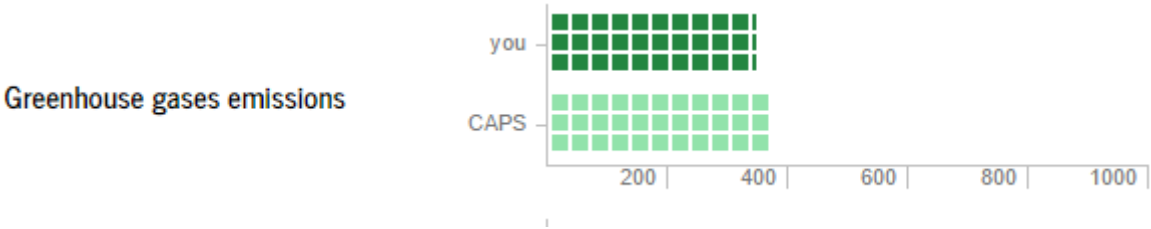


Figure 51 DecarboNet score - GHG

IMPACT ON SOLID WASTE

Solid waste is the second area of impact where the project got a good score, as illustrated in the figure below:

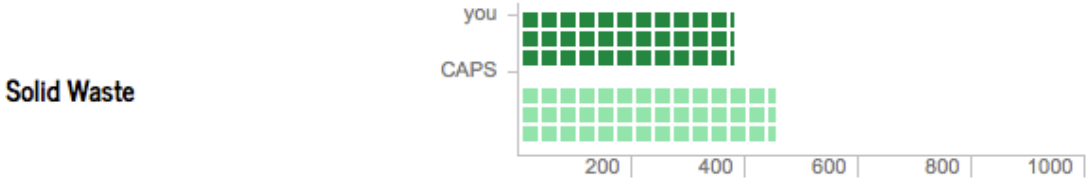


Figure 52 DecarboNet score – Solid Waste

The reason behind this result is that DecarboNet tends to use few printed materials (only 30 publications until July 2015) and to recycle 100% of the materials exceeding after their intended use. Also, the project takes care of recycling a very high percentage of WEEE (Waste Electrical and Electronic Equipment), 75%. The project does not consider within its area of action easier access to waste management technologies and waste reduction activities performed by the users.

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

As for the majority of CAPS projects, DecarboNet attention towards sustainable consumption seems to be quite low (figure below). The project answered only to the section related to the project impacts as, according to its self-assessment, users performances concerning sustainable consumption and overall awareness activities related to this topic are not within its area of activity (not applicable/no answer).

The project pays attention to the purchasing of green, local and ethical products (20% of the total) and services (30%), while it does not report about “green events”. While the low effort towards the improvement of citizens’ performances is aligned with DecarboNet main objectives, on the other side the project could improve its efforts in this field, in the light of the overall importance that environmental topics have for it. This would represent a concrete element of attention of the project and it would significantly contribute to enhance the overall environmental scoring.

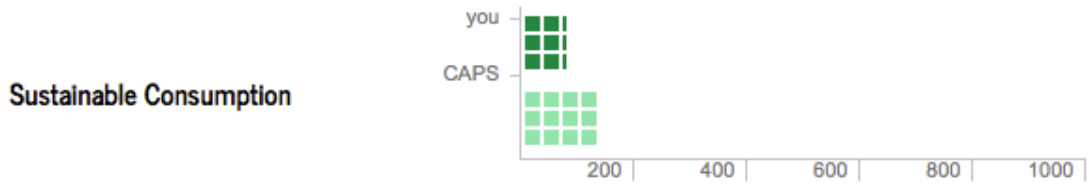


Figure 53 DecarboNet score – Sustainable Consumption

In the following paragraphs we report the results of DecarboNet on the transversal indicators: efficiency, effectiveness, sustainability and fairness.

A.1.1.5 EFFICIENCY

Decarbonet has achieved a score of 348 which is lower than average of 482. It happens because Decarbonet did not provide enough data.

A.1.1.6 EFFECTIVENESS

Despite the fact that DecarboNet has achieved a good score on effectiveness, 673 out of average 508, but this result can be considered sufficient as the project has answered only on third of questions.

A.1.1.7 SUSTAINABILITY

DecarboNet shows good perspective in terms of sustainability. This fact derived from the fact that the project has already identified a business model for the commercialisation of the project outputs. Moreover, the participation of the project partners to DecarboNet has created new market opportunities for the SMEs involved in the consortium. DecarboNet has already identified its potential competitors and the participation in the project helped the team to keep pace with competitors.

Even though it obtains a score equal 395 which is slightly higher than average which is 383, the analysis of this domain cannot be provided, due to the lack of responses

A.1.1.8 FAIRNESS

The project performance about this indicator cannot be estimated. DecarboNet entered data about only 3 out of the 16 indicators, which compose this transversal index. Despite the scores for these indicators (“access to media outlets or websites that express independent, balanced views”, “access to sources of information that represent a range of political and social viewpoints” and “reduce information asymmetries experienced by the users”) are very high, it is not possible to make an evaluation with such a low shares of indicators.

A.1.2 D-CENT

Acronym:D-CENT

Long Name: Decentralised Citizen Engagement Technologies

Website: http://dcentproject.eu/

Start date: 01/10/2013

End date: 30/05/2016

Instrument of funding: Strep

Total budget: € 2.638.868

EU funding: € 1.905.000

Project score: 510

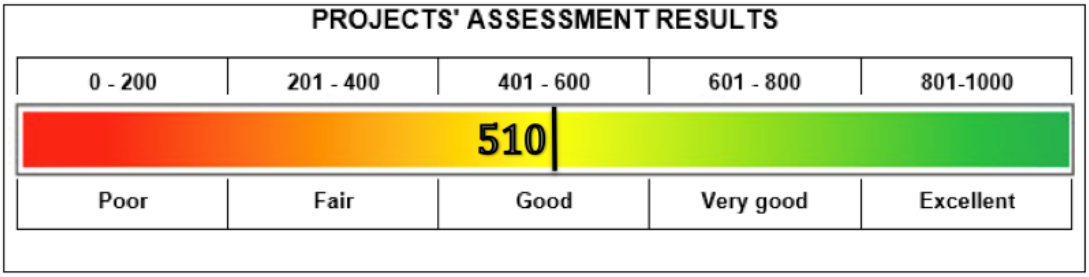


Figure 54 D-Cent self-assessment project score

Main problem/s the project will address/contribute to solve

The main issue addressed by D-CENT is democratic participation of citizens. The project provides civic society with open-source privacy aware tools in order to improve citizens' engagement in the democratic process. It aims to provide privacy aware and open source tools to communities enabling them to share data, collaborate and organize their activities to promote direct democracy and economic empowerment. Besides the network democracy platform, the project explores how communities might manage trust, reputation and common goods with blockchain-based tools.

Consortium

The project consortium is composed of 10 partners: 6 of them are educational, non profit, and research institutions, 3 are SMEs, 1 is a large enterprise.

Previous engagement in European Funded Projects

The project coordinator participated in previous EU projects and also EU projects in the ICT sector.

The project coordinator already worked with two of its current D-CENT partners.

Relationships with other projects

D-CENT collaborates with IA4SI, CAPS2020 and P2P value

Stakeholders

The table below identify the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy Making.

RESEARCH

- ✓ Universities

BUSINESS

- ✓ ICT SMEs

- ✓ Research centres
- ✓ Academic researchers
- ✓ Independent researchers
- ✓ Graduate students
- ✓ Other EU projects
- ✓ Cooperatives and social entrepreneurs

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Activist and social movements
- ✓ Bloggers or content producers
- ✓ Citizens at large
- ✓ Other civic society organisation

POLICY MAKING

- ✓ Local policy makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Global policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The users' typologies addressed by D-CENT project are**:**

- ✓ Social innovation organisations and networks
- ✓ Social movements and activists
- ✓ Software developers
- ✓ Citizens

Activities developed by the users

The project selected two users' activities among the ones identified within the SAT:

- ✓ Sharing ideas/information exchange
- ✓ Debating

These activities reflect the main goals of the project, which revolve around enhanced opportunities for users and citizens for debates and confrontation through new channels, made available by new technologies.

Impact prioritization

The figure below shows in bold the areas of impact that have been selected as significant by the project. In the next paragraphs we will describe the actual results obtained in the different areas of impact.

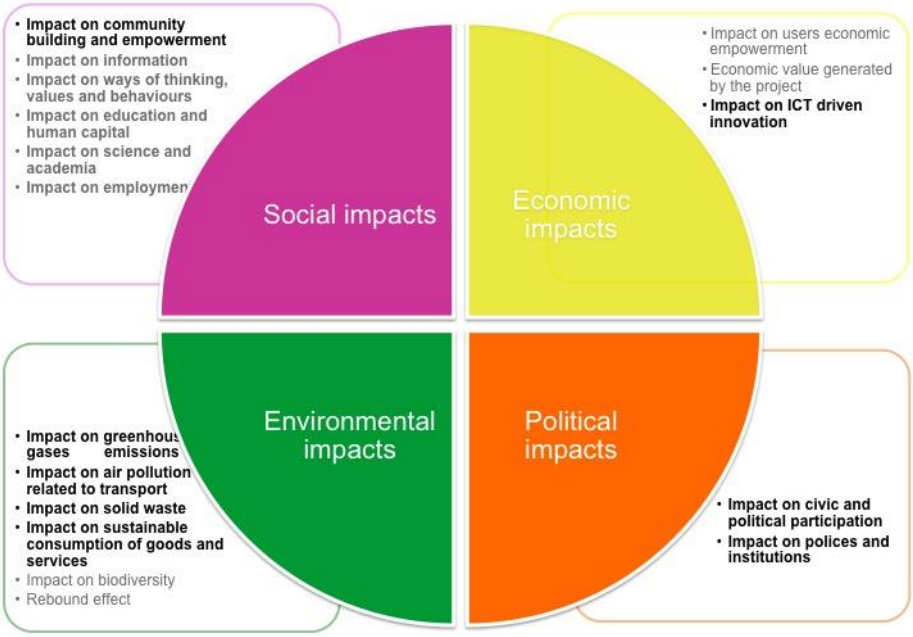


Figure 55 D-CENT areas of impact

TECHNOLOGICAL OUTPUTS

D-CENT's main technological outputs are implemented as a modular federated platform across 3 communities in 3 countries (Podemos, Barcelona en comù, and Ahora Madrid, Spain; Citizen Foundation, Better Reykjavik, Iceland; and Open ministry, Finland), through an on-going and iterative process. The platform, based on a federated, open standards, privacy-aware architecture, aims to allow people discussing and sharing content, engaging in mass scale deliberation, experiencing collaborative policymaking, and voting. Here is the list of all the technological outputs developed at the time of the assessment:

- https://decisions.dcentproject.eu: Citizens gets secure, real-time notifications on decision made in their City Hall based on their interest. Tested in the City of Helsinki
- https://objective8.dcentproject.eu: Objective8 is a tool for collaborative policy drafting
- https://decide.madrid.es: Open democracy platform for the City of Madrid
- http://preprograma.barcelonaencomu.cat: Citizens debated and voted policy programme before the Barcelona municipal elections that led to the victory of the Barcelona en comù coalition
- http://www.your-priorities-preview.org: Partecipation platform for the City of Reykjavik and participatory budgeting tool.
- https://agoravoting.com: Secure online voting system, used by Podemos in Spain
- https://mooncake.dcentproject.eu/sign-in: Secure notifications engine
- https://sso.dcentproject.eu: Open authentication and identity management

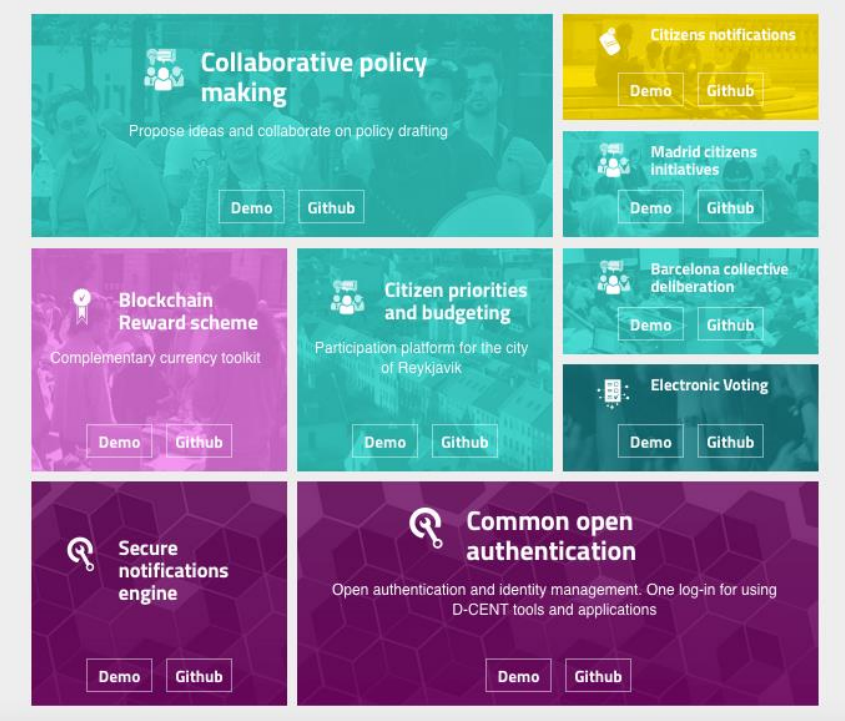


Figure 56 D-Cent website - access page for all the tools http://tools.dcentproject.eu

SCIENTIFIC OUTPUTS

The project produced over 20 peer reviewed and around 10 non peer reviewed articles, mainly dealing with the following subjects: collective Intelligence, cognitive capitalism, data analysis, identity systems, open specifications, digital currency, management of the commons, methodology and technical design of the D-CENT tools

D-CENT also implemented 10 pilots dedicated to several of its technological outputs (i.e. Lean UX workshops with communities, DCENT DemocracyOS tests in Barcelona and Helsinki, Blockchain technology integration Freecoin, Ahora Madrid democracy tool; Your Priorities in Iceland, Helsinki open-decision - making data pilot).

ANALYSIS OF THE PROJECT IMPACTS BY AREA

As illustrated in the previous section, D-CENT selected all four areas of impact for its self-assessment. In the economic and social impact areas it selected however only few dimensions.

The project achieves, very good results in the economic areas, positive results in the social and political ones, while its performance on the environmental impact is lower.

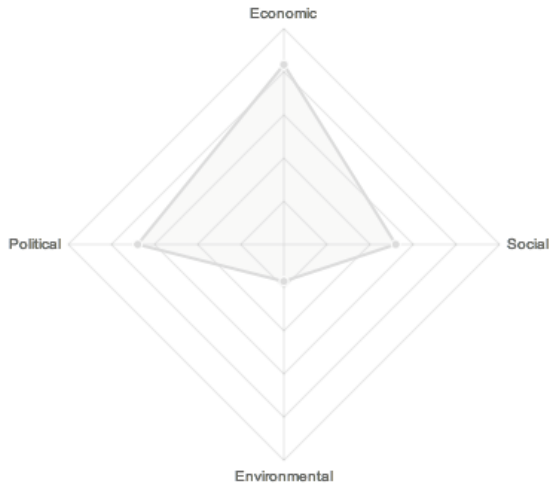


Figure 57 D-CENT impact on the different areas of assessment

A.1.2.1 SOCIAL IMPACT

D-CENT overall score about social impact was aligned to the CAPS average, with a results of 518:

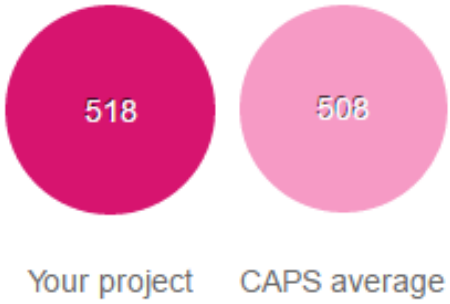


Figure 58 D-CENT social impact

The project selected only one area of social impact: “Community Building and Empowerment” because this is the most relevant for the project and the one more aligned with its goal. This selection, even if understandable, makes the comparison with the average value obtained by others CAPS not really relevant as most of the other projects selected more dimensions. Considering the whole range of activities and pilots implemented by the D-CENT project, for further assessments it is recommended to explore other dimensions for its impacts, in particular impact on Information and Ways of Thinking, Values and Behaviours and Impact of Science and Academia.

Figure 59 D-Cent social impact by dimensions

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

The project impact on community building and empowerment is high compared to the average (519 upon 458). This is mainly due because of D-CENT capacity to address already existing communities needs and to enhance tools, which are relevant for their self-organisation and empowerment.

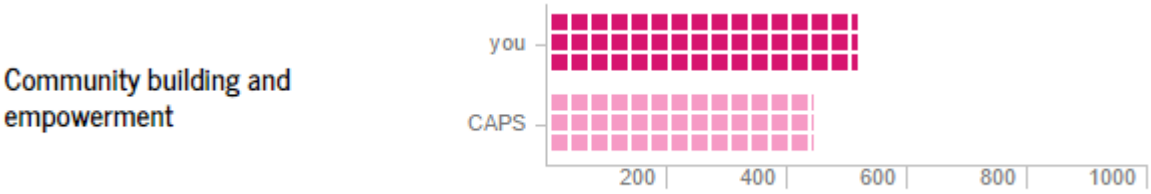


Figure 60 D-CENT score – Community building and empowerment

As anticipated, D-CENT developed an open, modular and decentralized platform directly engaging final users, to build privacy-aware applications for direct democracy and economic empowerment. The platform supports communities to share information, collaborate and organise their operations, allowing large-scale partnerships.

There are many previous online platforms or online communities on which the project built, in concretu, one in each of the countries where the pilots took place. As such, the project can count of a large base of users. More specifically:

- Barcelona en comù, Podemos, and Ahora Madrid new citizen-led movements in Spain;
- Better Reykjavik, and Better Iceland participation democracy platforms developed by the Citizen Foundation in Iceland;
- Open ministry Crowdsourced law-making site linked to the Parliament in Finland working closely with the City of Helsinki.

The platform makes available to its users different features that enable their identification, their recognition when online and the mapping of their relationships with other users. The platform also allows, as said, the sharing of ideas, conversations, debates, collective deliberation, online voting, and it has a reputation mechanism. It also offers to the users ways to effectively manage their data and privacy.

The project has a positive influence on the trust among platform users and local communities members and it helps tackling the issue of power asymmetries. It does not focus on people belonging to categories at risk of social exclusion and does not extensively contribute to make local communities more inclusive (3 on the Likert scale), but it strongly fosters the creation and enlargement of local communities/groups and provides to local communities/groups instruments for better organising themselves (6 in the Likert scale).

Among CAPS, D-CENT collaborates with CAP2020 for dissemination through its website and sessions at its conferences, with P2P Value through joint meetings on distributed networks (moreover one D-CENT consortium member is in P2P advisory group) and with IA4SI about impact assessment.

To develop its platform and pilots, the project established 6 collaboration with Social Innovation initiatives outside the CAPS domain: Barcelona encomu and Ahora Madrid (thousands of user involved); Pilot Helsinki open-decision making API for Open Ministry campaigns (hundreds of users involved); Your priority/Better Reykjavik (8000 users involved); and the platform first prototype was developed in collaboration with Democracy OS (over 3000 users involved)

The project developed three activities to bring together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector which were moderately successful (3 on a 1 to 6 Likert scale).

D-CENT does not collect many statistics concerning its platform's users, mainly because of the federated and privacy aware nature of the platform itself. This means that no data were available at the time of the self-assessment about users gender or age, groups created within the platform, interaction dynamics and average time spent on the platform by users (but the project declares that the time spent on the platform by users has increased since the start of the activities)[11].

A.1.2.2 ECONOMIC IMPACT

As for the previous dimension, D-CENT selected only one dimension of economic impact: "impact on ICT driven innovation. The result achieved is very positive per se (833) as it is close to the benchmark of 1000, but the comparison with the average value (784) is less meaningful as most of the other CAPS selected more than one economic dimension.

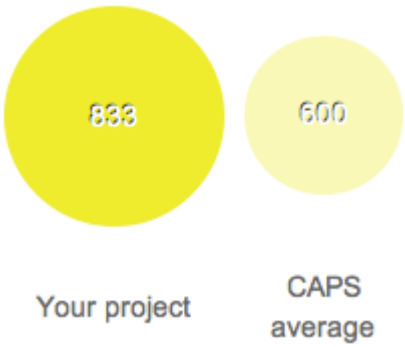


Figure 61 D-CENT economic impact

IMPACT ON ICT DRIVEN INNOVATION

[11] Some non- aggregated data are available at http://dcentproject.eu/wp-content/uploads/2015/10/D2.3-results-of-the-data-analyses1.pdf and more are going to be added to the project next report.

As mentioned above, on “ICT driven innovation” D-CENT has achieved a very positive score of 833 on a benchmark of 1000 and on a CAPS average of 784, hence it is above the average.

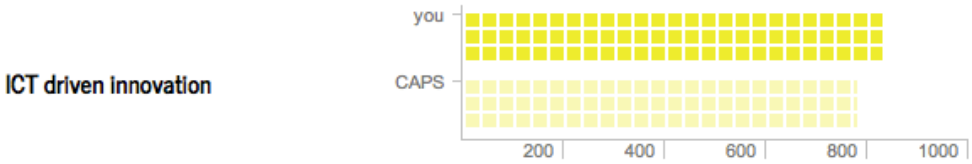


Figure 62 D-CENT impact on ICT driven innovation

The positive result of D-CENT in terms of impact on ICT driven innovation is related to the capability of the project to produce an impact mainly on product and on organisational innovation.

In terms of impact on product innovation, D-CENT increases the efficiency of pre-existing technologies. In fact, on one hand the project develops tools from scratch, but on the other hand it builds on existing tools and is working to produce an upgrade of Agora Voting (online secure voting system) and an upgrade of Your Priorities (e-democracy tool).

By taking into account the different outputs developed by D-CENT it is possible to see that the project produced:

- Technical improvements that are new for the firms involved in D-CENT such as the work done on Democracy OS, Citizen Foundation, and ThoughtWorks.
- Technical improvements by upgrading Agora Voting system and “Your priorities” tool
- Adjustment to a new market of existing product, such as Freecoin and Secure notification system
- Substantial technical innovation to “Better neighbourhood”, “Objective8” tools and decide Madrid

It is also interesting to note that out of 9 outputs listed by the project, 3 of them have a technological readiness level of 9 (the maximum score). Hence, these three outputs are actual systems proven through successful mission operations and ready for end users usage.

The D-CENT project has also a considerable impact on process innovation. Indeed, the tools being produced by D-CENT provide methods for all members of a community to deliberate and potentially disagree in instances where a traditional top-down hierarchical structure would be employed.

With reference to the impact on user driven and open innovation, D-CENT has achieved a relevant result in comparison with the CAPS average. Indeed, the project adopts a Lean UX methodology and user centred methods, development progresses through on-going iteration and testing with user groups. Furthermore, D-CENT defines the use cases in terms of community requirements and non-functional technical features through engaging users in lean inception workshops and iterative testing in an attempt to increase the adoption and promotion of new solutions. Inception workshops also took place in each of the pilot locations with the D-CENT developers and members of the community groups.

D-CENT has declared that all results from the research will be fully available in open formats and open standards and will allow other open source developers to integrate their solutions and build on top of D-CENT. The project uses open standards for the development of its technologies and has 10 developers that contribute to make available the outputs of the project as open source. The use of open source, the dedicated page for developers in the D-CENT webpage and the direct link to the code through Github are all important elements of a sustainability strategy based on the engagement of the OSS community.

A.1.2.3 POLITICAL IMPACT

D-CENT achieved one of the best score in the area of political impact, far higher than the average (677 upon 397) and consistent with its main goal: to improve citizens' participation into the democratic processes, which nature is rather political. This is due to the fact that the main goal and result of the project was institutional and political in its nature, as demonstrated by the fact that the project involved grassroots movements (Barcelona en comù and Ahora Madrid) that managed to grow to the point the point of governing two big European cities.

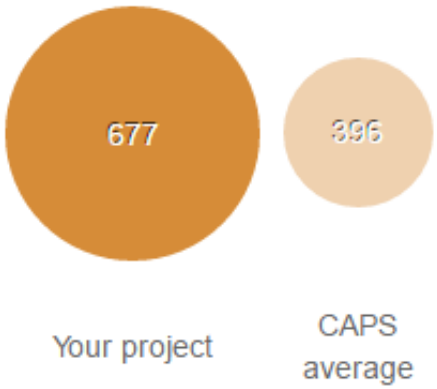


Figure 63 D-CENT vs CAPS overall political score

The project's impacts are particularly significant for the Civic and political participation dimension, where D-CENT achieved the highest score (756) because of the strong focus put by the project on citizens and users' involvement into public life and choices. The result obtained on Policies and institution is still good but less relevant.

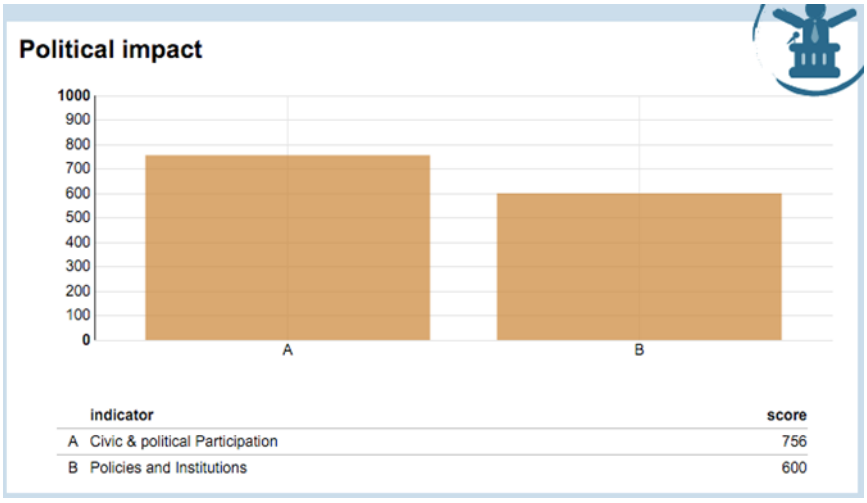


Figure 64 D-CENT score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

As anticipated, D-CENT's efforts and impacts within this domain are highly relevant and the project attributed the maximum value on the Likert scale to most of the indicators contributing to the assessment, namely the increase of the time spent by users in getting informed about local, national and international political issues and in persuading friends, relatives or fellow workers about social/political issues; an increase in the number of bottom-up/grassroots actions and an increase in citizens' participation to national and local election and in other forms of political idea manifestations (i.e. campaigns, boycotts, manifestations).

All the tools developed by the project aim at offering new channels for civic and political participation, but they are not specifically targeting groups at risk of social exclusion and/or discrimination. In this respect, future activities could address this issue since one of the main risks of technology-enabled participatory tools is that of facilitating the participation of social groups that are already empowered, hence widening the gap with categories at risks of social exclusion.

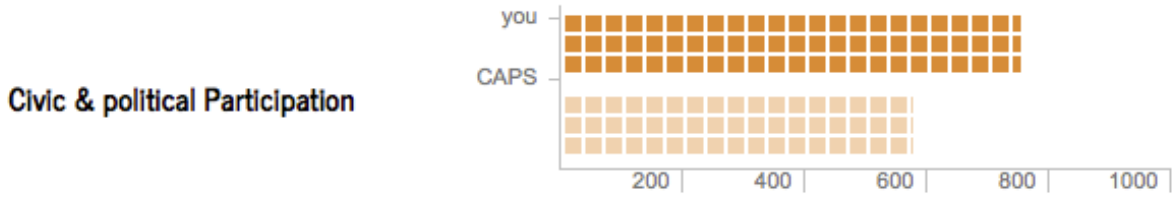


Figure 65 D-CENT score – Civic and political participation

IMPACT ON POLICIES AND INSTITUTIONS

The project's effort for increasing the overall participation of citizens to the civil and political life of the community included working with Cities across Europe, having an impact on their policies regarding democratic partecipation, citizen engament, transparency, and economic inclusion. D-CENT achieved an impact on real policies and its coordinator also engaged authorities at national level, including the UK Governmemt and the UK Digital Commission in the Parliament. The project acted both bottom-up (with cirtizens and movements) and top down with Cities and Governments. Furthermore decision makers and policy officials and European MEPs are present in the project Advisory Board.

These activities significantly contributed to influence positively the transparency of institutions and democratic processes (5 on the Likert scale). Moreover, the project highly strengthens the capability of citizens and civic society organisations of influencing policies and government (6 on the Likert scale) thanks to the tool developed as per the output section.

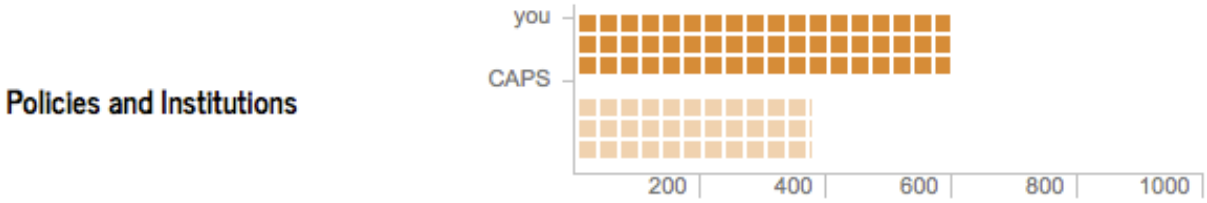


Figure 66 D-CENT score – Policies and Institutions

A.1.2.4 ENVIRONMENTAL IMPACT

The project got a quite low score regarding its impact on environment, 170 upon an average of 314.

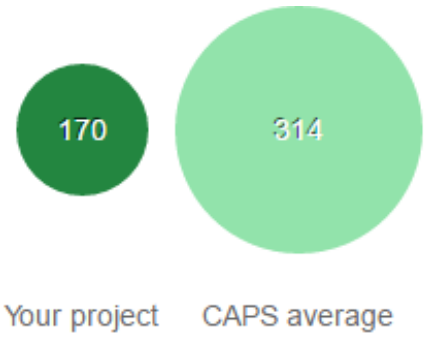
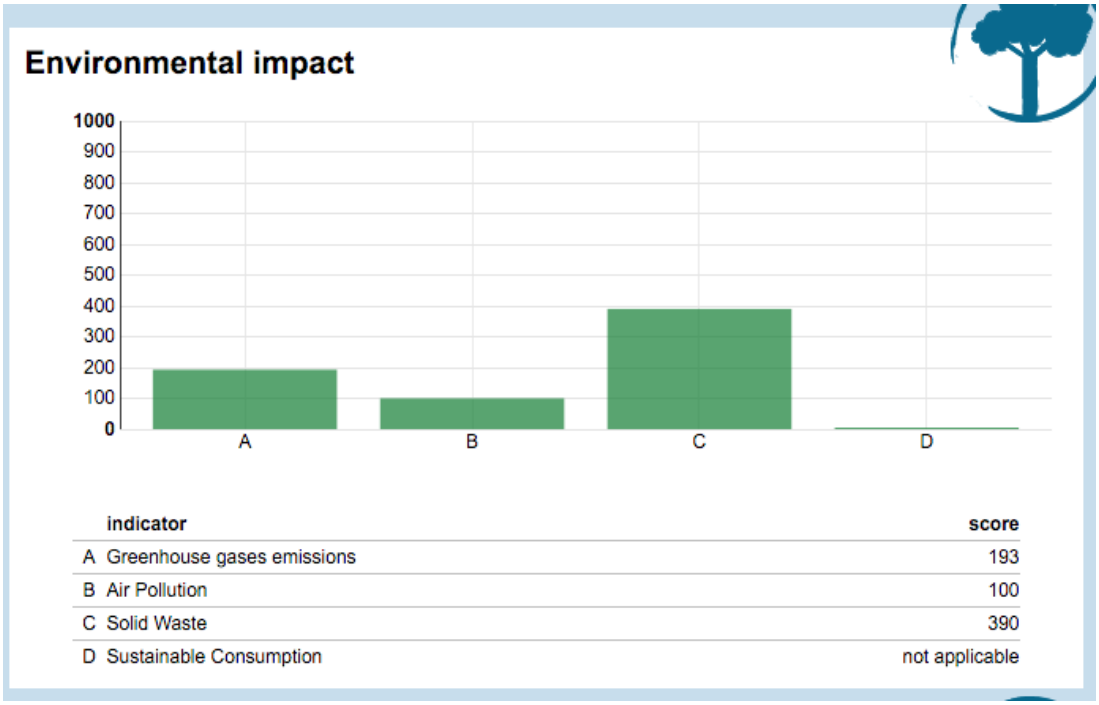


Figure 67 D-CENT vs CAPS overall environmental score

This result, as illustrated in the image below, is mainly due to very low scores on greenhouse gases emissions and on air pollutions, while it scored definitely better about solid waste (390 upon the average of 458). The detail of its performances is explained in the paragraphs below. The assessment of sustainable consumption was not possible because of a lack of data.



	indicator	score
A	Greenhouse gases emissions	193
B	Air Pollution	100
C	Solid Waste	390
D	Sustainable Consumption	not applicable

Figure 68 D-CENT score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

Impact on greenhouse gases emissions scored very poorly (193, while CAPS average is 341) mainly because of the high number of travels, especially flights but also train trips, and no compensation activities or use of renewable or efficient energy.

Moreover, participating to the project does not enhance users willingness to participate to environmental-related actions (2 on the Likert scale) because the topic is quite far from D-CENT's focus.

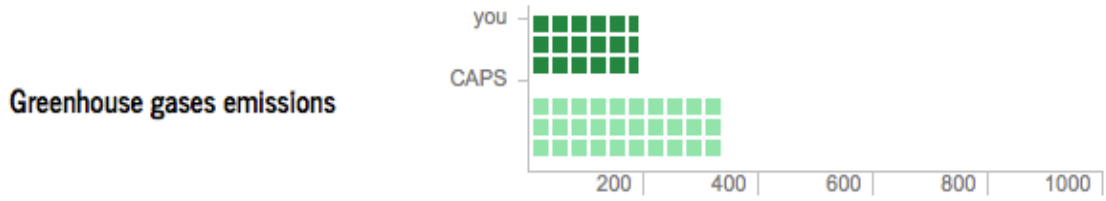


Figure 69 D-CENT score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

As the topic is not among the project targets, this result (100 upon the average of 350) is consistent with its strategy and to some extent it is comprehensible that D-CENT does not know its potential air pollution reduction, does not encourage its users to demonstrate their sensitivity towards the air pollution related to transport issue (2 on the Likert scale) and does not contribute to provide easier access to innovative solutions for sustainable transport choices.

The only aspect that would be recommendable to improve for the project is the one about partners' sensitivity towards the topic: in fact, even if it is not a project goals, a policy about environmentally friendly attitudes within the consortium should be encouraged among all CAPS.

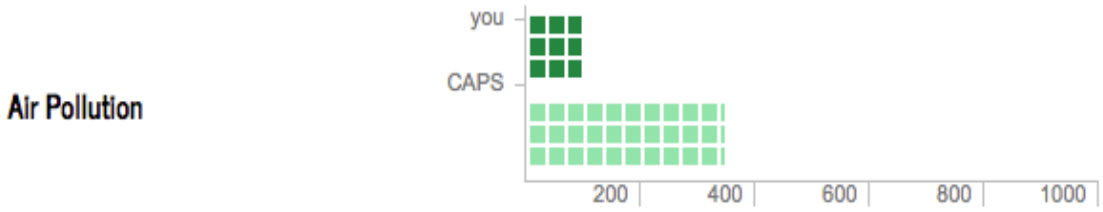


Figure 70 D-CENT score – Air Pollution

IMPACT ON SOLID WASTE

With a result of 390 upon the score of 458, solid waste is the area in which the project achieved the better environmental impact. Users are engaged about their awareness or activities on the topic, consistently with the project goals.

D-CENT itself produces a low number of items (700 brochure only, no book, or gadgets and recycles 100% of the products exceeding after their intended use). The project generates no WEEE and the project coordinator collects four different kinds of waste in its office.

It is the only project that provides one instrument for easier access to waste management technologies.

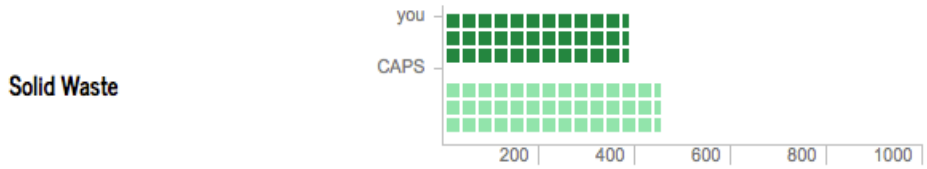


Figure 71 D-CENT score – Solid Waste

A.1.2.5 EFFICIENCY

Despite the fact that D-cent has demonstrate a good result on Efficiency with a score of 506 which is higher than average of 482 and they obtained a benchmark in three areas, this result can be taken in account as D-cent did not provide enough data in Efficiency section (less than 50% of responses)

A.1.2.6 EFFECTIVENESS

D-cent has demonstrated very good score on effectiveness which is 743 out of average score of CAPS which is 508. The tools that D-cent has elaborated permited citizens to influence institutions/governments transparency, to influence partiers/democratic processes.

A.1.2.7 SUSTAINABILITY and FAIRNESS

The data entered by the project were not sufficient for evaluating these dimensions at the time of the self-assessment,

A.1.3 CHEST

Acronym: CHEST

Long Name: Collective enHanced Environment for Social Tasks

Website: http://www.chest-project.eu/

Start date: 01/10/2013

End date: 31/03/2016

Instrument of funding: IP Large scale integrating collaborative projects

Total budget: € 2.990.930

EU funding: € 2.949.000

Project score: 567

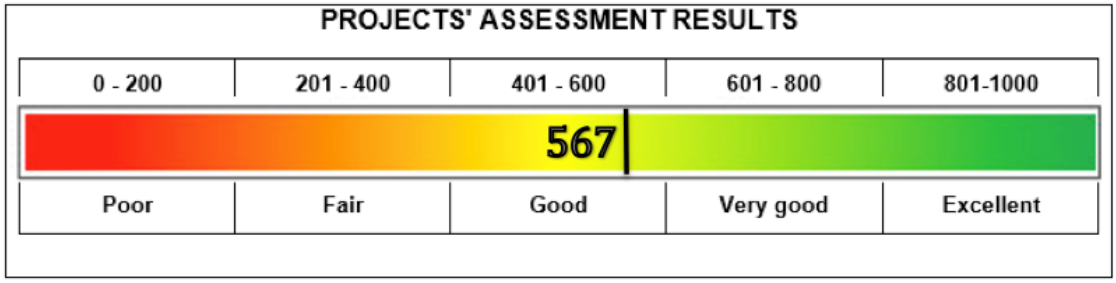


Figure 72 CHEST self-assessment project score

Main problem/s the project will address/contribute to solve

A large number of innovators and social entrepreneurs are trying to address societal challenges throughout Europe but often are lacking financial resources and/or expert knowledge and networks, which impedes their success. CHEST aims to promote and support innovation in European social tasks and challenges by incrementing the number and success rate of initiatives that use collective awareness approaches to respond to high-impact societal challenges.

Consortium

The project consortium is composed of 3 partners. One is representing the educational and research institution and two the business sector (with one large enterprise).

Previous engagement in European Funded Projects

Yes

Relationships with other projects

CHEST project collaborates with 3 projects:

- IA4SI
- CATALYST
- CAPS2020

Stakeholders

The table below identifies the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Graduate students
- ✓ Other EU projects

BUSINESS

- ✓ ICT-SMEs
- ✓ Non-ICT SMEs
- ✓ Cooperatives and social entrepreneurs
- ✓ Consultants and self-employed workers
- ✓ Utilities (water, energy, etc.)

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ School, Teachers, Educators
- ✓ Activist and social movements
- ✓ P2P producers
- ✓ Bloggers or content producers
- ✓ Citizens at large
- ✓ Other civic society organizations

POLICY MAKING

- ✓ Local policy-makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The typologies of users of the CHEST project are:

- ✓ Social innovation organisations and networks
- ✓ Social movements and activists
- ✓ SMEs
- ✓ NGOs, associations and charities
- ✓ Citizens

Users' activities developed through the project's tools/services

Among the end users' activities identified by the self-assessment, the project selected the following:

- ✓ Sharing ideas/information exchange
- ✓ Debating
- ✓ Collaborative consumption
- ✓ Collaborative production
- ✓ Exchange of products
- ✓ Other

Impact prioritization

The figure below shows in bold the areas of impact that have been selected as significant by the project. The next paragraphs will describe the actual results obtained in the different areas of impact.

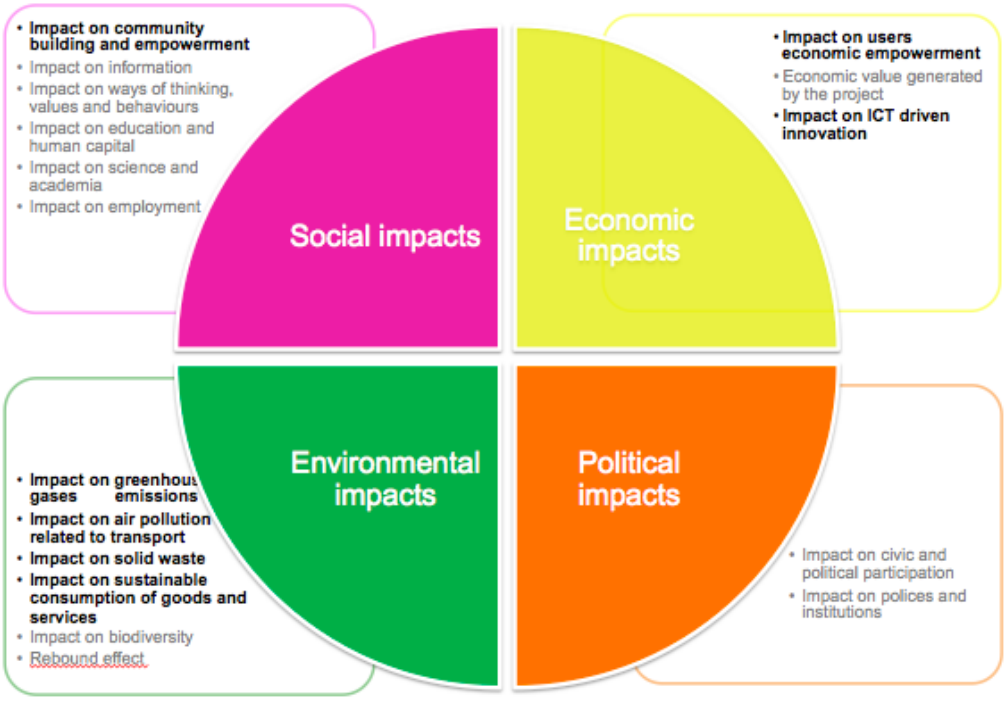


Figure 73 CHEST areas of impact

TECHNOLOGICAL OUTPUTS

The main technological output refers to a collective awareness platform, a tool to support social entrepreneurs and innovators in sharing and exchanging ideas by creating an online space where anyone (social entrepreneurs, innovators, citizens, interest groups) can propose an IT-based idea for solving societal challenges and discuss it with others. The number of users directly involved by the output of the project amounts to 5.000.

CHEST project has organised three calls for proposal:

- The first call (see Figure 74 Visualisation of the CHEST technological output exemplified by one call 1 winning idea
-) has been carried out to investigate the best innovative ideas: 35 ideas, which got the majority of votes from the CHEST online community, have been selected, receiving up to 6000 € seed funding.
- The second call has been carried out to exploit innovative market ready products, services or processes. 5 projects were awarded and have won up to €150.000. They will join the CHEST consortium as partners.
- The third call aims to support the best projects that were derived from Call 1, but has been open also to new applications. 24 projects have been selected and each of them received a prize that amounts to € 60.000.

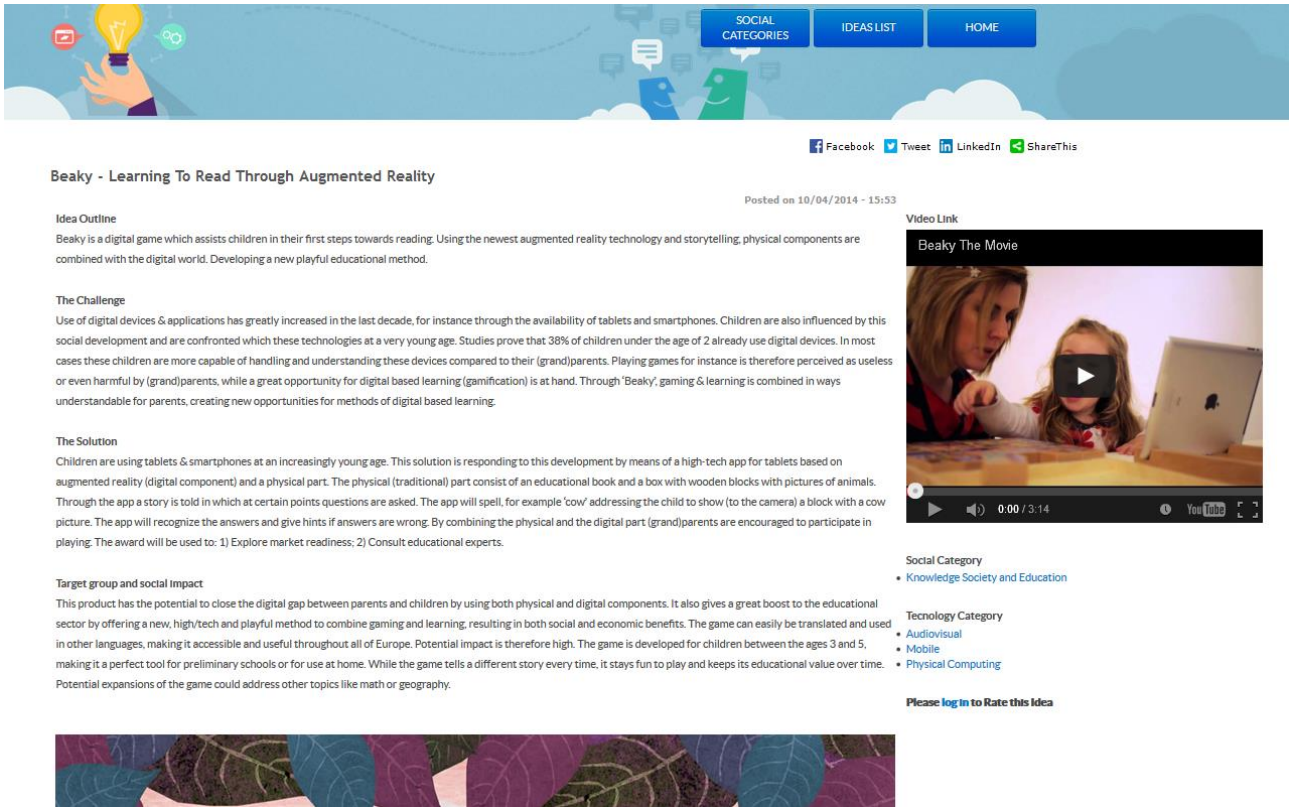


Figure 74 Visualisation of the CHEST technological output exemplified by one call 1 winning idea

No information has been entered in the SAT regarding the project's scientific outputs (publications, patents, IPRs), but we know that CHEST is developing 5 market-ready solutions and 24 pilots through the beneficiaries of calls 2 and 3.

ANALYSIS OF THE PROJECT IMPACTS BY AREAS

As expected, CHEST selected Economic, Social and Environmental areas of impact assessment. The results of its self-assessment were significant in the economic and social areas, less so in the environmental one, as illustrated in the figure below. It is important to note that the self-assessment only covers the efforts undertaken by the core consortium of CHEST whereas the biggest part of CHEST's social impact will be achieved through its beneficiary projects selected through 3 open calls. Their impact is not covered by this report.

The following paragraphs explain in details these results.

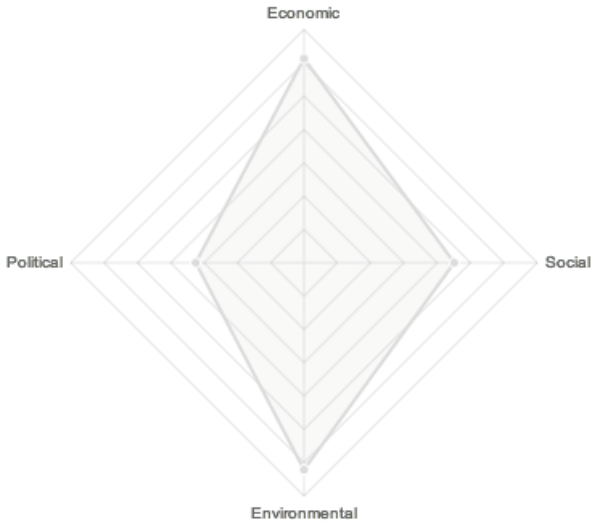


Figure 75 CHEST impact on the different areas of assessment

A.1.3.1. SOCIAL IMPACT

CHEST scored quite well on social impact (451 upon the CAPS average of 508).

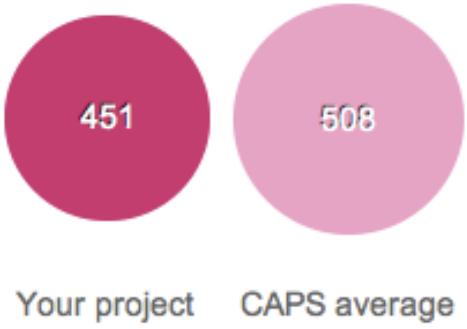


Figure 76 CHEST vs CAPS overall social score

The project scored especially well about the impact on information (641 on an average of 629) and community building and empowerment (576 on 458), less so about ways of thinking (254 on 318) and especially education (333 on 644).

indicator	score
A Community building and empowerment	576
B Impact on information	641
C Impact on ways of thinking, values and behaviours	254
D Education and Human capital	333

Figure 77 CHEST score of social impact

The following paragraph presents a detailed overview of how the project performed in this area of impact.

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

As described in the Technical Outputs paragraph, CHEST developed a collective awareness platform to support social entrepreneurs and innovators. Moreover, for the CHEST Call for Ideas, the project developed Idea Management system to organise and assess large amounts of input (ideas). Those inputs are in the format of textual content describing innovation for products or services. The platform enables the online discussion and the rating of the ideas submitted by the CHEST online crowd. In a second phase, the CHEST platform will also facilitate the collaboration and knowledge exchange among the beneficiary projects. When the project performed the assessment, the platform had 5000 users.

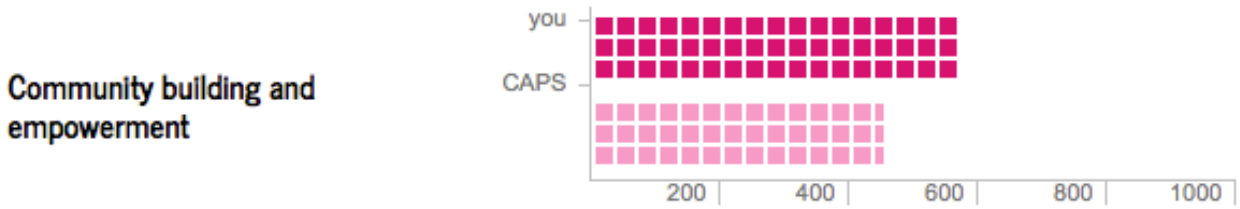


Figure 78 CHEST score – Community building and empowerment

The platform makes available the following features: Conversations (a way of talking to other people through the system), used by 50% of the users; Groups (a way of forming communities of interest), by 20%; Reputation (a way of knowing the status of other people in the system; no share available); and Idea Voting, by 30%.

The platform provide features to support users in effectively managing their data and privacy and data related to the users and the contents' flows (average time spent on the platform, network density, replies to the posts, number of groups or circles created by users) have been analysed in

collaboration with CATALYST, even if the access to the report is restricted due to data privacy.. Data concerning gender balance (women among users, gender equality activities) are not available too.

CHEST estimates that its activities positively influence the trust among platform users to a certain extent (4 on the Likert scale) and that they tackle the issue of power asymmetries through the three Open Calls funding Digital Social Innovations. It fosters the creation and enlargement of local communities and provides them two instruments to better organise themselves (6 on the Likert scale). The project also organised two events addressing local communities with an overall number of 60 participants, and it substantially influences the trust among local communities members (5 on the Likert scale) and contributes to make local communities more inclusive (6 on the Likert scale).

The project collaborates with 4 CAPS: IA4SI, as it is using its methodological framework as a base for social impact assessment; CATALYST, which is implementing a tool-testing (Edgesense) on the CHEST online crowd; CAP2020, about dissemination; and DSI, to cross-connect their communities and knowledge sharing. Further collaborations with actors within the SI domain include Digital Social Innovation: Crowdmapping actors and networks, Ashoka, Phineo gAG, Enterpreneurship Foundation. Moreover, the project developed three activities (the three calls) to bring together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector.

IMPACT ON INFORMATION

The good performance achieved by the project in this area is mainly due to its contribution on terms of improvement of users' access to sources of information and the reduction in asymmetries with this respect (both 6 on the likert scale).

Also, CHEST encourages the use of open access and open standards.

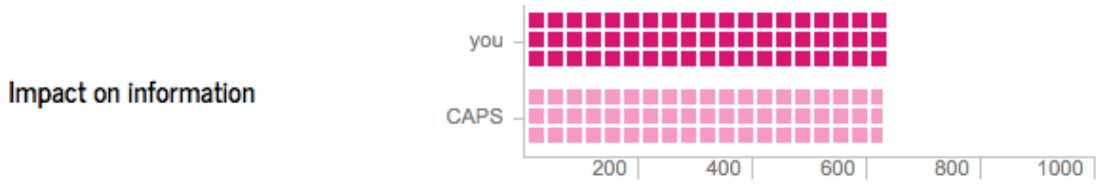


Figure 79 CHEST score – Information

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

The project engages with a relevant number of topics where it can possibly deliver a change in users opinions and behaviours: environment, participatory democracy, production and consumption, finance, health, employment. As other projects, though, its action is hinder by lack of evidence of such changes and of target actions with this respect.

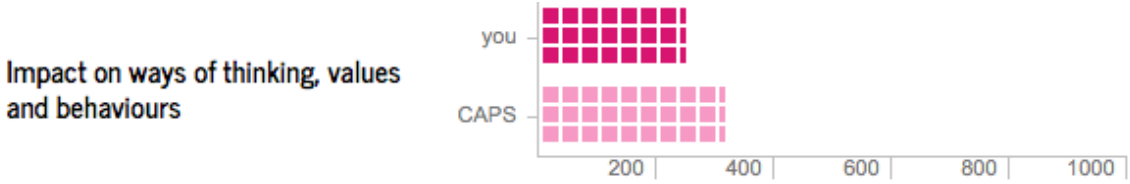


Figure 80 CHEST score – Ways of Thinking, Values and Behaviours

IMPACT ON EDUCATION AND HUMAN CAPITAL

Since CHEST does not have a strong focus on educational activities and goals, the achieved result can be considered quite good: it provided training to 84 people for a total of 706 hours, and developed two training tools: eReuse, a system that records information and traceability data (geographical places it has been donated/recycled) and AyeMind, a guide to help young people continue develop gifs as a way to engage the conversation around mental health.

The project, like all the others, does not address the digital divide issue.

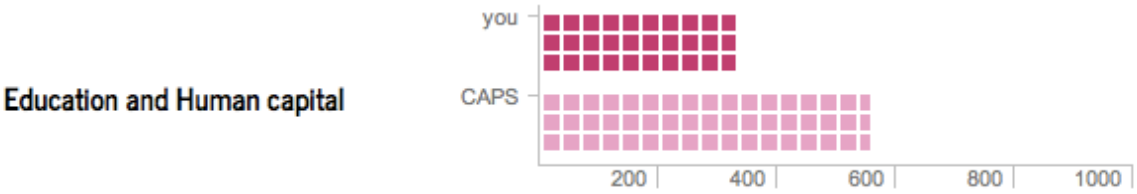


Figure 81 CHEST score – Education

A1.3.2 ECONOMIC IMPACT

With reference to the Economic Impact, CHEST has achieved a positive impact and is slightly above the average, with a score of 612 on a CAPS average of 600, as shown by the following figure.

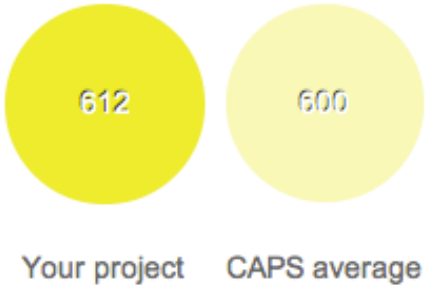


Figure 82 CHEST vs CAPS overall economic score

CHEST has selected to have an Economic impact on the following three subcategories: “Users economic empowerment”, “Economic value generated” and “ICT driven innovation”. The picture below represents the score and the impact of CHEST in these Economic subcategories.

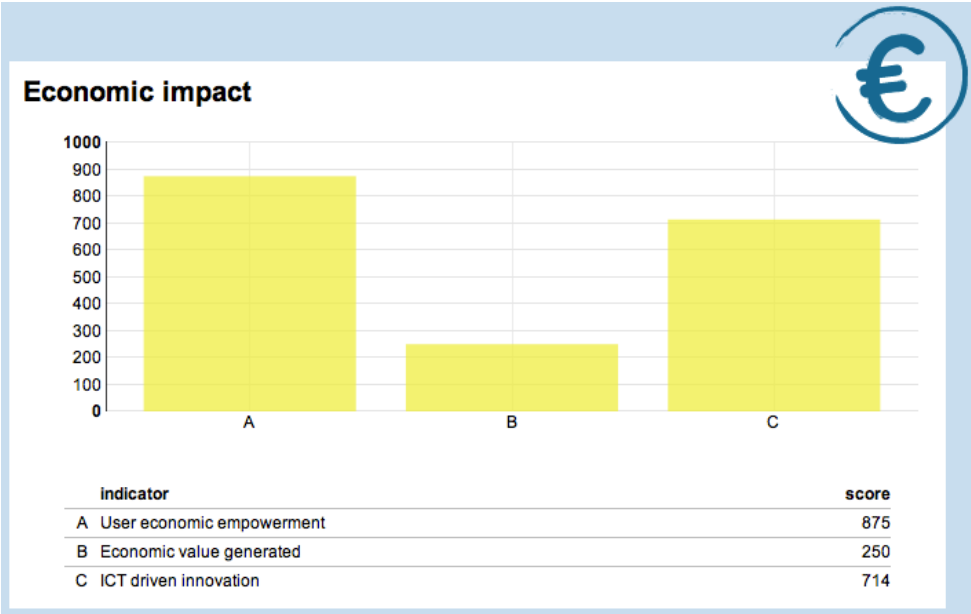


Figure 83 CHEST score of economic impact

Indeed, on User economic empowerment, the CHEST project has the best impact on this subcategory. The project score is 875 and is highly above the CAPS average of 536. On ICT driven innovation, CHEST has achieved a project score of 714 on a CAPS average of 784, hence it is slightly below the average but this remains still a good result considering the high performance of CAPS projects. Moreover, the ICT driven innovation of CHEST is reached indirectly through its beneficiary projects (an impact which has not been assessed in this report but will be part of the next reporting period). However on the “Economic value generated” sub-category the project did not achieve an impressive result as a score is 250 out of 502 average.

IMPACT ON THE ECONOMIC VALUE GENERATED BY THE PROJECT

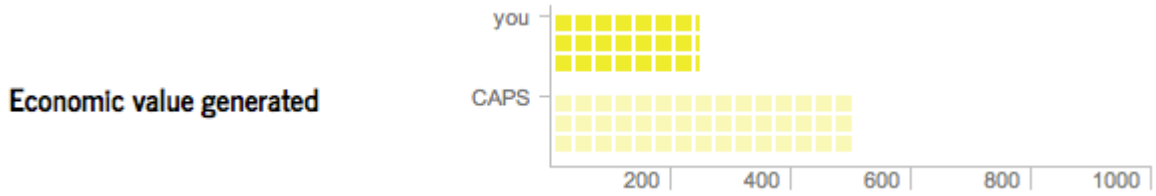


Figure 84 CHEST score – Value generated by the project

Chest has achieved a poor result in this sub-category due to the lack of data added to the SAT, which means that this index cannot be analysed. However the project gained a benchmark on a business model index.

USERS ECONOMIC EMPOWERMENT

The CHEST project increases the access to finance of its users by providing 2.499.280€ through call for ideas and projects proposals. Indeed, the CHEST budget is devoted to Open Calls supporting idea generators and social innovators for about 85% of the project total funding, thus highly contributing to reduce the need of its users to access to emergency finance.

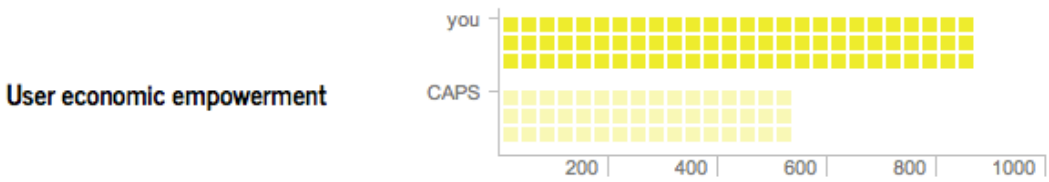


Figure 85 CHEST score – User economic empowerment

The project redistributes this amount through:

- Micro-finance instruments
- Seed-funding
- Crowd-funding initiatives
- Community currency
- Digital currency

CHEST also supports the creation of entrepreneurial initiatives and the project users have developed 64 new business ideas. CHEST is also highly and actively supporting its users and the broader Social Innovation community to increase their incomes, to diversify their resources and to increase their resilience to cope with crises.

ICT DRIVEN INNOVATION

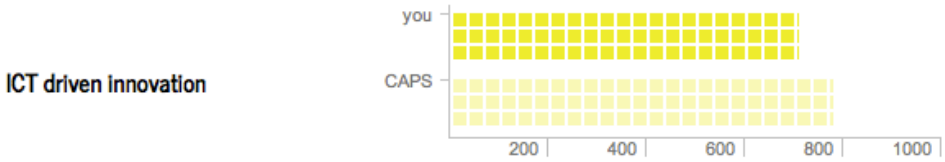


Figure 86 CHEST score –ICT driven innovation

In terms of impact on ICT driven innovation, the CHEST project has declared to have a relevant impact on process and on organisational innovation. Indeed, CHEST works with specific management strategies in enabling its users to develop new or improved service offerings, especially with reference to Social Impact Assessment and Co-Design/Co-Development. The project also implements new concepts for the structuring of activities for its users and improves the working practices of CAPS users. Finally, CHEST increases the access to spaces for allowing its users to work together.

A.1.3.3 POLITICAL IMPACT

The project score, even if not good in absolute terms, was close to the average also for the Political area of impact, with a score of 325 on the 396 average.

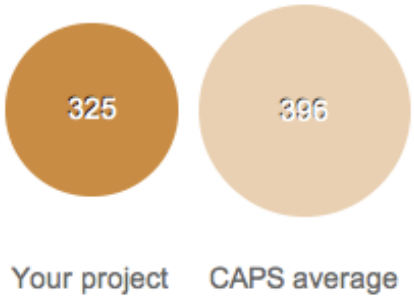


Figure 87 CHEST vs CAPS overall political score

CHEST selected the Impact on Civic and Political Participation area, as it does not focus much on policies and institutions. The achieved results is explained in the paragraph below.

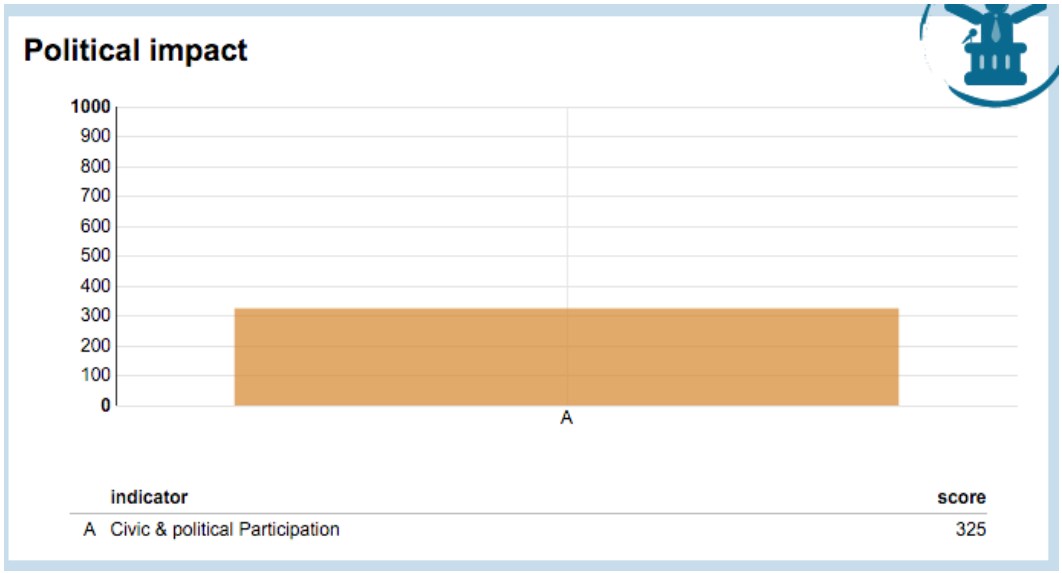


Figure 88 CHEST score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

The project contribute mainly to three goals, assessing its performance between 5 and 6 on the Likert scale: it improves the civic participation of citizens belonging to group at risk of social exclusion and/or discrimination, it improves the time spent by citizens in participating to civic-society organisation and it supports the growth o the number of bottom-up/grassroots actions.

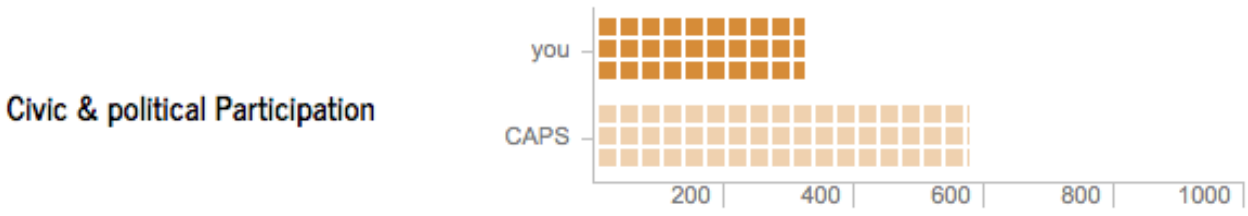


Figure 89 CHEST score – Civic and Political Participation

A.1.3.4 ENVIRONMENTAL IMPACT

Relatively to CAPS overall performance, CHEST scored very well about this area of impact, 621 upon the CAPS average of 314.

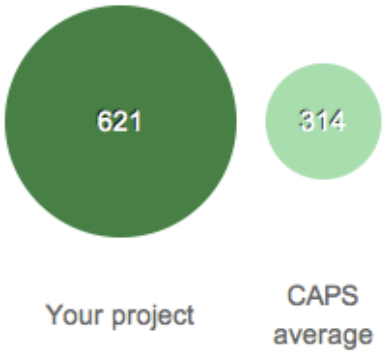
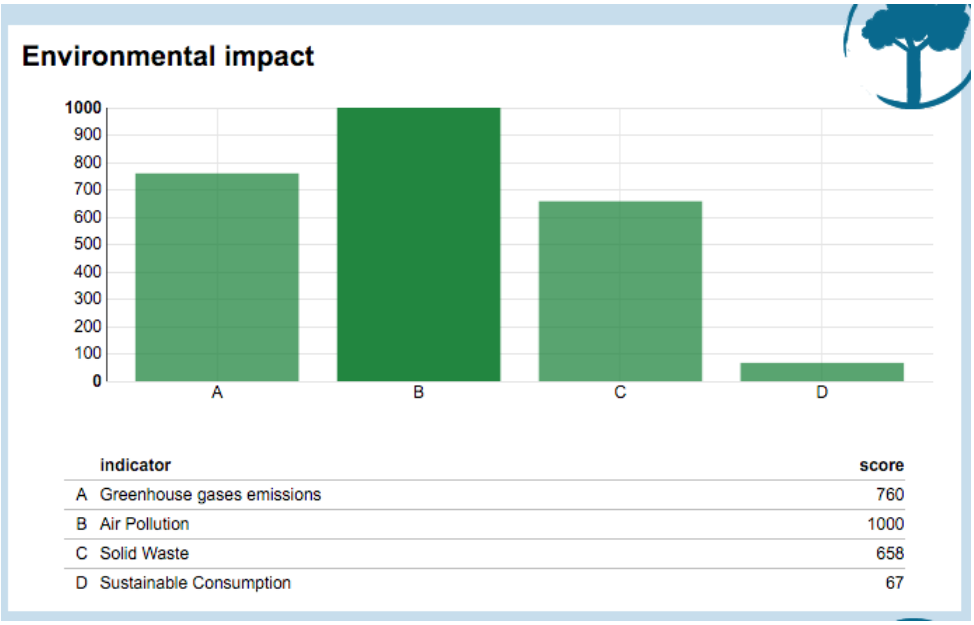


Figure 90 CHEST vs CAPS overall environmental score

In particular, the project got the highest score regarding the Air Pollution indicator (1000 upon 350), and it performed also very well on the Greenhouse gases emissions (760 upon 341). It performed well also on on Waste (658 upon 458) while it was not possible to assess it performance regarding sustainable consumption because it was too low.

About the other areas, the results are explained in more detail in the following paragraphs, going through the many indicators, which according to the self-assessment methodology influence every area of impact.



	indicator	score
A	Greenhouse gases emissions	760
B	Air Pollution	1000
C	Solid Waste	658
D	Sustainable Consumption	67

Figure 91 CHEST score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

The good result achieved regarding this area of impact is mainly due to the fact that CHEST has one of the lowest number of travels by far among all the CAPS projects: to implement its activities, it only

did 30 travels by plane within Europe and the Mediterranean region, 4 travels by train and no travels outside Europe and the Mediterranean region. This makes the project highly sustainable from the point of view of the logistics management, despite the fact that it did not perform any compensation activities.

Other variables associated with users' activities and behaviours in relation with this topic are not relevant for the project.

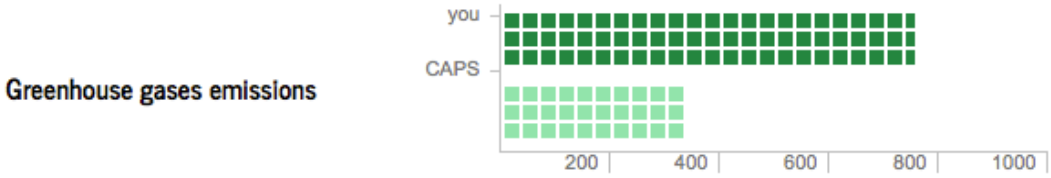


Figure 92 CHEST score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

As demonstrated by the paragraphs above, the consortium relies as much as possible on virtual meetings and equally project's partners are encouraged to demonstrate their sensitivity towards the air pollution related to transport issue (5 on the Likert scale, only an other CAPS indicated this level of sensitivity towards the topic).

The project does not aim to influence users with respect to this issue. Consequently, other variables are not applicable to the end of evaluating its impacts.

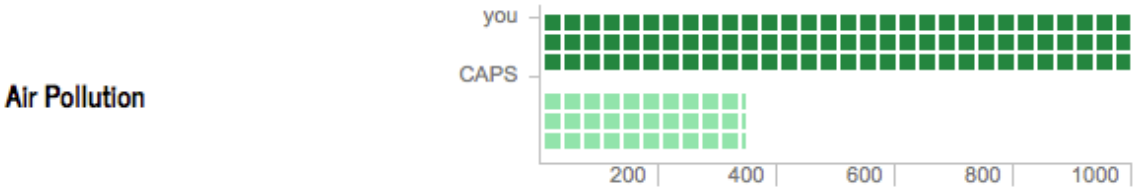


Figure 93 CHEST score – Air Pollution

IMPACT ON SOLID WASTE

CHEST performance on this area of impact is characterised by few items produced hence the good score. In fact, the project produced only brochures (1000) and it did not produce publications, books or gadgets. For CHEST, there was no need to implement practices for recycling as all materials produced were successfully distributed.

Considering that the project's core topics and activities are not related to waste and environment, other variables concerning the users are not part of the evaluation.

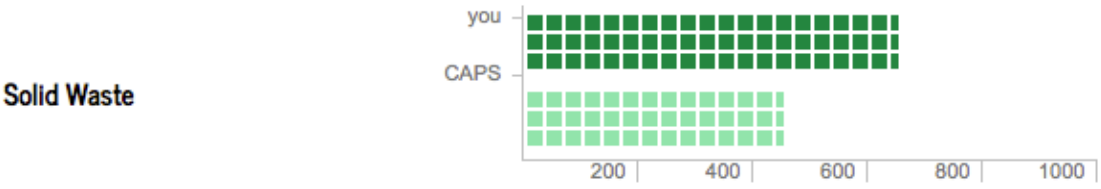


Figure 94 CHEST score – Solid Waste

A1.3.5 EFFICIENCY

CHEST has achieved a positive impact on efficiency (504 out of average 482): in terms of economic impact, this score is derived from the capability of the project to highly support the creation of entrepreneurial initiatives and business ideas of its users. CHEST also contributes to increase the efficiency and the quality of pre-existing technologies. The project has a very low impact on environmental efficiency. This will be increased in the future as several CHEST beneficiaries are working on the sustainable consumption of goods and services. Nevertheless, this score cannot be taken into consideration, because less than a half answers provided in this area for completed and some indicators have achieved a benchmark such as scientific publications, support of the creation of entrepreneurial initiatives.

A.1.3.6 EFFECTIVENESS

Despite the fact that CHEST achieved a positive score on effectiveness, which is 563 out of average 507, this data cannot be considered as project did not enter enough data relevant to the assessment of its effectiveness to allow a proper analysis.

A.1.3.7 SUSTAINABILITY

CHEST has achieved the best result regarding the impact on sustainability, with a project score of 756 on a CAPS average of 383.

This very positive result is related to the fact that the project increases the access to finance of its users, since it distributed 2.499.280€ to them. Moreover, the project reduces the need of its users to access emergency finance and it supports the creation of entrepreneurial initiatives. Furthermore, CHEST also helps its users to diversify income resources and increase their resilience to cope with crises.

A.1.3.8 FAIRNESS

CHEST has gained a very positive result on Fairness which score is 700 out of average 474. This is one of the best result in this domain among all the CAPS projects. This result was obtained due to the capabilities of the project of providing a great number of tools/instruments provided with the aim of reducing power asymmetries in local communities on the platform, also by creating tools/activities developed for influencing information asymmetries.

A.1.4 CATALYST

Acronym: CATALYST
Long Name: Collective Applied Intelligence & Analytics for Social Innovation
Website: http://catalyst-fp7.eu/
Start date: 01/10/2013
End date: 30/09/2015
Instrument of funding: Strep
Total budget: € 2.063.723
EU funding: € 1.658.000

Project score: 522

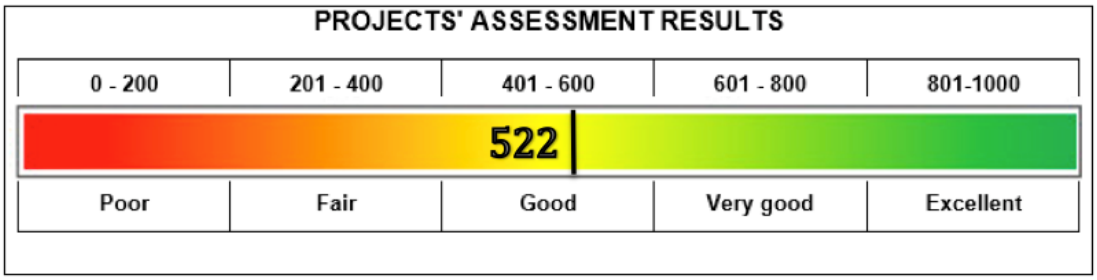


Figure 95 CATALYST self-assessment project score

Main problem/s the project will address/contribute to solve

The main issue addressed by CATALYST is the improvement of collective sense making for common good in large-scale online debates for social innovation. Online communities have been playing an increasingly important role in supporting grassroots initiatives in the area of social innovation and sustainability. However, as such platforms go larger and larger, it is more and more difficult for community managers to ensure efficient debates among citizens, i.e. to ensure collective ideation, decision and action. In order to tackle this issue the CATALYST project will develop and test collective intelligence tools and make them available, as open source solutions, to any interested community.

Consortium

The project consortium is composed of 7 partners: 2 of them are educational and research institutions, 3 are SMEs and 2 are in other categories.

Previous engagement in European Funded Projects

The CATALYST coordinator was previously engaged in other European funded projects, mainly in the ICT sector. The project coordinator did not work with any of the current CATALYST partners in previous occasions.

Relationships with other projects

CATALYST collaborates with 4 projects:

- ✓ IA4SI
- ✓ CAPS2020

- ✓ DecarboNet
- ✓ CHEST

Stakeholders

The table below identifies the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy-making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic researchers
- ✓ Independent researchers
- ✓ Graduate students
- ✓ Other EU projects

BUSINESS

- ✓ ICT large companies
- ✓ Non-ICT large companies
- ✓ ICT SMEs
- ✓ Non-ICT SMEs

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Umbrella organisations
- ✓ Activist and social movements
- ✓ Bloggers or content producers
- ✓ Citizens at large
- ✓ Other civic society organisation

POLICY MAKING

- ✓ Local policy makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Global policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The users' typologies of CATALYST project are**:**

- ✓ Social innovation organisations and networks
- ✓ Social movements and activists
- ✓ Researchers
- ✓ Large companies
- ✓ SMEs
- ✓ NGOs, associations and charities
- ✓ Software developers
- ✓ CAPS projects
- ✓ Citizens

Activities developed by the users

- ✓ Sharing ideas/information exchange
- ✓ Debating

In fact and as shall be analysed in more detail in the following section, CATALYST provides its users with innovative tools for improved collaborative knowledge creation. This makes the sharing of ideas and debating the main activities of its users, who in turn can benefit from a more efficient management of information flows and exchanges.

Impact prioritization

The figure below shows in bold the areas of impact that the project has selected as significant. In the next paragraphs we will describe the actual results obtained in these different areas of impact.

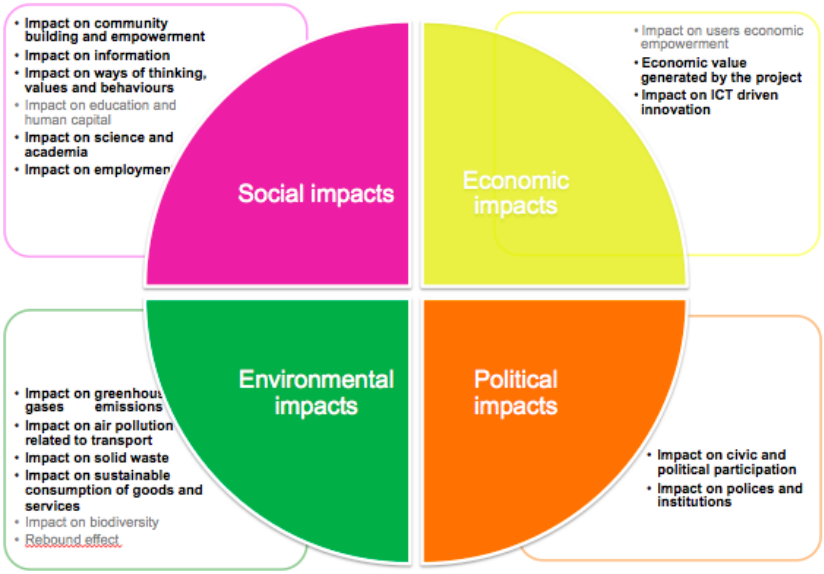


Figure 96 CATALYST areas of impact

TECHNOLOGICAL OUTPUTS

The main technological outputs of CATALYST tackle the issue of improving the quality and management of online debates, by making available to users new tools and updated network analytics:

- Assembl: developed by Imagination for People, it is a software application that allows hundreds or even thousands of people to work together productively. It reduces the chaos of working in a large group and facilitates the emergence of innovative, new ideas. Accordingly to the data provided from CATALYST at the time of the data gathering, this tool has 5000 users.
- LiteMap: it is a tool to support sense making and summarisation of public debates across Web forums and discussion media. By allowing easy mark-up and annotation through any Web browser, LiteMap enables users to grasp clips of text from an online conversation and make them objects of further reflection and discussion. Users: 1700.
- Collective Intelligence Dashboard: it is a tool aiming at monitoring, measuring and understanding the nature and quality of the collective intelligence processes emerging within the community debate. In other words, it is the place in which advanced analytics on social and conversational dynamics can be made visible and be fed back to the community for further awareness and reflection on the state and outcomes of a public debate. Users: 100.
- DebateHub: it provides an intuitive interface for large-scale argumentation and advanced analytics and visualisations to enhance sense making, attention mediation and community moderation. Users: 3500.
- Edgesense developed by Wikitalia, is a Drupal module that adds social network analytics to Drupal forum and community sites. By augmenting online conversations with network analytics, the project hopes to be able to foster collective intelligence processes. Users: 1000.

- Deliberatorium is a tool created by Mark Klein (ETH Zürich, CATALYST Partner) as part of his attributions at the Massachusetts Institute of Technology (MIT) alongside with his colleagues of the department of Collective Intelligence. It was used as a comparison and benchmark tool in the creation process of all five other CATALYST tools. It was further developed in the course of the project and tackles the problems that are nowadays connected with deliberation tools (forums, blogs, email, etc). The fact that content is organized by time creates problems. First, the content that you see is often incomplete as discussions can be scattered under different posts with only like-minded people following it. It is hard to make sure participants' voices get heard because as soon as someone else comments/posts, their input is made most visible due to the organization by time. Finally, because discussions can be held in separate threads at different times and completely independent from each other, the really interesting discussions get ignored. Deliberatorium technology organizes contributions by topic rather than time. These are further broken up into issues, ideas and arguments. This makes it manageable for large numbers of people, distributed in space and time, to combine their insights to make sense of complex problems (e.g. sustainability, climate change policy) and find solutions to them.
- Tools' Tests: in addition to the testing periods of its tools by its community consortium partner and as part of its improvement and validation processes, CATALYST conducted tests of its Collective Intelligence developments on real online communities from the Open-Call it launched in 2014. The work performed by successful proposals started in February 2015 and finished during the summer of the same year. The tests allowed the testing of:
    - Assembl by Ashoka, Edgeryders, the OECD and Loomio;
    - LiteMap by Loomio, OuiShare and AutoConsulta Ciudadana;
    - DebateHub by The University of Naples and AutoConsulta Ciudadana;
    - Edgesense by Edgeryders
    - The Collective Intelligence Dashboard and DebateHub by The University of Naples.

  All tests, for which reports are available on the CATALYST website, allowed the project partners to fine-tune their tools.

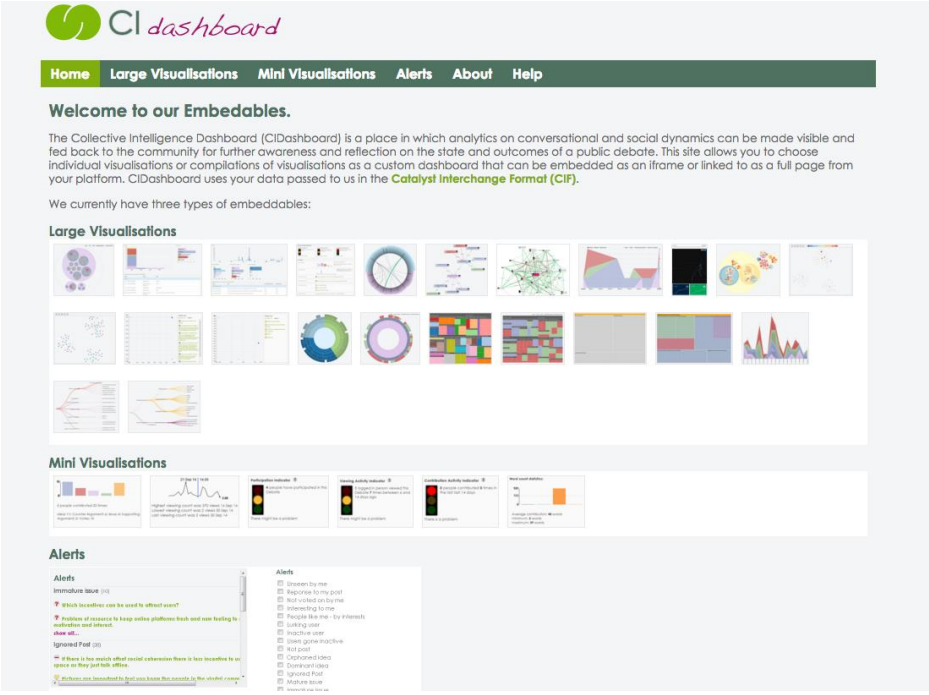


Figure 97 Collective Intelligence Dashboard image from the website

SCIENTIFIC OUTPUTS

The Catalyst project produced 8 non peer-reviewed articles, which deal with the following topics:

- Online deliberation processes;
- Open Innovation;
- Collective Intelligence and
- Crowdsourcing.

All the papers contribute to a better definition and understanding of (Digital) Social Innovation.

Moreover, the project developed 6 open source tools and 8 pilots, while it did not develop patents, policy recommendations and did not influence regulations or institutions.

ANALYSIS OF THE PROJECT IMPACT BY AREA

As anticipated, CATALYST selected all four areas of the self-assessment and performed very well with regard to the economic area of impact and quite well in the political and social one. The environmental performance got the lower score, but it is still above the CAPS average, which is, as expected, very low for lack of goals and activities focused on this area. The following paragraphs explain in details these results.

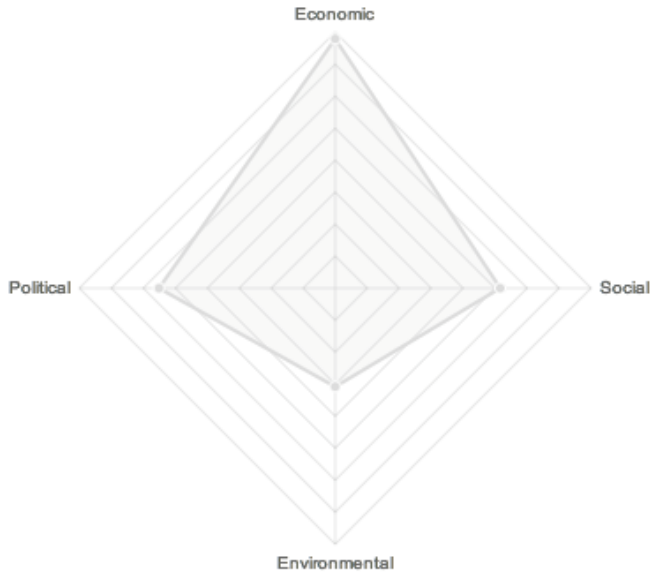


Figure 98 CATALYST impact on the different areas of assessment

A.1.4.1 SOCIAL IMPACT

CATALYST performed well in the self-assessment of the social impacts of its activities, scoring 516 upon an average of 508:

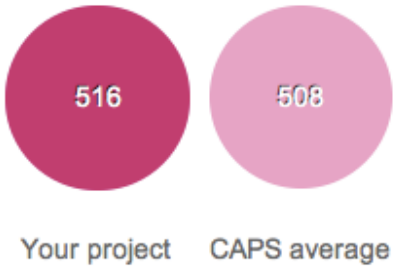


Figure 99 CATALYST vs CAPS overall social score

This result is confirmed by the good performances achieved by the project in four of the five areas of impact selected for the assessment: with the exception of the impact on ways of thinking, values and behaviours, where the project is significantly below the average (250 upon 282), all other areas are rather above it, in particular the one about community building (532 upon 448) or in the slightly below the average: information (575 upon 613), science and academia (649 upon 698) and employment, (576 upon 596). These results, which are consistent with the project goals, are explained in detail in the paragraphs below.

indicator	score
A Community building and empowerment	532
B Impact on information	575
C Impact on ways of thinking, values and behaviours	250
D Science and academia	649
E Employment	576

Figure 100 CATALYST score by areas of impact

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

As explained in the technological outputs section, CATALYST developed an ecosystem of tools that directly engages final users and facilitates online collaborations and discussions. The tools, which currently have 11.300 users, do not build on pre-existing online platforms or online communities. The average time spent on the tools by the users is around 4 minutes and this increased since the beginning of the project.

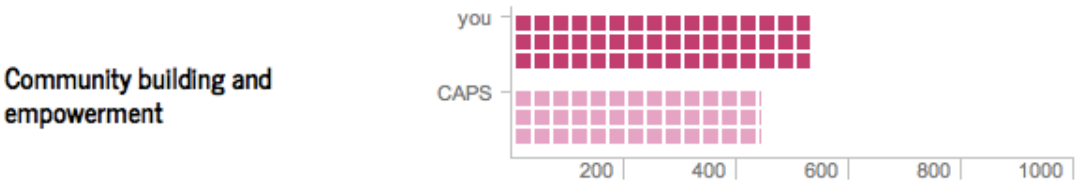


Figure 101 CATALYST score – Community building and empowerment

The ecosystem makes available to its community some main features concerning the relationship dimension of interaction (a way of describing how two users in the system are related), the conversations flows (a way of talking to other people through the system), the groups (a way of forming communities of interest), the users reputation (a way of knowing the status of other people in the system) and the sharing activities (a way of sharing things that are meaningful to participants). About conversations, the project indicates a percentage of around 50% on the total number of post that get a reply, while no information is available at the moment about the network density of the platform or the number of groups, clusters, circles and similar created by the users nor the percentage of your users that interact with other users using personal emails or sharing personal data.

The enhancement of trust among users is estimated to be very successful (6 on the Likert scale). CATALYST tackles the issue of power asymmetries thanks to two of its tools, Assembl and DebateHub, but provides no specific feature for users to effectively manage their data and privacy.

50% of the users are women (but no activities dedicated to foster Gender Equality are developed) and 60% are young users up to 35 years. The project evaluates that the use of its outputs by people belonging to categories at risk of social exclusion is relatively relevant (3 on the Likert scale), while more significant are on the one hand the contribution to the creation and enlargement of local communities (5 on the Likert scale) and on the other hand the support offered to those communities by the project's tools (6 on the Likert scale). In fact, 5 of the instruments developed by CATALYST - Assembl, LiteMap, Collective Intelligence Dashboard, Deliberatorium and DebateHub - support users' self-organisation and management of local groups.

The project also organised one event to address local communities, gathering 200 participants, and it estimates to positively influence the trust among local communities members (5 on the Likert scale), making them more inclusive (6 on the Likert scale). Five of its outputs are dedicated to fostering social inclusion and non-discrimination in local communities, with a discrete average rate of success (4 on the Likert scale).

Among the CAPS domain, CATALYST collaborates with A4SI for the impact assessment and with CAP2020 for participating to the latter's events. Outside this domain, other Social Innovation initiatives with which the project established formal or informal collaborations are Ashoka, OuiShare, EdgeRyders, AutoConsulta Ciudadana, the University of Naples, Loomio and the OECD. The collaborations were set up to test the tools developed within CATALYST. No collaborations are in place with actors outside the SI and CAPS.

The project developed one highly successful (6 on the Likert scale) activity to brought together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector, and, as an overall evaluation, it consider its activities as very successful for spreading the social innovation model (5 on the Likert scale).

IMPACT ON INFORMATION

The project impact on information is slightly above the average and it managed to develop a good flow of contents. On the CATALYST tools contents are organised in on the one hand articles, long post or structured content for a total of 300 items at the time of the self-assessment, and on the other hand short post or status updates (8000 items).

Project's tools improve users' access to a range of local and international news sources of information (5 on the Likert scale) and to some extent they improve users' access to media outlets or websites that express independent, balanced views (4 on the Likert scale), in particular helping them to reach sources of information that represent a range of political and social viewpoints (5 on the Likert scale).

Information asymmetries experienced by the users are tackled by the project (5 on the Likert scale) through two of its tools (Assembl and Deliberatorium), but no instruments are provided to the users to verify the quality of the information shared through the platform.

The project builds on top of the current state of knowledge and in compliance with applicable standards (5 on the Likert scale) and to some extent encourages publishing under compatible open standardized licenses (4 on the Likert scale).

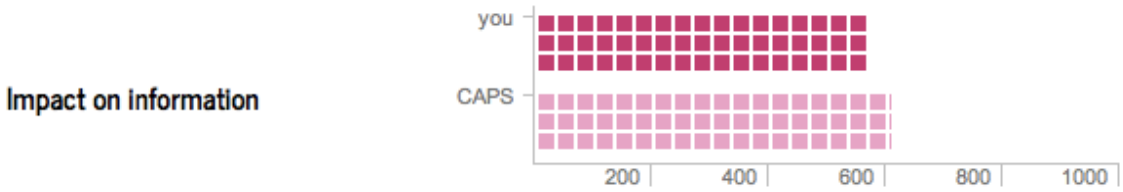


Figure 102 CATALYST score – Information

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

As the project's main goals is to develop tools to facilitate and encourage on line exchange and debates, it does not focus much on the shared contents and does not aim to change its' users opinion about a specific topic, even if indirectly it contributes to it by improving online debate. For this reason, the score achieved in this area is the only one slightly below the average.

Despite not engaging directly with those issues, almost all the instruments developed by CATALYST can promote a change in its users' opinions. Consequently, the project expects to see a change in users opinions about a range of topics discussed on its platforms, from Energy and environment, to Social inclusion and human rights, to Participation and democracy, to Education, science and information, to Health and wellbeing, to Community creation, renewal and reinforcement.

No specific change in users' behaviours is expected.

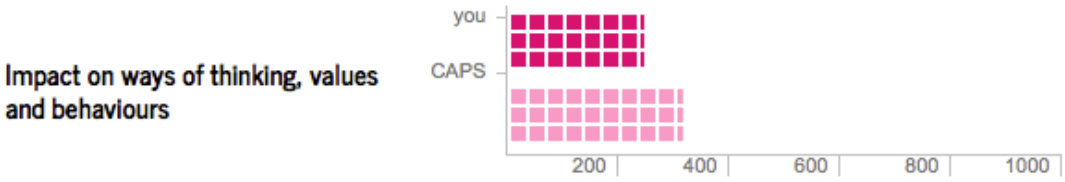


Figure 103 CATALYST score – Ways of thinking, values and behaviours

IMPACT ON SCIENCE AND ACADEMIA

Regarding the scientific dimensions of the project activities, interdisciplinary activities are evaluated as relevant by the project, which team gathers different profiles, from researchers, to technology creators and to communities. This mix allows the creation of new tools that include all point of views in the development process.

CATALYST follows an Open access policy and shares its project's research results through the social media, reaching 486 twitter followers. The project website is another means to share the results (but it is not possible to know the number of deliverables or articles downloaded). CATALYST presented its research results in 10 public events, which gathered an average number of 60 participants each.

Two articles have been published in non-specialised magazines. Three events organised by the project addressed a non-academic audience (the average number of participants was 70 each). The project also supports the knowledge transfer between universities and research centres and the social innovation domain, as social innovators or incubators for social innovators can use CATALYST tools to gather ideas, build structured discussions and analyse the attitudes and trends of a community. The lessons-learned from the research partners support the social innovation domain, which will be able to build new projects starting from scientifically sound premises. The project aims to improve research processes within and outside the consortium by making available those lessons-learned outside the consortium and by encouraging all research partners to use them in their next projects.

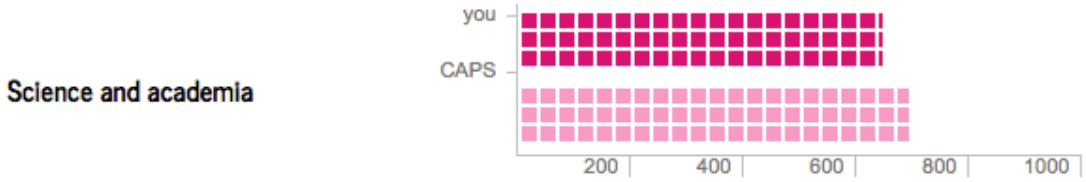


Figure 104 CATALYST score – Science and academia

IMPACT ON EMPLOYMENT

As assessed by the project itself, its overall impact on employment is not highly significant but aligned with the CAPS average and the project itself evaluated it 3 on the Likert scale. As CATALYST focuses on the improvement of online platform usability and efficiency, its impact increases concerning its influence on the percentage of people employed in the third sector, and, specifically, in the SI sector (4 on the Likert scale) and its impact is maximum regarding the improvement of the working practices of the third sector and of people or organisations working in the field of SI (6 on the Likert scale).

One person has been recruited for the project and he/she will still working after its ending. One young researcher works part-time (0,5 FTE) for CATALYST and within the consortium 25% of the team are women.

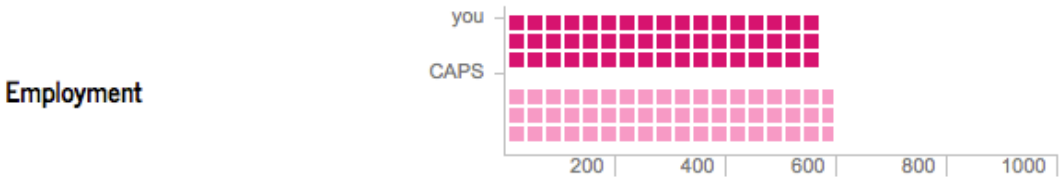


Figure 105 CATALYST score – Employment

A.1.4.2 ECONOMIC IMPACT

With reference to the Economic Impact, the CATALYST project has achieved a positive impact and it is above the average, with a score of 778 on a CAPS average of 600, as shown by the following figure.

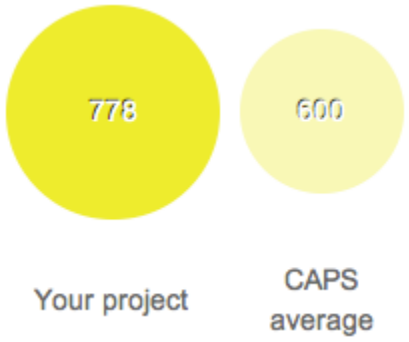


Figure 106 CATALYST vs CAPS overall economic score

CATALYST has selected to have an Economic impact on the following two subcategories: “Economic value generated by the project” and “ICT driven innovation”. The picture below represents the scores and the impact of CATALYST in the Economic subcategories.

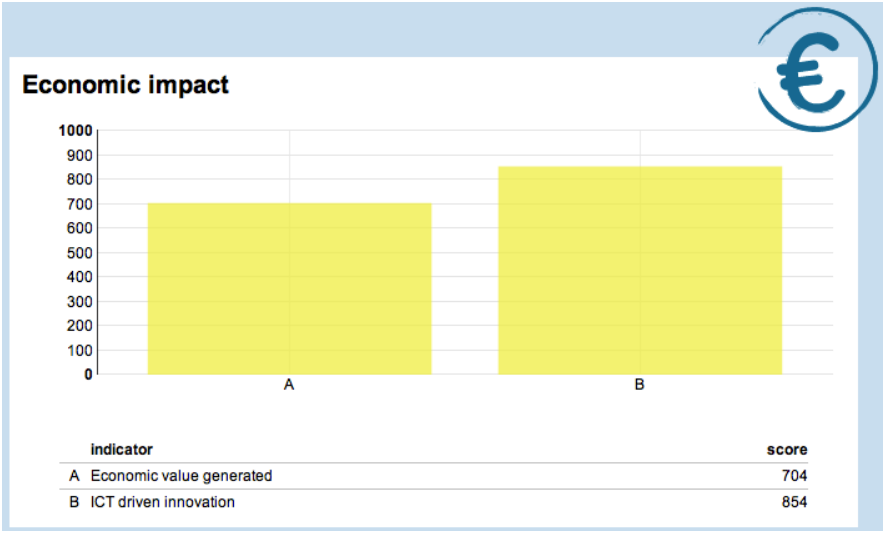


Figure 107 CATALYST score of economic impact

Indeed, on ICT driven innovation CATALYST has achieved a project score of 854 on a CAPS average of 784. In terms of economic value generated by the project, the impact of CATALYST is above the CAPS average of 502, since it has achieved a score of 704.

IMPACT ON THE ECONOMIC VALUE GENERATED BY THE PROJECT

In terms of Impact on the Economic value generated by the project, CATALYST contributes through its tools to highly improve the flow of resources necessary for solving social issues, increasing the attention about specific topics and enhancing the willingness to work on it.

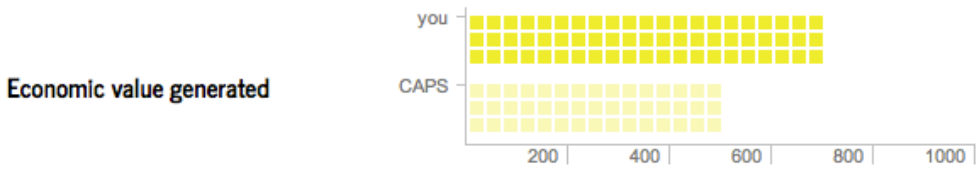


Figure 108 CATALYST score – Value generated by the project

Some CATALYST partners have also already drafted a business plan for the commercialisation of their outputs and the participation to the project helped the partners of the consortium to establish 5 commercial contracts, thus increasing the capability of the three SMEs involved in the consortium to improve their economic profitability. CATALYST also collaborates with large companies of the industry sector and produces impact on existing value chains. More specifically, the tools developed by CATALYST enable companies to internally debate on the new strategy of the business increasing the impact on the value chain in terms of the creation of new products. The participation of the partners involved in the CATALYST consortium helped them to keep pace with their potential competitors.

The positive result achieved by CATALYST in terms of impact on the economic value generated, could be further increased if the project team will work more on exploitation and transfer activities. This is also reflected by the fact that CATALYST did not provide information about Digital Social Innovation ROI. The project should analyse more the results achieved in terms of social media impact and should focus more on communicating the activities and services it can offer to current and potential new users.

IMPACT ON ICT DRIVEN INNOVATION

The very positive result of CATALYST in terms of Impact on ICT driven innovation, is related to the capability of the project to produce an impact on process and on organisational innovation.

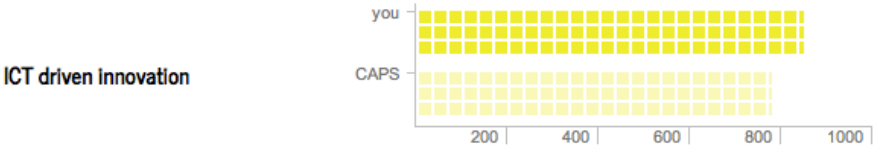


Figure 109 CATALYST score – ICT driven innovation

However, CATALYST also generates high improvements in terms of efficiency of pre-existing technologies. The project developments are based on the knowledge and tools developed by research and technology partners before the beginning of the project.

More in detail, CATALYST, through the development of Assembl, LiteMap, DebateHub, Edgesense and CI Dashbord outputs, is generating a very scientific breakthrough that is innovative for the CAPS market. This result is also validated by the fact that all these outputs have a technology readiness level of 8 on a maximum scale of 9, hence, they are all actual systems completed and qualified through test and demonstration activities.

In terms of process innovation, CATALYST has routinized processes for capturing and using new ideas and for developing new service offerings through its specific lessons-learned. Furthermore, CATALYST has developed tools for collaborative management that helped the delivery of new or improved services by applying collective decision-making. The project also introduces structured debate and easier idea mapping in large-scale collaborative groups to help a faster delivery time of service offering development.

With reference to organisational innovation, CATALYST tools foster structured discussions and thus a more structured organization of activities for its users. CATALYST partners also developed collaborative online work-spaces, as such facilitating the discussion even for large-scale groups.

In terms of user driven and open innovation, it is relevant to note that CATALYST has achieved the second best result in this area. Indeed, the CATALYST consortium included community partners and the tools developed within the projects were tested with real communities to get feedbacks and develop an entire ecosystem of tools that fit the user's needs. Moreover, the project implemented new methods for identifying user needs. Indeed, as part of the lessons-learned of the project, the clear identification of users' needs takes a very important place in the CATALYST outcomes. Advices on how to get these needs will be also published. The collaboration of the users of the project improves the quality of the developed technological outputs. Hence, as declared by the CATALYST project, the users' inputs have been vital in the development of the tools in order to fit their needs and thus to improve the quality of the CATALYST ecosystem. The feedback gathering mechanism used by CATALYST is the following: the testing communities are reporting to one CATALYST partner who in turns reports the testing experiences to the whole consortium in order to make collective decisions in case of adjustment needs. Community partners of CATALYST consortium also conducted studies on communities' needs in terms of collaborative intelligence tools.

With reference to open innovation, the CATALYST tools are open source and anybody can use them. Moreover the CATALYST ecosystem is open source as well and anybody can analyse how the tools are made. From another point of view, the lessons-learned will include both positive experiences and difficulties in the built-up of the project, including the challenge of the adoption of the tools by communities.

A.1.4.3 POLITICAL IMPACT

CATALYST scored well with respect to the political area of impact, achieving a result of 550 upon a lower CAPS average, 396. Anyway, averages concerning this area of impact have a very relative weight therefore it is more relevant to go into the detail of the project's answers.

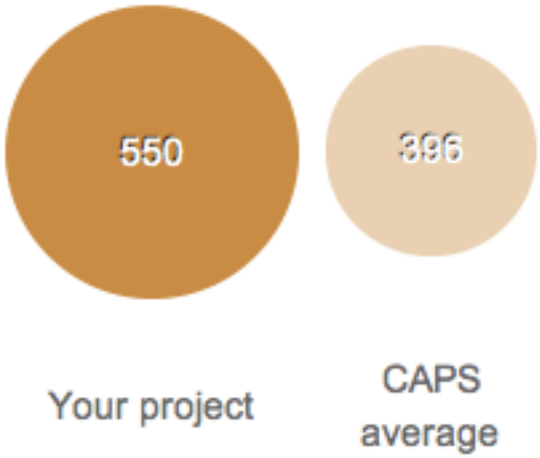
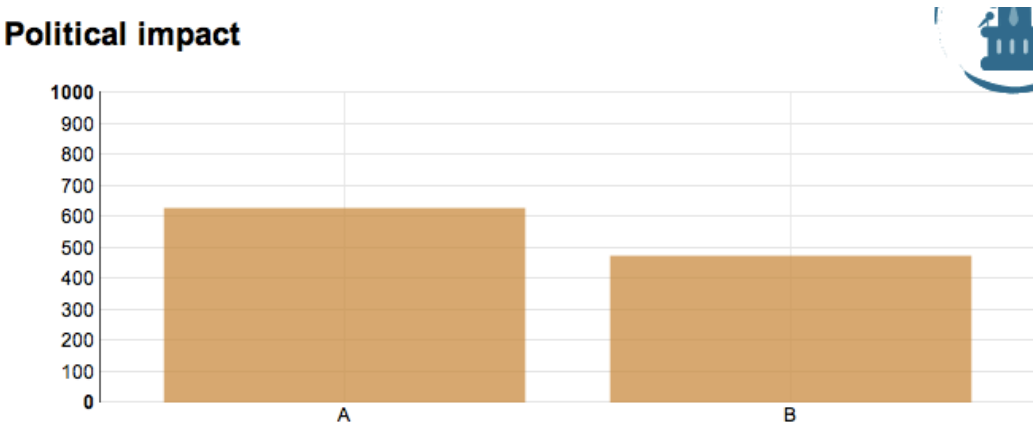


Figure 110 CATALYST vs CAPS overall political score

The project selected both areas of impact, performing very well on the Civic and political participation dimension (with a score of 628), mainly because of the completeness of the information and hence of the areas of engagement about this topic. Regarding "Policies and institutions", the score was lower (474) but still good.



	indicator	score
A	Civic & political Participation	628
B	Policies and Institutions	474

Figure 111 CATALYST score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

The project contributed to spreading awareness about civic and political participation mainly by increasing the time spent by users in getting informed about local, national and international political issues (the activity is rated 6 on the Likert scale) and by developing two instruments that offer new channels for civic and political participation (Litemap and Assembl from the list above). Citizens belonging to a group at risk of social exclusion and/or discrimination are among the project's activities beneficiaries (5 on the Likert scale).

As a general outcome, the project estimate as significant its contribution to increment the time spent by citizens in participating to civic-society organisation, the number of bottom-up/grassroots actions and citizens/users participation to national and local election (self-assessed between 5 and 6 on the Likert scale)

Citizens' participation to campaigns, boycotts, manifestations and similar actions is not among the CATALYST's targets, as well as pushing its users in persuading friends, relatives or fellow workers about social/political issues.

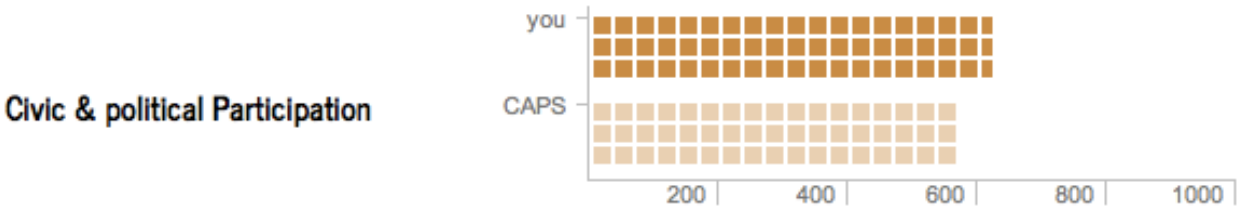


Figure 112 CATALYST score – Civic and political Participation

IMPACT ON POLICIES AND INSTITUTIONS

The project impact on this area of engagement is, as anticipated, less relevant. This is mainly due to the fact that the project activities are not focused on many of the indicators contributing to this dimension. CATALYST did not engage in developing policy recommendations or in influencing policies, regulations, laws or institutions, nor did it encourage its users in performing such activities.

The project anyway contributed to two meetings organised for influencing policy-makers, in which 50 policy makers/institutions participated. CATALYST considers influencing from one side institutions and governments transparency (5 on a Likert scale) and from the other side parties and democratic processes transparency (6 on a Likert scale) as very relevant aims.

Moreover, the project values as highly positive the influence it has on the capability of citizens/users and civic society organisations to influence policies (6 on the Likert scale). Its users developed one policy recommendation thanks to the use of the project outputs and according to the self-assessment they are in general more capable to influence institutions transparency and democratic processes (6 and 5 on the Likert scale).

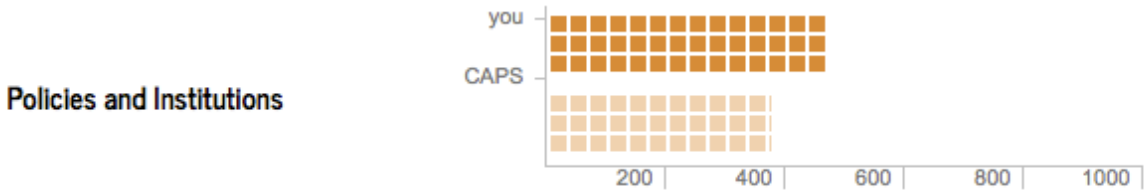


Figure 113 CATALYST score – Policies and Institutions

A.1.4.4 ENVIRONMENTAL IMPACT

According to the project self-assessment, CATALYST scored, as illustrated in the figure below, quite well compared to the CAPS average: 398 upon 314.

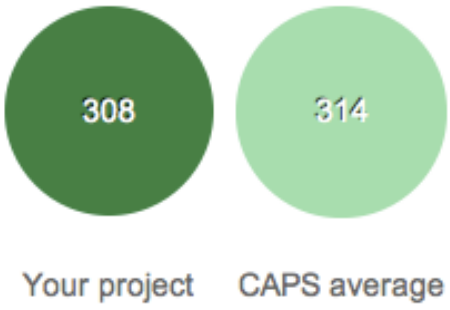
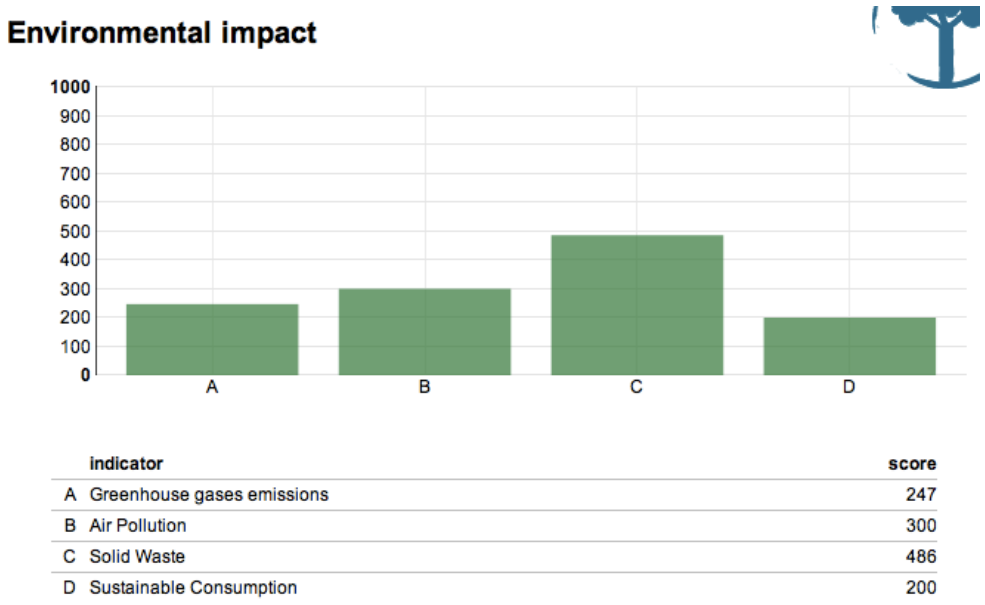


Figure 114 CATALYST vs CAPS overall environmental score

This is mainly due to the good performances concerning the impacts on Solid Waste (486, above the average of 458) and on Air Pollution (300 upon an average of 350). GHG emissions and Sustainable Consumption scored lower, respectively 247 on an average of 369 and 200 on an average of 137. The following paragraphs describe in detail the reasons behind these results.



	indicator	score
A	Greenhouse gases emissions	247
B	Air Pollution	300
C	Solid Waste	486
D	Sustainable Consumption	200

Figure 115 CATALYST score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

As expected and shown in the figure below, CATALYST results within the Greenhouse Gases emissions area of Impact are quite below the average. This is, mainly due to the impact of its long distance travels by flight, which accounts for 32% of all its trips (while the CAPS average for this kind of travels is 5% of the total). CATALYST does not perform any compensation activity and did not provide information about its own energy consumption. The impacts concerning the project's users attitude and behaviours towards the GHG issue are not considered within its objectives and impacts.

Figure 116 CATALYST score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

As anticipated, the project impact on Air Pollution is quite good because of its medium attention (3 on 6 on a Likert scale) to increase project partners and users awareness towards this issue. Anyway, CATALYST indicated as 0 the reduction of air pollution due to sustainable choices about project partners' local and everyday transport, which lowered the overall result. Solutions for an easier access to innovative sustainable transport are not within the project domain.

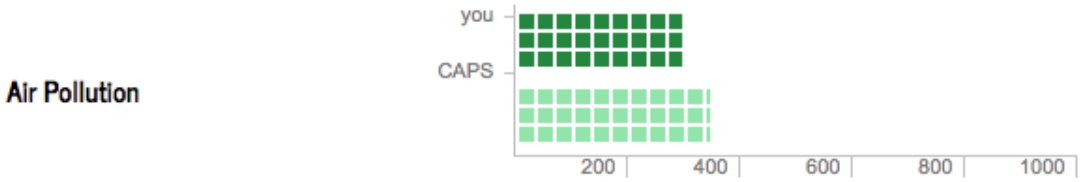


Figure 117 CATALYST score – Air Pollution

IMPACT ON SOLID WASTE

The result concerning the impact on solid waste is very good, mainly because the project produced few items (only brochures and posters) and takes care of recycling 100% of what exceeded after the usage (which is very limited because printings are reduced as much as possible). Moreover there is a high attention to the separate collection of different kind of waste (5 typologies) and project partners put a medium attention towards this issue (3 on 6 on the Likert scale). Waste management technologies are not among the activities of the project, and there is no information available about the users' performances on this issue.

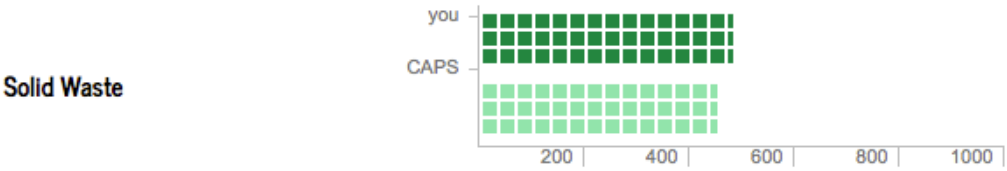


Figure 118 CATALYST score – Solid Waste

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

Catalyst scored quite well regarding the impact on sustainable consumption too. This is because of its attention for purchasing sustainable good and services to organise its events (50% of all good and services purchased by the project are green/local/ethical) and for purchasing sustainable services in general (30%). At the time of the self-assessment, there was no similar effort concerning the items produced by the project. Enhancing users' or companies' behaviours with regards to this issue and promoting green labels or products is not among the project targets.

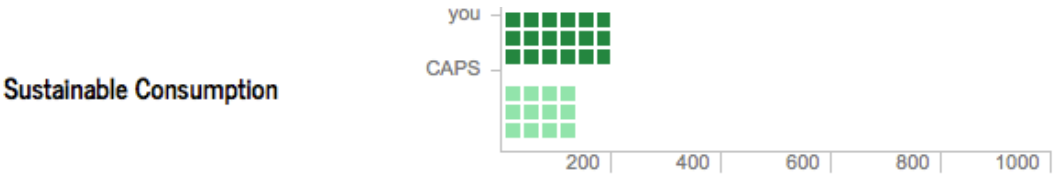


Figure 119 CATALYST score – Sustainable Consumption

A.1.4.6 EFFECTIVENESS

The project entered data about 12 of the 23 variables of the effectiveness transversal index, which makes its performance in this area discrete, as the results achieved about this indicators are generally good (project score is 588 out of CAPS average of 507) but the number of indicators itself is not very high.

About its results in detail, CATALYST performed very well about its support to civic and political participation and contribution to grassroots initiatives empowerment. It also has relevant impacts

regarding the decrease of social exclusion and regarding the increase of transparency and citizens' control over participation and institutions. On the other side, the project could improve the effectiveness of the impacts on citizens' and users' change in behaviours and choices, the impacts on their training and education and the impacts on policies and regulations.

A.1.4.7 SUSTAINABILITY

Despite the fact that CATALYST has achieved a positive impact on sustainability as the project score is 404 which is slightly above the CAPS average of 388. This score cannot be considered at the project provided data only about 5 questions out 23.

However CATALYST has obtained a benchmark in the following indicators: project increases the intellectual resources for its users by solving social issues and supports them in debating and creating willingness to continue to work on the topic as well as to execute and to improve it,project has already created a business plan for some of its tools and the participation of the project partners to CATALYST has created new market opportunities for the SMEs involved in the consortium. The participation in the project also helped the team to keep pace with competitors.

A.1.4.8 FAIRNESS

CATALYST entered data about 11 of the 16 variables that define the project Fairness. The project's overall impact on this area is good (project score is 510 out of CAPS' average of 474), and in particular it tackles power asymmetries (with 2 tools), 50% of its users is composed of women and 60% of its users are young people (up to 35 years old). The project estimates to have a great impact on the inclusiveness of local communities and to provide these communities with a wider access to different information sources.

The main areas of improvement with respect to this index are twofold: more directly addressing gender issues within the project activities and balancing the age and gender statistics inside the consortium.

A.1.5 CAPS2020

Acronym: CAPS2020

Long Name: Collective Awareness Platforms for Sustainability and Social Innovation

Website: www.caps2020.eu / www.caps-conference.eu

Start date: 01/09/13

End date: 31/08/15

Instrument of funding: CSA

Total budget: € 265.800

EU funding: € 237.000

Project score: 465

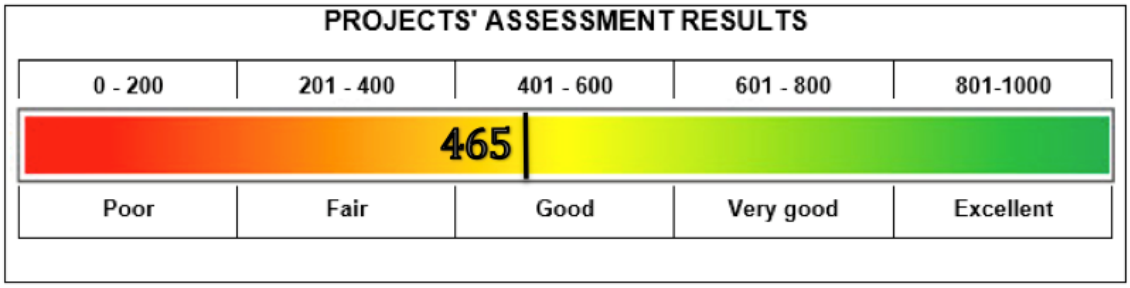


Figure 120 CAPS2020 self-assessment project score

Main problem/s the project will address/contribute to solve

CAPS2020 is one of the support actions of the CAPS domain. The project is aimed at organizing annual international conferences focusing on CAPS in order to increase the visibility and impact of all CAPS projects, in Europe and beyond, and liaise with other interested stakeholders, including organisations developing similar projects in other regions of the world.

Consortium

The project was carried out by a single partner, who represents the business sector (SME).

Previous engagement in European Funded Projects

Yes

Relationships with other projects

CAPS2020 project collaborates with 11 projects, so the totality of CAPS projects:

- IA4SI
- SciCafè 2.0
- D-CENT
- CATALYST
- Web-COSI
- CHEST
- CAPS2020
- ACCESS
- Wikirate
- USEMP
- DecarboNet
- P2PValue

Moreover, the following EC-funded projects have been involved in the annual activities:

- XiFi
- Fire+
- SocioTal
- RRI-ICT Forum
- FIcontent

Stakeholders

The table below identify the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic researchers
- ✓ Independent researchers
- ✓ Graduate students
- ✓ Other EU projects

BUSINESS

- ✓ ICT large companies
- ✓ Non-ICT large companies
- ✓ ICT-SMEs
- ✓ Non-ICT SMEs
- ✓ Cooperatives and social entrepreneurs
- ✓ Consultants and self-employed workers
- ✓ Utilities (water, energy, etc.)

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Umbrella organizations
- ✓ Trade unions and parties
- ✓ School, Teachers, Educators
- ✓ Activist and social movements
- ✓ P2P producers
- ✓ Bloggers or content producers
- ✓ Citizens at large
- ✓ Other civic society organizations

POLICY MAKING

- ✓ Local policy-makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Global policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The typologies of users of the CAPS2020 project are:

- Social innovation organisations and networks
- Social movements and activists
- Researchers
- Large companies
- SMEs
- NGOs, associations and charities
- Software developers
- CAPS projects
- Citizens

Users' activities developed through the project's tools/services

Among the end users' activities identified in the self-assessment, the project selected the following:

- ✓ Sharing ideas/information exchange
- ✓ Debating
- ✓ Collaborative production

Prioritise your impacts

The figure below shows in bold the areas of impact that have been selected as significant by the project. In the next paragraphs we will describe the actual results obtained in the different areas of impact.

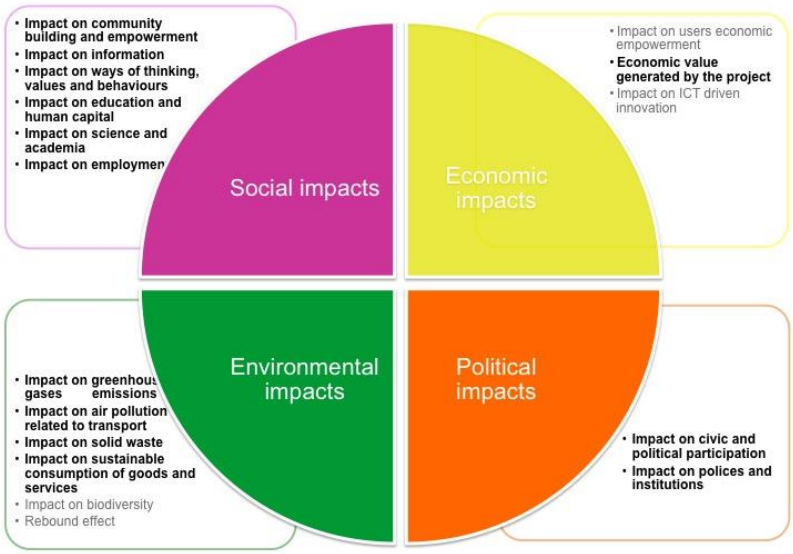


Figure 121 - CAPS2020 areas of impact

PROJECT OUTPUTS

The outputs of CAPS2020 are not technological; being a support action it was out of the scope of the project to develop any ICT solution/platform. In fact, the main outputs of the project are the two International annual conferences (in 2014, called CAPS2014 and CAPS2015 in 2015) and the related documentation, and a Handbook, a guide to CAPS domain and projects (see Figure 122).

CAPS2014 Conference has been organized in two parts: CAPS2014 OFF on July 1st and CAPS2014 Conference on July 2nd. The number of participants directly involved amounts to 350; 22 sessions (workshops, panels, a barcamp, 4 matchmaking sessions and an exhibition) have been held, covering various topics with more than 60 speakers.
Instead, CAPS2015 have been organised on July 7-8 and divided into two parts (both hosted at La Tricoterie), CAPS2015 Conference on July 7th AM and CAPS2015 OFF on July 7th PM and July 8th. 337 participants attended the event, while 500 followed the live audio streaming online. 33 sessions and more than 70 speakers animated the event.

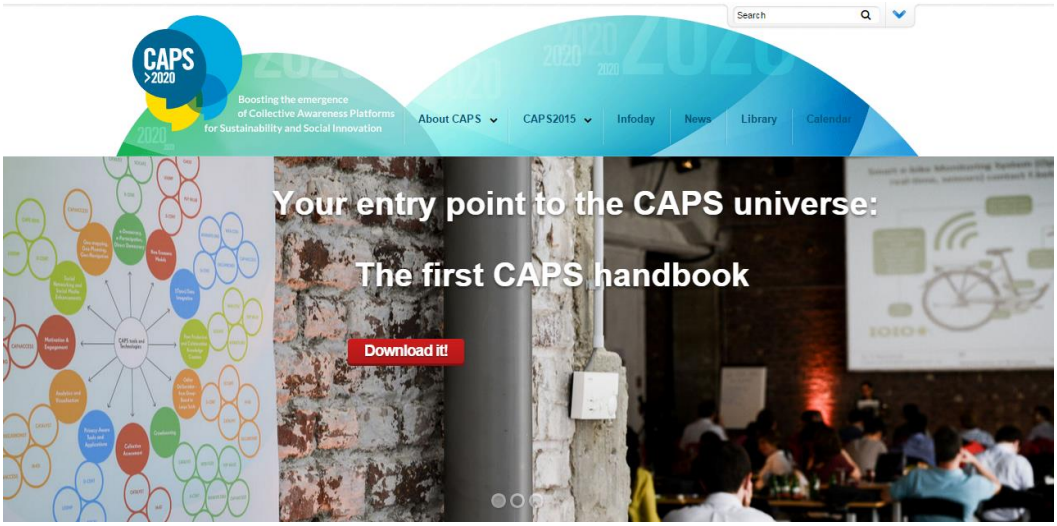


Figure 122 -CAPS2020 website homepage providing access to the CAPS handbook

SCIENTIFIC OUTPUTS

The CAPS2020 project produced 2 articles, both contributing to the definition and understanding of (Digital) Social Innovation.

The main topics covered by these publications are:

- Collective Awareness Platforms for Sustainability and Social Innovation
- Networked Social Responsibility

IN DEPTH ANALYSIS OF THE PROJECT IMPACTS BY AREA

As anticipated, CAPS2020 selected Economic, Social, Environmental and Political areas of impact assessment. The results of its self-assessment were significant especially in the social and political areas, but also economic and environmental impacts are evident, as illustrated in the figure below.

The following paragraphs explain in details these results.

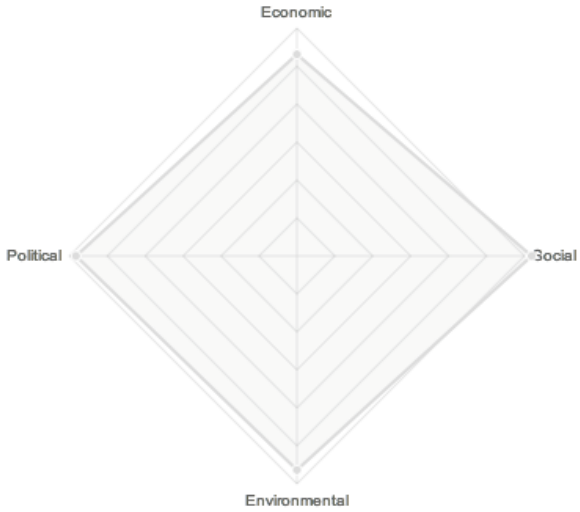


Figure 123 CAPS2020 impact on the different areas of assessment

A.1.5.1 SOCIAL IMPACT

The project score on this area of impact was slightly below the CAPS average: 494 upon 508, and its activities and results are mostly consistent with its goals and expected contribution. Never the less it has to be considered that the benchmark value is equal to 1000 so there is still space for improvements.

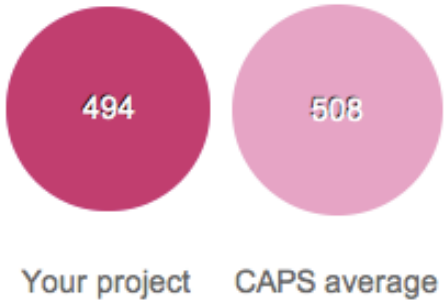


Figure 124 CAPS2020 vs CAPS overall social score

CAPS2020 selected all the indicators for this area of impact and its scores were aligned or higher than the averages about most of them: particularly so about Impact on Information (792 upon 652); good about Impact on Education and Human Capital (500 upon 628) and Employment (611 upon 596); slightly lower than the averages but still good about Impact on Science and Academia (605 upon 698) and Impact on Community building and empowerment (372 upon 454). The results are quite low in both relative ad absolute terms about Impact on Ways of Thinking, values and behaviours (279 upon 315) but the main goal of the project was that of informing about CAPS and Digital Social Innovation and to support networking among CAPS and relevant stakeholders so that the impact on ways of thinking, values and behaviours, i.e. supporting the adoption of more sustainable life-style was not in its agenda.

One of the main characteristic of all CAPS2020's social impacts is that they are not based on the presence of a platform: being a Support Action with the specific goal of facilitating networking and organising events, such events have been the main project tool. This means that, during the self assessment, some variables that are often very relevant for CAPS evaluation resulted non applicable for CAPS2020. This will emerge from the analysis in the paragraphs that follow.

indicator	score
A Community building and empowerment	334
B Impact on information	750
C Impact on ways of thinking, values and behaviours	251
D Education and Human capital	417
E Science and academia	605
F Employment	611

Figure 125 CAPS2020 social impact by dimensions

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

As anticipated, the project did not develop a platform directly engaging final users, which means that all the variable related to platform users, features and information flows are not applicable and not relevant for this assessment.

The project also did not deals with categories at risk of social exclusion, but thanks to its events it fostered the creation and enlargement of communities (5 on the Likert scale) and it tackled the issue of power asymmetries in communities interactions, contributing to make communities more inclusive (5 on the Likert scale).

Give its role as support action, it collaborated with all CAPS projects with the aim to increase their visibility and their impacts. With IA4SI it also collaborated in testing the self-assessment methodology developed by the project and in using the finalised self-assessment toolkit.

The focus on networking allowed the project to establish 80 collaborations with Social Innovation (SI) initiatives outside the CAPS domain and 10 with actors outside the SI and CAPS domain. CAPS2020 also offered two fundamental instruments to the other CAPS projects for develop their own networking activities, through the two annual international conference already mentioned in the outputs section, the organisation of the 'Share and Inspire' Infoday (15th December 2014), two on-invitation-only concertation meetings (24th February 2014 and 3rd July 2014) and a consultation meeting (25th March 2015). The public events also represented an opportunity to bring together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector.

The project also facilitated CAPS presence and promotion in many other events, and eleven CAPS have been taking advantage from the opportunities offered by CAPS2020. These initiatives have generally been very successful (6 on the Likert scale) and the project significantly contributes to spread the social innovation model.

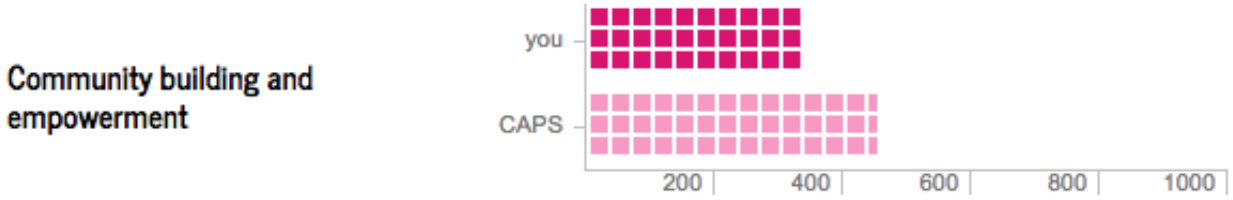


Figure 126 CAPS2020 score – Community building and empowerment

IMPACT ON INFORMATION

As will be described in more detail below, the project use its own website for sharing news and results about CAPS and SI, and it posted on it 43 articles, 83 short posts and 2 videos, together with images.

Thanks to its activities the project improved the access to a range of local and international news sources of information for CAPS and for all the participant into its events (6 on the Likert scale), to media outlets or websites that express independent, balanced views (5 on the Likert scale) and, to a minor extent, also to sources of information that represent a range of political and social viewpoints (4 on the Likert scale).

For these reasons and even if it did not develop any specific tool, it somehow contributed to reduce information asymmetries (4 on the Likert scale), at least with reference to CAPS and SI-related information. i.e. made available and more visible this new field of research and action.

It also strongly encouraged publishing under compatible open standardized licenses (6 on the Likert scale)

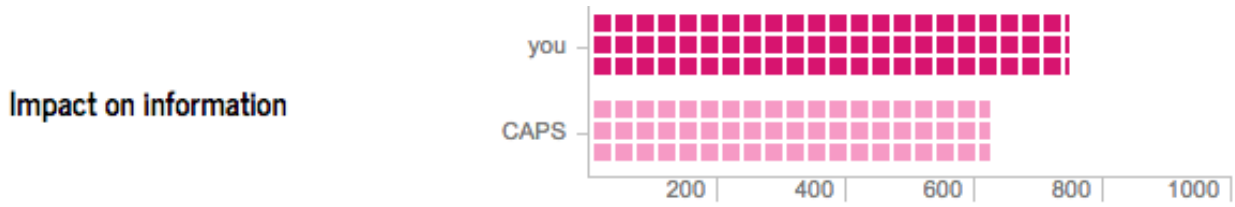


Figure 127 CAPS2020 score – Information

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

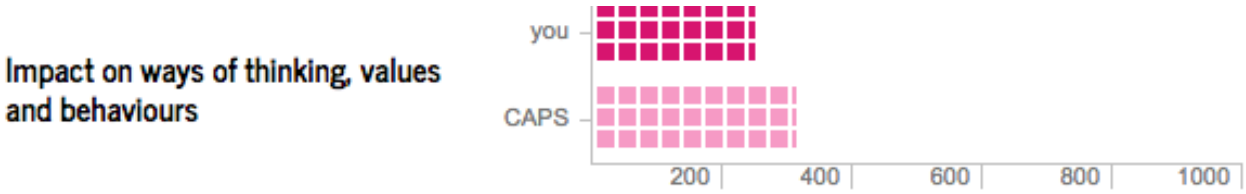


Figure 128 CAPS2020 score – Ways of thinking, values and behaviours

CAPS2020 does not tackle citizens' engagement directly about one or more specific topics. Anyway, as the project organised two annual international events (almost 700 participants) promoting collective awareness platforms for sustainability and social innovation, it contributed to support changes in opinions and behaviours about the entire wide variety of topics addressed by CAPS, and in particular: Energy and environment, Social inclusion and human rights, Participation and democracy, Economy: production and consumption, Finance, Education, science and information, Culture and art, Health and wellbeing, Community creation, renewal and reinforcement, Work and employment. This is why its performance is quite aligned and slightly above the CAPS average.

IMPACT ON EDUCATION AND HUMAN CAPITAL

Being a support action aimed at engaging mainly CAPS projects, CAPS2020 does not have among its priority educational targets addressed to users. The main added value developed by the project is about the improvement of skills of people within companies leading the project, as organising big and complex events is really challenging and training.

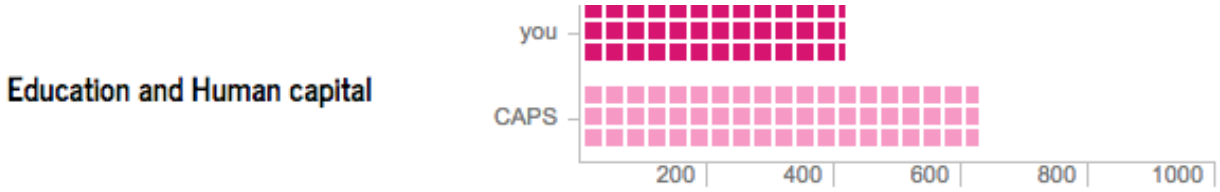


Figure 129 CAPS2020 score – Education and Human Capital

Moreover, as mentioned, the project organised the writing of the Handbook dedicated to CAPS and its staff is among the authors. Because of this activity, despite not being really focused on the topic, CAPS2020 contributed to CAPS impact concerning this indicator but overall it is possible to say that the majority of indicators for this area of impact were not applicable or relevant to the project so that it is recommended to exclude it from future assessments.

IMPACT ON SCIENCE AND ACADEMIA

Research is not the focus of the project, which explains why it couldn't get a relevant score. Anyway, it definitely supported research and research results dissemination through it support to CAPS.

As CAPS projects cover a wide range of topics, interdisciplinary activities have been a core focus for CAPS2020 (6 on the Likert scale). CAPS events addressed and involved many different domains and left a great place to creativity and multi disciplinary sessions. The project also supported open access policies and it used social media for sharing projects' research results, achieving to have 787 Twitter followers (now 1008) and 209 Linkedin group members (now 259) at the time of the self-assessment. As anticipated, it also used the project website for sharing its results and also presented it into 6 events (average number of participants: 100). The two conferences organised by the project addressed also a non-academic audience and supported knowledge transfer between universities

and research centres and social innovation domain, fostering networking possibilities and encourage potential further collaboration.

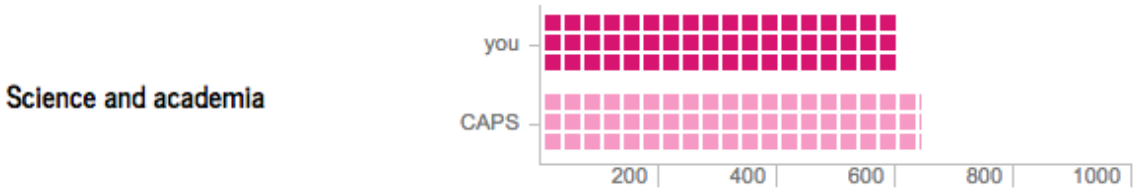


Figure 130 CAPS2020 score – Science and academia

IMPACT ON EMPLOYMENT

CAPS2020 recruited new persons to carry on its activities for an overall value of 1,5 FTE, and they will be still working after the end of the project. Considering that the project is carried out by a single partner, which is an SMEs, the increment in internal personnel fostered by the project is very positive. 67% of the project team are women.

The project did not directly generated new job places outside the company carrying out the project, neither created a spin-off, and its direct impact on employment was quite low (2 on the Likert scale). But its overall support to CAPS and to the social innovation domain in general is expected to have an influence on the percentage of people employed in the third sector and, specifically, in the SI sector and to improve the working practices of the third sector and of people/organisations working in the field of SI (6 on the Likert scale).

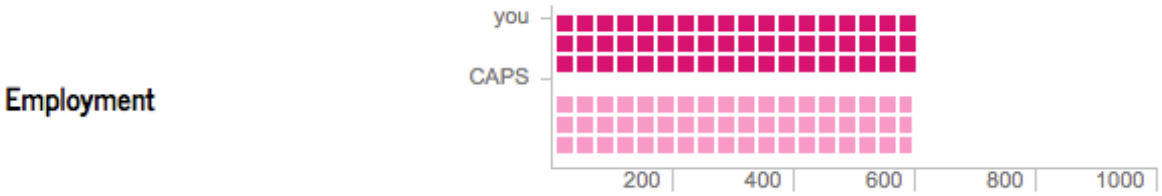


Figure 131 CAPS2020 score – Employment

A.1.5.2 ECONOMIC IMPACT

Since CAPS2020 is a CSA and is not aimed to develop products or services to be sold on the market, the result achieved in terms of economic impact, even if below the average and far from the benchmark of 1000, is rather satisfactory per se. That is why the project score on this impact is rather lower than a CAPS' average. (425 out of average of 600)

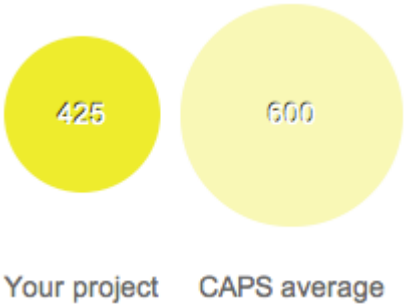


Figure 132 - CAPS2020 economic impact

The only sub-category that was chosen by CAPS2020 is impact on the economic value generated.

IMPACT ON THE ECONOMIC VALUE GENERATED

The impact on the Economic value generated subcategory of the CAPS2020 project is 425, is slightly bellow the CAPS average score of 502.

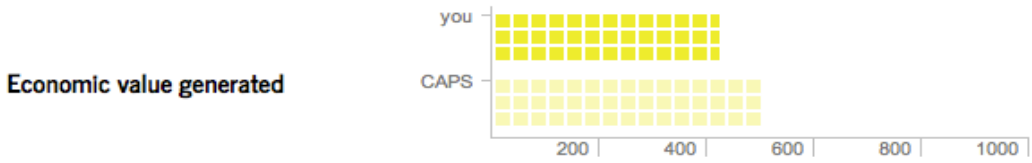


Figure 133 CAPS2020 vs CAPS score – Economic value generated

Despite the low result in compressing with CAPS' average CAPS2020 has achieved a good results on providing business model and competitiveness and exploitation area, where the project obtained one of the best result (competitiveness and exploitation score of 700 out of 1000 benchmark)

A.1.5.3 POLITICAL IMPACT

Despite CAPS2020, given its support action role, does not have explicit political goals within its scope, the project scored quite well and beyond the average in this area of impact.

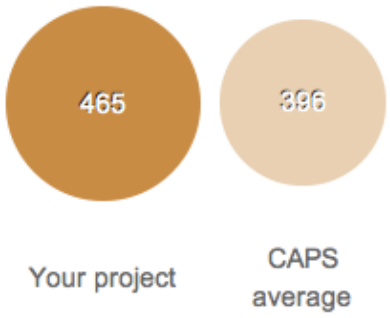


Figure 134 CAPS2020 vs CAPS overall political score

The project performance was more relevant (compared to the average) with respect to the impact on Policies and institutions (465 upon 396), as the project could benefit from networking activities and events to raise policy makers and institutions attention. On the other side, being more focused on supporting CAPS, the project had fewer opportunities to develop an impact on the overall civic and political participation (score: 522 upon the average of 622).

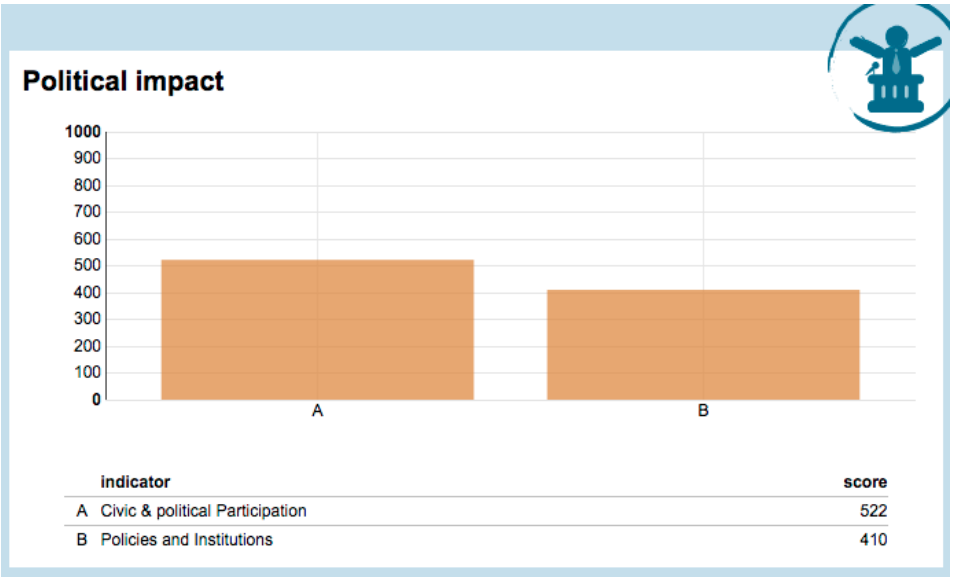


Figure 135 CAPS2020 score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

CAPS2020 evaluated 4 on the Likert scale from 1 since, as anticipated, its activities generate an impact on them and are focused on policy-makers as well as on citizens. Accordingly to the self-assessment then, the project contribute to some extent to increase the time spent by the events audience and online users in getting informed about local, national and international political issues, their participation to national and local election and to political ideas manifestations (signature campaigns, boycotts, manifestations) and the political participation of citizens belonging to group at risk of discrimination. It doesn't offer new technology tools to citizens for engaging into civic and political activities but by providing more visibility to projects doing so, it facilitate the uptake of their tools.

The project impacts raise when dealing with changes which can be directly affected by its networking activities, such as increasing the time dedicated by citizens in persuading friends, relatives or fellow workers about social and political issues and participating to civic-society organisations (but 5 on the Likert scale). Most of all, the project, thanks to its supporting role for CAPS and social innovators, produces and increment in the number of bottom-up/grassroots actions (6 on the Likert scale).

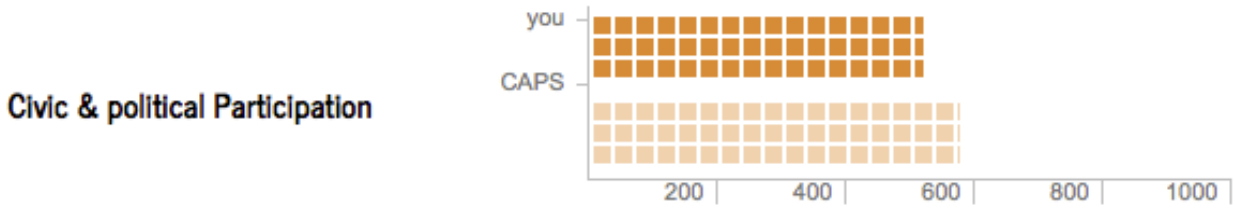


Figure 136 CAPS2020 score – Civic and political Participation

IMPACT ON POLICIES AND INSTITUTIONS

The relevance of the project impact on this area is linked to its role of organiser and coordinator, which gave it access to a wide network of contacts and activities. CAPS2020 organized 6 meetings (two annual events, two concertation meetings, one consultation meeting, an infoday) aiming to spread awareness about social innovation topics and to influence policy-makers, reaching through these events and through related activities 80 policy makers and institutions.

The project also developed 2 policy recommendations, informing around 200 policy makers and institutions about them. It contributed to some extent to positively influence institutions and democratic processes transparency (4 on the Likert scale). Not the project nor its users directly engaged, thanks to the project, in activities related to developing or changing policies, laws or institutions, but these are expected to be a long-tail result.

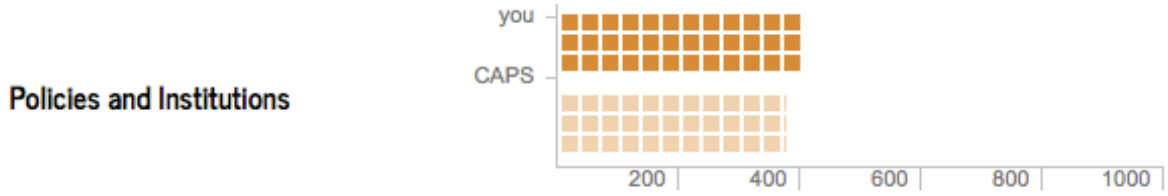


Figure 137 CAPS2020 score – Policies and Institutions

A.1.5.4 ENVIRONMENTAL IMPACT

CAPS2020 scored very well about this area of impact, 451 upon the average of 314:

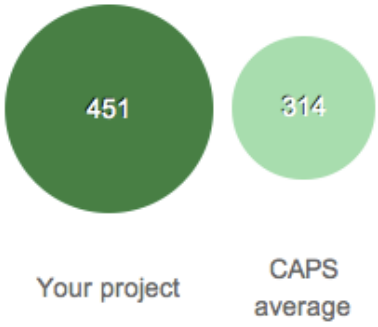


Figure 138 CAPS2020 environmental impact

The project in fact demonstrated a good level of sensitivity about all the areas of impact, performing higher than the average in each one of them: the performance about Waste was the best one (744 upon 458), followed by the one of air pollution (400 upon 350), greenhouse gases emissions (477 upon 369) and sustainable consumption (183 upon 137).

The paragraphs below give a more detailed picture of each indicator.

	indicator	score
A	Greenhouse gases emissions	477
B	Air Pollution	400
C	Solid Waste	744
D	Sustainable Consumption	183

Figure 139 CAPS2020 score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

The project's performance in this area derived from the fact that its contribution to the overall number of CAPS travels has been reasonable (less than one tenth of the total) and the balance between travels by flight (20) and travels by train (10) within Europe and the Mediterranean region is very good. On the other side, in order to fly experts to the events the project made one of the highest numbers of flights outside Europe and the Mediterranean region (10), which together with the lack of compensation activities lowered its score.

On the other side and despite not having the increase of environmental awareness as a specific goal for its activities, thanks to its role of catalyst and networker and to its capacity to bring together citizens, innovators and policy makers CAPS2020 has been one of the few projects able to declare that participating to its activities enhanced users willingness to participate to environmental-related actions (5 on the Likert scale).

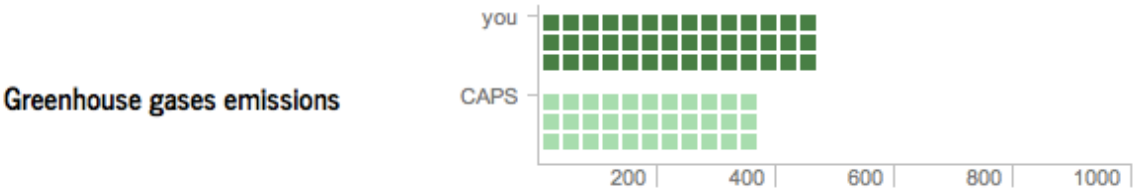


Figure 140 CAPS2020 score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

About Air pollution, according to the self-assessment the consortium's partners are encouraged to demonstrate a good level of sensitivity towards the air pollution related to transport issue (5 upon the Likert scale). CAPS2020 recognises that promoting sustainability is to some extent among the goals of each CAPS and thus it encourages environment-friendly behaviours.

No specific activities or results are aimed at changing users' behaviours about this area of impact. Anyway and accordingly to the analysis of the answers in the previous paragraph, this project range of influence has had the potentiality to go quite beyond its specific goals, so this answers might be re-considered.

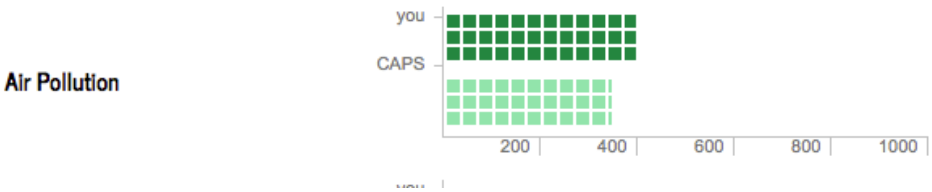


Figure 141 CAPS2020 score – Air Pollution

IMPACT ON SOLID WASTE

The very high score obtained for this indicator it's due to the fact that the project envisages the recycling or reusing of 100% of all produced items, which moreover had been brochures only (2000), and no books, gadgets, publications. The project coordinator sorts 5 different kind of waste in its offices, which indicates a good level of attention towards the issue.

Other variables relative activities performed by the users and users' sensitivity are not within the project scope and area of influence.

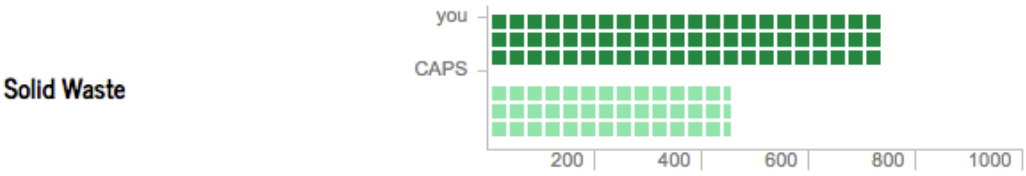


Figure 142 CAPS2020 score – Solid Waste

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

Although low in absolute terms, the project result about sustainable consumption is higher of the CAPS average because of the good percentages of green, local and ethical products chosen as for the project equipment and products (30%), for its events (50%) and for its services (30%)

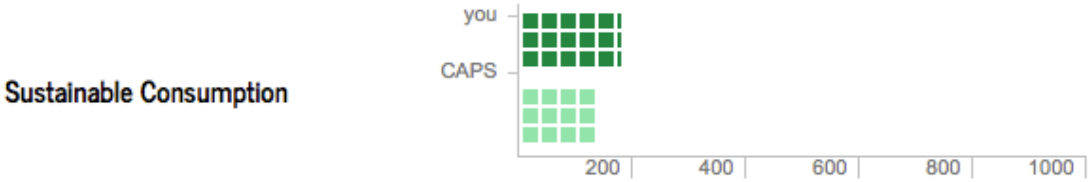


Figure 143 CAPS2020 score – Sustainable Consumption

Promoting sustainable consumption and green labels among users or companies is quite beyond the project goals, hence answers concerning these variables are not relevant to the end of the evaluation.

A.1.5.5 EFFICIENCY

The project has a positive impact on environmental efficiency and in all the categories related to the environmental impact but has a low impact on social and economic efficiency, partly because some of the variable composing this index were not relevant for the project (being a support action) and partically for the actual score achieved. Due to this fact the impact of efficiency cannot be analysed, because project has provided data only on the 30% of questions.

A.1.5.6 EFFECTIVENESS

The project has scored quite well about this transversal index, as many of the variables composing it report a positive impact that contribute to make its outcomes effective. Project score on effectiveness is 52, which is slightly above CAPS' average of 508

In particular, it significantly contributes to the increase of grassroots actions, of users' access to a news sources of information and of the skills of people employed within the consortium. Moreover, it increases the time users' engagement about social and political issues and it improves the civic participation of groups at risk of social exclusion. To a minor but still relevant extent, CAPS2020 enhances - directly or indirectly - citizens' political participation and institutions' transparency.

Within this index, the project has some space for improvement about its impacts on the influence on policies, regulations and on training and education.

A.1.5.7 SUSTAINABILITY

Despite the fact that CAPS2020 has obtained a good score on sustainability which is 504 out of CAPS' average of 383, this score cannot be taken into consideration as the project has provided data only about 8 questions out of 23, where it achieved benchmark about the benefits of the outputs of the project and on a business model. Even if not sustainable after the term of the funding period, the project got a good results on this index; this because the project has already identified a business model for the commercialisation of its outputs. Moreover, the participation of the project partners to CAPS2020 has created new market opportunities for the SME involved in the consortium. CAPS2020 has already identified its potential competitors and the participation in the project helped the team to keep pace with competitors.

A.1.5.8 FAIRNESS

The project performance about this indicator cannot be estimated, as it did entered data for less than half of the indicators that compose this index.

A.1.6 SciCafè2.0

Acronym: SciCafe 2.0
Long Name: SciCafe 2.0
Website: http://www.scicafe.eu/
Start date: 01/10/2013

End date: 31/03/2016
Instrument of funding: CSA
Total budget: € 874.999
EU funding: € 874.999

Project score: 485

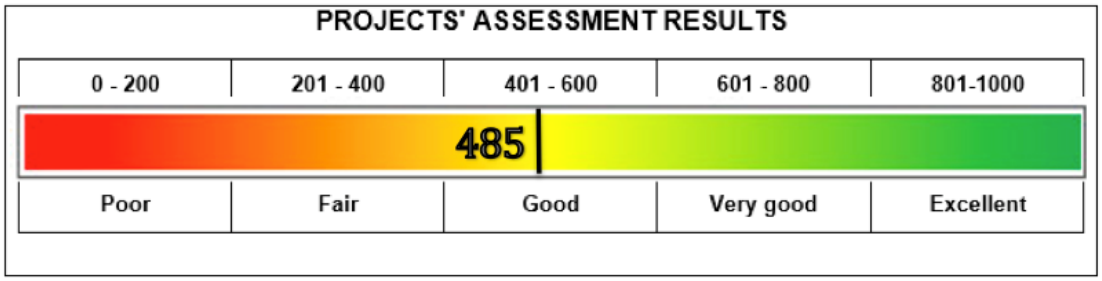


Figure 144 SciCafe2.0 self-assessment project score

Main problem/s the project will address/contribute to solve

SciCafe 2.0 tackles the issue of crowd-sourcing for participatory discussion. It is a place where, for the price of a cup of coffee or a glass of wine, anyone can come to explore the latest ideas in science and technology. Meetings take place in cafes, bars, restaurants and even theatres, but always outside a traditional academic context. The project's main aim is to create a European network of Science Cafes in cities of different geographical, demographic and cultural characteristics. In particular, the specific mission of this network is the involvement of science in society issues in order to provide local civil society organizations with the scientific knowledge they need.

Consortium

The project consortium is composed by 4 partners, where 3 representing the educational and research institution and 1 the business sector (SME).

Previous engagement in European Funded Projects

Yes

Relationships with other projects

SciCafe 2.0 project collaborates with 2 projects**:**

- EINS - Network of Excellence in Internet Science
- Shapes (2014-2015)

2 projects are predecessors:

- SciCafe (2009-2011)
- Knowing (2011-2014)

Stakeholders

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic researchers

BUSINESS

- ✓ ICT-SMEs
- ✓ Non-ICT SMEs

- ✓ Other EU projects
- ✓ Cooperatives and social entrepreneurs
- ✓ Consultants and self-employed workers

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Umbrella organizations
- ✓ Trade unions and parties
- ✓ School, Teachers, Educators
- ✓ Activist and social movements
- ✓ P2P producers
- ✓ Citizens at large
- ✓ Other civic society organizations

POLICY MAKING

- ✓ Local policy-makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials

Users

The typologies of users of the SciCafe 2.0 project are**:**

- ✓ Social innovation organisations and networks
- ✓ Social movements and activists
- ✓ Researchers
- ✓ SMEs
- ✓ NGOs, associations and charities
- ✓ CAPS projects
- ✓ Citizens

Users' activities developed through the project's tools/services

Among the end users' activities identified by the self-assessment, the project selected the following:

- ✓ Sharing ideas/information exchange
- ✓ Debating
- ✓ Collaborative production
- ✓ Exchange of products

Impact prioritization

The figure below shows in bold the areas of impact that have been selected as significant by the project. In the next paragraphs we will describe the actual results obtained in the different areas of impact.

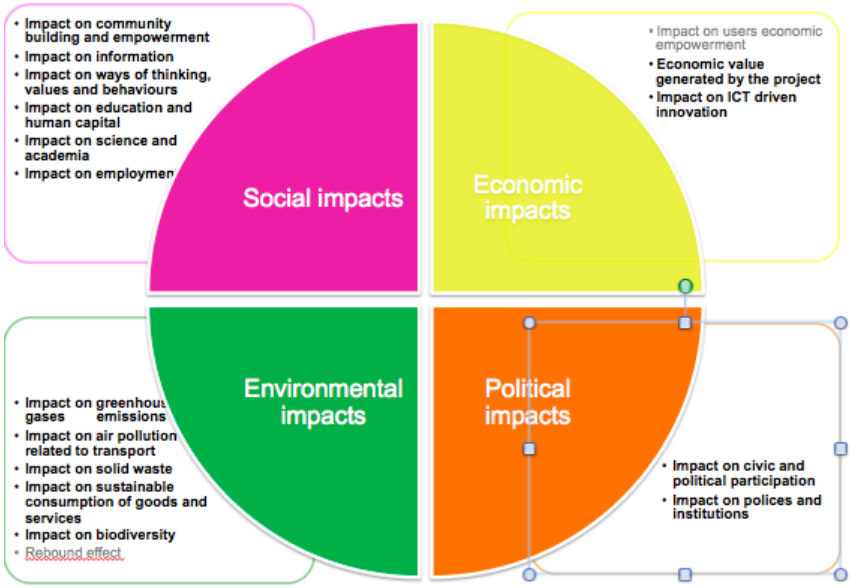


Figure 145 SciCafe 2.0 areas of impact

TECHNOLOGICAL OUTPUTS

The main technological outputs of SciCafe 2.0 project are:

SciCafe 2.0 Virtual Platform (Figure 146 The SciCafe 2.0 Virtual Platform

), an on-line participatory discussion and crowd-sourcing tool, invites and supports citizen to input into the democratic decision making process, enabling people to:

- join an existing community or create a new one (on a particular scientific or societal topic of importance to them and/or their city).
- promote and manage debates online on the SciCafé2.0 topics (via grassroots organizations and movements).
- browse on-line information and services (e.g. for schools science projects).
- Organise data in personal databases, and directories (to have an overview of information when working to solve a particularly complex problem).
- share knowledge with the community.
- use tools provided by the platform to manage Science Cafés and virtual meetings (e.g. web streaming, live chatting, calendars, mailing systems, voting/polling etc).

Figure 146 The SciCafe 2.0 Virtual Platform

European Observatory for Crowd-Sourcing, a tool supports the deployment and tests the different methodologies for participative engagement and crowdsourcing. Thanks to obtained results, SciCafe 2.0 is able to identify the best models for participative engagement and leadership so that collective intelligence can be mobilized in an optimal way. The resulting insights are presented in the Handbook of online participatory methodologies and Best Practice Tools.

SCIENTIFIC OUTPUTS

The SciCafe 2.0 project produced 2 articles dealing with Risk perception and Opinion formation topics. It also developed two pilots, and no patent IPR, or policy recommendation.

ANALYSIS OF THE PROJECT IMPACTS BY AREAS

As anticipated, SciCafe 2.0 selected Economic, Social, Political and Environmental areas of impact assessment. The results of its self- assessment are balanced and relevant on all areas of impact, as illustrated in the figure below.

The following paragraphs explain in details these results.

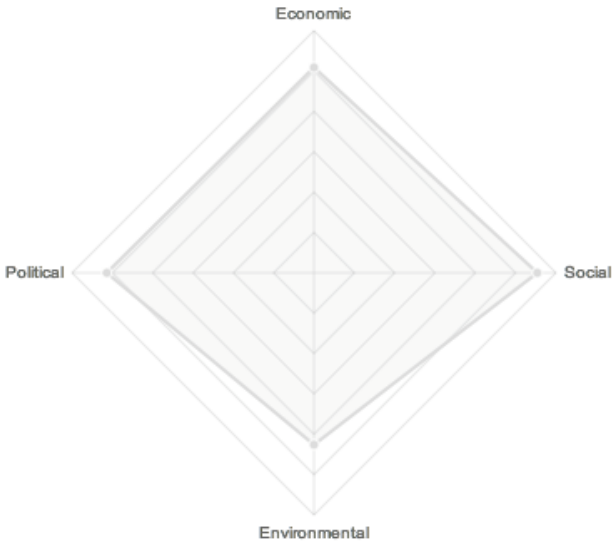


Figure 147 SciCafe 2.0 impact on the different areas of assessment

A.1.6.1 SOCIAL IMPACT

For its self-assessment, SciCafé 2.0 provided one of the most comprehensive dataset for the impact on the social dimension and obtained one of the highest results, scoring 553 upon the 508 average.

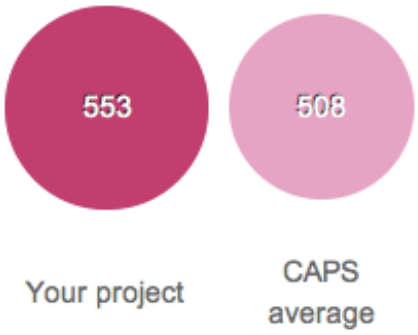
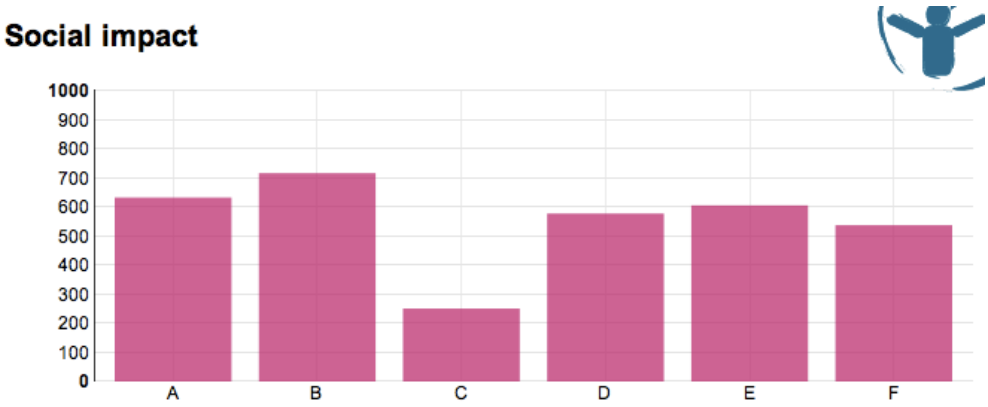


Figure 148 SciCafé 2.0 vs CAPS overall social score

As anticipated, the project selected all the areas of impact for this dimension, achieving for all of them some of the best if not the best results: about Community Building and empowerment, which matches its main goal about networking at the European level, it made a very good performance, scoring 633 upon the CAPS average of 448. It got the best score on Information (717 upon 613) and Education (578 upon 561). It scored slightly below the average about Ways of Thinking, Values and Behaviours (251 upon 282), about Science and Academia (606 upon 698) and Employment (538 upon 596).



indicator	score
A Community building and empowerment	633
B Impact on information	717
C Impact on ways of thinking, values and behaviours	251
D Education and Human capital	578
E Science and academia	606
F Employment	538

Figure 149 SciCafé 2.0 score by areas of impact

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

As anticipated, the project performance in this area was very good.

SciCafe2.0 Virtual Platform manages knowledge sharing and enables people to promote and manage debates on-line on the SciCafe2.0 topics, to browse on-line information and services, to

organise the retrieved on-line knowledge, information and services in personal databases, and directories, to share knowledge, information and services contained in the personal databases with the community, to browse shared information and services stored in the platform and organised according to an ontology.

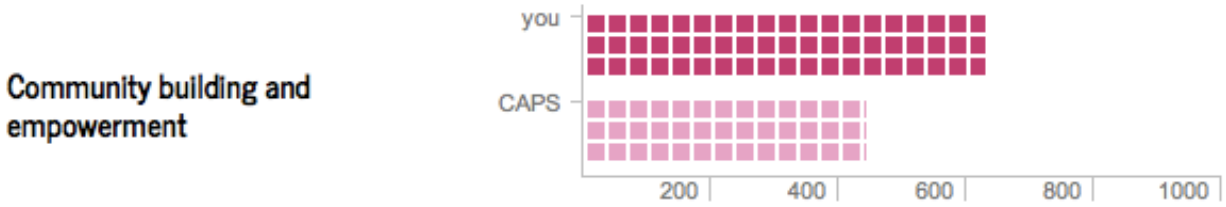


Figure 150 SciCafé 2.0 score – Community building and empowerment

The Virtual Platform builds on a pre-existing online platform, PLAKSS (PLAtform for Knowledge and Services Sharing), that allows to personalize and create different kinds of online community platforms (digital ecosystems). The users for this pre-existing online platform are not known, while

at the moment of the self-assessment the number of users populating the SCiCafe2.0 platform were 217, and none had request to unsubscribe. Users spend an average time of four minutes on the platform and since the beginning this time has increased.

The features offered by the platform to the its users concerns Identity (a way of uniquely identifying people in the system), Presence (a way of knowing who is online, available or otherwise nearby), Relationships (a way of describing how two users in the system are related), Conversations (a way of talking to other people through the system), Groups (a way of forming communities of interest), Sharing (a way of sharing things that are meaningful to participants).

Half of the posts on the platform get a reply, project partners don't know the network density of the platform but they know that it support the creation of five groups among the users. The platform also relevantly and positively influences the trust among platform user (5 on the Likert scale) and around 20% of the users that interact with other users using their personal emails or share with others personal information such as name, addresses, age and similar.

The Virtual Platform tackles the issue of power asymmetries and provides to its users three tools aim at reducing power asymmetries in local communities: Virtual Delphi, Virtual World Cafe, Virtual Science Café. Moreover, the platform is completely anonymised. 30% of its users are women and it developed two activities dedicated to foster Gender Equality within the consortium and outside, which had a good success rate (5 on the Likert scale). 35% of users are young people.

SciCafe2.0 fosters the creation and enlargement of local communities, provides to those groups ten instruments for better organise themselves (6 on the Likert scale) and support them in tackling the issue of power asymmetries, also offering two tools to reduce power asymmetries. The project organised ten events organised addressing local communities, gathering around 500 participants in total.

The project positively influences the trust among local communities' members to an extent (4 on the Likert scale) and it strongly contributes to make local communities more inclusive (6 on the Likert scale). It developed three activities dedicated to fostering social inclusion and non-discrimination in local communities, which has a good rate of success (5 on the Likert scale) and one activity with the aim of fostering gender equality in local communities. Thanks to your project activities, two new informal groups have been created at local level.

Within the CAPS domain, SciCafe2.0 collaborates with IA4SI about impact assessment, CAPS2020 about its events, EINS for scientific collaboration on the cognitive structure of CAPS. It also has three collaboration established with Social Innovation initiatives outside the CAPS domain: Italian network of science cafes (promotion and support), Microfunding initiatives in Italy, Germany and Hungary

(developing projects together), Students in Engineering and Science at the University of Florence (support in developing discussions).

The project also established some collaborations with actors outside the SI and CAPS domain: Responsible and Responsive Innovation Network, European Innovation Partnerships, ICT for Public Administration and Strategic Planning, Smart Cities, Future Cities Stakeholders.

About networking, the project's platform provided to CAPS the World Cafe methodology. It also developed two activities to bring together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector, being quite successful (5on the likert scale).

IMPACT ON INFORMATION

SciCafe2.0 impact on Information is remarkably high, on its platform it progressively made available two articles or long posts, 32 short posts, 5 forums for discussion and 30 videos. The project estimate to improve users access to a range of local and international news sources of information to some extent (4 on the Likert scale) and it highly improves users access to media outlets or websites that express independent, balanced views (6 on the Likert scale).

The project reduces information asymmetries experienced by the users (5 on the Likert scale) and offers four tools to achieve this goal and to allow users to verify the quality of the information they access to. The project claims to build on top of the current state of knowledge and in compliance with (applicable) standards (5 on the Likert scale) and it encourages publishing under compatible open standardized licenses.

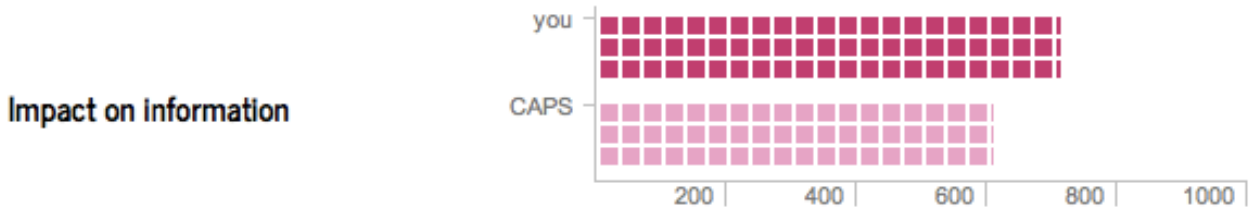


Figure 151 SciCafé 2.0 score – Information

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

Slightly above the average and generally good, the project's results about Way of thinking, values and behaviours are based mainly on the variety of topics about which the project offers access to.

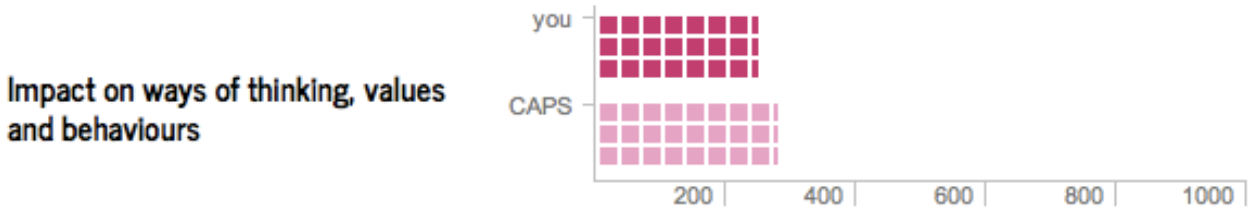


Figure 152 SciCafé 2.0 score – Ways of thinking, values and behaviour

SciCafe2.0 supports the organization of debates about a high variety of topics concerning science and technology. These topics include:

- Energy and environment: sailing, biogas plants, biodiversity, plastic, electric vehicles, sustainable mobility, extinction of metals;

- Social inclusion and human rights: dyslexia, adoption, cyberbullism, hi-tech volunteers, women, men and gender differences;
- Participation and democracy: participation and democracy in Internet, social sustainability of technological consumption;
- Economy: production and consumption, local food, oil production, insects as food, Hydraulic risk and social justice;
- Education, science and information: light, comets, truth and credulity, penicillin, radar in Tuscany, vision, sound of numbers, telescope and microscope, black holes, chaos and order, quasicrystals, science fiction, future and past of solar system;
- Culture and art: Tuscany in the past; chocolate; art and science at Medici's court. The beauty perceived by animals, neuroaesthetics, science and theatre;
- Health and wellbeing: images in medicine, the future of health, artificial organs, AIDS;
- Community creation, renewal and reinforcement: events;
- Other: The origin of fear, genetics in the justice court.

The project developed five activities with the aim of promoting a change in users opinions, values and behaviours, gathering around 500, and it expects to see change in behaviours most of the topics listed above and in particular about:

- Energy and environment: wastes, transportation
- Social inclusion and human rights: gender differences
- Participation and democracy: practice of confrontation
- Economy: production and consumption: responsible consumption
- Education, science and information: Importance towards science and technology
- Health and wellbeing: more healthy behaviours
- Community creation, renewal and reinforcement: Discussion practice

IMPACT ON EDUCATION AND HUMAN CAPITAL

SciCafe2.0 performed very well about this area of impact, due to the inclusion of increase in education and training inside and especially outside the consortium as one of the goals that the project pursue in a systematic way.

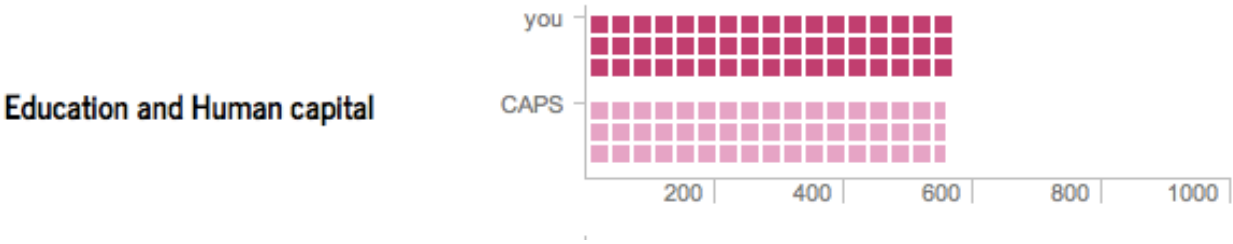


Figure 153 SciCafé 2.0 score – Education and human capital

The project provided two hours of training, for a total of 12 of people trained on Participative discussions, SciCafe2.0 virtual platform, Practice of science cafes, How-tos for participative engagements, community building and crowdsourcing. It also developed a Video tutorial about science cafes using the SciCafe2.0 platform.

SciCafe2.0 strongly supports the personal development of users (i. e. character development, critical thinking and creative problem-solving, 6 on the Likert scale) and personal networking and self study of validated resources via Citizen's Say Knowledge Exchange Platform as a gateway to authoritative resources on topics of interests.

It also strongly contributes to the improvement of the skills of people employed within the consortium through interaction and debate in round table discussions, streaming and recording of the events. It influences changes in the training curricula of secondary and higher education organizing "junior"

events with high-school students and educational polices through the participation of teachers in our events. The project also contributes to the impact on users investment in education (i.e. Number of hours per week spent on self study or homework and instruction time per year, 5 on the Likert scale) by promoting the discussion amongst educational initiations to support create new way to engage pupils and empower learner autonomy.

IMPACT ON SCIENCE AND ACADEMIA

The project impact on Science and Academia is slightly below the average because of lack of a strong scientific focus, despite that it give a significant contribution to the flow of exchanges between academic and non academic audiences.

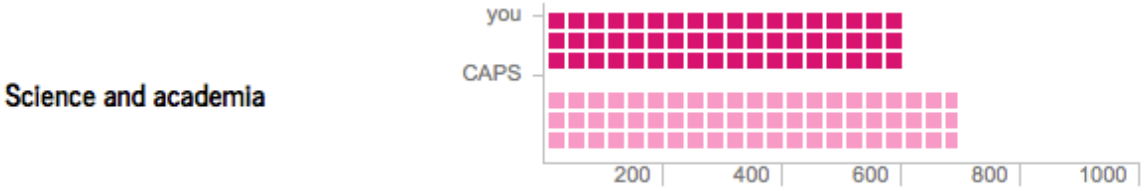


Figure 154 SciCafé 2.0 score – Science and academia

The consortium gathers a number of different disciplines: Engineering And Technology,Natural Sciences,Social Sciences. This is highly relevant for the project success, which outcomes need the interdisciplinary collaboration among computer scientist, social scientists, cognitive researchers, communication experts and physicists. According to the project, the multi disciplinary expertise within the consortium has been key in reaching the project objectives.

SciCafe2.0 follows an Open access policy and it uses social media for sharing project research results. At the time of the assessment, it had ten twitter followers and 48 on Facebook.The project's website is a tool for sharing project research results, but the number of deliverables or articles downloaded from it is not available. Project's results have been presented during twelve events, involving an average number of 25.

Moreover, the project disseminates its results through Youtube streaming and podcasting of events (50 events, about 80 views per event), Radio transmission (60 episodes in 2 years) and Webinars (5 sessions). SciCafe2.0 published five non-self citation works and two articles published on non-specialised magazines.

The project addressed 50 events to a non-academic audience, with an 40 average people participating in such events. The project strongly supports the knowledge transfer between universities/research centres and social innovation domain (6 on the Likert scale) and it co-organizes events with experts from academia addressing different audiences, with a very broad distribution of social backgrounds. SciCafe2.0 improves research processes within and outside our consortium and it supports normative ethnomethodoligcal research and sociological studies and models of participative social engagement and the socio-cognitive factors influencing the impact of Collective Awareness Platforms.

As the project main focus does not deal with research, it does not allow to perform research activities that would otherwise have been impossible

The project significantly influences the everyday life of academia institutions" recruiting experts from academia for events and radio transmission, and supporting their participation to public events to influence the perception of general public towards academia and also towards the "exchanges" between the academia world and the society. The project's experts report an improvement in their communication skills.

IMPACT ON EMPLOYMENT

SciCafe2.0 did not score a significant result about the employment area of impact, which is not highly relevant with respect to its goals. The project itself assessed that its impact on employment and on the percentage of people employed in the third sector and, specifically, in the SI sector will be minimum. On the other hand, it significantly contributes to improve the working practices of the third sector and of people/organisations working in the field of SI.

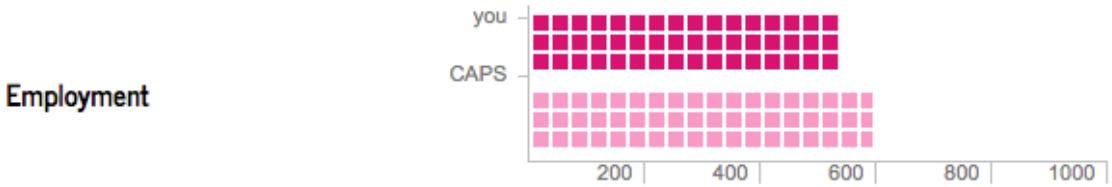


Figure 155 SciCafé 2.0 score – Employment

Three FTE persons have been recruited specifically for the project and al of them will keep working after the project conclusion. One FTE young researcher work on your project and 30% of the people in the consortium are women. The project generated one new job place and contributed to the development of one start-up as a result of its activities.

A.1.6.2 ECONOMIC IMPACT

With reference to the Economic Impact, the SciCafé 2.0 project has achieved a little positive impact and below the average, with a score of 509 on a CAPS average of 600, as showed by the following figure.

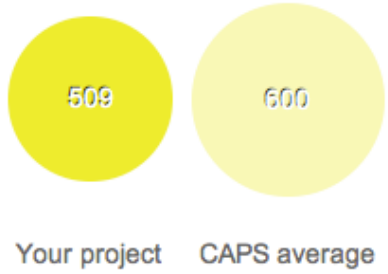


Figure 156 SciCafé vs CAPS overall economic score

SciCafé 2.0 has selected to have an Economic impact on the following two subcategories: “Economic value generated by the project” and “ICT driven innovation”. The picture below represents the score and the impact of SciCafé 2.0 in the two Economic subcategories.

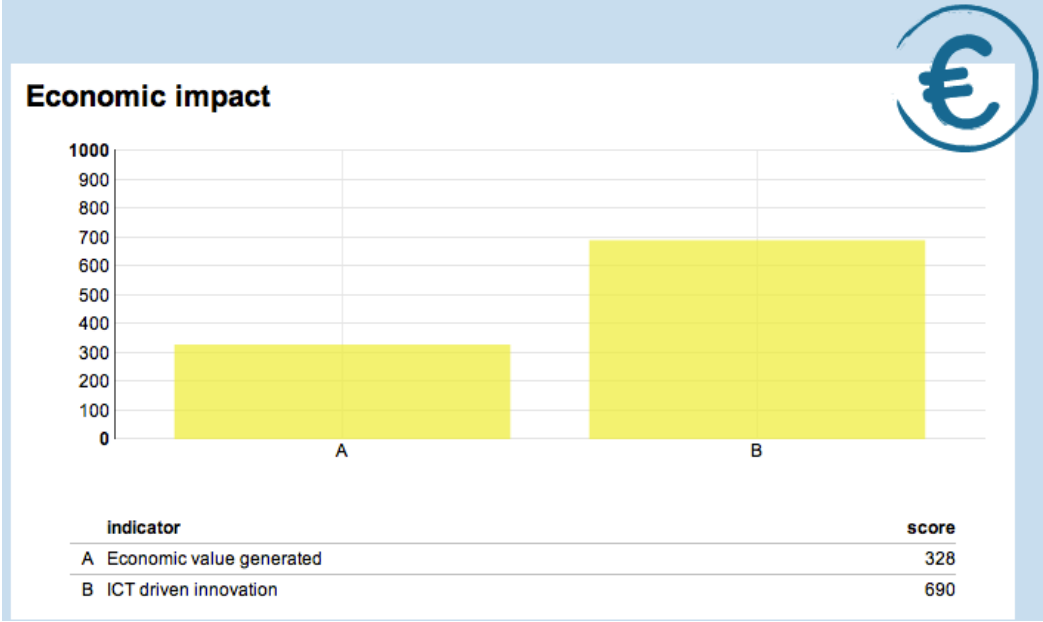


Figure 157 SciCafé economic impact

In terms of Economic value generated by the project, SciCafè 2.0 impact is below the CAPS average of 502, since it has achieved a score of 328. On ICT Driven Innovation SciCafè 2.0 has achieved a project score of 690 on a CAPS average of 784, hence it is slightly below the average.

IMPACT ON THE ECONOMIC VALUE GENERATED BY THE PROJECT

In terms of Impact on the economic value generated by the project, the platform developed by SciCafé 2.0 has a relevant impact on increasing the resource pooling for its users, as it facilitates the knowledge management of communities by offering tools to create and build their own knowledge repository, as well as collective-reflective deliberation and consensus solution seeking by supporting co-creativity.

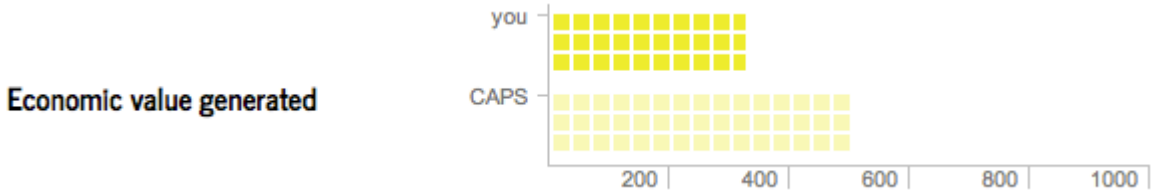


Figure 158 SciCafé SciCafé – economic value generated

In order to improve its economic impact, the IA4SI team suggests to SciCafè 2.0 to work more on Digital Social Innovation ROI to communicate and engage more actively their users in the activities and in the development of their services. However, by considering that SciCafé 2.0 is a CSA and it is not aimed to develop products to be sold on the market, it is not requested to the project to develop business plans and models. Instead, the SciCafé 2.0 project could organising more transferring activities for its users, considering also that there are 10 people in the consortium able to perform exploitation activities. This would increase the economic impact of SciCafé 2.0 in the economic value generated by the project subcategory.

IMPACT ON ICT DRIVEN INNOVATION

The impact of SciCafé 2.0 on the ICT driven innovation subcategory is slightly below the average.

The project has a positive impact on product, process and organisational innovation. In terms of product innovation, SciCafé 2.0 is increasing the efficiency of pre-existing technologies. Hence, the new platform is built on pre-existing technologies. Much personal time and energy is saved through the usage of the platform: no need to meet face-to-face but knowledge building and sharing and debates could be organised online. This supports enhanced efficiencies in a co-creative processes, such as consensus solution building and co-innovation.

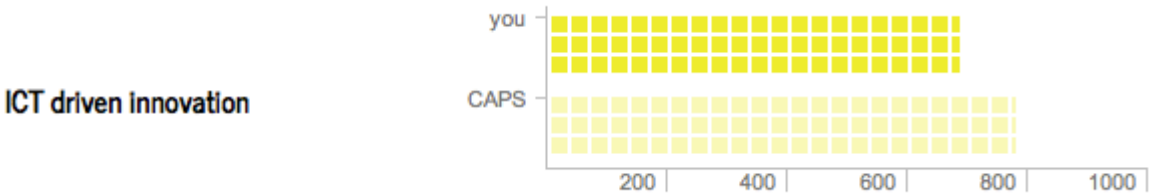


Figure 159 SciCafé score–ICT driven innovation

The outputs of the project producing an impact on product innovation are the following:

- Online science and world cafés aimed to transfer of a technique to another sector and this is an innovation for the companies involved in the project consortium
- Threaded chat system introducing a substantial technical innovation to the market
- Delphi add-on to chat which constitutes a technical improvement for the market
- UI-REF add-on to chat, this also introducing a technical improvement for the market.

With reference to the Technology Readiness Level, only the threaded chat system has achieved a value of 6 on a maximum value scale of 9 and is a system prototype demonstrated in an operational environment. The other outputs are currently at stage 5 or 6.

In terms of process innovation, SciCafé 2.0 platform integrates Citizen's Say Knowledge Exchange Repository and supports the automated management of science café/ world cafés to support co-creative solution building. The online science cafés and online world cafés allow to save a lot of time compared to live meetings.

With reference to organisational innovation, the SciCafé 2.0 platform provides 50% of performance improvement by reducing administrative or transactions costs. The platform also contributes to improve the working practices of CAPS users, which can make best use of the platform for internal meetings and widening and deepening participative engagement with their stakeholders. Furthermore, the platform increases the access to spaces for allowing SciCafé 2.0 users to work together and collaborate in shared knowledge repositories and organize different type of online meetings with feedbacks.

In terms of user driven innovation, by supporting needs prioritisation and continuous user responsive improvements of the resulting innovation, the involvement of the users in the development of the platform improved its quality. Moreover, SciCafé 2.0 developed a User Survey: http://scicafe2.reading.ac.uk/index.php/online-survey and conducted series of requirement elicitation workshops, as well as responded to on-going users' evaluation and suggestions to improve the platform functionalities.

The project is also highly focused on open innovation since it is targeted in promoting collaboration, sharing, self-organization etc. through science cafes and world cafés. this supports open innovation and open evaluation of the resulting policies and innovations. All actions are publicly visible and everyone can provide their opinion freely, thus increasing the transparency process for the project users.

A.1.6.3 POLITICAL IMPACT

Generating a political impact is not strictly related to the main goals of SciCafé 2.0. Despite that, the project provided a relevant amount of data and scored quite well and slightly above the average (which has a relative value, due to the low number of overall answers provided by CAPS for this area of impact).

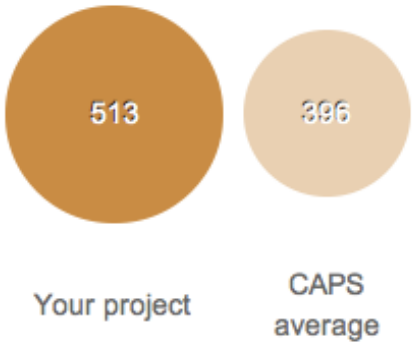
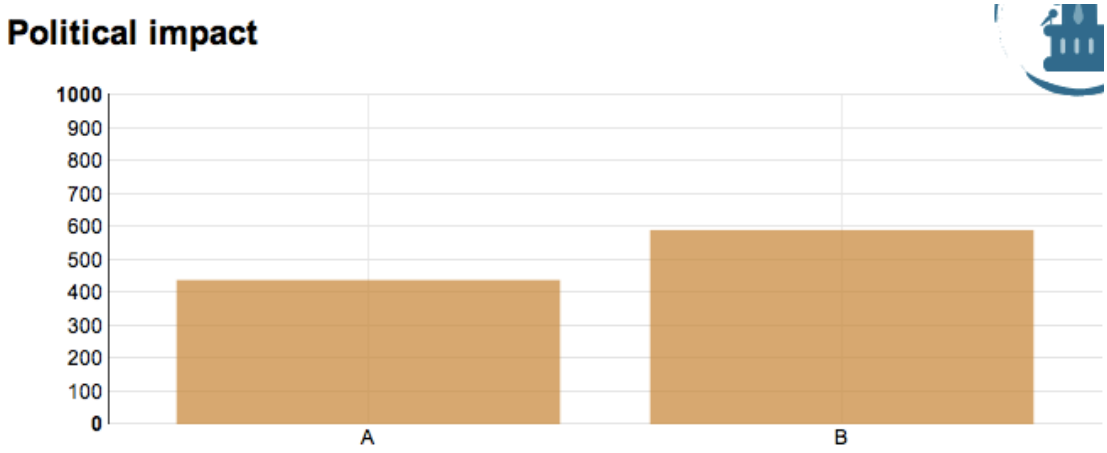


Figure 160 SciCafe 2.0 vs CAPS overall environmental score

In particular, the project achieved a very good result with regard to the Policies and institution dimension, while its performance about Civic and political participation was less significant, mainly because many of the indicators for evaluation are not relevant for the project activities.



	indicator	score
A	Civic & political Participation	438
B	Policies and Institutions	590

Figure 161 SciCafe 2.0 score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

SciCafé 2.0 provided a complete picture about this area of impact, correctly showing how some areas of engagement have little or almost no relevance for its purposes.

Consistently with its goals, the project strongly contribute to the increment in the number of bottom-up/grassroots actions (6 on the Likert scale), to increase the time spent by citizens in getting informed about local, national and international political issues (5 on the Likert scale) and, to a lesser

extent (4 on the Likert scale) in participating to civic-society organisation. SciCafé 2.0 also offers new ways of participation, as 4 of the tools developed by the project facilitate users' civic participation e (…), and 2 of them political participation too (…).

The project generate a minor impact on it users about the time they spend in persuading friends, relatives or fellow workers about social and political issues and about the inclusion in the civic and political life of the community of group at risk of social exclusion (3 on the Likert scale). Political participation is, in general, the area of engagement less relevant to the project, which do not generate a significant increase in citizens' participation to signature campaigns, boycotts, manifestations and other similar initiatives, and do not push them into participate to national and local election.

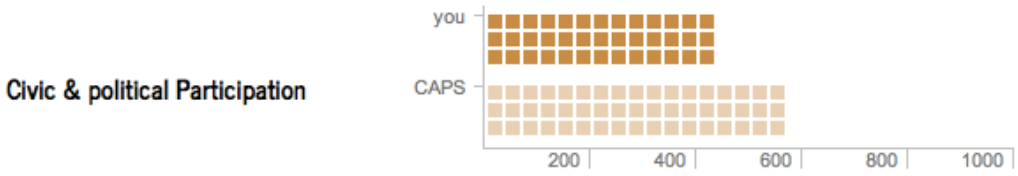


Figure 162 SciCafe 2.0 score – Civic and political Participation

IMPACT ON POLICIES AND INSTITUTIONS

The main positive impact generated by the project about policies and institutions, lays in its capacity to increase the transparency of institutions and democratic processes, together with the capability of citizens and civic society organisations of influencing policies and transparency itself (5 on the Likert scale).

The project did not develop any policy recommendation nor directly changed any law or institution, but its users managed to influence one law and one (new?) institution. The also produced one policy recommendation hanks to the use of the project outputs

SciCafé 2.0 participated into two meetings organised for influencing policy-makers, which were joined by 15 policy makers and institutions.

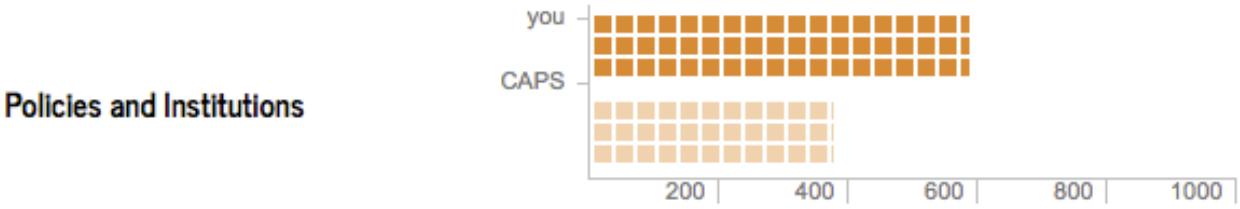


Figure 163 SciCafe 2.0 score – Policies and Institutions

A.1.6.4 ENVIRONMENTAL IMPACT

SciCafé 2.0 performed really well with respect to environmental impact and provided an extensive range of data about this area of impact, scoring 426 upon a CAPS average of 314.

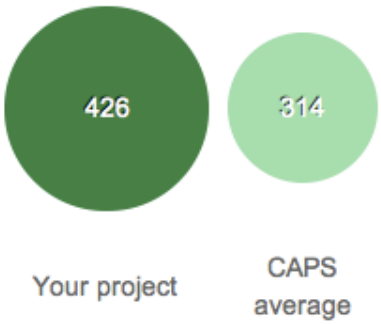
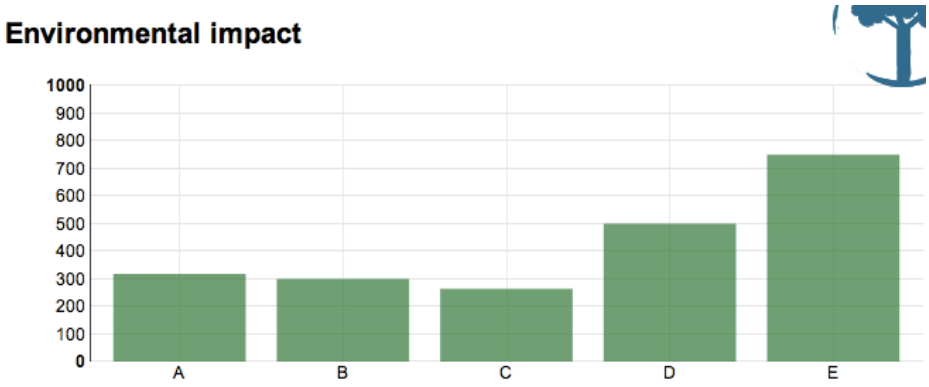


Figure 164 SciCafe 2.0 vs CAPS overall environmental score

Compared to the average and, as anticipated, quite low CAPS performance, the project performed exceptionally well about Sustainable consumption (500 upon the 137 average) and Biodiversity (700 upon 325), but also very well about Air pollution (300 upon 350). Greenhouse gases emissions (318 upon 369) and Solid waste (264 upon 458) are on the contrary below the average. These results are explained in detail in the paragraphs below.



	indicator	score
A	Greenhouse gases emissions	318
B	Air Pollution	300
C	Solid Waste	264
D	Sustainable Consumption	500
E	Biodiversity	750

Figure 165 SciCafe 2.0 score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

As anticipated, SciCafé 2.0 performance about Greenhouse gases emissions is one of the two areas in which the project performance was lower than others, mainly because of the high number of travels made by the project's partners. At the moment of the self assessment they had made 65 travels by flight within Europe and the Mediterranean region (almost one fifth of all this kind of travels made by CAPS) and 20 travels by train within Europe and the Mediterranean region to carry out the project activities (more than one fifth of all this kind of travels made by CAPS).

The project doesn't perform any compensation activities, but it contributes to a small extent to provide easier access to low carbon technologies (3 on the Likert scale).

Project user's does not perform compensation activities and it is not among the project goals to drive them towards those kind of activities. Similarly, participating to the project enhance users willingness to participate to environmental-related actions only in a relative measure (3 on the Likert scale)

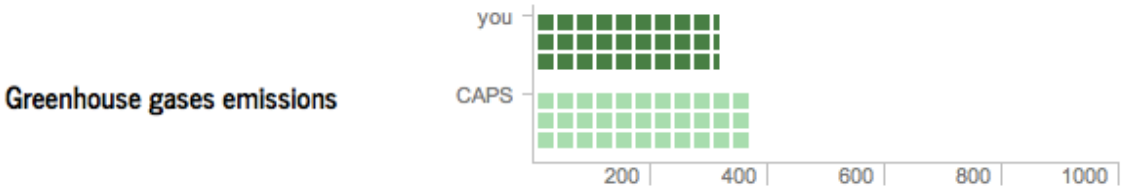


Figure 166 SciCafe 2.0 score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

The project's performance about impacts on air pollution related to transport is good because, even if SciCafé 2.0 does not engage directly about this topic, it dedicates some attention to the topic: to a small extent, it encourages its partners and users to demonstrate their sensitivity towards the issue of air pollution related to local, everyday transport and it also contributes to provide easier access to innovative solutions for sustainable transport choice (all 3 on the Likert scale). The Platform motivates and supports consensus solution seeking in environmentally friendly ways and also encourages virtual meetings to reduce unnecessary travelling.

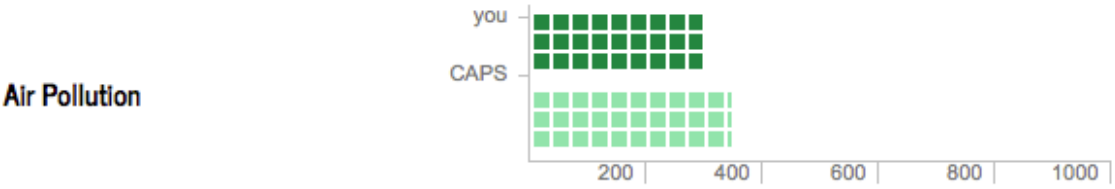


Figure 167 SciCafe 2.0 score – Air Pollution

IMPACT ON SOLID WASTE

SciCafé 2.0 performance about solid waste has been low and could be improved.

From one side, there is the fact that there are no awareness raising activities for users about this topic, which is fine as it is not among the project goals.

On the other side, the project could try and increase the consortium's sensitivity towards the issue, encouraging each partners' attention about it (currently 3 on the Likert scale) and increasing the practices of reusing and recycling of exceeding materials (at the moment of the assessment, out of 1000 brochure and 20 publications printed no recycling/reusing was expected).

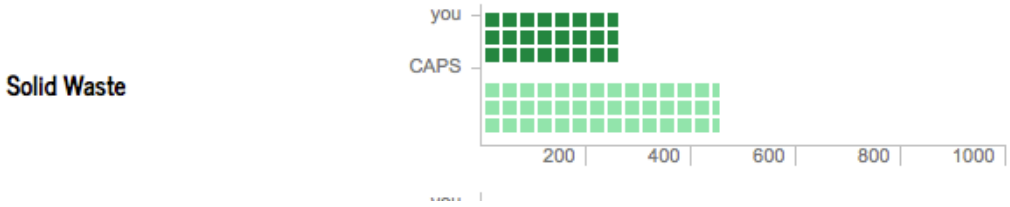


Figure 168 SciCafe 2.0 score – Solid Waste

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

About this area of impact, the project got the highest and actually best achievable score for a project that does not tackle this topic as one of its main goals.

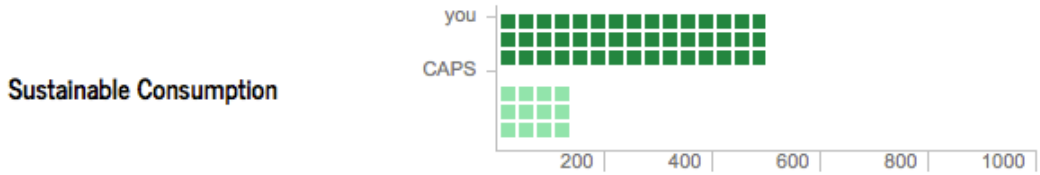


Figure 169 SciCafe 2.0 score – Sustainable Consumption

As expected, SciCafé 2.0 does not promote green labels or certifications for products or services and there are no companies. Sumi looking into having their activities eco-certified as a result of the project. Similarly, the project does not have data about users performances about this issue.

On the other side, the project has a very high attention towards it with respect to its own choices, and its purchase 100% of green / local / ethical products and services and organises green events only, which is the better option for this kind of projects.

IMPACT ON BIODIVERSITY

SciCafé 2.0 is the only CAPS project to support of biodiversity conservation initiatives (25 of them) through its activities and to contribute to provide easier access to biodiversity conservation technologies to come extend (4 on the Likert scale). Further details about the activities could be added.

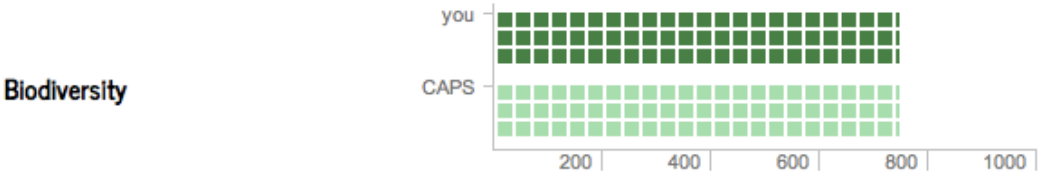


Figure 170 SciCafe 2.0 score – Biodiversity

A.1.6.5 EFFICIENCY

SciCafé 2.0 project has achieved a score of 407 which is below the CAPS average of 482.

In terms of social impact, this positive result is related to the fact that SciCafé 2.0 actively contributes to improve research processes within and outside the project consortium. With reference to the economic impact, this score is derived from the capability of the project to increase the resource pooling of its users and the efficiency and the quality of pre-existing technologies by generating technical improvements and a substantial technical innovation for the CAPS market, especially with reference to the threaded chat system. Furthermore, SciCafé 2.0 actively engage its users in the development of the technological outputs of the project, thus producing cost savings. However, the project has a very low impact on environmental efficiency.

A.1.6.6 EFFECTIVENESS

The project has achieved a very positive score on effectiveness impact which is 643 and this is above the CAPS' average score of 508. The project is quite effective and many of its activities and results contribute to this aim. In particular, project improves the skills of people employed within the consortium, project supports the personal development of users, i. e. character development, critical thinking and creative problem-solving", project positively influences the capability of citizens/users and civic society organisations of influencing policies".

A.1.6.7 SUSTAINABILITY

SciCafè 2.0 has a negative impact on sustainability, with a project score close to 194 on a CAPS average of 383. In terms of sustainability, the project only contributes to increase the resource pooling for its users. Since the project is a CSA, this is not a very negative result, as SciCafé 2.0 it is not aimed to develop products or services that can be commercialised on the market.

A.1.6.8 FAIRNESS

The project performance about fairness is overall good, project score on fairness is 630 out of 474 on CAPS' average score., and the project filled in 14 out of the 16 variables that contribute to this indicator. SciCafè 2.0 developed 3 tools aiming at reduce power asymmetries and in particular it quite systematically tackles the issue of gender balance: 30% of its users and of the project team are women and it developed 10 activities dedicated to gender equality. The project also tackles inclusiveness issues and supports the access to a wider range of media and information for citizens, contributing to decrease information asymmetries.

A.1.7 IA4SI

Acronym: IA4SI

Long Name: Impact Assessment for Social Innovation

Website: http://www.ia4si.eu/

Start date: 01/10/2013

End date: 31/03/2016

Instrument of funding: CSA

Total budget: € 794.597

EU funding: € 720.000

Project score: 496

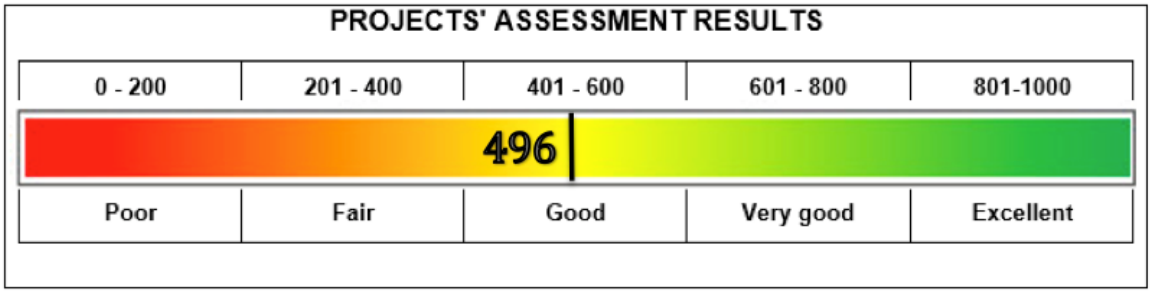


Figure 171 IA4SI self-assessment project score

Main problem/s the project will address/contribute to solve

The main issue tackled by the project is the development of a socio-economic impact assessment methodology for the CAPS project, understood as a subcategory of the larger domain of Digital Social Innovation initiatives. The challenge is mainly scientific as at the present stage there is no standard or widely recognised methodology for the analysis of the impact on this new domain. Moreover, IA4SI supports CAPS projects in self-assessing their impact in this way spreading the culture of impact assessment. Finally IA4SI supports citizens in learning about CAPS projects and express their opinion on CAPS outputs by using an ad hoc developed platform.

Consortium

The project consortium is composed of 4 partners. 3 of them represent the business sector (with one large enterprise) and 1of them represents the education and research institutions.

Previous engagement in European Funded Projects

All project partners have been engaged in other EU projects.

Relationships with other projects

IA4SI project collaborates with 11 projects:

- Web-COSI
- CATALYST
- CAPS2020
- Wikirate
- CAP4ACCESS
- DecarboNet
- D-CENT

- CHEST
- USEMP
- SciCafè 2.0
- P2PValue

Predecessors of IA4SI are 3 projects:

- ERINA+
- SEQUOIA
- MAXICULTURE

Stakeholders

The table below identifies the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic researchers
- ✓ Independent researchers
- ✓ Graduate students
- ✓ Other EU projects

BUSINESS

- ✓ Non-ICT large companies
- ✓ ICT-SMEs
- ✓ Non-ICT SMEs
- ✓ Cooperatives and social entrepreneurs
- ✓ Consultants and self-employed workers

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Umbrella organizations
- ✓ Activist and social movements
- ✓ P2P producers
- ✓ Citizens at large
- ✓ Other civic society organizations

POLICY MAKING

- ✓ Local policy-makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Global policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The typologies of users of the IA4SI project are**:**

Social innovation organisations and networks

- ✓ Researchers
- ✓ SMEs
- ✓ NGOs, associations and charities

CAPS projects

Activities developed by the users

- ✓ Sharing ideas/information exchange
  Debating

Other

The Section *Other* refers to social innovation impact assessment.

Prioritise your impacts

The figure below shows in bold the areas of impact that have been selected as significant by the project. In the next paragraphs we will describe the actual results obtained in the different areas of impact.

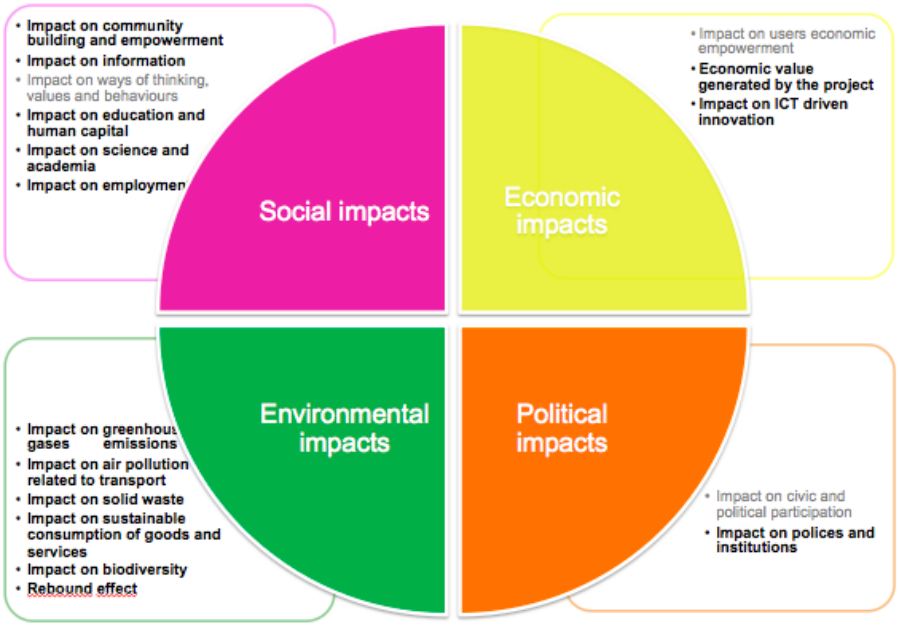


Figure 172 IA4SI Areas of Impact

TECHNOLOGICAL OUTPUTS

The main technological outputs of the IA4Si project are:

- Self-Assessment Toolkit (SAT): the tool helps the CAPS projects to evaluate their socio-economic, environmental and political impacts (שגיאה! מקור ההפניה לא נמצא.). Each project, by logging to the SAT, will find a list of questions to be answered in order to value projects' impacts (e.g. impact on information, way of thinking, user economic empowerment, etc.). The SAT visualizes the result of the impact evaluation in a user-friendly way. The number of users involved by this using this output amounts to 10. Some researchers and non-CAPS project asked the access the tool in order to learn more about the IA4SI methodology but they are not counted as users.
- Impact4You, an online platform (Figure 125) aiming at presenting to the European citizens the CAPS projects results. By using this tool citizens have the chance to express their opinion and discuss the services offered by CAPS and other Digital Social Innovation projects. The number of users involved by this output amounts to 100 at the end of September when the data gathering was closed.
- The User Data Gathering Inter phase (UDGI), an online questionnaire structured both for single users and organizations, which gathers information directly from the users of CAPS projects participating in the evaluation. Projects users will be requested to provide their opinion about the CAPS results/services they used and their potential impacts: this tool will

gather also some basic information about projects users. The data gathered will be used also in the complete analysis of the platform.

Figure 149 Self-Assessment Toolkit, image from website

Figure 173 Impact4You website homepage

SCIENTIFIC OUTPUTS

The IA4SI project produced 4 publications and 3 of them contribute to better define and understand (Digital) Social Innovation. The main topics covered by these publications are Social innovation definition, Digital social innovation definition and related research question, IA4SI methodology.

The project also developed 3 IPRs, while it did not develop patents or changes in policies and institutions.

ANALYSIS OF THE PROJECT IMPACTS BY AREA

As anticipated, IA4SI selected Economic, Social, Environmental and Political areas of impact assessment. The results of its self-assessment were quite good especially in the economic and social areas and lower with respect to the environmental domain, as illustrated in the figure below. About the Political area, the project selected it as relevant because it will develop policy recommendation for the CAPS domain and for the DSI sector in general that could be meaningful to mention. However these outputs will be only available at the end of the IA4SI project so that very few data could be entered at the time of the assessment, not allowing a proper evaluation.

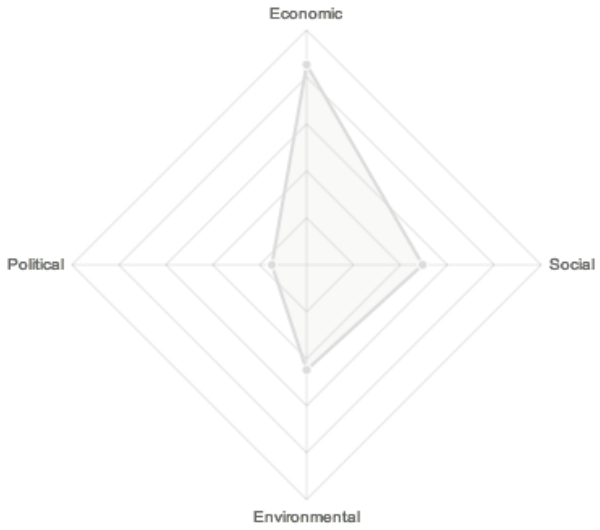


Figure 174 IA4SI impact on the different areas of assessment

A.1.7.1 SOCIAL IMPACT

IA4SI got a score which is slightly lower than the CAPS average (495 upon 508) which is however far from the benchmark (1000).

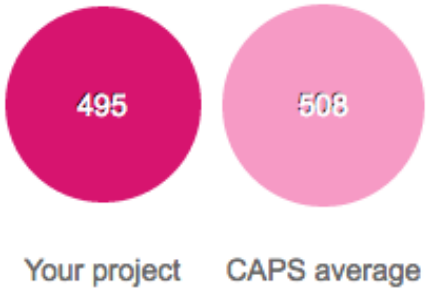


Figure 175 IA4SI vs CAPS overall social score

The project selected five dimensions, scoring around the average for two of them (Impact on Empolyment, 593 upon 596, and Impact on Science and Academia, 680 upon 698) and highly below the average for two of them (Impact on Community Building and Empowerment, 224 upon 448, and Impact on Information, 278 upon 613). On the contrary, the project scored quite well regarding the Impact on Education (700 upon 561). These results depend on the supporting nature of the project, which has the goals of developing a research result (a methodology) and on supporting other CAPS, dedicating thus less effort on community building and on information and dissemination. The following paragraphs will explain this in more detail.

	indicator	score
A	Community building and empowerment	224
B	Impact on information	278
C	Education and Human capital	700
D	Science and academia	680
E	Employment	593

Figure 176 IA4SI score by areas of impact

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

As anticipated in the Technological Outputs section, the main instrument developed by the project is a Self-Assessment Toolkit (SAT), which is an internal tool for CAPS impact assessment. A second tool, the User Data Gathering Interface, is equally intended for a selected group of users (CAPS' users) and it is funcional to the understanding of the CAPS' results. The fact that the project dedicate a lot of effort to the development of tools that are not aimed to community building activities explains the result which is below the average.

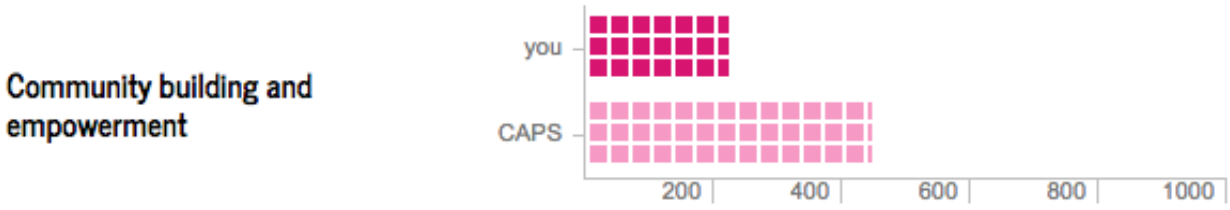


Figure 177 IA4SI score – Community building and empowerment

IA4SI third instrument, Impact4you, partially aims for the same goal, that is bringing more information (this time from EU cirtizens) to perform a full assessment of the project. But at the same time this tool aims to rise citizens' awareness about the CAPS programme and the digital social innovation in general. At the time of the self-assessment, Impact4you had 1879 users and only 1 user had asked to get canceled from the platform.

The project do not know the average time spent by each user on the platform, and the platform does not aim to enhance the creation of groups or clusters, so no information were available on these variables . Also the creation and the engargment of local communities or the increase of local communities inclusiveness and internal trust are not among the goals of IA4SI and, at the time of self assessmen, no activities to include local communities had been developed even if several workshop with citizens and students have ben organised in order to foster the use of the Impact4yu platform. The project does not tackle the issue of power asymmetries even if make available

information , those about CAPS, that would be complex to access for citiznes and data about the percentage of women or young users are not available.

The platform provides conversation features (25% of users talk with others through the system) and self-assessment features (used by 100% of participants). It also support users in effectively manage their data, by allowing the participation without registration and without providing sensitive data, if so is chosen. Moreover, 20% of the posts on the platform get a reply.

Being a support action, the project collaborates with all other CAPS to develop and test the impact assessment methodology (inlcuding the benchmarking model) and to disseminate the CAPS' results via the Impac4you platform. IA4SI also organised panels and events in collaboration with CAP2020 during their annual events. Moreover, the project provided three networking opportunities to CAPS organising three workshops. At the time of the self assessment, all CAPS were already benefitting from the launch of the Impact4you platform and from the development of the methodology.

Within the social innovation domain the project has also developed collaborations with tThe HUB, a co-working space in Rome, for the organisastion of its first workshop; with the Social Innovation Factory, in Belgium, for joint participation into panels and to discussn the impact assessment methodology and with the Open University, for exchange of research materials. The project developed other collaborations during its dissemination activities.

Outside the social innovation domain, IA4SI developed one main collaboration with the research institute of Italian association of Municipalities (ANCI) Cittalia, participating in each other workshops, discussing the methodology, and it is discussing future collaborations with two research groups and one consultancy. Moreover, the project developed one activity to bring together different actors (innovative public administrations, foundations, social investors and civil society).

IA4SI values the outcomes of its activities and its overall contribution to the spreading of the social innovation model as fully successful (6 on the Likert scale).

IMPACT ON INFORMATION

With respect to impact on information IA4SI goals focus on spreading knowledge about CAPS and social innovation and its impact in this area is than less relevant than other CAPS.

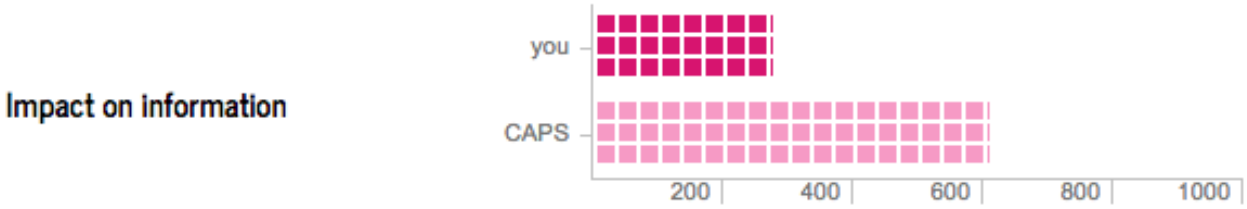


Figure 178 IA4SI score – Information

On the Impact4you platform the content is organised in structured contents (11 projects description at the time of the self assessment), forums (5 discussions), images (15) and videos (22). The platform does not have any purpuse about improving the diversification of users' sources of information or their access to indipendent contents.

By making accessible to everyone information on social innovation and CAPS, though, the project significantly contribute to reduce information asymmetries experienced by the users (5 on the Likert scale) that, without the Impact4you platform would find dificult to find information about CAPS in an accessible language and constantly updated.

IMPACT ON EDUCATION AND HUMAN CAPITAL

Consistently with the research focus of most of its activities, the project got a good score with regard to this area of impact.

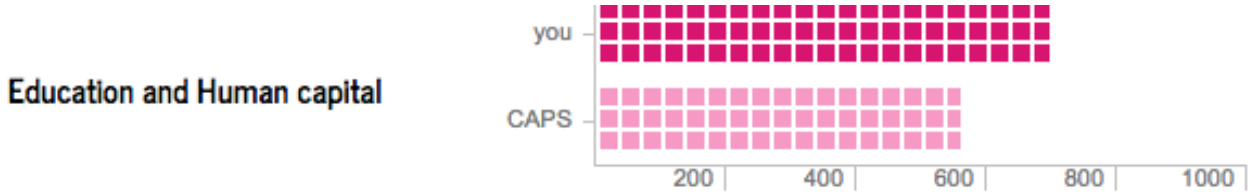


Figure 179 IA4SI score – Education and human capital

The project provided 20 hours of training to 20 people each for an approximatelly total number of 400, covering the following topics: impact assessment, IA4SI methodology, project tools and activities. It also developed three educational tools, two How-to guide related to SAT and Impact4you platform and one video about the IA4SI methodology.

IA4SI significantly contributes in improving the skills of people employed within the consortium (5 on the Likert scale), since being an interdisciplinary team there is a constant knowledge transfer among the consortium members. The development of the methodology and of the tools has been the main source of reciprocal learning.

The project does not support its users' personal development (i.e. character or critical thinking) and it does not influence training curricula in schools, educational policies or investments.

IMPACT ON SCIENCE AND ACADEMIA

The project got an average score in this area of impact, mainly for the variety of activities pursued and despite not having a direct impact on everyday life of academia.

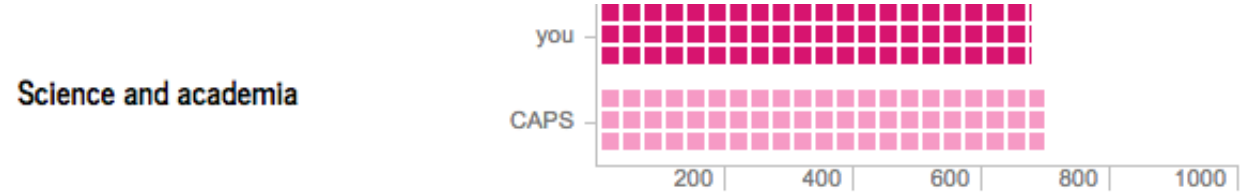


Figure 180 IA4SI score – Science and academia

As anticipated, the consortium is interdisciplinary and includes the following skills: Humanities, History,, Social Sciences, Economics, Anthropology (social and cultural) and Ethnology, Geography (human, economic and social), Management, Social Sciences, Methodologies. The presence of such an heterogeneous pool of competencies is valuates highly relevant to the development of the project (5 on the Likert scale).

IA4SI is in fact developing a methodology that takes together economics, sociology, communication sciences , informatics and environmental studies with the purpose of reaching an integrated vision of the interlinks between these fields. ICT tools support the implementation of the methodology, which means that researches in the social and environmental field need work closely with software developers. Moreover, DSI is, per se, an interdisciplinary field of research engaging software and computer studies, sociology, economic, political sciences, etc. All the instruments developed by the project follow an open access policy.

The IA4SI website is also a channel to disseminate research results, but no data are available about the number of deliverables or articles downloaded.

IA4SI research results have also been presented in 5 events, involving an average number of 20 participants, and in 6 events addressing non-academic audiences (average participants for each event: 20). The project' activities also support the knowledge transfer between universities and the social innovation domain (5 on the Likert scale) mainly through the Impactt4you platform, which is a good channel for bringing research project outputs to social innovation actors and vice-versa and thought the workshop organized so far. Moreover, by assessing project impacts consortia will be able to evaluate and if necessary re-think their work: with this respect, IA4SI improves research processes within and outside the consortium (5 in the Likert scale).

IMPACT ON EMPLOYMENT

Impact on emplyment is close to the average and the project does not expect to have an high impact on employment (2 on the Likert scale), despite its results will contribute to improve working practices in the third sector and for people working in the social innovation domain (5 on the Likert scale).

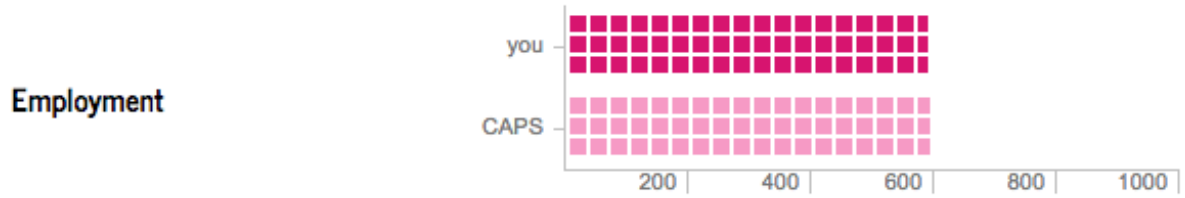


Figure 181 IA4SI score – Employment

One person part time have been recruited specifically for the project and will be still working after the end of the project, hence the project will generale 0,5 new job places. 3,5 young researchers work on the IA4SI and 55% of the consortium is made by women.

A.1.7.2 ECONOMIC IMPACT

With reference to the Economic Impact, IA4SI has achieved a positive impact, since it is above the average, with a score of 852 on a CAPS average of 600, as showed by the following figure. This is the best result in this area among all projects.

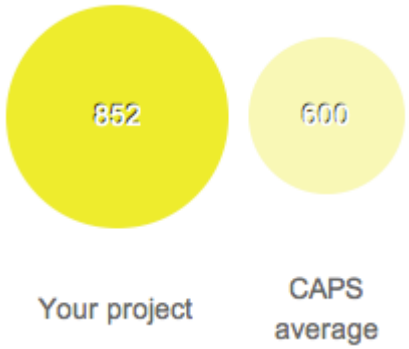


Figure 182 IA4SI vs CAPS overall economic score

IA4SI has selected to have an impact on the following two subcategories of the Economic impact: "Economic value generated" and "ICT driven innovation". The picture below represents the score and the impact of IA4SI in these Economic subcategories.

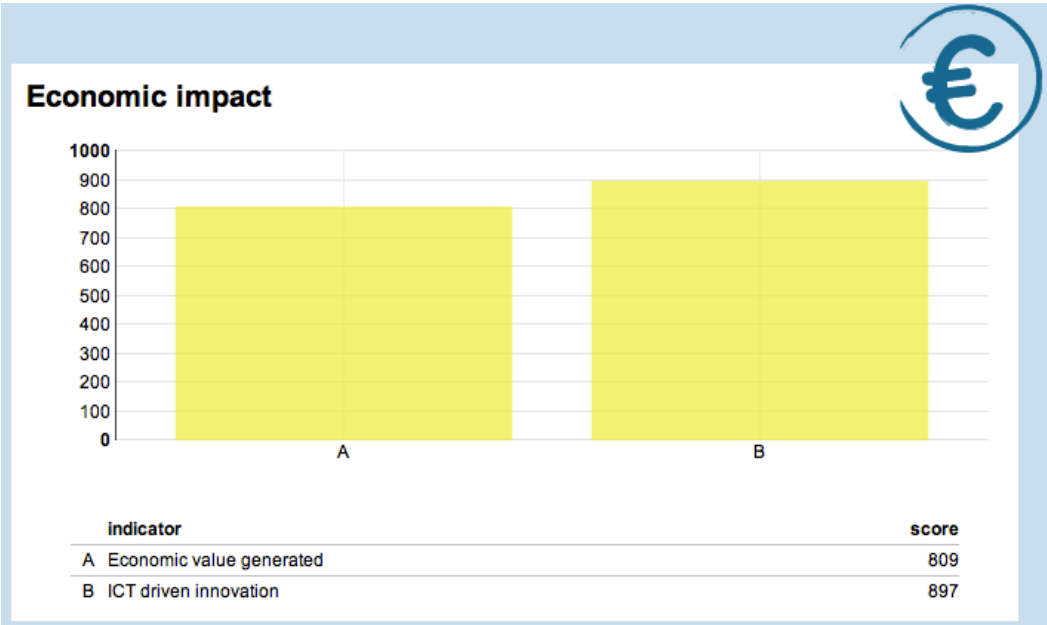


Figure 183 IA4SI impact on economic dimensions

Indeed, on “Economic value generated”, IA4SI has achieved a score of 809 and is slightly below the CAPS average of 502. On “ICT driven innovation”, IA4SI has achieved a very positive result, with a project score of 897 on a CAPS average of 784, hence it is above the average and very close to the benchmarking of 1000.

IMPACT ON ECONOMIC VALUE GENERATED

In terms of the Economic value generated by the project, the IA4SI project has already considered business models, but has not yet drafted a business plan. Since the project is a CSA, it is not focused on producing resource pooling for its users but the outputs of the project have created new market opportunities for the consortium, especially for the SMEs that will be able to adapt the IA4SI methodology to other DSI initiatives.

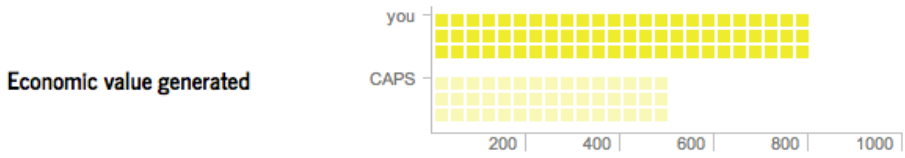


Figure 184 IA4SI impact on economic value generated

In terms of positive impact, IA4SI impacts on existing value chains by improving the impact assessment process through the Self-Assessment Toolkit which enables the users to make the evaluation automatic and easier to use. This process reduces the time required to develop a self-assessment, which would have been impossible before the IA4SI project.

With reference to transfer and exploitation activities, IA4SI has already developed 20 activities and this is a very good result considering that the consortium is not large and7 people have the required skills to perform transfer activities. In terms of Digital Social Innovation ROI, the project has been mentioned 30 times in other websites and social media and has 395 followers on twitter. Considering that the project dissemination budget is 22.500€ this result can be improved and is already improved at the time of submitting this deliverable as a facebook page was launched and the Impact4you platform is gaining more users.

IMPACT ON ICT DRIVEN INNOVATION

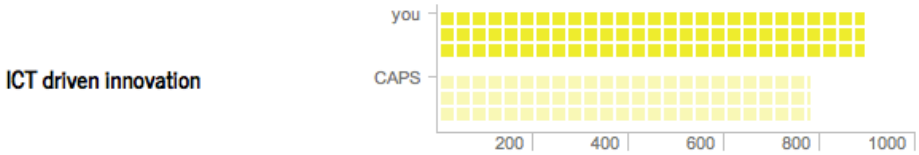


Figure 185 IA4SI impact on ICT driven innovation

The IA4SI project has achieved a very positive impact in the ICT driven innovation subcategory. This is related to the fact that IA4SI highly contributes to increase the efficiency of the pre-existing technologies, both through the Self-Assessment Toolkit and with the Impact4you platform. The SAT introduces an adjustment of an existing product previously developed by two partners of the consortium (Eurokleis and T6), which is applied to the new domain of Collective Awareness Platforms for Sustainability and Social Innovation. The Impact4You platform constitutes the transfer of a technique to another sector by a partner of the consortium (ATC) that never worked before with the CAPS field and projects. The User Data Gathering Interface (UDGI) is a technical improvement of the previously UDGIs created in other sectors (such as CCIs, SaaS and IoS). The IA4SI project also contributes to improve the quality of the pre-existing technologies by supporting the projects to identify their impacts and sustainability plans in the mid and long term.

It is relevant to note that both the Self-Assessment Toolkit and the Impact4you platform have both a Technology Readiness Level of 8 on a maximum scale of 9, since the two platforms are actual systems completed and qualified through test and demonstration activities, which require very few improvements to be commercialised on the market.

IA4SI also have a very high impact on process innovation, since through the Self-Assessment Toolkit and the Impact4you platform, the project introduces a new or significantly improved service that will reduce the actual delivery time for the projects to make their own impacts self-assessment and to engage their users.

The project has also a slighter relevant impact on organisational innovation. Indeed, IA4SI estimates a reduction of 30% for the administrative and transaction costs for the CAPS projects through the use of the Self-Assessment Toolkit. IA4SI also implements new concepts for the structuring of activities for its users by providing to CAPS a methodology for their impacts self- assessment that has been developed through a participative approach with them, thus improving also the working practices of the CAPS projects.

Hence, IA4SI is a user-driven innovation based project, which implements automatically new methods for identifying user needs. The collaboration of the users in the development of the Self-Assessment Toolkit is contributing to produces cost savings to the CAPS projects themselves. IA4SI has also developed webinars, workshops, conferences, and has provided to the CAPS an helpdesk system to gather the feedback of the users of the methodology and the SAT. IA4SI carried out research on users demand and on the potential uses of the SAT for the evaluation of the benchmarking system shared among the CAPS projects.

IA4SI is also an open innovation project, since it is aimed to increase the transparency process for its users. Indeed, through the self-assessment toolkit, each partner can access and fill in data. Moreover, each partner can potentially evaluate the project results. The project outputs are based on open standards and IA4SI is making available its outputs as open source.

A.1.7.3 ENVIRONMENTAL IMPACT

IA4SI is definitely above the average with respect to its environmental impacts (447 upon 314), as shown in the figure below:

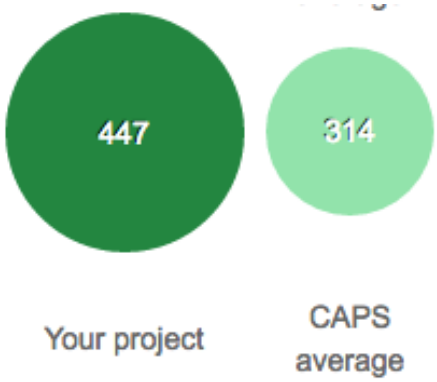
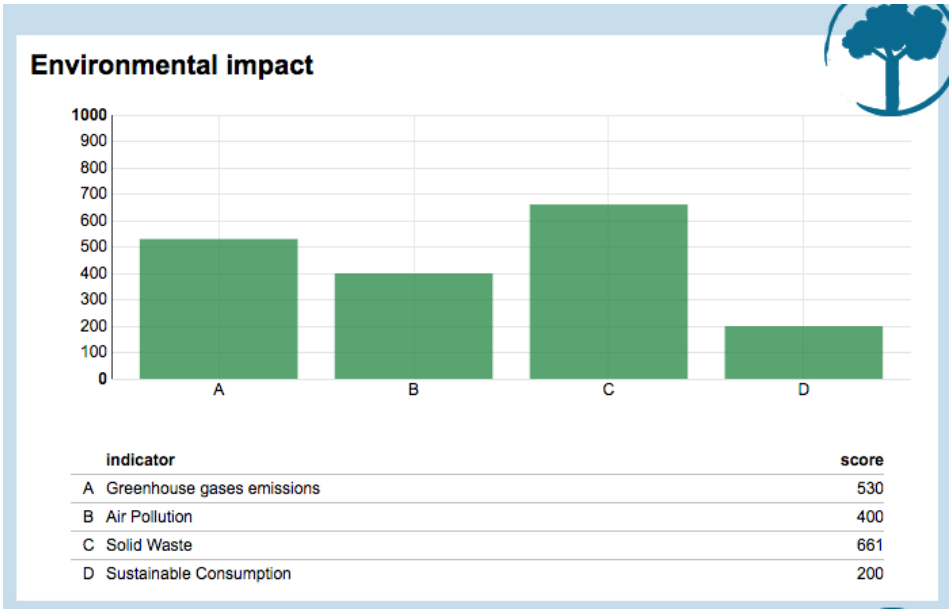


Figure 186 IA4SI vs CAPS overall environmental score

Compared to the averages, the project scored particularly well on Greenhouse Gases Emissions (530 upon 369) and on Waste (661 upon 458). It also performed well (even if less so in absolute terms) on Sustainable consumption (200 upon 137) and on Air Pollution (400 upon 350). The results are explained in the following paragraphs.



	indicator	score
A	Greenhouse gases emissions	530
B	Air Pollution	400
C	Solid Waste	661
D	Sustainable Consumption	200

Figure 187 IA4SI score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

As anticipated, IA4SI scored quite well with respect to this area of impact, mainly because it made 45 flights within Europe and the Mediterranean region to carry out the project activities, which is slightly below the CAPS average, and - at the time of the assessment - did not made other kind of travels (by train or long distance flight).

As all other projects it does not perform any compensation activity and does not purchase renewable energy and all the indicators about users awareness and activation are not relevant with regard to the project goals and activities. After the self-assessment, however, one of the IA4SI partner decided to change its internal travel policy and to carry on compensation activities by supporting projects in third country for compensating the CO2 produced by the flights.

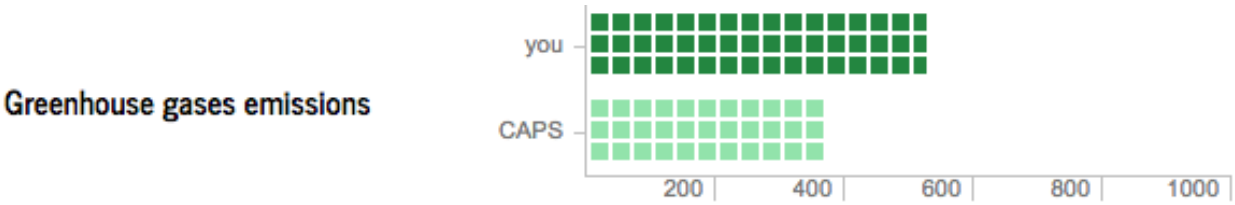


Figure 188 IA4SI score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

The performance about this area is slightly above the average because the project does not have relevant impacts about users (that is fine, as it is beyond the project scope) and just minor ones about the project's partners, which are not significantly encouraged to enhance their sensitivity towards this issue (3 on the Likert scale). As explained in the aggregated analysis of this dimension, the project could implement even simple measure to address the topic.

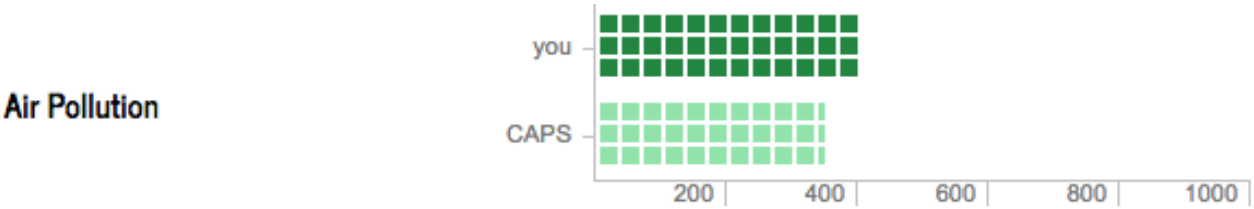


Figure 189 IA4SI score – Air Pollution

IMPACT ON SOLID WASTE

IA4SI impact from the waste perspective is pretty good in both absolute and relative terms, as it is above the average and close to over 600, that is an good result. At the time of the self- assessment, the project had printed 200 brochures and produced 50 gadgets. No percentage of recycling was envisaged, which is something that has to be improved.

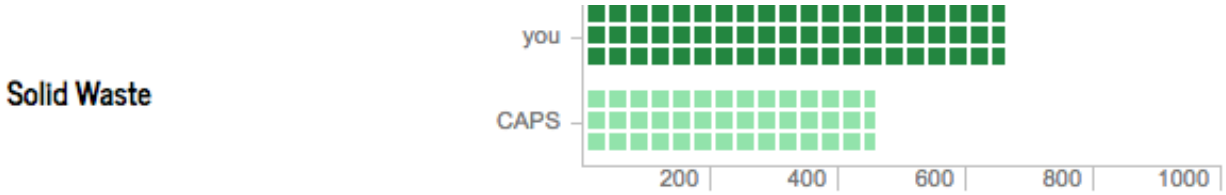


Figure 190 IA4SI score – Solid Waste

The project coordinator offices collected 4 different kind of waste, which implies a good awareness about the issue.

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

The project got one of the best scores about this area of impact, even if still quite low. It demonstrated a general attention to the topic of sustainable consumption by using 50% of green/local/ethical products for its everyday activities and by making 50% of ethical choices (green menu, green location) while organising the events. Also, the project tries to purchase ethical and green services when possible (20%).

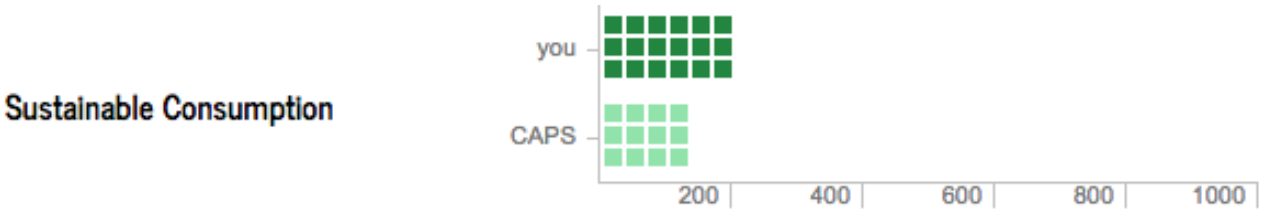


Figure 191 IA4SI score – Sustainable Consumption

A.1.7.4 EFFICIENCY

IA4SI has achieved a score of 645, which is above the CAPS' project average of 482. The project has a positive impact on improving research processes within and outside the consortium. The project also contributes to increase the quality and efficiency of pre-existing technologies by developing technical improvements to already existing technologies developed by the project partners aimed to support its users to develop impact self-assessment and user engagement. Furthermore, the collaboration of the users in the development of the technological outputs of the project produces cost savings and this is a positive result in terms of efficiency.

However, IA4SI has a negative environmental and political impact and also the social impact on efficiency is low. For certainly the project could work more on the impact on sustainable consumption of goods and services and on solid waste impact.

A.1.7.5 EFFECTIVENESS

It should be put in evidence that IA4SI project score is 286 on CAPS average of 507, which is a quite low result, due to the missing responses to some questions. The project shows a positive impact on providing actions supporting the monitoring of institutions spending or making publicly available the activities performed by policy-makers, parties or interest groups. IA4SI has a positive effect on improvement of the skills of people employed within the consortium.

A.1.7.6 SUSTAINABILITY

IA4SI has achieved a positive impact on sustainability, impact on sustainability score is 641, and is above CAPS average of 383.

This positive result is related to the fact that the project already identified a business model for the commercialisation of its outputs and carried out transfer activities.

A.1.7.7 FAIRNESS

The project has demonstrate a positive score on the fairness impact: 450 on a CAPS average of 474. This result was achieved due to the aid of IA4SI towards the projects' information asymmetries reduction experienced by the users. A great number of young researchers involving in the project shows a positive result on a fairness.

A.1.8 CAP4ACCESS

Acronym: CAP4ACCESS
Long Name: Collective Awareness Platforms for Improving Accessibility in European Cities Regions
Website: http://www.cap4access.eu/intro/

Start date: 01/01/2014
End date: 31/12/2016
Instrument of funding: Strep
Total budget: € 2.787.161
EU funding: € 2.216.989

Project score: 427

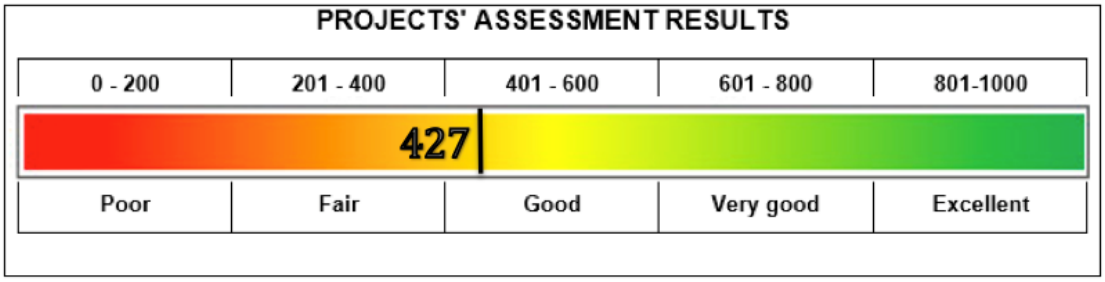


Figure 192 CAP4ACCESS self-assessment project score

Main problem/s the project will address/contribute to solve

The main issue addressed by the project is barriers to accessibility of the built environment across Europe for people with limited physical mobility, e.g wheelchair users but also people with walking aids, parents with push-chairs, etc. Related to this, the project tackles four main challenges: the limited awareness of the problem on the part of decision-makers involved in shaping the urban built environment, i.e. local authorities, planners, service operators, shop, restaurant and hotel owners, etc.; the lack of awareness among the public in general; the lack of data on accessibility of the built environment; and the lack of possibilities for bottom-up actions to remove or overcome barriers.

Consortium

The project did not filled in any information in the tool, hence there are no information available about the consortium composition.

Previous engagement in European Funded Projects

The project coordinator did not participate in any previous EU project nor work with any of the current CAP4ACCESS partners.

Relationships with other projects, stakeholders, users and activities

CAP4ACCESS did not enter data in those sections.

Impact prioritization

The figure below shows in bold the areas of impact that have been selected as significant by the project. The next paragraphs will describe the actual results obtained in the different areas of impact.

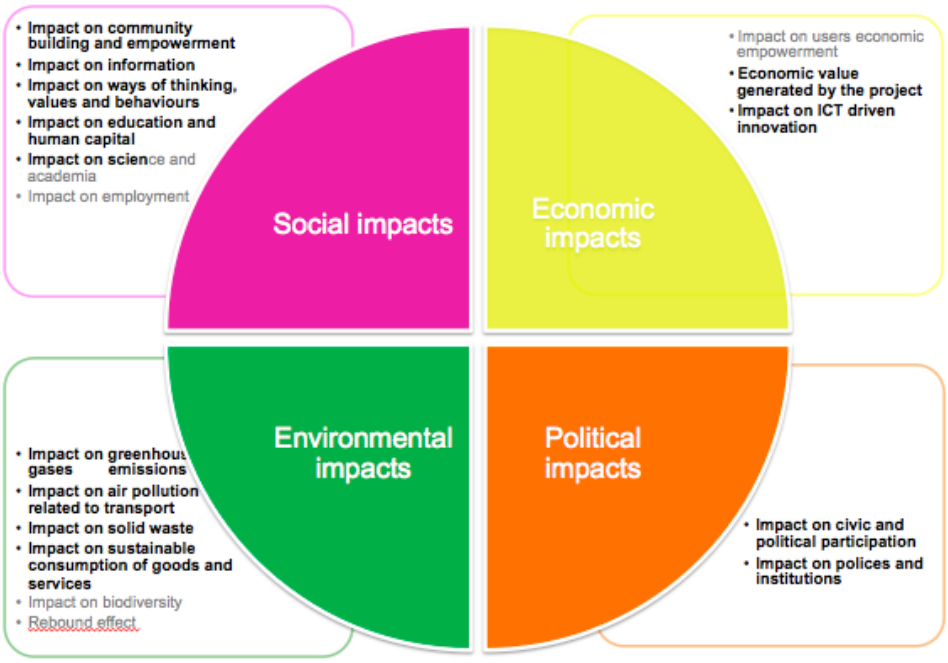


Figure 193 CAP4ACCESS areas of impact

TECHNOLOGICAL OUTPUTS

CAP4ACCESS has already developed some main technological outputs and more are expected to be developed by early 2016. No data about users have been entered.

- MyAccessible.EU: an online communication platform that has been set up by the CAP4Access project. Its aim is to get people of different generations, with various types of disabilities and from many countries to become involved in the project via this platform. It is also a place to learn about or suggest awareness raising campaigns.
- Wheelmap.org: an online map to search, find and mark wheelchair-accessible places worldwide. Thanks to the coloured tags, users can see which place on the map is accessible (a green tag), limited accessible (a yellow tag), inaccessible for disabled persons (a red tag), or unknown (a grey tag). Wheelmap is available in 22 languages and the app for smartphones is available. A new feature on accessible toilets was added in summer 2015, in response to strong demand voiced by the user community users.
- OpenRouteService, a routing application for OpenStreetMap, has been equipped with a Wheelchair profile with enhanced functionality and European coverage. It utilises available OSM data on the existence of sidewalks, dropped kerbs, type of surface, and elevations. This is expected to work well for awareness raising activities, e.g. towards promoting accessibility towards policy-makers, planners and the public at large.
- OSMatrix: a tool for visualizing data about accessibility as well as availability. Expected for early 2016.
- Sentiment Mapper: an app for collecting data on emotional response to places. Expected for early 2016.
- Obstacle Tagger: a tool for allowing users to raise “issues” with the OSM community for them to add obstacles into the OSM dataset. Available in prototype format, currently being further developed.
- Quality Assurance Editor: a tool for showing missing data in OpenStreetMap for surface, sidewalk, smoothness, incline. The app allows tagging attributes specific for wheelchair routing. Available in prototype format, currently being further developed.

- Viz Dashboard: a tool for assessing and displaying progress in accessibility related mapping on Wheelmap.org, and on OSM in general. The application generates maps and statistics about changes in the number of places tagged, e.g. resulting from a mapping party or other awareness raising activity.

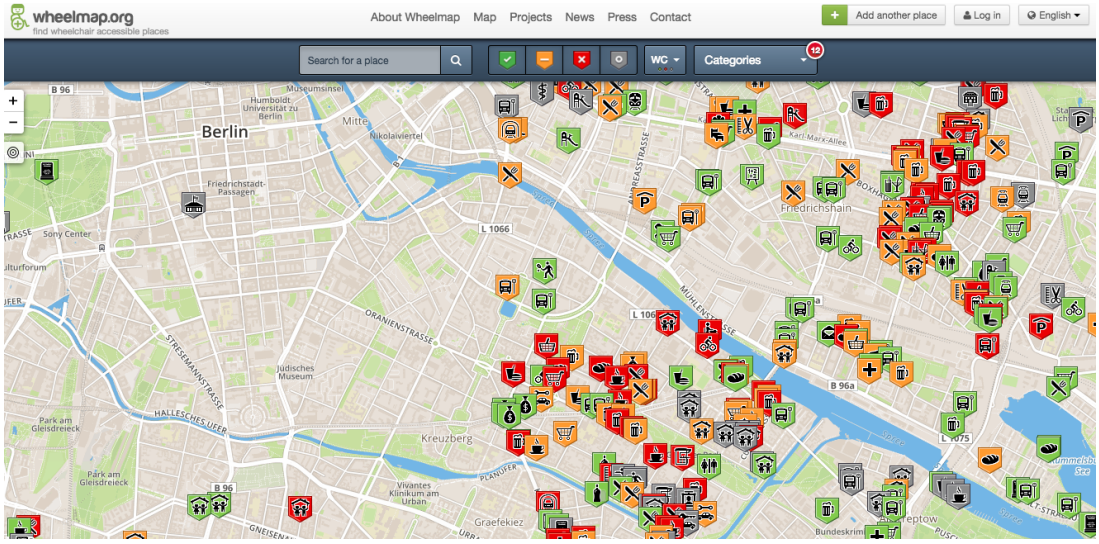


Figure 194 Wheelmap, image from website

The project developed 3 pilots.

ANALYSIS OF THE PROJECT IMPACTS BY AREA

As anticipated, CAP4ACCESS selected Economic, Social, Political and Environmental areas of impact assessment.

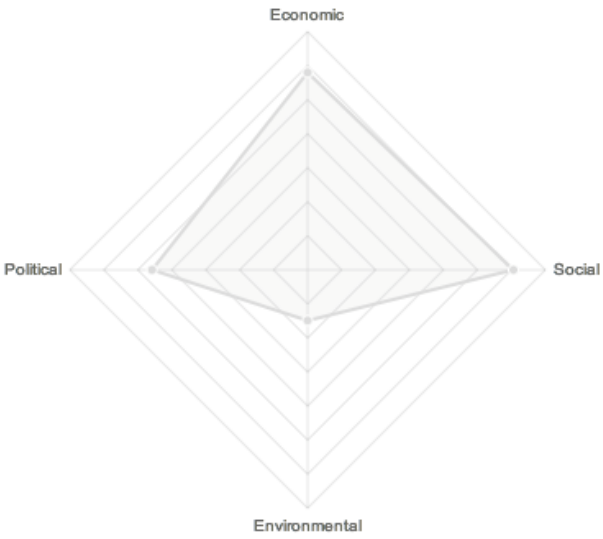


Figure 195 CAP4ACCESS impact on the different areas of assessment

A.1.8.1 SOCIAL IMPACT

CAP4ACCESS got a good score in the social area of impact, obtaining a value of 606 on 1000; higher than the average CAPS performance of 508.

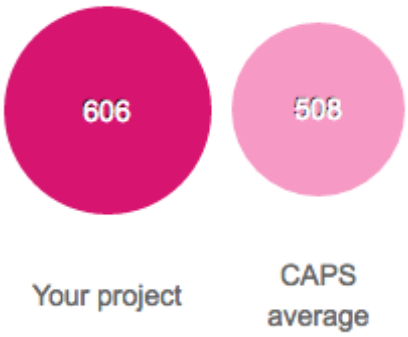


Figure 196 CAP4ACCESS vs CAPS overall social score

The remarkable results obtained are mainly related to the project impact on information (815 on an average of 613) and Impact on Science and Academia (757 upon 698). The project performed well also in the impact on Community Building and Empowerment (579 on 448) and a less relevant result, in both absolute and relative terms, on Ways of Thinking, Values and Behaviours area, with a result of 273 (CAPS average is 282). The overall score and the specific results obtained in these four areas of impact are mainly due to the fact that the project managed to gather a significant quantity of data and users through its tools, actually fulfilling its first goal concerning awareness raising among EU citizens.

The following paragraphs present a detailed overview of how the project performed in each area of impact.

indicator	score
A Community building and empowerment	579
B Impact on information	815
C Impact on ways of thinking, values and behaviours	273
D Science and academia	757

Figure 197 CAP4ACCESS social impact by dimensions

If we consider that the benchmark value is equal to 1000, we can see that CAP4ACCESS shows a good performance in 3 out of 4 indices and shows room for improvement in terms of Ways of Thinking, Values and Behaviours.

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

The project score for this area of impact is, as mentioned, good even if less outstanding then some scores in other areas; this is mainly due to the fact that this area of impact consider both online and face to face community building and empowerment and includes variables related to project capability to foster social inclusion, reduction of power asymmetries and support for creating and enlarging communities. All this aspects are quite central for the project, as demonstrated by its results.

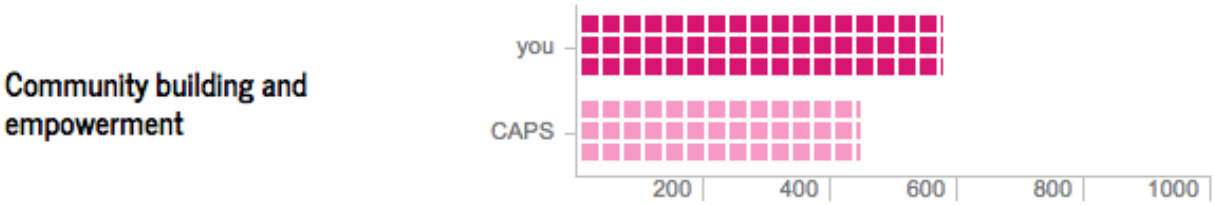


Figure 198 CAP4ACCESS score – Community Building and Empowerment

CAP4ACCESS platform is successfully engaging a high number of users for the main purpose of the project, which is providing information and awareness. The system of tools and information flows developed by the project appears to be rich and effective, gathering around 50.000 users of which 10.000 totally new. The project platform is partially based on Wheelmap.org

The main feature provided to the users is sharing (90% of users), 50% of posts get a reply and 75% of the users, according to the self assessment, interact with each other using personal emails or accounts.

The project collaborates with other CAPS support actions (IA4SI and CAPS2020) and with a range of other actors, such as:

- Cooperation Open Government Data (OGD) Austria: Data sharing
- On Wheels (Belgium): Strategic cooperation, Data sharing, joint dissemination
- Accessible? (Israel): Joint dissemination (MapMyDay)
- TUR4all (Spain): Data sharing
- WeGovNow: Local use of OSM for community participation
- OpenStreetMap: Data sharing, awareness raising
- PERRON: Exchange of RTD expertise

Outside the social innovation domain, it collaborates with 100 more actors on the occasion of the MapMyDay international mapping event.

The increase of trust among its users (5 on the Likert scale) and the inclusiveness of local communities (6 on the Likert scale) emerge as the core focus of the project activities and effotrts.

IMPACT ON INFORMATION

CAP4ACCESS impact on information is significantly high, as anticipated. This means that the project developed the right tools to achieve the goal of reaching as many people as possible. The materials made available on its platform mostly doubled during the project (from, 50 to 100 long and short posts, from 200 to 300 forum entries, allo revolving around the topic of wheelchair accessibility of locations and wheelchair accessibility of toilet rooms at locations.

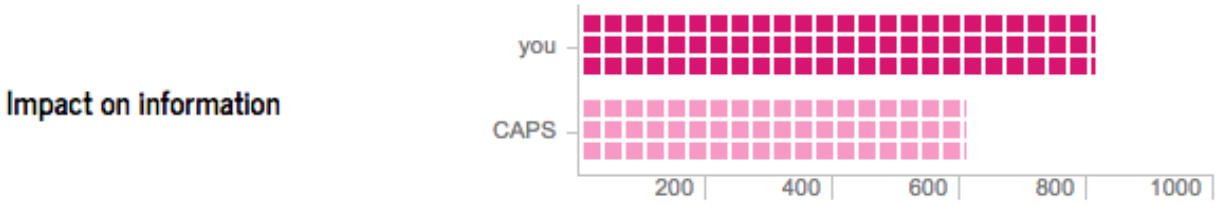


Figure 199 CAP4ACCESS score – Information

According to the project self-assessment, the project also strongly contributed to the decrease of information asymmetries experienced by the users (6 on the Likert scale).

The platform is built on top of the current state of knowledge and in compliance with (applicable) standards and it encourages publishing under compatible open standardized licenses.

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

Even if quite low in absolute terms, the project performance with respect to this area of impact is aligned to the CAPS average.

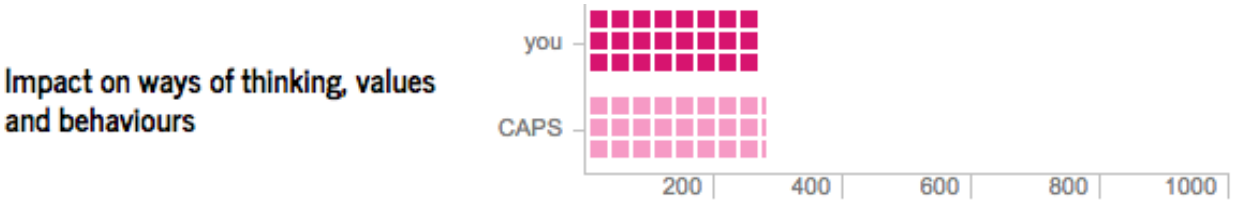


Figure 200 CAP4ACCESS score – Ways of thinking, values and behaviours

The project aims to influence users' opinion and behaviours about the needs of people with limited mobility and spreads knowledge about ways to improve accessibility of the built environment, and to contribute to the development of new, more participatory and empowered communities.

IMPACT ON SCIENCE AND ACADEMIA

Science and Academia is also an area of impact where the project's self-assessment achieved a good score, mainly because of the dissemination effort dedicated to its scientific results.

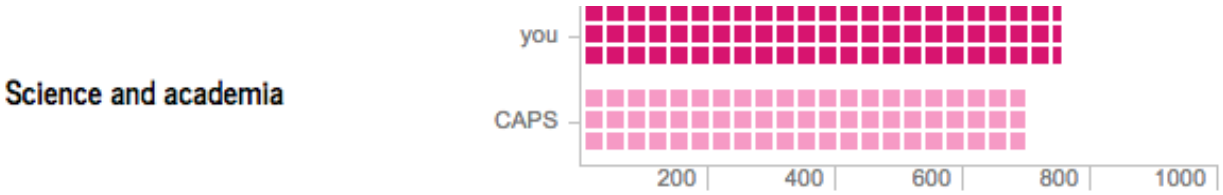


Figure 201 CAP4ACCESS score – Science and academia

The project states that interdisciplinary activities are highly relevant for the achievement of its goals, and disciplines involved are engineering and technology, natural sciences and social sciences. Geographers and GIS specialists cooperate with social scientists (experts on disability), computer scientists (tool development), community activists, local governments, open data advocates to deliver the final result.

It follows an Open access policy and share its research results through the social media: it has 550 twitter followers and 1.600 Facebook followers in general. Moreover, results and materials are available on its project website too (300 deliverables downloaded in total).

At the time of the self assessment CAP4ACCESS had presented its research results in 30 events (average number of participants: 50) and had disseminated them also through MapMyMay, presenting the platform in a large number of articles on websites, news blogs, local newspapers, national and international magazines, etc. The #MapMyDay hashtag was used on social media channels ~ 6,000 times, mainly in the 2 weeks prior to and after December 3rd, 2015.

The project published 30 articles on non-specialised magazines and on newspapers and organised 20 events addressing a non-academic audience (average number of participants: 50). It strongly supports the knowledge transfer between universities/research centres and social innovation domain and with this purpose UHEI (GIScience) and Fraunhofer-IAIS collaborate with MfC (social innovation stakeholders in UK) and Sozialhelden throughout the project.

CAP4ACCESS partners stated that it wouldn't have been possible to them to perform the project research activities without the project itself.

A.1.8.2 ECONOMIC IMPACT

With reference to the Economic Impact, CAP4ACCESS has achieved a positive impact, since it is close to the average, with a score of 579 on a CAPS average of 600, as showed by the following figure.

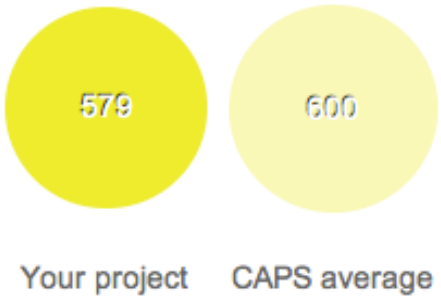


Figure 202 CAP4ACCESS vs CAPS overall economic score

CAP4ACCESS has selected to have an impact on the following subcategory of the Economic impact: "ICT driven innovation". The picture below represents the score and the impact of CAP4ACCESS in this Economic subcategory.

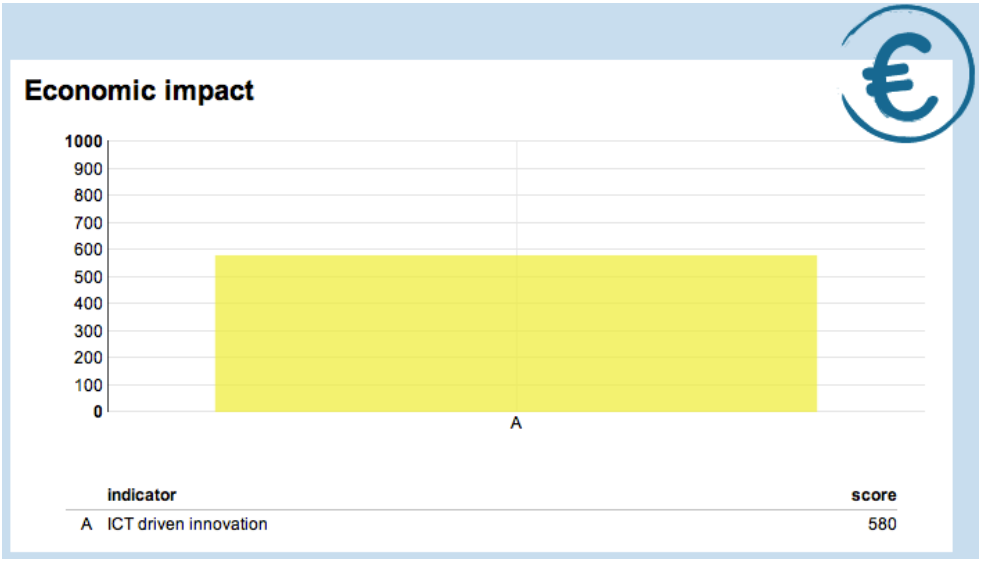


Figure 203 CAP4ACCESS impact on economic dimensions

On “ICT driven innovation”, CAP4ACCESS has achieved a positive result, with a project score of 580 on a CAPS average of 784.

ICT DRIVEN INNOVATION

The project has demonstrated a positive result even though the score on this sub-index is lower than a CAPS’ project average. CAP4ACCESS has a very high score on impact on product innovation as well as on the impact on process/service innovation.

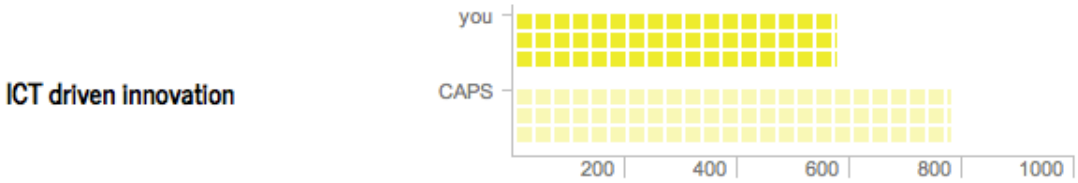


Figure 204 CAP4ACCESS impact on ICT driven innovation

A.1.8.3 POLITICAL IMPACT

CAP4ACCESS performance with regard to its political impact has been significantly good, according to the self-assessment, with a score of 457 upon the average of 396 (which, as previously explained, has a relative value about this area of assessment).

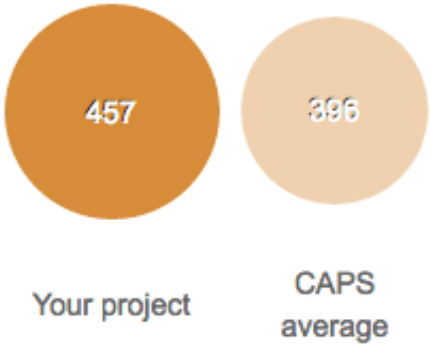
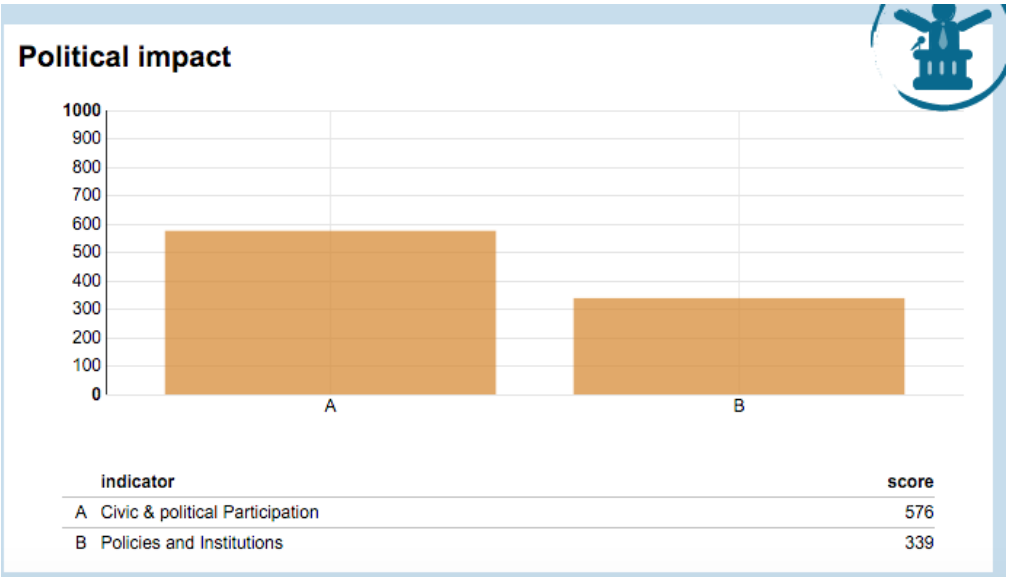


Figure 205 CAP4ACCESS vs CAPS overall environmental score

The project performances by area, illustrated in detail in the paragraphs below, was aligned with the average of Civic and Political Participation (576 upon the 577 average) and slightly below the average for the impact on Policies and Institutions (339 upon 379).



	indicator	score
A	Civic & political Participation	576
B	Policies and Institutions	339

Figure 206 CAP4ACCESS score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

CAP4ACCESS acknowledges among its goals and achievements the increase in the time spent by users in getting informed about local, national and international political issues and in persuading friends, relatives or fellow workers about social/political issues (6 on the Likert scale). The project users did change their topics of discussion thanks to its activities. Moreover, it improves the civic participation of citizens belonging to group at risk of social exclusion and/or discrimination (on on the Likert scale) and, even if to a minor extent, the political one (4 on the Likert scale).

Both the time spent by citizens in participating to civic-society organisation and their participation into political manifestations, such as campaigns, boycotts, manifestations increased thanks to the project, even if not to a to a very relevant extent (4 on the Likert scale). The project strongly supports the emergence of bottom-up and grassroots actions (6 on the Likert scale), while citizens' participations national and local election is not among its results and objectives.

Similarly, CAP4ACCESS did not developed ad hoc channels for civic or political participation for its users, which is consistent with its goals and activities.

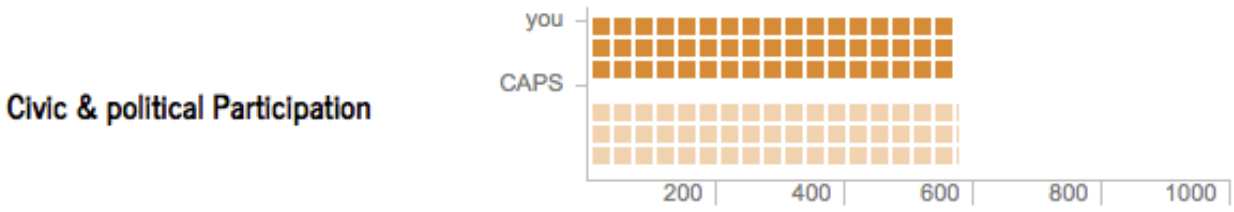


Figure 207 CAP4ACCESS score – Civic and political Participation

IMPACT ON POLICIES AND INSTITUTIONS

Activities impacting on policies and institutions are less relevant to the project, as illustrated also by the self-assessment results. CAP4ACCESS did not develop policy recommendation, nor did it work on changing laws or institutions or in pushing its users in doing so.

Nontheless, the project participated in 10 conferences which had among their targets influencing policy-makers (15 policy makers and/or institutions participated to the meetings). Hence the project partially contributed to positively influences institutions and governments transparency (4 on the Likert scale), and to a small extent to influence democratic processes transparency too (3 on the Likert scale).

It has a more relevant influence on the capability of citizens and civic society organisations of influencing policies and institutions transparency (5 on the Likert scale) ad to a certain extent of influencing democratic processes (4 on the Likert scale).

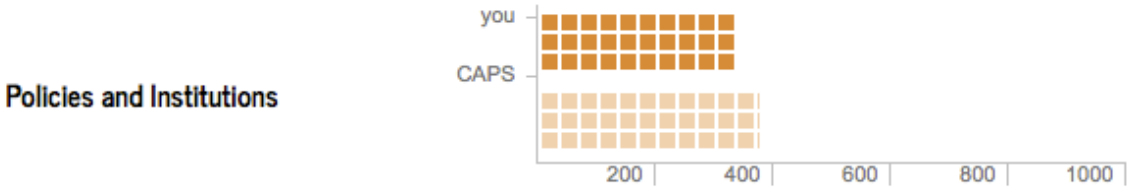


Figure 208 CAP4ACCESS score – Policies and Institutions

A.1.8.4 ENVIRONMENTAL IMPACT

CAP4ACCESS environmental performance is quite low, 149. This is below the average of the CAPS projects which is 314 (figure below) but, moreover, show room for improvement if we consider that the benchmark value is 1000. In this sense, the difference between CAP4ACCESS and the other projects is not so significant as all projects showed the necessity to invest more attention to the environmental impact of their project activities.

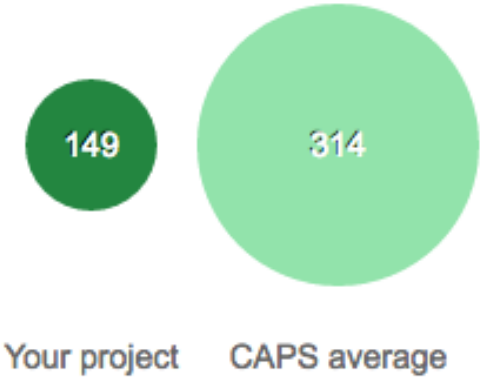


Figure 209 CAP4ACCESS vs CAPS overall environmental score

What mostly prevent the project to reach a better result is the score obtained in two of the fours pre-selected areas of impact, as showed in the figure below: the Impact on Air Pollution and the impact on Sustainable Consumption, which could not be assessed. The project performed below the average also in the two remaining areas of impact: Greenhouse Gases Emissions (203 upon an average of 369) and on Solid Waste (393 upon 458). These results are explained in more detail in the following paragraphs, going through the many indicators.

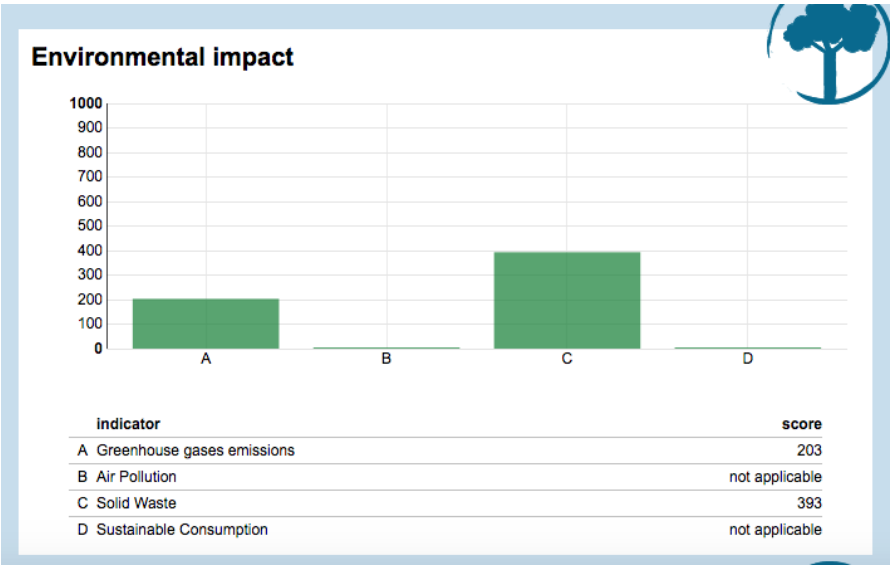


Figure 210 CAP4ACCESS environmental impact by dimension

IMPACT ON GREENHOUSE GASES EMISSIONS

As anticipated and showed in the figure below, CAP4ACCESS impact with respect to this area is slightly below the average, partly because of the high number of trips. As all the other projects, the project does not perform any compensation activity and it is not informed about its own energy consumption. Moreover, it does not impact its users' willingness to participate to environmental related actions as this is beyond its focus of action.

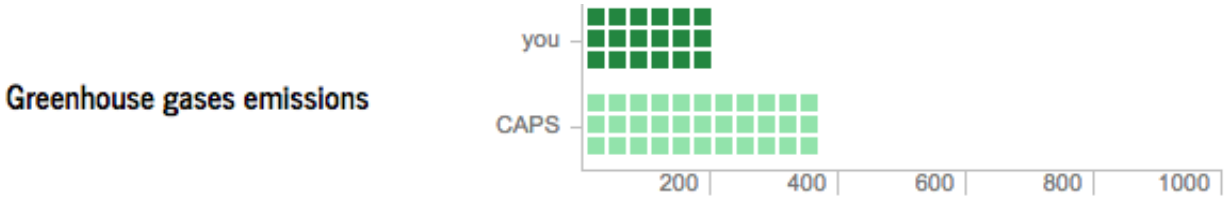


Figure 211 CAP4ACCESS score - GHG

IMPACT ON SOLID WASTE

Solid waste is area of impact where the project got a score quite close to the average and sufficient also in absolute terms, as illustrated in the figure below:

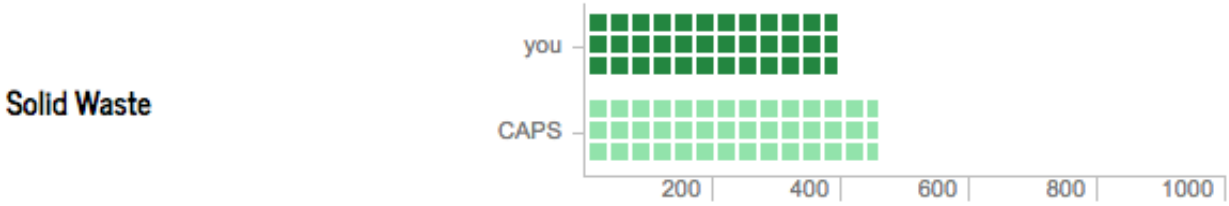


Figure 212 CAP4ACCESS score – Solid Waste

The reason behind this result is that CAP4ACCESS recycles 100% of the materials exceeding after their intended use. The project does not consider within its area of action easier access to waste management technologies and waste reduction activities performed by the users.

A.1.8.5 EFFICIENCY

Despite the fact that CAP4ACCESS has achieved a positive score 507 above the CAPS average 482, it couldn't be taken into consideration, as project did not provide enough data for this impact assessment. The project has a positive impact on improving research processes within and outside the consortium.

A.1.8.6 EFFECTIVENESS

It should be put in evidence that CAP4ACCESS project score is 516 on CAPS average of 507, which is a positive result. Project has a strong impact on number of instruments developed by the project offering new channels/way for civic participation, producing and increment in the number of bottom-up/grassroots actions

A.1.8.7 SUSTAINABILITY

This area of impact cannot be assessed due to the lack of data provided by the project.

A.1.8.8 FAIRNESS

In spite of the demonstration of good results on this impact, score on the fairness impact: 543 on a CAPS average of 474. This result cannot be taken into consideration as project did not provide enough data.

A.1.9 USEMP

Acronym: USEMP
Long Name: User Empowerment for Enhanced Online Presence Management
Website: http://www.usemp-project.eu/
Start date: 01/10/2013
End date: 30/09/2016
Instrument of funding: Strep
Total budget: € 3.206.266
EU funding: € 2.270.000

Project score: 271

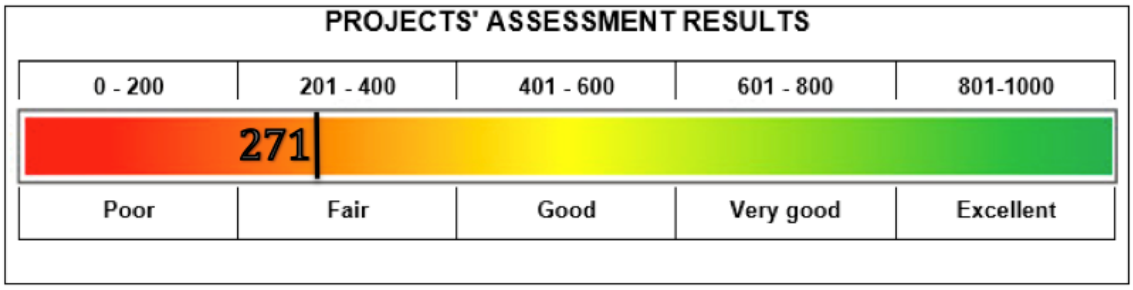


Figure 213 USEMP self-assessment project score

Main problem/s the project will address/contribute to solve

The USEMP project arises from a specific need about user's engagement with Online Social Networks (OSNs). An Eurobarometer study stated that 74% of respondents think that they do not have enough control of the data they share and 70% are concerned with the way such data are handled by OSNs. In response to these concerns, USEMP aims at developing a framework that will empower users by enhancing their control over the data they distribute or interact with. The framework will reduce the existing asymmetry between data processing and control means available to OSNs and those afforded by citizens.

Consortium

The project consortium is composed by 7 partners, where 5 representing the educational and research institutions and 2 the business sector (with one large enterprise).

Previous engagement in European Funded Projects

Yes

Relationships with other projects

USEMP project collaborates with 4 projects:

- ✓ IA4SI
- ✓ SocialSensor
- ✓ REVEAL
- ✓ MUCKE

Stakeholders

The table below identify the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic research
- ✓ Other EU projects

BUSINESS

- ✓ ICT large companies
- ✓ ICT-SMEs

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Activist and social movements
- ✓ Citizens at large

POLICY MAKING

- ✓ National policy-makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The typology of users of USEMP project is:

- Citizens

Users' activities developed through the project's tools/services

- ✓ Other

The organization specified the activities as following: understanding online privacy.

Impact prioritization

USEMP did not select any area of impact and a proper analysis is currently not possible and will be developed upon the update of the SAT by the project.

TECHNOLOGICAL OUTPUTS

The main technological output is called DataBait, a prototype for improving the understanding of the impact of online data sharing and for offering better control of these data. In particular, USEMP project will develop two technological outputs (Figure 214 USEMP architecture

):

- **USEMP OSN Presence Control**, a tool allows to understand what is known about an user on social networks and what people can know about thanks to shared information by a user. USEMP OSN Presence Control offer two functionalities:
  - (a) Real-time OSN presence management: This functionality will ask you to define your preferred level of privacy for a range of behavioural data such as your likes, your friend requests and acceptance, the people you follow, your visits and other activities you do.
  - (b) Long term OSN presence management: Making sure that your privacy settings are adjusted according to your needs as rules on the site change. The user will be assisted by the content analysis tool that filters and ranks personal information based on the user's requests for removing or making visible the information they want to share.
- **USEMP Economic Value Awareness Tool**, a tool allows to assess the financial worth of shared personal data by a user. The USEMP platform will provide means to raise users' awareness concerning the economic value of their data (e.g. what is the price of my likes).

In this way the users, and not only the data controllers of OSN, can financially benefit from the data they share on online social networks.

The number of users directly involved in the output of the project amounts to 1.000.

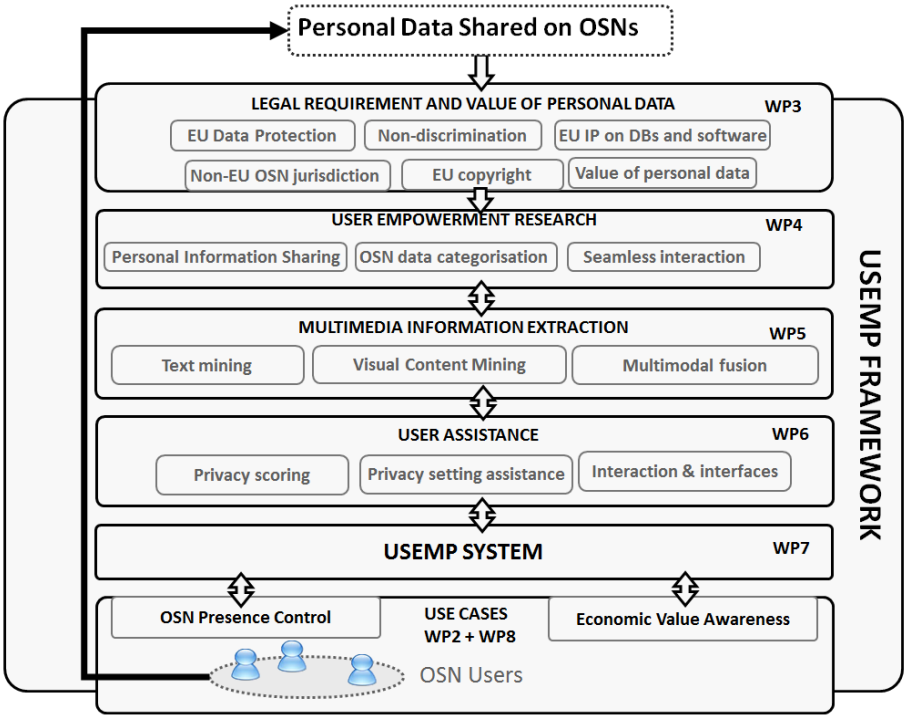


Figure 214 USEMP architecture

SCIENTIFIC OUTPUTS

The USEMP project produced 7 articles, of which 5 contribute in better defining and understand (Digital) Social Innovation.

The main topic covered by these publications are:

- Legal studies
- Media and communication studies
- Living labs
- Multimedia information extraction

The project also developed 2 patents, 1 IPR and 1 pilot.

ANALYSIS OF THE PROJECT IMPACTS BY AREA

USEMP has selected Economic and Social areas of impact assessment. It can be seen that that the project has more impact on an economic area.

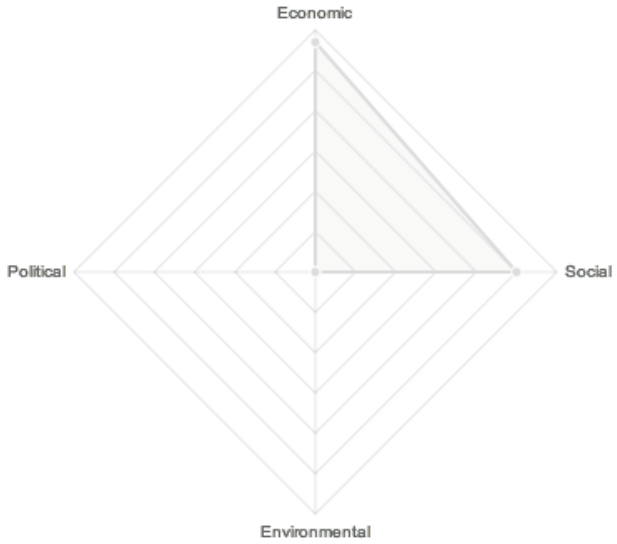


Figure 215 USEMP impact on the different areas of assessment

A.1.9.1 SOCIAL IMPACT

USEMP got a good score in the social area of impact, obtaining a value of 500 on 1000, aligned with the average CAPS performance of 508.

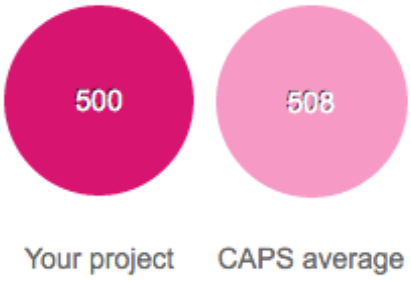


Figure 216 USEMP vs CAPS overall social score

The results obtained are mainly related to the project impact on information (639 on an average of 613) and Impact on Science and Academia (612 upon 698). The project performed more poorly in the impact on Ways of Thinking, Values and Behaviours area, with a result of 250 (CAPS average is 282).

The following paragraphs present a detailed overview of how the project performed in each area of impact.

indicator	score
A Impact on information	639
B Impact on ways of thinking, values and behaviours	250
C Science and academia	612

Figure 217 USEMP social impact by dimensions

IMPACT ON INFORMATION

The figure below shows that USEMP impact on information is significantly high, especially in absolute terms. The project makes available 10 articles and 190 short posts on its platform, and strongly aims to reduce information asymmetries among users (5 on the Likert scale), and it developed one tools for this purpose, USEMP prototypes for online presence control and personal information value feedback. The access to independent and balanced information is also, even if to a minor extent, within he project scope (4 on the Likert scale),

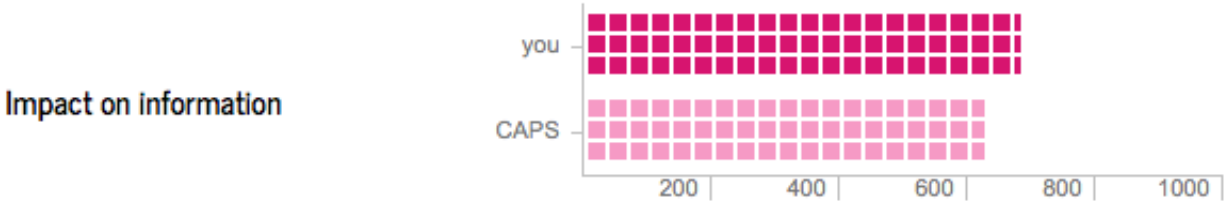


Figure 218 USEMP score – Information

The platform is built on top of the current state of knowledge and in compliance with (applicable) standards and it encourages publishing under compatible open standardized licenses.

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

The project score about this area of impact is slightly below the average, even if USEMP is strongly oriented to influence citizens' attitudes towards some very specific topics: privacy and data protection, the economic value of personal data, privacy behaviour during online information sharing. The project two activities with the aim go increase users' awareness about those issues, with 200 participants.

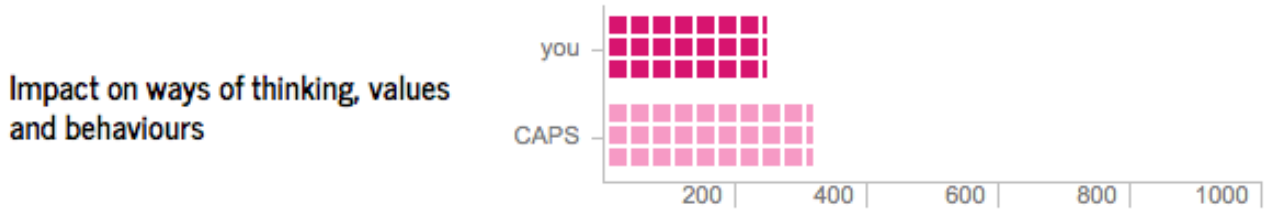


Figure 219 USEMP score – Ways of thinking, values and behaviours

IMPACT ON COMMUNITY SCIENCE AND ACADEMIA

The project score for this area of impact is, as mentioned, below the average but still pretty good in absolute terms. USEMP values the interdisciplinarity of its team, which includes profiles from engineering and technology, humanities and social sciences. There is an upstream work concerning legal and user studies, which is used to design software tools that are then evaluated by users through a living lab approach. It provides an good environment for multidisciplinary collaboration between legal studies, user studies and computer science. This generates multidisciplinary articles, and also provides insights about best practices for collaboration between these domains.

Their feedback is then integrated in a second development cycle that involves all areas cited above. The project has 58 twitter followers and 60 friends on Facebook, and it also use its website to share results and information.

50 people on average attended the 30 events during which the project presented its progress and findings.

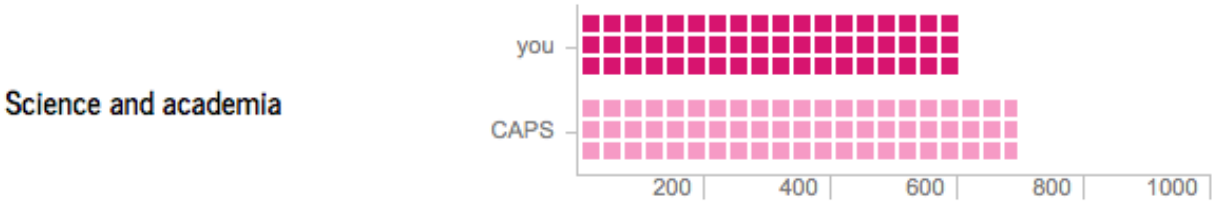


Figure 220 USEMP score – Community Building and Empowerment

A.1.9.2 ECONOMIC IMPACT

With reference to the Economic Impact, USEMP has achieved a positive impact, since it is close to the average, with a score of 569 on a CAPS average of 600, as showed by the following figure.

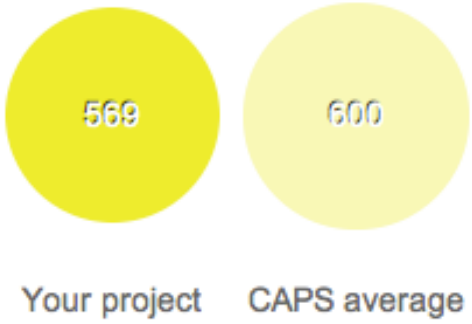


Figure 221 USEM vs CAPS overall economic score

USEMP has selected to have an impact on the following two subcategories of the Economic impact: “Economic Value Generated” and “ICT driven innovation”. The picture below represents the score and the impact of USEMP in these Economic subcategories.

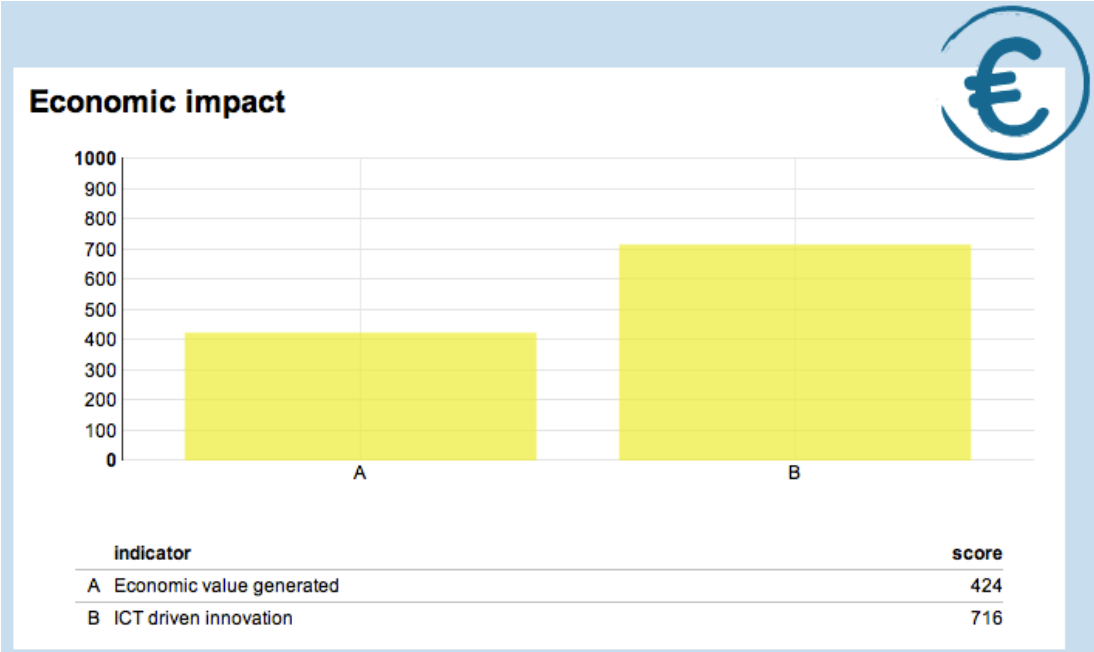


Figure 222 USEMP impact on economic dimensions

On “Economic Value Genereted”, USEMP has achieved a good result, with a project score of 424 on a CAPS average of 502. Usemp performance with regard to its impact on “ICT driven innovation” has been significantly good with a score of 716 close to the CAPS average of 784.

IMPACT ON ECONOMIC VALUE GENERATED

The project has gained a benchmark on a business model indicator (score of 1000).

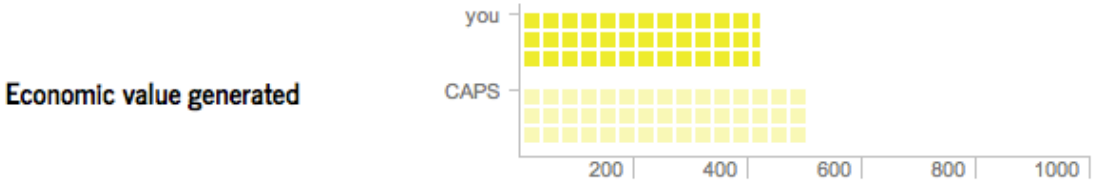


Figure 223 USEMP impact on economic value generated

The project has created a new market opportunities as new collaborations or business agreement. Also it has demonstrated good results on competitiveness and exploitation indicators.

IMPACT ON ICT DRIVEN INNOVATION

USEMP has obtained significant results on impact on product innovation as on impact on organisational innovation.

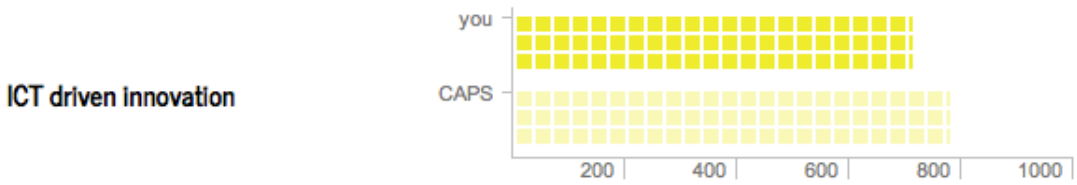


Figure 224 USEMP impact on ict driven innovation

A.1.9.3 EFFICIENCY, EFFECTIVENESS, SUSTAINABILITY, FAIRNESS

Even though the project has entered the data, but it is still not sufficient to proceed with self-assessment.

A.1.10 Wikirate

Acronym: WIKIRATE
Long Name: The Wikirate Project - Crowdsource Better Companies
Website: http://wikirate.eu/
Start date: 01/10/2013
End date: 30/09/2015
Instrument of funding: Strep
Total budget: € 2.344.651
EU funding: € 1.885.000

Main problem/s the project will address/contribute to solve

The WIKIRATE project aims to help consumers to express themselves as ethical economic citizens. The objective of WIKIRATE is to be the '*go-to*' place for gathering information on the social, environmental and ethical practices of companies, allowing consumers and stakeholders, such as policymakers or the media, to be better informed about them. Thanks to an open social networking system that allows Internet users to cooperatively create and share knowledge on company behaviour, the project will provide companies with additional incentive to act in a sustainable way.

Consortium

The project consortium is composed of 6 partners, of which 5 are representing the educational and research institutions and 1 is a civil society actor. No one have been previously engaged into European funded projects.

Relationships with other projects

WIKIRATE project collaborates with 3 projects:

- ✓ IA4SI
- ✓ P2PVALUE
- ✓ D-CENT

Stakeholders

The table below identifies the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy making.

RESEARCH

- ✓ Universities
- ✓ Academic researchers
- ✓ Graduate students
- ✓ Other EU projects

BUSINESS

- ✓ ICT large companies
- ✓ Non-ICT large companies
- ✓ ICT-SMEs
- ✓ Cooperative and social entrepreneurs
- ✓

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ Activist and social movements
- ✓ Bloggers or content producers
- ✓ Citizens at large
- ✓ Other civic society organizations

POLICY MAKING

- ✓ Local policy-makers, governmental bodies and officials
- ✓ National policy-makers, governmental bodies and officials

- ✓ EU policy-makers, governmental bodies and officials
- ✓ Global policy-makers, governmental bodies and officials
- ✓ Interest groups

Users

The users' typologies of WIKIRATE project are**:**

- ✓ Social innovation organisations and networks
- ✓ Social movements and activists
- ✓ Researchers
- ✓ Large companies
- ✓ SMEs
- ✓ NGOs, associations and charities
- ✓ Citizens

Users' activities developed through the project's tools/services

Among the end users' activities identified by the self-assessment, the project selected the following:

- ✓ Sharing ideas/information exchange
- ✓ Debating
- ✓ Collaborative production

Impact prioritization

The figure below shows in bold the areas of impact that the project has selected as significant.

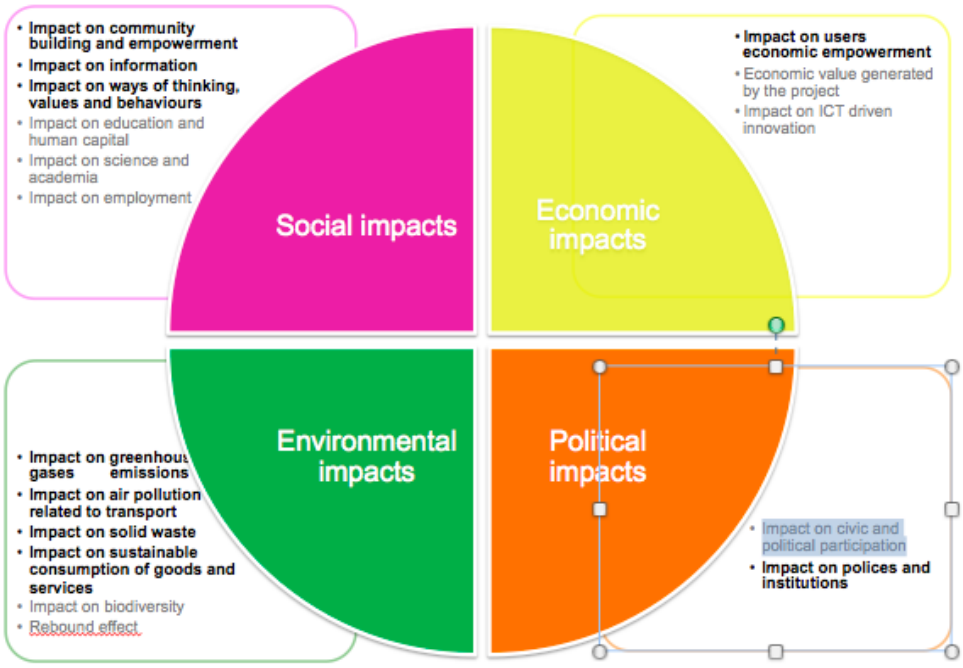


Figure 225 WIKIRATE areas of impact

TECHNOLOGICAL OUTPUTS

The main technological outputs of WIKIRATE project is the WIKIRATE platform (Figure 11) on which in a wiki-like way anyone can contribute to gather and add-in information about companies and brands. Through this portal, citizens can be informed about what is really going on behind the scenes of different companies and rate them against each other on social, ethical and environmental aspects that are important for the society.

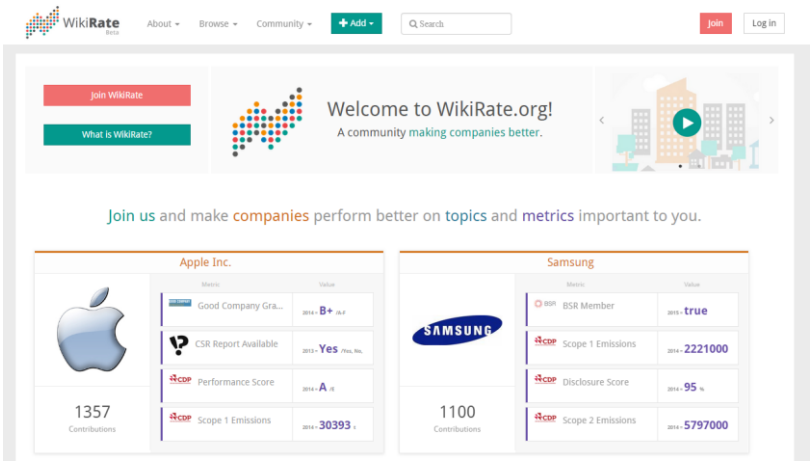


Figure 226 WIKIRATE website homepage

The project did not enter any data about its scientific outputs (publications, IPRs, patents, policies). It implemented 1 pilot, the wikirate.org website.

It is not possible to proceed with an analysis of the project impacts by area, as not enough data were provided.

3.1.1 SOCIAL IMPACT

Wikirate got quite a low score in the social area of impact, obtaining a value of 245, upon the CAPS average of 508.

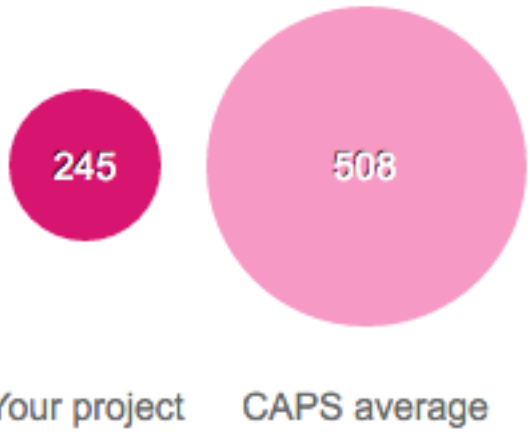


Figure 227 WIKIRATE vs CAPS overall social score

The lack of many data for the three selected areas, although, makes it difficult to understand to which extent this result reflects the project impacts.

indicator	score
A Community building and empowerment	152
B Impact on information	333
C Impact on ways of thinking, values and behaviours	250

Figure 228 WIKIRATE social impact by dimensions

The project scored very poorly in Community Building and empowerment (152 upon the 448 CAPS average), slightly better in Information (333 upon 613) and quite low in Ways of Thinking, Values and Behaviours (250 upon 282).

From the available data it is possible to elaborate that the project focus is about sharing data and information, with the purpose to open up to citizens the possibility to know as much as possible about companies and their performances. 3000 are available on the platform, together with 100 forum discussions.

Topics about which WIKIRATE aims to influence users' values and behaviours are environment, human rights, participation and democracy, education and employment.

A1.11 Web-COSI

Acronym: Web-COSI
Long Name: Web Communities for Statistics for Social Innovation
Website: http://www.webcosi.eu/

End date: 31/12/2015
Instrument of funding: Strep
Total budget: € 599.426
EU funding: € 589.000

Project score: 671

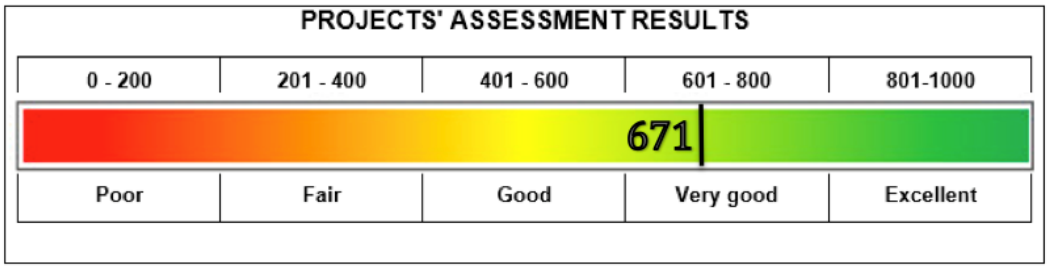


Figure 229 Web-COSI self-assessment project score

Main problem/s the project will address/contribute to solve

The main issue tackled by the project is the use of official and non-official statistics and the development of crowd-based statistics. In particular, Web-COSI aims at involving online communities in the creation and use of statistics about well-being that go beyond the traditional Gross Domestic Product economic indicator (GDP) with the final objective of fostering their understanding and usage Spreading statistical approaches that measure progress by taking into account indicators that include also social aspects of progress, Web-COSI created a number of interactive tools in order to reach this objective.

Consortium

The project consortium is composed of 4 partners: 1 of them represents research institutions, 1 is an International Organisation and 2 of them are a civic society actor and a social entrepreneur community.

Previous engagement in European Funded Projects

The project coordinator participated in previous EU projects, currently also in the ICT sector and he already collaborated with one of the current Web-COSI partners.

Relationships with other projects

Web-COSI collaborates mainly with 4 projects:

- ✓ IA4SI
- ✓ CAPS2020
- ✓ CATALYST
- ✓ e-Frame

Stakeholders

The table below identify the main stakeholders of the project, organised in four categories: Research, Business, Civil Society and Policy Making.

RESEARCH

- ✓ Universities
- ✓ Research centres
- ✓ Academic researchers
- ✓ Independent researchers
- ✓ Graduate students
- ✓ Other EU projects

BUSINESS

- ✓ Cooperative and social entrepreneurs
- ✓ Consultants and self-employed workers

CIVIL SOCIETY

- ✓ NGO, Associations and charities
- ✓ School, Teachers, Educators
- ✓ Activist and social movements
- ✓ Bloggers or content producers
- ✓ Citizens at large

POLICY MAKING

- ✓ Local policy makers, governmental bodies and officials
- ✓ EU policy-makers, governmental bodies and officials
- ✓ Interest groups
- ✓ Global policy-makers, governmental bodies and officials
- ✓

Users

The users' typologies of Web-COSI project are**:**

- ✓ Social innovation organisations and networks
- ✓ Social movements and activists
- ✓ Researchers
- ✓ NGOs, associations and charities
- ✓ CAPS projects
- ✓ Citizens

Activities developed by the users

- ✓ Sharing ideas/information exchange
- ✓ Debating

In fact and as will be showed in more detail in the Output section, the project provides tools to share data and resources and to discuss them, in order to encourage the use of non-official statistics as support and complement to official statistics. The achievement of these goals is also facilitated by the provision to its users of many opportunities for on line events and focus groups.

Impact prioritization

The figure below shows in bold the areas of impact that have been selected as significant by the project. The next paragraphs will describe the actual results obtained in the different areas of impact.

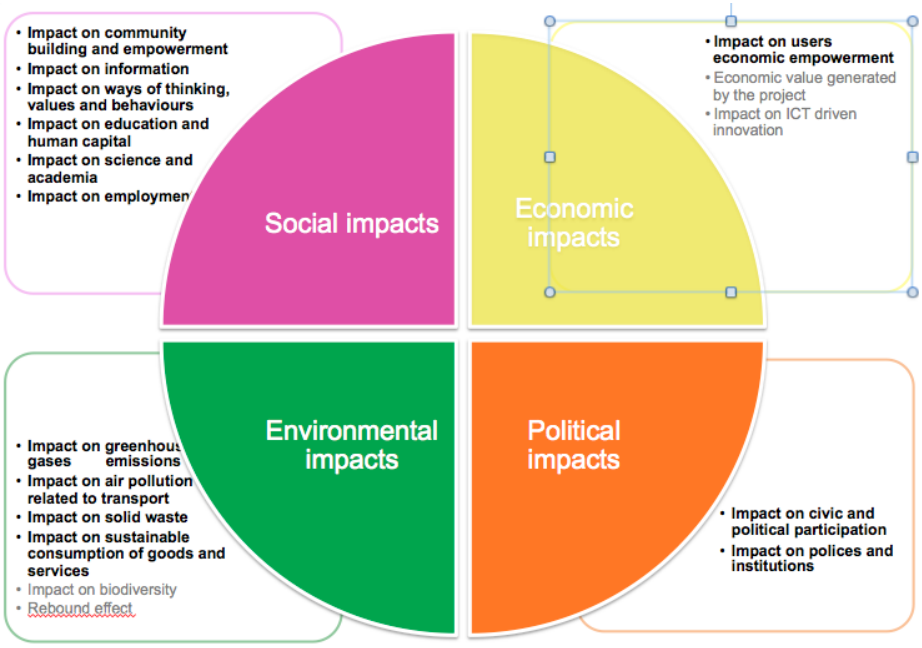


Figure 230 Web-COSI areas of impact

TECHNOLOGICAL OUTPUTS

WEB-COSI developed 6 main technological outputs that are all oriented towards widening the communities' access to statistics and their direct involvement in the development of statistics by providing the possibility to contribute their data:

- Data Portal Wiki of Progress Statistics: hosted by the OECD's Wikiprogress platform, it strengthens the links between statistics producers and the Web 2.0 communities, allowing users to upload information and results (including data and metadata) on measuring different dimensions of societal progress, with the final aim to maximise the use of both official and non-official data by citizens, policy actors, and social entrepreneurs. At the moment of the self-assessment the number of users was 382.
- Wikiprogress University Programme: Hosted by OECD Wikiprogress platform, it is a programme to get students and young people more involved in the movement to develop better measures and policies for well-being and societal progress. Users: 166.
- Wikiprogress Youth Portal: a platform dedicated to young people. Its contents specifically target adolescents and younger adults in a devoted section on the website called the Youth Portal. Users: 103.
- Interactive crowd-sourced map (figure below) of existing initiatives on well being and societal progress in the world is hosted by the portal. This is a user-friendly and comprehensive repository allowing you to find relevant and up-to-date information about existing initiatives.
- Data visualization competition on the Wikiprogress platform (summer 2015) in order to visualise the data about well being in a clear, attractive and understandable way for citizens and other non-experts. The three prize-winners have been announced and have won the opportunity to present their visualisations to the 5th OECD World Forum on Statistics, Knowledge and Policy in Guadalajara in Mexico in October 2015 where academics, practitioners, civil society organisations, officials and high-level experts and world-leaders gathered.
- Short film for YouTube and social media distribution to popularise the use of data amongst citizens and entrepreneurs and to give a very quick overview of the results achieved throughout the two-year project.

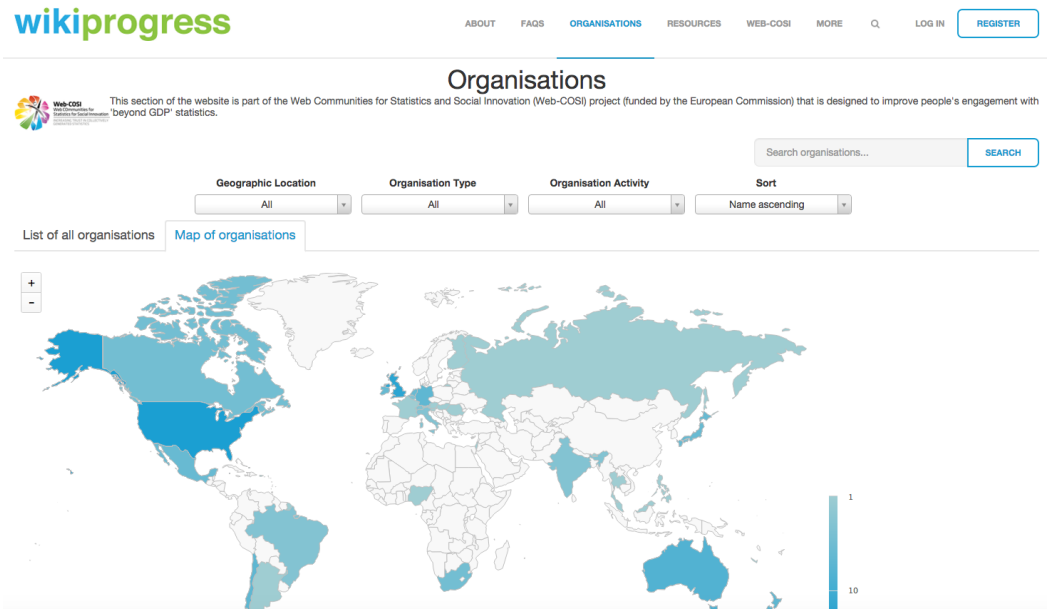


Figure 231 Interactive Crowd-sourced Map, image from website

SCIENTIFIC OUTPUTS

The project developed 6 non peer-reviewed papers, which all contribute to better defining the digital social innovation domain and which addressed the following main topics:

- Well-being
- Society progress
- Citizens' engagement
- Bottom-up statistics on well-being
- "Beyond GDP" statistics
- Quality of life
- Well-being indicators
- Crowd sourced platforms
- Social entrepreneurship

WEB-COSI developed no patents, IPRs or pilots and did not change any law or institution, but it developed two policy recommendations.

ANALYSIS OF THE PROJECT IMPACTS BY AREA

As Web-COSI project have specific goals and instruments that do not match most of the other CAPS, the assessment methodology did not fit many the data available from the project. In fact, Web- COSI not only contribute to the dissemination of information related to non-official statistics, but it also support the development of the research about this topic, which is currently fully in progress. However, it was decided to proceed with data assessment in order to analyse the project impact assessment. As the assessed areas Web-Cosi has chosen the followings: Economic, Political, Social and Environmental. The strongest impact was achieved in political and economic domain.

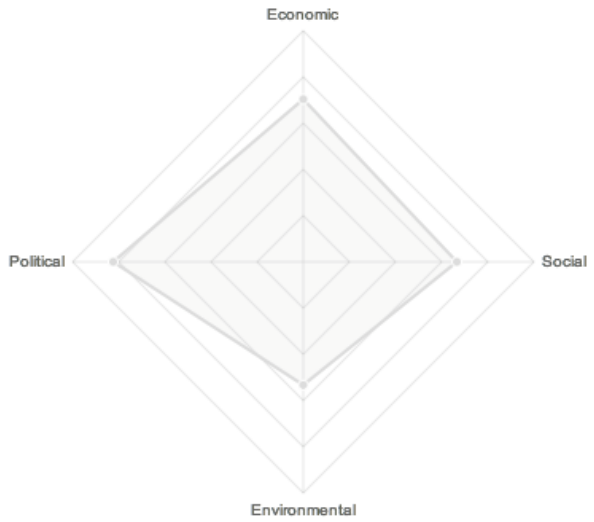


Figure 232 WEB-COSI impact on the different areas of assessment

A.1.11.1 SOCIAL IMPACT

The project performance in this area of impact is quite above the average (666 upon 508), as in figure below.

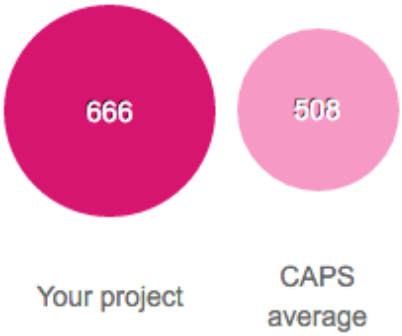


Figure 233 Web-COSI vs CAPS overall social score

The project got the most relevant result about impact in Science and Academia (793 upon the 698 average), which is highly consistent with its aims and activities. Web-COSI achieved very good performances also about Education and Human Capital (quite high, 778 upon 561), Community Building and Empowerment (618 upon 448) and Ways of Thinking, Valued and Behaviours (500 upon 282). Still good even if more aligned with the CAPS averages are the results about Employment (664 upon 596) and Information (644 upon 613).

The paragraphs below explain in more detail these performances.

indicator	score
A Community building and empowerment	618
B Impact on information	644
C Impact on ways of thinking, values and behaviours	500
D Education and Human capital	778
E Science and academia	793
F Employment	664

Figure 234 Web-COSI score by areas of impact

IMPACT ON COMMUNITY BUILDING AND EMPOWERMENT

The project strength about this area of impact is mainly due to the high number of users involved and their high level of interaction and the good network of relationship built with other projects and initiatives.

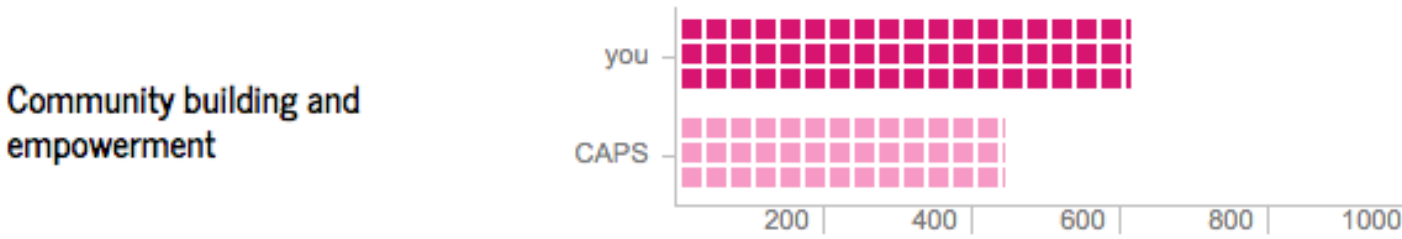


Figure 235 Web-COSI score – Community building and empowerment

The main Collective Awareness Platform developed by the project is, as already mentioned in the Technological Outputs section, the Wiki of Progress Statistics, which is build on a pre-existing Wikiprogress. The new Wikiprogress data portal is based on open-source software and was developed with a user-friendly interface and functionalities that make it easier to access, share, visualise, upload and interact with information and results (including data and metadata). At the time of the assessment, the number of users of the platform was 7600 and the tool offered to its users some features to ease their management of the on line activities. 100% of the users take advantage of most of the features offered by the platform (Identity, Sharing, Reputation, Presence, Relationships and Conversations). There are no features supporting users in effectively manage their data and privacy, but the platform allows users to upload and download datasets.

No data are available about the average time spent by the users on the platform by one of your, about the percentage of posts that get a reply or the number of groups, clusters, circles and similar, created by users on the platform, which makes difficult to understand if the platform contributed to create an on line community and how it works.

The project positively influences the trust among platform and it fosters the creation and enlargement of local communities (both 6 on the Likert scale). It also provides to local communities instruments for better organise themselves, (6 on the Likert scale). The project organised 6 events addressing local communities gathering 18.000 participants. It also positively influence the trust among local communities members and contributes to make local communities more inclusive.

Web-COSI collaborated with three CAPS: CATALYST (developing synergies to involve young communities), IA4SI (about impact assessment) and CAPS2020 (about meetings and events).

Collaborations with other actors outside or inside the Social Innovation domain include 10 actors within the Social Innovation domain and 30 outside it, and the project developed 14 activities to bring together innovative public administrations, foundations, social investors and social finance intermediaries with social innovation initiatives, civil society and the third sector. These initiatives have been highly successful (6 n the Likert scale).

IMPACT ON INFORMATION

The main kind of information offered by the Web-COSI platforms are statistical data on different fields related to well-being and sustainability, and as anticipated its impacts on this area are significant, mainly because of the relevance of the topic to which it contributes.

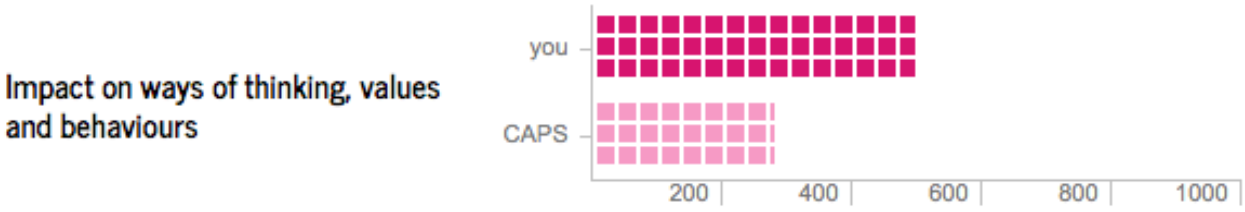


Figure 236 Web-COSI score on impact on ways of thinking, value and behaviours

The project improves a lot users access to a range of local and international news sources of information and reduce information asymmetries experienced by the users, building on top of the current state of knowledge and in compliance with (applicable) standards (6 on the Likert scale).

It is not among the project's aim to improve users access to an independent, balanced view or to a range of political and social viewpoints, nor to encourage publishing under compatible open standardized licenses.

IMPACT ON WAYS OF THINKING, VALUES AND BEHAVIOURS

The good performance of the project about this area of impact, quite above the average as anticipated, is strictly connected to its community building performance and to its capacity to reach a relevant number of actors through its activities.

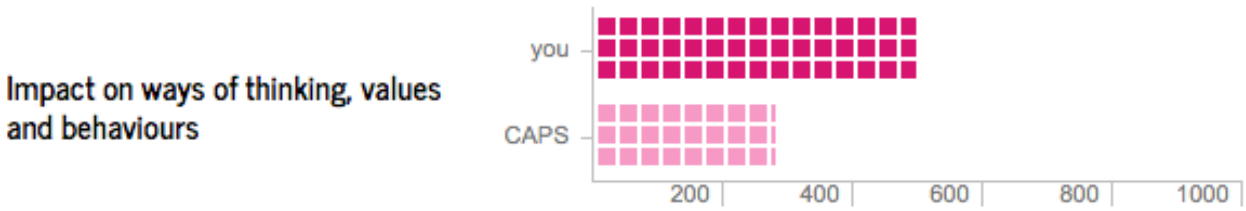


Figure 237 Web-COSI score on impact on ways of thinking, value and behaviours

Due to the high level of interdisciplinary of its goals and the wide topic it deals with (well being indicators), the project expects to be able to influence users' values and behaviours about topics such as environment, human rights, education, health, creation and employment.

IMPACT ON EDUCATION AND HUMAN CAPITAL

Web-COSI achieved one of the best results in term of the impact on education and human capital, which is fully aligned with the nature and the goals of the project. It managed to involve in its activities 2000 people, for a total of 40 hours of training. The topics covered by the courses dealt with well-being measures, exploitation of new sources of data, using web platforms to share data and information, push for social innovation, drive policy actions. The project also developed two educational tools, the University Programme and the Youth portal and it has strong influence on the improvement of the skills of the people involved in the consortium.

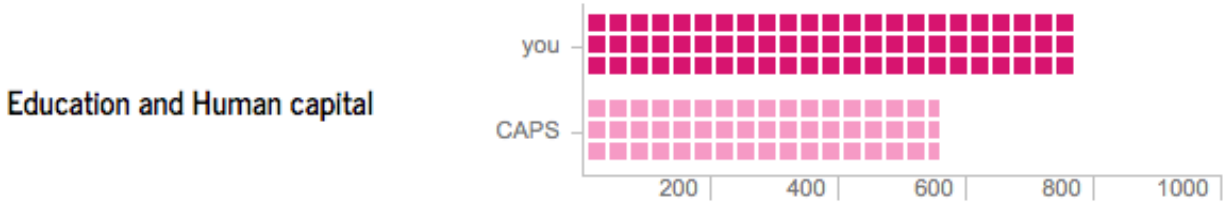


Figure 238 Web-COSI score on impact on education and human capital

IMPACT ON SCIENCE AND ACADEMIA

As anticipated, the project performance in this area of impact is quite good, mainly because, as assessed by the project itself, it manages to influence the everyday life of academia institutions and it allows to perform research activities that would otherwise have been impossible. Improving research processes within and outside our consortium is one of the achievement of Web-COSI goals and it strongly contributes to the knowledge transfer between universities/research centres and social innovation domain is limited (both 6 in the Likert scale).

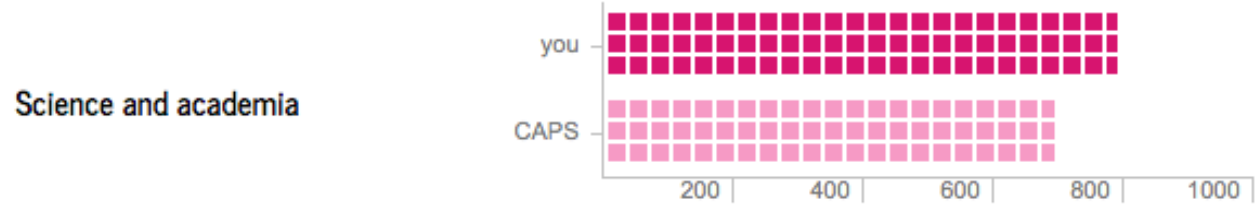


Figure 239 Web-COSI score on Science and academia

About the characteristics of the project scientific approach, interdisciplinary activities have a high relevance to it (6 on the Likert scale) and involve expertise from Engineering And Technology, Humanities and Social Sciences. The project follow an Open access policy and use social media for sharing project research results. It also uses the project website for sharing project research results and presented them during 20 events (average participants: 360) and during seminars given by Web-COSI consortium in academia and university master courses. 10 events organised by the project addressed a non-academic audience (average participants: 20).

IMPACT ON EMPLOYMENT

The project's results about this area of impact are good: to implement its activities, it recruited 2,5 people (in FTE) and after the end of the project 2 of them will still be working. Moreover, 5 young researchers are working on the project and 60% of the consortium staff re women

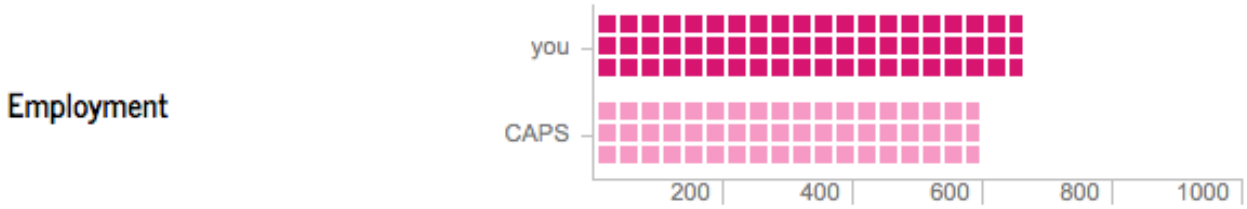


Figure 240 Web-COSI score on Employment

Beside, the project do not aims at generating new job or spin-off/start and it self-evaluated its overall impact on employment as relatively relevant (3 on the Likert scale). Its impact increases about people employed in the third sector and, specifically, in the SI sector (4 in the Likert scale) and about working practices of the third sector and of people working in the field of SI (5 on the Likert scale).

A.1.11.2 ECONOMIC IMPACT

With reference to the Economic Impact, Web-COSI has achieved a positive impact, since it is above to the average, with a score of 703 on a CAPS average of 600, as showed by the following figure.

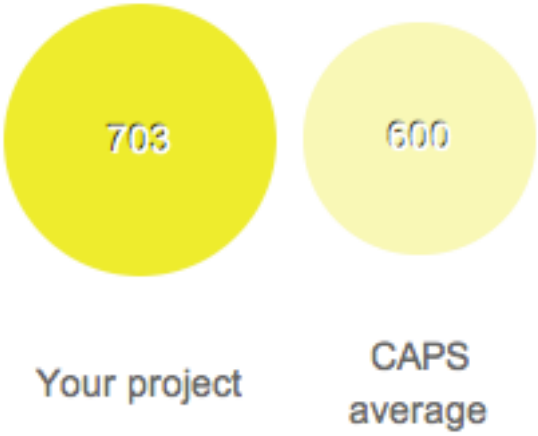
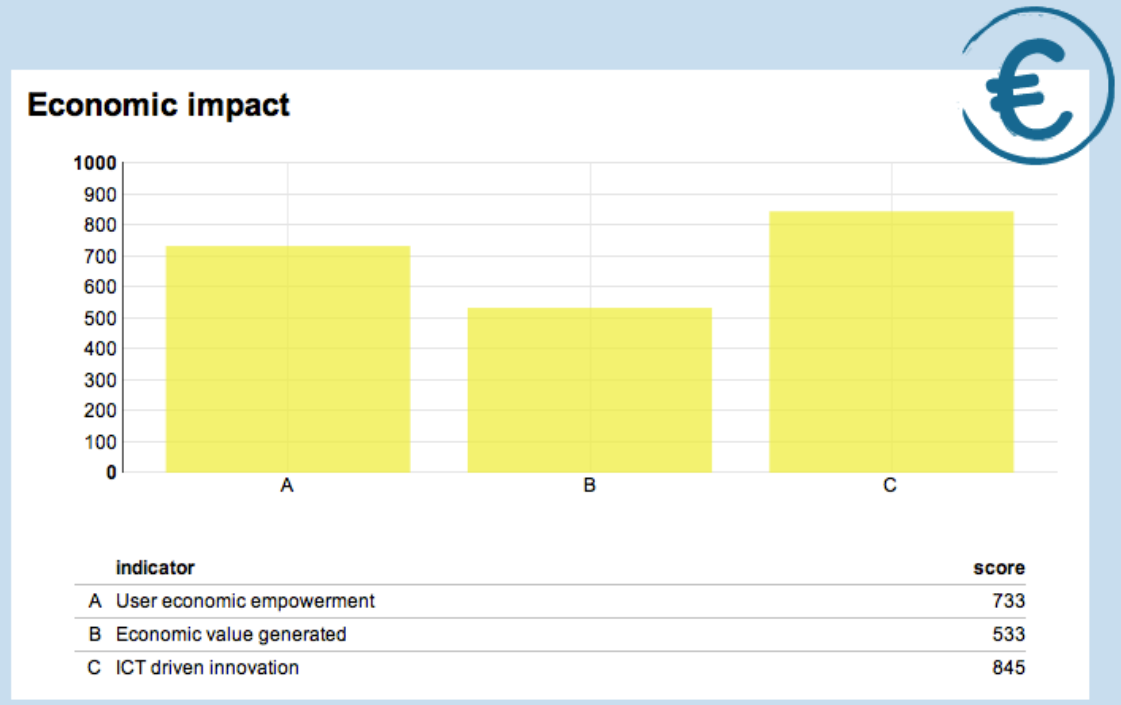


Figure 241 Web-COSI vs CAPS overall economic score

Web-COSI has selected to have an impact on the following three subcategories of the Economic impact: “User Economic Empowerment”, “Economic Value Generated” and “ICT driven innovation”. The picture below represents the score and the impact of Web-Cosi in these Economic subcategories.



	indicator	score
A	User economic empowerment	733
B	Economic value generated	533
C	ICT driven innovation	845

Figure 242 Web-COSI impact on economic dimensions

On “User Economic Empowerment”, Web-COSI has achieved a positive result 733, far above the CAPS average score of 536. On “Economic Value Generated”, The project score is 533 and the CAPS average is 502, however, this sub-index cannot be taken into consideration, as the project didn’t provide enough data (less than 50%). On “ICT driven innovation”, Web-COSI has achieved a positive result, with a project score of 845 on a CAPS average of 784.

IMPACT ON USER ECONOMIC EMPOWERMENT

Web-Cosi has obtained a significant impact on entrepreneurship and income generation for the users, especially it gained a benchmark on such indicator as entrepreneurial activities which include the creation of start-ups, spin-offs, new business agreements and collaborations.

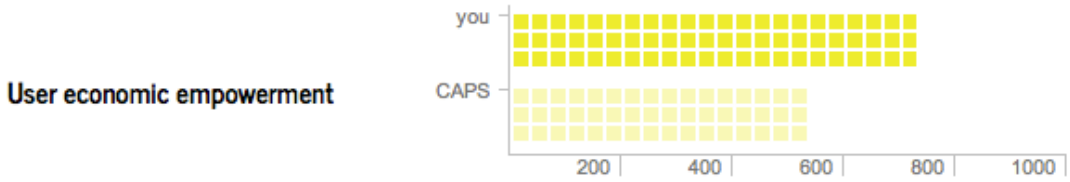


Figure 243 Web-COSI impact on user economic empowerment

IMPACT ON ICT DRIVEN INNOVATION

The outstanding results were demonstrated by the project on such indicator as impact on product innovation.

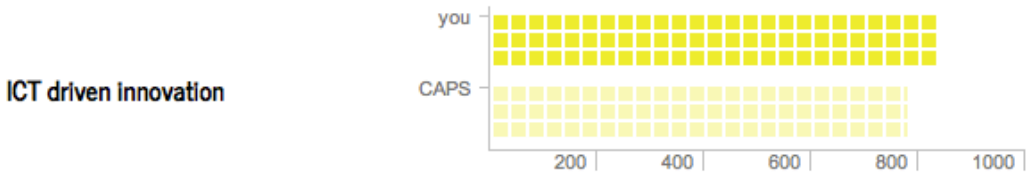


Figure 244 Web-COSI impact on ICT driven innovation

Web-cosi has obtained a benchmark in such areas as increasing of the quality of pre-existing products, increasing of the efficiency of pre-existing technologies, increasing the users collaboration.

A.1.11.3 POLITICAL IMPACT

Web-COSI scored the higher result about the impact on political indicators, 832 upon the average of 396. Despite, for this area of impact, averages are less relevant because of the minor amount of data, this result is representative of the relevance of the topic for the project.

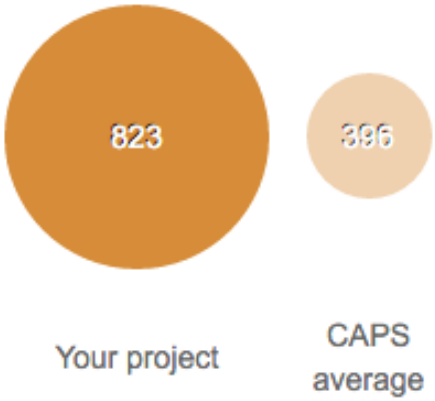


Figure 245 Web-COSI vs CAPS overall political score

The project performance was particularly significant about the policies and institution area of impact, where it scored more then twice then the average (850 upon 379), mainly because of its empowering impact on citizens' awareness and capability to influence the civic and political life of the community. Web-COSI scored also very well with respect to the civic and political participation area of impact (797 upon 577).

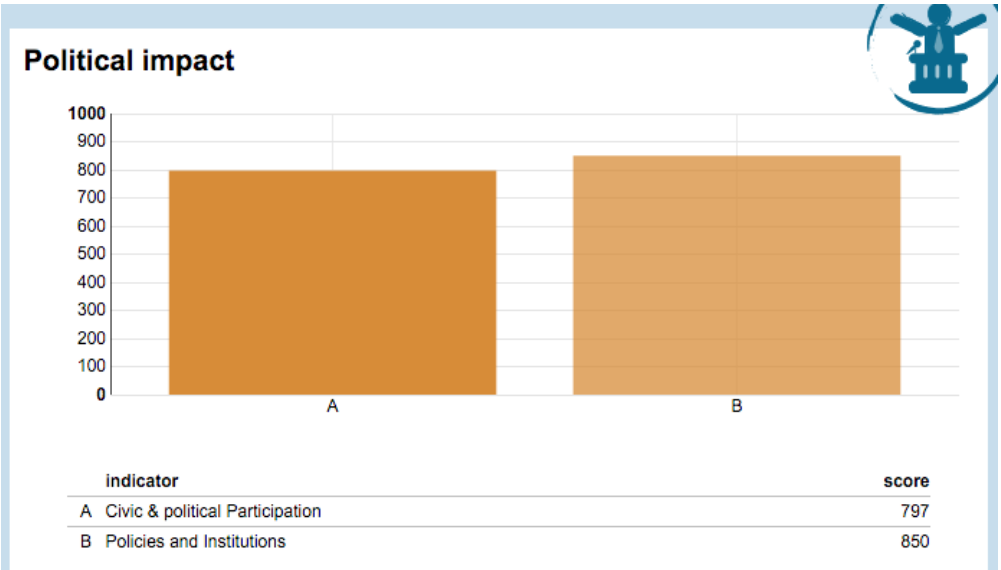


Figure 246 Web-COSI score by areas of impact

IMPACT ON CIVIC AND POLITICAL PARTICIPATION

As anticipated, while self-assessing its performances within this area of impact the project reported that developed four tools to offer new channels for civic or political participation of its users and it constributes in increasing the time spent by citizens in participating to civic-society organisation and in improving the civic participation of citizens belonging to group at risk of social exclusion (both 6 on the Likert scale). This can be explained looking at the project core-objective (tackling the creation and use of statistics concerning well-being), which require and highly participatory approach.

Moreover, Web-COSI highly contribute in the circulation of information in the political field by increasing the time spent by users in getting informed about local, national and international political issues and in persuading friends, relatives or fellow workers about social and political issues (6 on the Likert scale). It also strongly support the increment in the number of bottom-up and grassroots actions and the increase in citizens participation in political manifestations (such as signature campaigns, boycotts, manifestations, …).

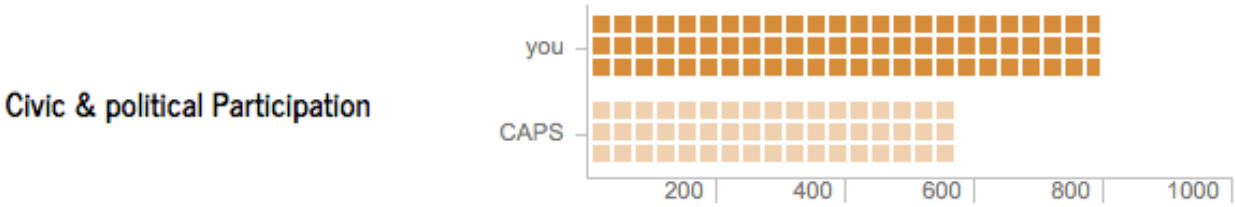


Figure 247 Web-COSI score – Civic and Political Participation

IMPACT ON POLICIES AND INSTITUTIONS

Thanks to its efforts to develop and disseminate new approaches about the ideas and practices of well being and societal progress, the project very positively contribute to citizens' possibilities to influence the transparency of institutions and of their policies, making them more capable to influence democratic processes (6 on the Likert Scale). By doing so, Web-COSI directly affect institutions and governments transparency itself (4 on the Likert scale).

The project developed ten policy recommendation and participated into 7 meetings to influence policy makers (which saw the participation of 40 institution).

The users' project did not engage into any activity related to developing or changing policy recommendations, laws or institutions, as it is not among the project objectives to push them in that direction.

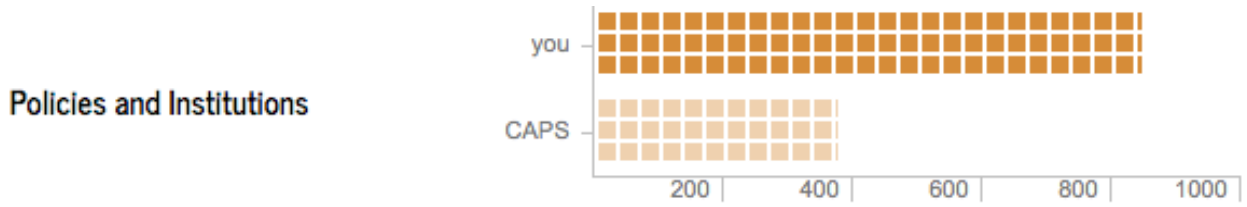


Figure 248 Web-COSI score – Policies and Institutions

A.1.11.4 ENVIRONMENTAL IMPACT

Web-COSI goals and topics are not directly related to the environmental issues, despite that project achieved a very good score about this area of impact (533 upon the 314 CAPS average).

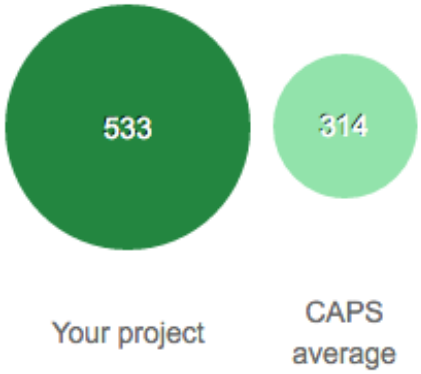
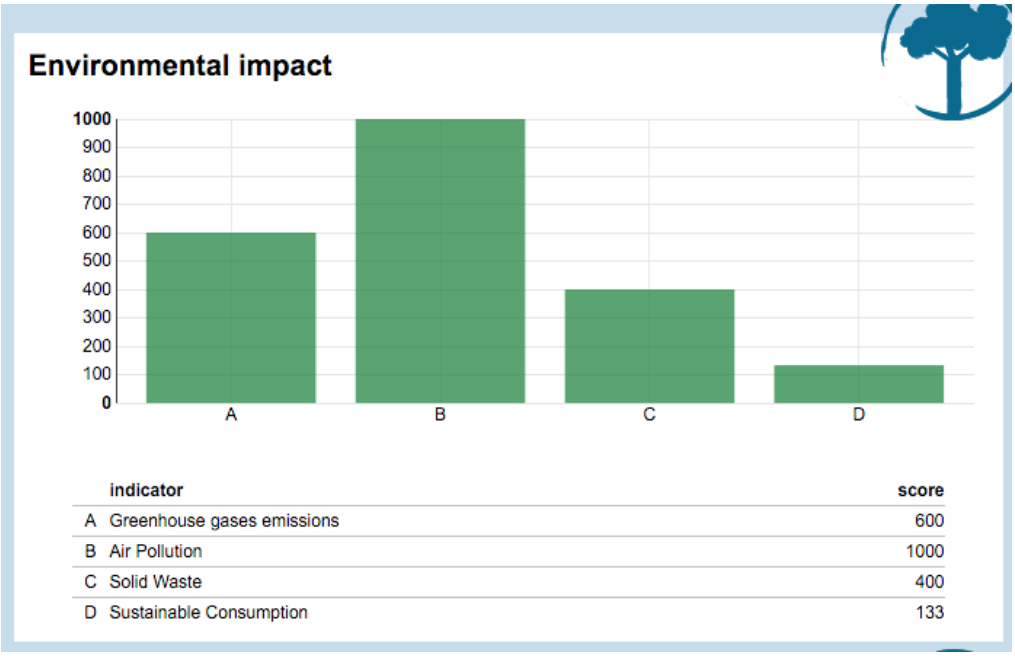


Figure 249 Web-COSI vs CAPS overall environmental score

This is mainly due to the outstanding score on Air Pollution only (1000 upon the average of 350), and Greenhouse gases emissions (600 upon 369), while Solid Waste (400 upon 458) and Sustainable consumption (133 upon 137) are lightly below the average. Further details are reported in the following paragraphs.



	indicator	score
A	Greenhouse gases emissions	600
B	Air Pollution	1000
C	Solid Waste	400
D	Sustainable Consumption	133

Figure 250 Web-COSI score by areas of impact

IMPACT ON GREENHOUSE GASES EMISSIONS

Quite above the average, the project performance for this area of impact is mainly due to the number of travels, which below the CAPS average: 45 by flight within Europe and the Mediterranean region, 2 travels by train and 3 travels by flight outside Europe and the Mediterranean.

Since, as anticipated, environment is not on of the topics targeted by the projects, fields related to its users are not relevant to evaluate its impacts.

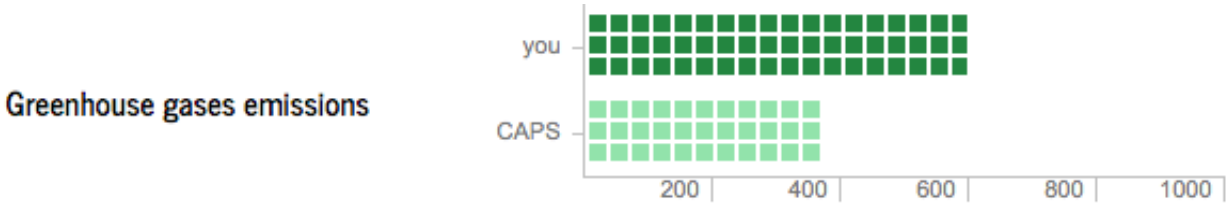


Figure 251 Web-COSI score - GHG

IMPACT ON AIR POLLUTION RELATED TO TRANSPORT

The very good result achieved by this project for this area of impact is mainly due to the fact that its portal provides data on air pollution and environment-oriented initiatives, contributing to encourage the users to take into account this issue (6 on the Likert scale). This attention is requested also to project partners to a very relevant extent (6 on the Likert scale).

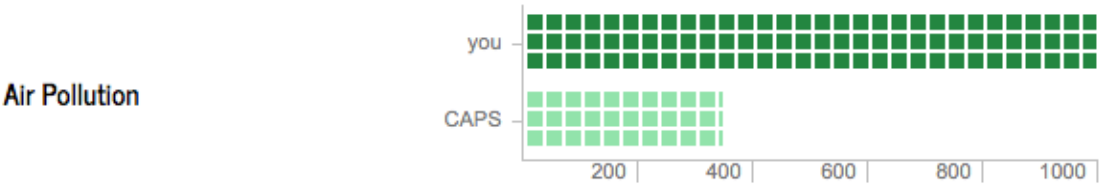


Figure 252 Web-COSI score – Air Pollution

IMPACT ON SOLID WASTE

The most significant data relevant to the evaluation of the project impacts in this area is that it only produced brochures (2.400) and no other items (publications, books or gadgets), which is good as it is the fact that the project did not produce any WEEE.

On the other side, the recycled only 20% of the exceeding brochures, which is a figure that could be improved.

The project sorts 4 different kind of waste in its offices, which is an average results, and other information related to users engagement and sensitivity are not consistent with the project goals and activities.

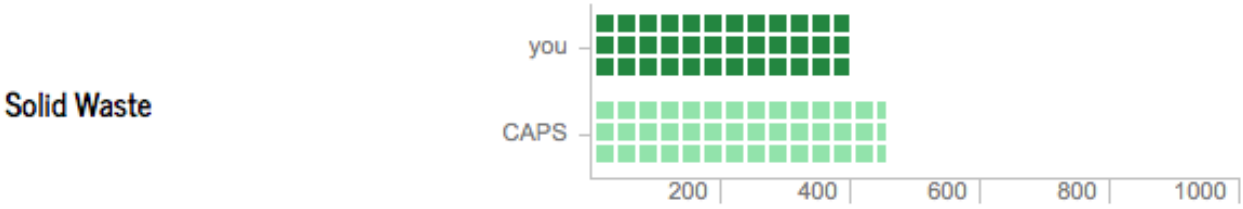


Figure 253 Web-COSI score – Solid Waste

IMPACT ON SUSTAINABLE CONSUMPTION OF GOODS AND SERVICES

Within this area, where the CAPS performance is generally very low, for Web-COSI too there is room for improvement: the project uses 15% of green / local / ethical products for its equipment and publications; it organises its events purchasing 15% of green or ethical products and services; and in general 10% of its services are environmentally sustainable. This means that within the consortium there is a first-stage level of awareness towards the topic, but that the percentages should be increased.

The project does not deals with users or companies engagement in this area.

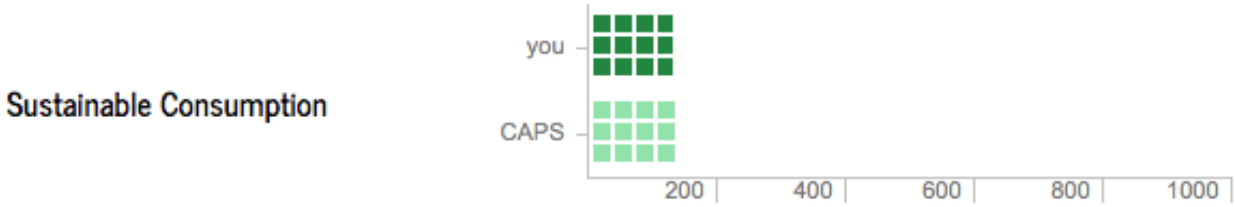


Figure 254 Web-COSI score – Sustainable Consumption

A.1.11.5 EFFICIENCY

Web-Cosi has achieved a score 530 on a CAPS average of 482.

A.1.11.6 EFFECTIVENESS

It should be put in evidence that Web-Cosi project score is 970 on CAPS average of 507.

Web-Cosi has achieved a positive impact on sustainability (443), and is above the CAPS average (383).

A.1.11.7 FAIRNESS, SUSTAINABILITY

This two impacts cannot be assessed due to the lack of data provided by the project

ANNEX 2 - BENCHMARKING SYSTEM DEVELOPED WITH CAPS PROJECTS

Question	Variable	Benchmarking system (based on the Mean)	Benchmarking system (based on the Median)	Benchmarking system (based on the Mode)
How many face-to-face events will your project organise?	Number of face-to-face events organised	14	4	30
Please indicate the number of persons that will participate to the events mentioned in the previous questions.	Number of persons participating to the events	600	100	100
Considering now your research activity, how many events do you foresee to organise/attend aiming at presenting your research results?	Number of events in which your research results have been presented	21	25	30
How many papers do you expect to publish within the project lifetime?	Number of papers you expect to publish during the project's lifetime	17	6	5
How many articles will you project publish in non-specialised magazines and on newspapers?	Number of articles published on non-specialised magazines, newspapers and online magazines/blogs, etc.	10,42	3	3
How many, if any, policy recommendations or similar documents (policy brief, guidelines for policy-makers, etc.)	Number of policy recommendations produced by the project	4	1,5	1

will your project develop?				
How many TV appearances do you foresee?	Number of TV (including WebTV) appearances	6,6	4	NA
Considering the possibility to use social media to disseminate your project results, how many followers (on Twitter) and fans/likes (on Facebook) do you plan to obtain?	Number of twitter followers and “friends” on Facebook or equivalent in other social platforms (i.e. Research gate, Academia, LinkedIn, etc.)	614,28	300	300
How many events targeting a non-academic audience will your project organise?	Number of events organised addressing a non-academic audience	2	2	2
How many meetings/events, if any, will you organize with the aim of influencing policy-makers?	Number of meetings/conferences organised/attended for influencing policy-makers	7	7	NA
How many policy-makers/institutions representatives will participate to those meetings/events?	Number of policy makers/institutions represented in the meeting	51,66	50	NA
How many awareness raising campaigns/activities you foresee?	Number of awareness raising and campaigning activities organised by the project on the selected topic	11	10	NA
How many persons do you plan to reach with your awareness raising campaigns and related activities?	Number of people participating in awareness raising and campaigning activities	1040	1000	NA

How many new job places, if any, do you expect to generate thanks to the project outputs?	Number of persons recruited specifically for the project	2,6	5	NA
How many spin-off/start-ups, if any, do you expect to be developed as a result of project activities?	Number of spin-offs and start-ups generated by the project	0,40	0	0
Considering your platform, how many users do you expect to have at the end of your project?	Number of users of the platform at the end of the project	4833	1000	1000
Thinking about your actual and future users, how many new enterprises or business ideas, if any, will they develop thanks to your project?	Number of enterprises or business ideas developed by the project users	14,66	3,5	NA
How many test beds will you provide?	Number of test beds provided by the project supporting the users for testing business ideas	3,5	NA	NA
How many biodiversity conservation initiatives do you expect to support?	N. of biodiversity conservation initiatives supported by the project	15	NA	NA

ANNEX 3 - WEBINARS ORGANISED WITH CPA PROJECTS FOR SUPPORTING THE DATA GATHERING PROCESS

Name of the project	Date of Webinar
DECARBONET	23rd of June 2015
CATALYST	25th of June 2015
CAP4ACCESS	They participated in the IA4SI Workshop, no need of webinar
Wikirate	N/A: No reply
D-CENT	18th of June 2015
SciCafè 2.0	They participated in the IA4SI Workshop, no need of webinar
USEMP	16th of June 2015
Web-COSI	They participated in the IA4SI Workshop, no need of webinar
CHEST	12nd of June 2015 and participated also to the IA4SI Workshop
CAPS2020	15th of June 2015