



IA4SI PROJECT

"Impact Assessment For Social Innovation"

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WP5: Coordination activities and citizens engagement

Deliverable 5.3: Report on the outputs of the third and fourth workshops



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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.



D5.3 – Report on the outputs of the third and fourth Workshop

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ACRONYMS

Acronym/Term	Definition
IA4SI	Impact Assessment for Social Innovation
EU	European Union
CAPS	Collective Awareness Platforms
SAT	Self Assessment Toolkit
UDGI	User Data Gathering Interface
CEP	Citizen Engagement Platform
Impact4You platform	The name of the Citizen Engagement Platform

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EXECUTIVE SUMMARY

In developing its methodology and the tools, IA4SI embraces a participatory design approach. This means that IA4SI sees engaging its different stakeholders – CAPS projects, CAPS project users, EU citizens, Social innovation domain experts and EU policy makers – as a key element in order to realise its objectives. IA4SI believes that a participatory design approach will allow the CAPS project to, on the one hand, better understand IA4SI objectives and developed methodology, and, on the other hand, influences the finalisation of the methodology itself, and hence, develop a sense of ownership of it. In such a set-up, the impact assessment toolkit will not be experienced only as a ‘duty’ or ‘burden’ merely imposed by the existence of a coordinated action, but rather as a tool that is useful for its users and is in their best interest to use. In this participatory trajectory, four workshops have been planned, and these can be considered important milestones in the knowledge exchange with the various stakeholders and will be centred on IA4SI output at important moments in the projects lifecycle. In its first year, IA4SI organised two workshops dealing each with important preparatory for the three objectives. In the second year, two more workshops were organized. The present deliverable reports on these two last workshops and their output.

The third workshop took place in Rome in June 2015. Its main focus was the Self-Assessment Toolkit and the data gathering exercise the CAPS had conducted or were conducting with that tool. In addition, the projects were also informed about the data that was required from the CAPS projects to be able to update the Impact4you platform. Finally, this was also the occasion to agree with the CAPS on how to disseminate information about the platform in order to attract citizens and increase the visibility of the CAPS projects. At the workshop, therefore, IA4SI presented the progress of the Impact assessment methodology, shed some light on the process of the data gathering and the general gaps in the data that still needed to be completed. Afterwards, IA4SI informed the CAPS about the Impact4you platform (Citizen Engagement Platform) and the help that was requested from each CAP in order to make the citizen engagement successful. The CAPS contributed with a short presentation of each of the project’s main outputs that they would ideally see promoted on the Impact4you platform. Each CAPS presented their work at the workshop. After this, IA4SI proceeded with the data gathering exercise with the participating CAPS. This exercise was conducted individually, with each CAPS project sitting alone with a IA4SI team member and working on the Self Assessment Toolkit. In addition, the IA4SI team had scheduled webinars with those CAPS projects who couldn’t physically be present for the days to follow to be able to dedicate their full attention to the exercise as virtual presence presents its own challenges.

The 4th workshop took place in Brussels on the 1st of March 2016. The focus of this final workshop titled ‘How can impact assessment contribute to a wider societal uptake of Digital Social Innovation?’ was on explaining the rationale underpinning its methodology and sharing the preliminary results of the CAPS’ impact assessment and initial policy recommendations. Compared to the 3rd workshop that had only CASP projects as audience, this 4th workshop was geared towards the field of policy making and evaluating in the domain of (digital) social innovation, members of current and former CAPS projects and researchers and SI experts interested in the problematic of impact assessment for social innovation initiatives. Although the participants were not many, they represented different backgrounds - from policy making, current CAPS to new CAPS people as well as European interest groups. The workshop was successful in creating an open and familiar atmosphere where conversation took the form of a dialogue rather than a one direction presentation. Most of the audience questions and feedback revolved around the set-up and rationale underpinning the methodology and around the question of user involvement within the CAPS domain (are some groups left out or is there an attempt to have included various groups?).

In order to further spread the word within the European Commission domain, an extra workshop will be organized by IA4SI at the IPTS-JCR in Seville on 6th April in order to first further raise a debate about the foundational ideas underpinning IA4SI's work and that this project thinks are important for the domain of social innovation and secondly to present the results of the impact assessment exercised of the CAPS domain.

INTRODUCTION

Within its philosophy of implementing a participatory design approach towards the development and implementation of its impact assessment methodology, IA4SI sought to engage the CAPS projects, CAPS project users, social innovation domain experts, policy makers, and EU-citizens towards reaching its objectives. One task within WP5 is the organisation of four workshops during the project's lifetime. Each of these 4 workshops are meant to be a milestone in the participatory trajectory as in these moments it is possible to bring together the CAPS projects and, if needed, other social innovation actors (practitioners, policy makers, non-profit organisations, citizens,,...) in order to discuss IA4SI outputs at crucial moments in the IA4SI life cycle. The workshops are also meant to further coordinate the activities with the CAPS projects to which IA4SI is a support action.

In this document, we present the main results of the third and the fourth IA4SI workshops organised during the second and third year of the project. These two workshops were organized around the following objectives:

- Workshop 3, organised in June 2015:
 - Finalising the data gathering to be able to develop the IA4SI impact assessment methodology,
 - Coordinating the updates on the impact4you platform;
- Workshop 4, organised in March 2016:
 - Presenting and validating preliminary assessment results
 - Formulating and presenting policy recommendation.

The focus of the 3rd workshop was originally the presentation of the preliminary assessment results. However, due to delays in finalizing the SAT tool as well as the CAPS projects' data entries, its focus was shifted to workshop 4. Instead, the 3rd workshop became an opportunity to support CAPS data entry and to inform them about the data update needs for the IA4SI's Citizen engagement platform (impact4you.eu) in which all CAPS are described to the general public.

The present deliverable is structured as follows. Chapter 1 describes in more detail the place of the two workshops within the IA4SI project lifecycle and explains the shift of focus from workshop 3 to workshop 4 due to the delay in finalizing the SAT tool as well as the CAPS project's data entries. Chapter 2 reports on the 3rd workshop, Chapter 3 on the 4th Workshop. Both chapters have the same structure: legitimization of the choice of venue, the recruitment efforts, the characteristics of the recruited audience and a report on the main outcomes. The deliverable ends with a conclusion, highlighting the main lessons learned.

1 CHAPTER 1: WORKSHOP 3 AND 4.

In order to develop, implement and disseminate gained insights from its impact assessment methodology, IA4SI has organised four workshops during its lifetime. Each workshop corresponded with an important milestone as they were moments where CAPS projects could be brought together and coordination with IA4SI activities could be stimulated as well as relevant output could be discussed and feedback gathered in order to refine, adjust or validate the points under discussion during these workshops.

Workshop 1 and workshop 2, organised in 2014, focussed respectively on validating the first version of the impact assessment methodology and on validating the citizen engagement platform (which due to feedback gathered in the workshops was renamed impact4you platform from then onwards). These workshops are discussed in D5.2 '*Report on the outputs of the 1st and 2nd workshop*', delivered to the Commission in 2014 and available on the website ia4si.eu of this project.

Workshop 3, planned in M18, and workshop 4, planned in M25, had initially the following objectives:

- Workshop 3: presenting preliminary assessment results
- Workshop 4: presenting best practices and validating policy recommendations and research roadmap.

The original planning of the workshops thus supposed a data gathering completed at the end of year 2. Its flow is presented in Figure 1.

Figure 1: Initial plan of workshops within IA4SI life cycle.

Due to the delay in finalizing the SAT as well as the data entry procedure of the CAPS projects (see D4.1 'Project assessment and aggregated domain analysis' and the forthcoming update of this deliverable in M30), this initial scheme had to be modified. Workshop 3 was reconceptualised as an opportunity at that time to meet the needs of IA4SI to help the CAPS projects with the finalisation of the data entry and provide support where necessary. The initial aim of workshop 3 was then moved to workshop 4, which was rescheduled to March 2016 (M30) in order to be able to present as much output as possible regarding assessment results, policy recommendations, best practices and the research roadmap.

As a result, IA4SI implemented the workshop flow presented in Figure2 in order to reach all the objectives of the workshop idea within the project.

Figure 2: Planned and actual workshop process in IA4SI.

The following two chapters will report in detail on the organisation, agenda, public and lessons learned in workshop 3 and 4.

2 CHAPTER 2: WORKSHOP 3 IN ROME

2.1 Venue of the workshop

The third IA4SI - workshop took place in Rome, Italy on 12th June 2015 at the offices of T6 (<http://www.t-6.it>), one of the partners of the IA4SI project consortium.

This venue was selected because of the infrastructure it has at its disposal regarding Internet connections, necessary to access the SAT via computer.

2.2 Aim and agenda of workshop

As mentioned in chapter 1, the 3rd workshop's focus was initially supposed to be the presentation of preliminary assessment results. However, as the data gathering was still in progress the IA4SI team to adapt the scope of the workshop to be able to ensure all data was gathered and the data collection could be finalised.

In addition to finalizing the data gathering, the workshop was also seen as a good opportunity to communicate to the CAPS projects the need for their input in order to improve the IA4SI Citizen Engagement platform (Impact4you platform). Hence, the workshop had three priorities, of which the two first ones were closely connected:

1. **Impact4you platform status and actions needed:** recruitment efforts thus far, media used, actions taken and planned
2. **CAPS outcomes update:** To hear from the CAPS an update on their outcomes in lieu of the upcoming content updates requested by IA4SI team for Impact4you platform
3. **Finalizing the data entry on the Self-Assessment Toolkit:** checking the data entry on the Self-Assessment Toolkit, providing support to the CAPS in completing the data, and answering any possible doubts they might have in the self-assessment process.

The following agenda was elaborated in order to meet these three aims:

Time	Topics	Presenter/facilitator
9.30 – 9.45	Welcome and introduction	Antonella Passani (t6)
9.45 – 10.30	Impact4you platform status and actions needed.	Katriina Kilpi (iMinds), Leonidas Kallipolitis (ATC)
10.30-11.30	Data gathering finalisation. One to one meetings between projects and IA4SI researchers	Antonella Passani, Alessandra Prampolini, Simona De Rosa (t6), Wim Vanobberghen(iMinds)
11.30-11.45	Coffee break	
11.45-12.30	CAPS outcomes update	CAPS participants
12.30 – 13.15	Summarizing the work done and next steps	Antonella Passani
13.15	Lunch	
14.30	End of the day	

Table 1: Program workshop 3 – Rome.

The information requested in aims 1 and 2 was covered in the morning session: the engagement efforts for the next months of the project were presented and important timelines from WP5 communicated and discussed. In this way the type of support required from the CAPS was clear to the participants. The aim of point 3 – assisting CAPS with completing the SAT - was planned afterwards and continued until the afternoon.

2.3 Participation of CAPS at workshop

Only 3 CAPS could attend the workshop where the emphasis was on the finalization of the data gathering. For this reason a round of webinars with all other CAPS projects was organised and finalised by the end of June. Due to some requests from some CAPS on the one hand and to lack of some significant data on the other hand, the data gathering was then further extended until September 2015.

The following table presents participation of the CAPS at the workshop and the subsequent webinars:

	Name	CAPS project	Presence at Workshop (X)		Name	CAPS project	Webinar (Date)
1	Donatella Fazio	Web-COSI	X	9	Francesca Bria	D-Cent	June 18th>
2	Arianna Carciotto	Web-COSI	X	10	//	Wikirate	Missing
3	Maria Grazia Calza	Web-COSI	X	11	Adrian Popescu	USEMP	June 16 th
4	Karsten.. Gareis	CAP4ACCESS	X	12	Ivan Ficano	CHEST	<June 12 th >
5	Tommaso Castelliani	SciCafe2.0	X	13	Harith Alani,	Decarbonet	June 23 rd
6	Fernando Ferri	SciCafe2.0	X	14	Arno Sharl	Decarbonet	June 23 rd
7				15	Marta Arniani	Catalyst	June 25 th
8				16	Marta Arniani	CAPS2020	June 25 th

Table 2: Participants Workshop 1 Rome.

2.4 Workshop outputs

2.4.1 Data gathering:

As we had learned from the data gathering exercise as well as getting the first versions of the CAPS project descriptions checked and confirmed by the CAPS projects, working together with the with the CAPS projects takes time. Several factors arose to why this was the case:

- The general high workload of the project personnel; hence not always having the appropriate time to complete the SAT entirely
- The still as abstract perceived aim and benefit of IA4SI leading to sometimes an estimation of the data gathering in the SAT as being of less importance than the own project tasks.
- The fact that sometimes the persons attending the first two workshops of IA4SI were not the same who were responsible for filling in the data in the self assessment tool, meaning that, the prior engagement could not be capitalized on.
- The late delivery of the SAT to the CAPS, leading to bad timing with the project own activities.
- The fact that not all CAPS projects are familiar with impact assessment and the procedures

Therefore, the 3rd workshop (and following webinars) was also welcomed by the CAPS projects to finalize the data gathering. In this way, they had support when entering data and could get an answer on every question they might have. Moreover, in this way, IA4SI is assured that the data was entered correctly and completely. This way we could also cut down one more step in the procedure of filling in the data, i.e. filling in the possible gaps.

2.4.2. Impact4you status:

In addition, as the impact4you platform entered its final stage of recruitment of the citizens, IA4SI decided to use the workshop as an opportunity to inform and communicate to the CAPS the upcoming (in September 2015) request for data updates and dissemination help to spread the news about impact4you platform. This way we ensured that the CAPS would not be caught off guard when we contacted them about the data request a few months later but would be able to promptly to react to our request.

The IA4SI team briefly presented the platform's goals; the user groups it is targeting; importance of CAPS cooperation; recruitment strategy and status; information needs from CAPS, content updates and process of these revisions and requests for CAPS to help IA4SI in the recruitment.

As IA4SI actively attends events and other face-to-face contacts in order to recruited users for the platform, the CAPS were requested to support this by:

- Connecting on social media (Facebook, Twitter) with Impact4you accounts
- By adding the banner leading to the platform on to their website to invite more traffic to the platform

- Inform IA4SI of any news pieces, articles or other dissemination that should be added to the platform as well as providing IA4SI with updates on the tools and services,
- Finally, the CAPS participants were requested to inform the IA4SI whether they would be available to be present at a workshop IA4SI was planning to organize. This workshop was planned to take place at the same time a social innovation conference was taking place in Brussels in order to save in travel costs and to catch “two birds with one stone”. In the end, 7 CAPS added the banner of Impact4you on their website under various headings, such as “Member of”, “Resources”, “About CAPS” and “Links”, while 4 did not.

2.4.3 To hear from the CAPS about their outcomes:

In order to optimize the citizen engagement activities of the IA4SI project, the IA4SI team needs to be informed about the most important aspects and updates of the project, those that the project would like to emphasize.

Therefore, the participating CAPS were asked to prepare a presentation of their most recent activities and updates to their tools that the IA4SI could then use in their work. The non-represented CAPS were also asked to prepare a few slides about the same topic and to send it to the IA4SI team to be used in the upcoming recruitment efforts (workshops, etc.). All three CAPS present at the workshop presented their project updates.

The updated descriptions from all CAPS were received starting in September and the update process was finished in October 2015.

3 CHAPTER 3: WORKSHOP 4 IN BRUSSELS

3.1 Organisation of the workshop

The fourth workshop took place in Brussels on the 1st of March 2016 at the premises of iMinds-SMIT, VUB (<http://smit.vub.ac.be/>), the project coordinator of IA4SI.

The venue was chosen as it is well connected to the European Quarter in Brussels (15 minutes with public transport) and the target audience of this workshop, were not the CAPS projects only, but also EU-policy makers and other European stakeholders in the field of Social Innovation and having an office or branch in Brussels.

3.2 Aim and agenda of the workshop

The focus of this final workshop entitled *'How can impact assessment contribute to a wider societal uptake of Digital Social Innovation?'*, was on making the audience aware on the need of making a specific impact assessment methodology suited for social innovation, explaining the rationale underpinning the developed IA4SI methodology and sharing the preliminary results of the CAPS' impact assessment. As mentioned in Chapter 1, the two priorities of this workshop were:

- **Presentation of Preliminary assessment results:** sharing with the audience the impact assessment exercise's results gained from data gathering using SAT tool
- **Policy recommendation presentation and validation:** to elaborate ways to support the uptake of digital social innovation in society.

The following agenda was developed for the workshop:

Time	Topics	Presenter/facilitator
12h30-13h30	Light lunch Regnch	
13h30- 13h45	Welcome & objectives of the day	Wim Vanobberghen (iMinds)
13h45-14h45	Introducing the IA4SI methodology	Alessandra Prampolini (t6)
14h45-15h00	Demonstration of the IA4SI-tools	Marina Klitsi (ATC)
15h00-15h30	Preliminary results of impact assessment	Alessandra Prampolini (t6)
15h30 – 16h00	Proposition of recommendations	Alessandra Prampolini (t6)
16h00-16h45	Reflection and Discussion	Alessandra Prampolini (t6)
16h45-17h00	Wrap-up and concluding remarks	Wim Vanobberghen (iMinds)

Table 3: Workshop 4 – agenda.

3.2. Participation of CAPS at Workshop

The workshop was geared towards the field of policy making and evaluating in the domain of (digital) social innovation, members of current and former CAPS projects and researchers and SI experts interested in the problematic of impact assessment for social innovation initiatives.

At the workshop, we were able to welcome representatives from all the target groups mentioned above.

	Name	Affiliation	Presence at Workshop (X)
1	Mathias Becker	CHEST CAPS project call 1	Online participation
2	Ophelie Durand	Age Europe Platform	
3	Luca Matrisimone	Office of Italian MEP Brando Benifei	
4	Alexandre Polgrave	JRC/Makingsense CAPS project call 2	
5	Gonzales Rosario	Social Economy Europe	
6	Carina Veeckman	HackAir, SavingFood (CAPS Projects call 2)	
7	Karsten Gareis	CAPS4Access (CAPS Project call 1)	
8	Antonella Noya	OECD	

Table 4: Participants workshop 4 – Brussels.

3.3 Workshop Results

In the following, the feedback received and the reflections of the audience are reported.

3.3.1 Feedback from workshop participants on methodology

The IA4SI methodology was followed with great interest. The participants were specifically interested in the reasoning around the areas of impacts, e.g. why impact on science and academia was placed under Social impact rather than having placed it by itself under the field of 'knowledge creation'.

Secondly, more clarification was asked regarding the notion of self-assessment. Why did project had to assess themselves instead of IA4SI performing the data completion itself. Isn't in this way a danger that projects might 'colour' some data in their benefit?

Thirdly, the audience stated that the value of IA4SI is not only in performing the impact assessment itself, but that it is a way to start a reflection process within the projects about their impacts and which are relevant for them to seek and monitor.

Fourthly, regarding the user base of CAPS projects themselves, clarification was asked by non-CAPS participants to what potential gaps can be in user involvement within CAPS projects. To what extent are CAPS projects targeting the usual suspects or is there a clear effort to involve also those citizens/groups/communities that are sometimes left out. From the IA4SI side, the User Data Gathering Interface was mentioned as the tool to balance caps projects self-assessments about users as it is aimed to question CAPS project users themselves about the project.

A CAPS projects participating virtually, CHEST, congratulated the IA4SI methodology for its flexibility that they were able to demonstrate. In their experience, the fact that the IA4SI methodology allowed the integration of new indicators that did not exist in the default set of indicators, made the methodology so much more useful and makes it therefore extendable to more diverse projects and their impact assessments.

All in all, the methodology was found very useful, and the representatives of the new CAPS were also convinced of the methodology's applicability to the new generation of CAPS projects.

3.3.3. Feedback on policy recommendations and research roadmap

The second part of the workshop presented initial policy recommendations and elements towards a research roadmap. As such, these were more of informative nature than really stimulating a debate. The audience therefore agreed with the basic recommendations presented and expressed a desire to be informed about the final formulation of the recommendations and research roadmap.

3.3.4 Feedback from workshop participants on citizen engagement

In addition, the activities used to engage citizens were also of interest to the participants. A concern was raised for the less digital citizens and vulnerable groups in general who would not be able to give their feedback on any of the CAPS projects for several reasons (the Impact4you platform being online and them not being able to use the computer; language barriers etc.). Though this concern was raised for all vulnerable groups who are at the risk of being further pushed to the other side of the digital divide, special attention was given for the elderly.

As a way around this, participants raised the point of the usefulness of working with already existing communities and in this way being able to guarantee to some degree that active communities can be reached.

3.4 Follow-up activities

As a follow up, IA4SI promised to send the presentations presented at the workshop to all participants who requested to have the presentations. This was done the week after the workshop (presentations + link to the CAPS sprint book Collective Awareness Platforms for Sustainability and Social Innovation: an introduction).

Secondly, due to the limited presence of CAPS and other actors that were invited for the workshop, IA4SI has decided to organise an extra workshop on 6th April at the IPTS - Joint Research Institute in Seville. In this way, we hope to spread our work and the results of CAPS impact assessment to a wider European audience. Indeed, as the IA4SI impact assessment methodology has foundational ideas that are different from some approaches used currently in the wider EC community, it is important that IA4SI's approach become a focus of debate within these circles. Organising this extra workshop is therefore a step towards this process.

Finally, an invitation to this workshop in Sevilla was also communicated to the participants.

4 CONCLUSION

This deliverable reported on the outputs of the third and fourth workshops organised by IA4SI. The workshops were organised as important milestones in the coordination of activities with CAPS projects and other social innovation actors regarding projects' objectives set for the 2nd and third year of the project:

1. Finalizing data gathering exercise for SAT; and communicating information revision and cooperation needs for Impact4you.eu
2. Presenting preliminary assessment results and validating the policy recommendations and the IA4SI research road map.

The third workshop in Rome, though with an adjusted objective, gave IA4SI the opportunity to connect with the CAPS projects and work together hands-on to finalize the data gathering exercise. In addition, this was also an opportunity for the Impact4you platform to be raised higher on the agenda, to be able to underline its importance for all CAPS and the dissemination of information of digital social information and the caps projects in particular. The adaption of the workshop objectives is a testament to the flexibility of IA4SI in keeping to its milestones but adjusting accordingly as required by the project status.

In the 4th workshop in Brussels, IA4SI presented preliminary project assessment and aggregated domain results based on the data gathered so far and a first initial set of policy recommendations and points for the research roadmap. The audience consisted of representatives of CAPS project (first and second call) and European actors, mainly commented on the methodology itself. The major issues raised revolved around the notion of self-assessment and the concern for which groups are actually targeted and involved by CAPS and how this might impact IA4SI results. On the other hand, apart from the benefit of having a specific methodology developed for the CAPS domain, the major element appreciated by the audience was the fact that such a methodology also is the start of a reflection for much projects about thinking about impacts, setting targets here and then monitor whether progress has been made towards them and consequently investigate how to change strategies. The policy recommendations and research roadmap will be further elaborated in D6.2 '*Policy recommendations and research roadmap*' and presented, together with the updated D4.1 '*Project analysis and aggregated domain analysis*'. In order to further spread the work of IA4SI and stimulate a debate about the foundational ideas on which IA4SI is grounded compared to other impact assessment methods used in the EC community, IA4SI will organise an extra workshop on 6th April 2016 regarding its work at the IPTS-JRC in Seville.

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**ANNEX I: OVERVIEW OF AREAS OF IMPACT, DIMENSIONS AND INDICATORS
DISCUSSED IN ROME**

ANNEX II: PRELIMINARY ACTION TABLE IMPACT4YOU-PLATFORM (JULY 2014)

1. Usability and design

<i>General</i>			
<i>Nr.</i>	<i>Participants' Remark</i>	<i>Proposal</i>	<i>Priority</i>
1.1	Difference between registering for forum and not-registering for voting should be clearer	Add a sentence inside the Registration form "Please note that the registration is compulsory only for the Forum".	Medium
1.2	More user support on how to use the platform (e.g. register, voting, forum options)	<ol style="list-style-type: none"> 1. Add a paragraph inside the "About" page on 'how to use the platform. 2. Make the video available through the portal. 	Medium
1.3	Notifications: necessary on certain regular time periods (monthly) about results	<ol style="list-style-type: none"> 1. Add notify me functionality in the forum 2. Add notify me functionality in the Registration form (I want to receive email notifications when new content is uploaded in the portal) 	Medium
1.4	Notifications: on activities by twitter, facebook	To be decided	Medium
1.5	The arrows below the slideshow should be placed below the boxes (Home page)	Ok/To be done (remove the arrows – add them below the big boxes)	Minor
1.6	The search box should have different colours	Ok/To be done (change the colour)	Minor
1.7	The user should know how many projects are displayed in the platform i.e. 3 to 7 (Home page)	Ok/To be done (add small photos above the large buttons)	Medium
1.8	Section Join CAPS community is not attractive, use pictures and more web 2.0 components (tag cloud)	Ok/to be done – request advice from our graphical designer	Medium
1.9	<ol style="list-style-type: none"> 1. "About" section is boring lay-out, webpage can look smaller 2. About section: images to illustrate aim of IA4SI and impact4you (like in presentation of Marina) 		
1.10	Change the sentence "Vote Now" in the Home page	OK/to be done (make it "Participate")	Medium

1.11	It should be responsive in mobile phone	Ok/to be done	Medium
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Forum			
Nr.	Participants' Remark	Proposal	Priority
1.12	Terminology of buttons is unclear: e.g. 'add new forum topic: on which level of forum does it add a comment	Add a paragraph inside the About Page – provide explanations.	Medium
1.13	Explanation of what people can do: create categories, topics, comments		
1.14	The replies of the forum do not look nice (black)	This has been fixed	Done
1.15	By opening the forum, the first line on the top is cut	Ok/To be done	Minor
1.16	Use tags or hash tags in forum and website to enable search or go quicker from particular topics to others	Ok/To be done	Minor
1.17	The fonts in the Titles of the Forum should be smaller	Ok/To be done	Minor
1.18	Possibility to create a topic in the forum needed	This has been fixed	Done

Voting mechanism			
Nr.	Participants' remark	Solution	Priority
1.19	Not clear that the bar should be moved to express a vote	<ol style="list-style-type: none"> We can use thumbs up, thumbs down – to be decided among the Consortium Solutions here will also depend upon the reshaping of the 'voting' part, which the Consortium is now figuring out and being more in line with 'express opinions' 	High
	Scale presented not clear (is 1 best or is 10 best?)		
	Voting mechanism: button is not user-friendly		
	Voting mechanism: not clear which number is assigned to the question		

	Prefer Yes or no (not bar scale)		
	If we retain the bar scale we should add indication (medium, good, excellent)		
	Bar chart is not understandable		
	I should be able to share my vote in Facebook & twitter		
	Voting mechanism: Other options besides score such as I like it very much/positive/not like or just thumbs up/down		

2. Content Quality and Management

Nr	Participants Remarks	Solution	Priority
2.1	Identify who is asking these questions (the projects or IA4SI?)	<ol style="list-style-type: none"> 1. Make questions clear and understandable; check well whether they are in line with projects aim, scope, ... 2. Project content should be organized in the same way for each project (i.e.) <ol style="list-style-type: none"> a. Title b. Logo c. Objectives d. Target e. Outputs f. Photo's/graphics/... 3. Language check by native English person 4. Highlight in about section and banner on homepage what will happen with the input from EU-citizens 5. A clear framework to order different projects (along impact area or funding) will be developed 6. Feedback on the platform will be monitored and CAPS projects will be informed about it. Updates about projects will be asked regularly so that CAPS can answer on feedback 	High
2.2	Attention to questions (native English) as clear and low level (welcoming) needed		

3. Concerns towards engagement

Nr.	Remark	Solution	Priority
3.1	Communication tool for citizens does not provide opportunity to develop 'projects' beyond feedback; one way communication from citizens to projects and CAPS	Feedback from the citizens will be analysed on regular occasions and sent to the CAPS projects;	Medium
3.2	Clearer value proposition towards why they would visit (what is the stake for them/benefit) and what would keep them interested as well as happens with the discussions and votes	Value proposition will be emphasized in the banner on homepage and in the 'about' section	High
3.3	Identify target groups more clearly in the presentation so it appeals to them when opening the platform	The EU-citizens as target will be emphasized more clearly in the banner on homepage.	High
3.4	Platform is now designed dominantly in function of voting and the participation element in the forum is just secondary. Highlighting participation can be helpful for the projects	See solutions regarding voting for usability and design and content quality and management	High
3.5	Voting mechanism: is 'voting' actually a good word? Now it is linked to competition. Rethink in light of objectives you want in regard to the projects and the Commission.	See above; we now think in direction of 'express your opinion'; see other changes relating to 'voting' in usability and design solutions	High
3.6	Be clear to have a communication tool, not as such a quality assessment tools of the proposed projects.	See remarks concerning new terminology of voting and presentation of projects content	High
3.7	Having regular updates/summaries about the output of certain discussions can be interesting towards stimulating interaction	See 3.1	Medium
3.8	To vote, in the current outline, people will have a lot of effort to do in order to know what to vote on and to give a score. Help them here or avoid this by adapting content	See solutions for content management and quality	High
3.9	Developing an app for notifications depends first on the concrete target you have in mind, for general audience might	App development will be evaluated in line of first experiences with platform and social media	Medium

	be difficult to use; therefore better work with Twitter, Facebook in order to get them to engage on the platform		
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