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# Implement

## TASK 6.3. | Evaluation

### D.6.4. Evaluation summary report of all partner countries

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# 1. Evaluation of the progress made by the pilot municipalities

The IMPLEMENT project involved in total 30 pilot municipalities (6 from each of the 5 implementing countries/regions) which were assisted by 5 National/regional eea offices that were established for this purpose. In total 233 members of energy teams from the pilot municipalities were involved in the procedures and the tasks of the project and 49 members of steering committees supervised their actions. Furthermore, 5 national/regional assessment catalogues were translated and adapted by the national/regional eea offices (one for each country/region) and the project required 30 Energy Policy Programs to be developed (one for each pilot municipality).

In all partner countries, national and regional authorities had a positive impact on the project and have offered significant support by means of sharing their expertise when adapting the eea assessment guidance to the national/regional context and by their active involvement in the National/Regional Steering Committee where they have followed the IMPLEMENT project and offered feedback and advice.

## 1.1. Evolution of the score reached by each municipality

The chart hereunder shows the evolution of the score reached by each pilot municipality between the initial energy review and the external audit.

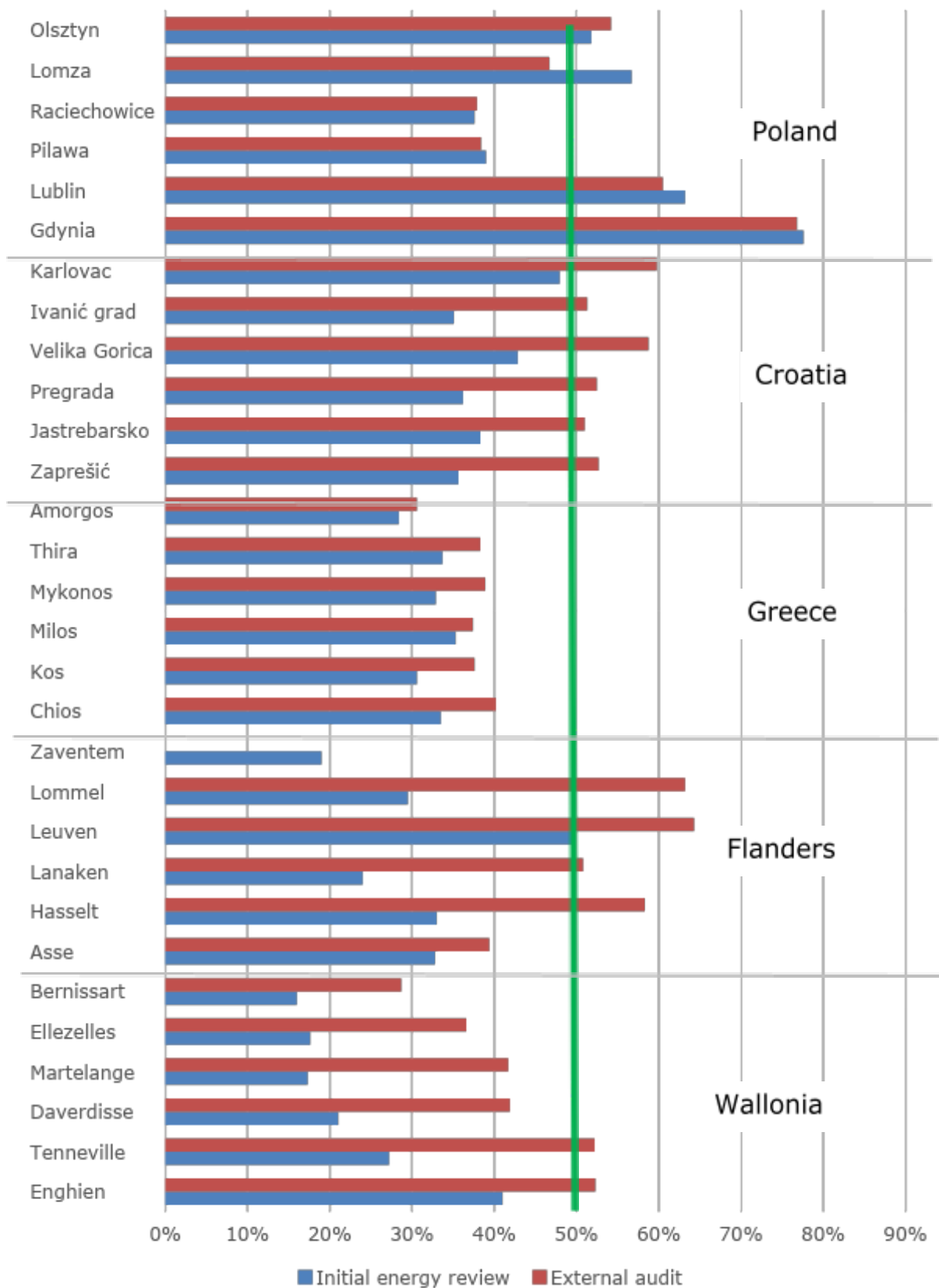
In Poland, there was no proper evolution since 3 municipalities already had a very high score at the time of the initial energy review, while the other 3 had a score already higher than most of the pilot municipalities in other countries. In the current situation, where the eea is at the pilot implementation stage, the municipalities see the eea process as additional work to be done, it is not entirely clear what benefits it will bring.

In Croatia, Flanders and Wallonia, the average improvement of the score and thus of the general quality of the EPPs developed and implemented during the project is 18%. This is mainly because partners had a very "hands on"- approach to the entire eea process from organising and participating in the Energy team meetings through the drafting of the EPPs and conduction of internal and external audits.

In Greece, the average improvement of the score is 5%. This can already be considered as an achievement considering the constraints municipalities face as island municipalities and the lack of incentive and help from the national government.

Also note that the assessment catalogue has evolved during the project with a shift in potential points and thus impact on the scores throughout the project.

## Evolution of scores reached by each municipality



## 1.2. Certified municipalities

Country	Number of certified municipalities
Croatia	6
Flanders	4
Greece	0
Poland	3
Wallonia	2
<b>Total</b>	<b>15</b>

The reasons why municipalities did not reach the minimum number of points for certification are many and vary from municipality to municipality

- With a reduced implementation time given the prolonged EPP-development time, local authorities had limited time available to make progress with implementing the agreed EPP actions within the duration of the project. Consequently, this hampered the expectations of reaching the awarding criteria (+50% eea-score) by all pilot municipalities before the end of the project.
- In Greece, the difficulty mainly lies in the constraints municipalities face as island municipalities. Furthermore, they need more funding, more incentives and active capacity building to engage with the energy transition in a fruitful and efficient manner
- Most of the Walloon pilot municipalities were selected because they already had a 2020 SEAP but had loads of difficulties implementing it, mainly because of a lack of human resources. The initial energy reviews showed a very low score for most of them. The aims of the support given throughout the project were to use the eea process to set up a 2030 SECAP and to evaluate how this process helps to enhance the overall quality of the local energy policy and ensure the SECAP is being implemented.

Moreover, in Wallonia and Flanders, partners expect most of their municipalities to get certified in the very near future (1 or 2 years).

## 1.3. Conclusions

With a 11% standard deviation, the important variability of the scores reached by municipalities at the time of the initial energy review reflects that pilot partners had different approaches when selecting the pilot municipalities, some choosing their best players when others choosing those for which a lot of efforts needed to be done and advice was a crucial need.

The low initial score of many pilot municipalities (15 out of 30 municipalities under 35%) and the shortness of the implementation phase considered here explain why only 15 municipalities managed to reach certification level at the end of the project.

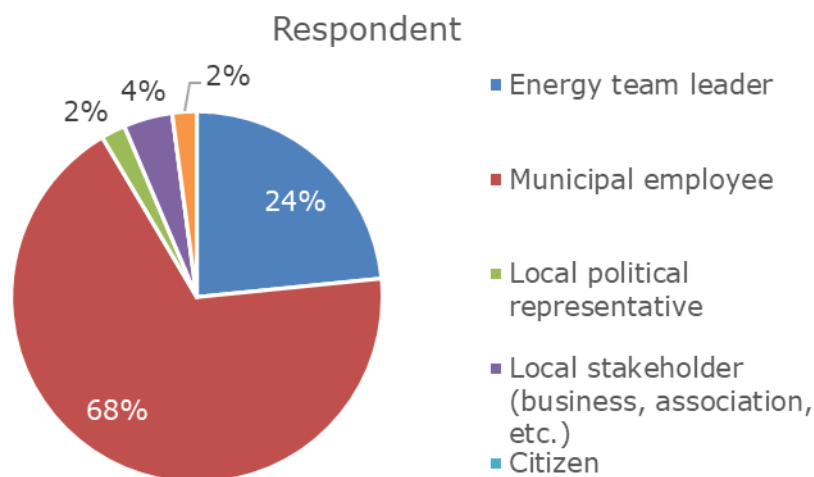
But, with a 11% average improvement of the scores reached by the 30 EPPs during the project thanks to the support of freshly trained eea advisors and guidelines freshly adapted to the national context, the eea process has proven to facilitate and improve the quality and the proper implementation of local energy policies toward high standards.

## 2. Evaluation of the pilot municipalities

Once the external audits had been carried out and their results communicated to the pilot municipalities, the members of the internal teams involved in the eea were asked to respond to a survey aimed at analysing how well the eea process and the advice had been received.

### 2.1. Respondent profile

	Croatia	Flanders	Greece	Poland	Wallonia	Total
<b>Total respondent</b>	<b>16</b>	<b>5</b>	<b>3</b>	<b>15</b>	<b>8</b>	<b>47</b>
<i>Energy team leader</i>	4	4	0	2	1	11
<i>Municipal employee</i>	12	0	3	12	5	32
<i>Local political representative</i>	0	0	0	0	1	1
<i>Local stakeholder</i>	0	0	0	1	1	2
<i>Citizen</i>	0	0	0	0	0	0
<i>Supra-local support (CoM coordinator, energy agency)</i>	0	1	0	0	0	1



## 2.2. Evaluation of the eea process

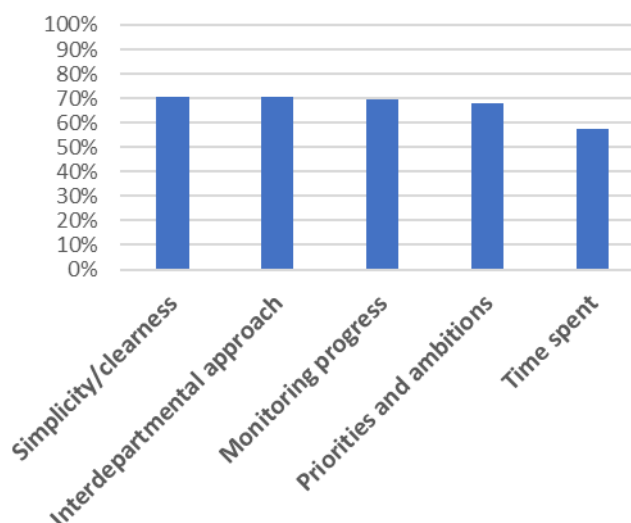
### Added value of the eea process

The added value that the eea process is expected to bring to local energy-climate policies lies mainly in its simplicity and transparency, its ability to promote a cross-cutting and therefore interdepartmental approach, and its usefulness for determining intervention priorities and monitoring the implementation of strategies. The first questions of the survey therefore aimed to assess the perception of the members of the energy teams in relation to these assets. One of the major pitfalls often pointed out by users of certification systems lies in the time-consuming aspect of the process, to the detriment of concrete action. It was therefore important to assess the users' perception of the time spent on this process.

	Satisfaction rate					
	Croatia	Flanders	Greece	Poland	Wallonia	Average
The eea process is clear and simple	72%	67%	78%	67%	75%	71%
The eea process helped us setting up the interdepartmental approach and collaboration needed to make the energy and climate policy programme successful.	77%	67%	67%	62%	79%	71%
The eea process is useful to monitor the progress in the implementation of the energy and climate policy programme.	77%	56%	67%	67%	71%	70%
The eea process is useful to determine priorities and increase ambitions	79%	56%	67%	60%	71%	68%
How do you evaluate the time spent on the eea process in relation to the results obtained?	56%	40%	67%	62%	58%	57%

eea process -satisfaction rate - details

The analysis of the results shows a satisfaction rate of about 70% for all the advantages offered by the eea process, while the satisfaction rate relating to the time devoted to the process is slightly lower (57%).



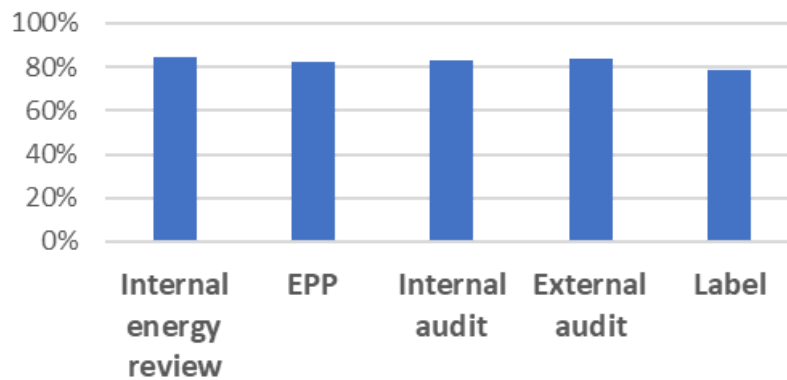
## Steps of the eea process

The eea process is punctuated by 5 successive steps, the usefulness of which was asked to the pilot municipalities.

	Satisfaction rate					
	Croatia	Flanders	Greece	Poland	Wallonia	Average
The internal energy review to check all possible measures and evaluate municipal energy policies	87%	87%	78%	80%	87%	84%
The energy policy program to plan and implement effective measures	87%	87%	78%	71%	90%	82%
The internal audit to monitor the implementation of the EPP and adapt/improve it years after years	89%	80%	78%	71%	96%	83%
The external audit giving an external point of view	89%	87%	78%	84%	71%	84%
The certification as a quality insurance of our EPP	87%	73%	78%	75%	71%	78%

With an average satisfaction rate of 82%, these results show that the members of the energy teams perceive all the steps as useful to very useful, with a particularly marked usefulness of the internal evaluation and audit steps. The certification step is the one that currently speaks the least to them. This seems normal given that it did not have an impact for them yet at the time of the survey.

### eea process - usefulness of each step





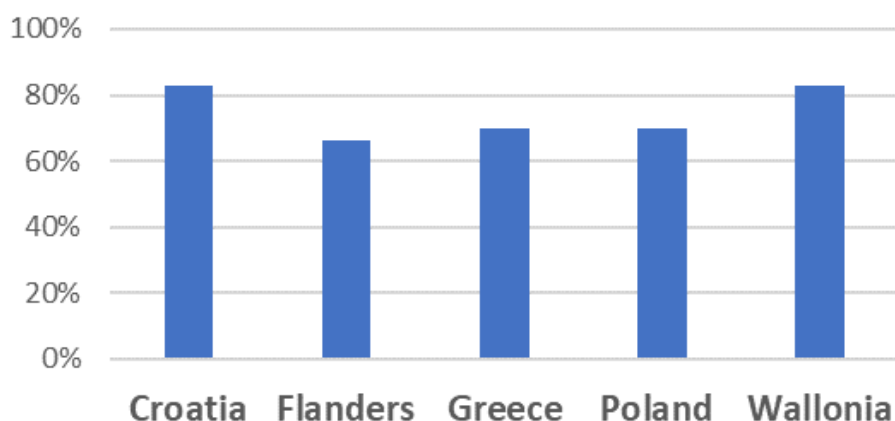
## 2.3. Evaluation of the guidance of the eea advisor

The role of the eea advisor is essential to support the municipalities through the process. The perception they have of the added value of the latter is certainly strongly influenced by the quality of the support provided. Therefore, the survey also aimed to assess this support regarding some potential contributions of the eea advisor.

	Satisfaction rate					Average
	Croatia	Flanders	Greece	Poland	Wallonia	
I trust the eea advisor for providing an independent, objective viewpoint.	87%	67%	67%	78%	87%	81%
The eea advisor paid attention to our needs	87%	67%	78%	76%	87%	81%
The eea advisor helped getting political leaders of the municipality properly involved in the process	87%	56%	78%	69%	79%	76%
The eea advisor helped breaking down internal silos, and developing a strategy that integrates across departments	79%	67%	78%	60%	67%	69%
Best-practice examples and concrete measures suggested by the eea advisor were useful.	83%	67%	78%	64%	83%	75%

The results show a high rate of satisfaction with the various potential contributions in most of the pilot countries.

**Guidance of the eea advisor - satisfaction rate in each country**

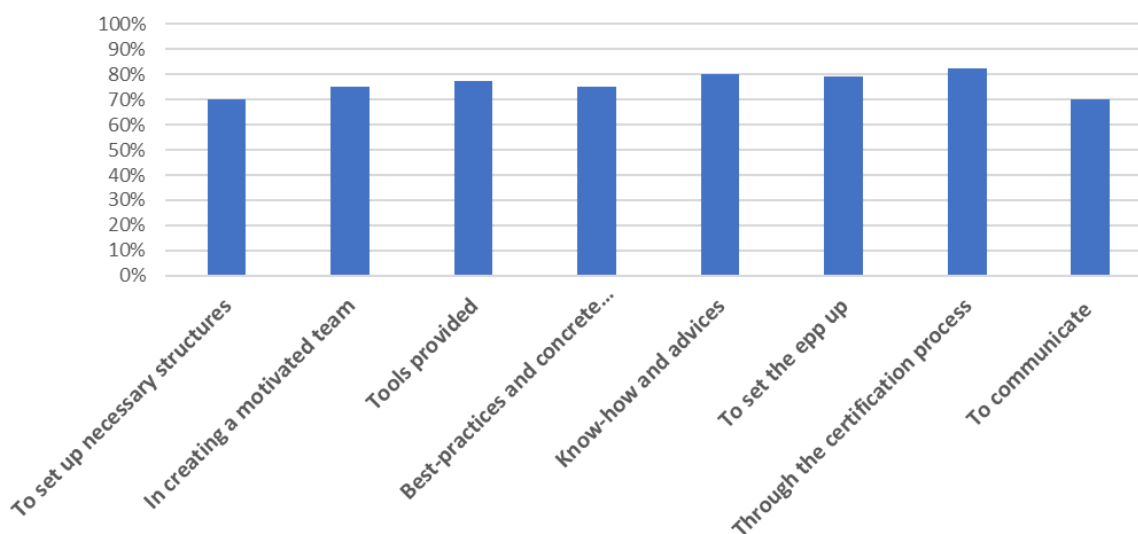


Beyond the level of satisfaction with the support provided by the eea advisor, it is important to be able to assess to what extent it was useful, and which tasks provided were the most useful.

The results below show that the support for the drafting of the EPP and the support in the certification process were the most appreciated.

	Usefulness					
	Croatia	Flanders	Greece	Poland	Wallonia	Average
Support to set up necessary structures	73%	73%	67%	64%	75%	70%
Support in creating a motivated team	81%	80%	67%	67%	79%	75%
Tools provided	81%	67%	67%	76%	83%	77%
Best-practices and concrete measures suggested	83%	67%	67%	69%	79%	75%
Know-how and advice on energy and climate matters	87%	73%	67%	71%	92%	80%
Support to set the EPP up	83%	53%	67%	78%	96%	79%
Support through the certification process	85%	73%	67%	78%	96%	82%
Support to communicate with citizens and local stakeholders	83%	53%	67%	62%	71%	70%

#### Guidance of the eea advisor - usefulness of the given support



## 2.4. Evaluation of the interest for a roll-out of the eea

The final objective of the survey was to see to what extent the pilot municipalities would recommend the roll-out of the eea in pilot countries. And the result is clear since 98% of the respondent answer "yes" to the following three questions:

- Would you like to continue working with the eea?
- Would you recommend other municipalities to work with the eea?
- Would you recommend the eea as a quality management and certification framework for local energy policy programs?

## 2.5. Conclusions

The results of the survey confirm that the eea process brings real added value to local energy-climate policies thanks to its simplicity and transparency, its ability to promote a cross-cutting and therefore interdepartmental approach, and its usefulness in determining the priorities of intervention and monitor the implementation of strategies. A point of attention must nevertheless be brought to the time required to devote to the process.

All the steps of the eea process were considered useful to very useful by the pilot municipalities, with a particularly marked usefulness for the internal evaluation and audit steps.

The role of the eea advisor is essential to support the municipalities in the process. The perception they have of the added value of the latter is therefore certainly strongly influenced by the quality of the support provided. The results show a very high rate of satisfaction with the various eea advisor contributions.

Among the tasks performed by the eea advisor, the results show that support for the drafting of the EPP and support in the certification process are the most appreciated.

Finally, the roll-out of the eea in pilot countries as a quality management framework for the energy policies is acclaimed by the respondents.

### 3. General conclusions

The running of the IMPLEMENT project involved in total 30 pilot municipalities (6 from each of the 5 implementing countries/regions) which were assisted by 5 National/regional eea offices that were established for this purpose. In total 233 members of energy teams from the pilot municipalities were involved in the procedures and the tasks of the project and 49 members of steering committees overviewed their actions. Furthermore, 5 national/regional assessment catalogues were translated and adapted by the national eea offices (one for each country/region) and the project required 30 Energy Policy Programs to be developed (one for each pilot municipality).

In all partner countries, national and regional authorities had a positive impact on the project and have offered significant support by means of sharing their expertise when adapting the eea assessment guidance to the national context and by their active involvement in the National/regional Steering Committee where they have followed the IMPLEMENT project and offered feedback and advice.

The analyses of the progress made by pilot municipalities during the project and their evaluation of the added value of the eea process show that both the eea process (especially the internal evaluation and audit steps) and the support of the eea advisor has proven to facilitate the quality assessment and improvement and the proper implementation of local energy policies toward high standards.

15 out of 30 pilot municipalities are now certified and 6 more should get certified soon.

The roll-out of the eea in pilot countries as a quality management framework for the energy policies is acclaimed by partners and pilot municipalities.

Feasibility studies and business plans developed in WP5, and dissemination activities led in WP7 should help this roll-out soon.