



INTERact

Sharing Expertise



Annual Implementation Report 2011

INTERACT II

Good Governance of Territorial Cooperation Programmes

Operational Programme

under the “*European Territorial Cooperation*” Objective
based on Article 6 pt. 3 lit. b of Regulation (EC) No. 1080/2006
of the European Parliament and the Council

Programme No. CCI 2007 CB163 PO 015.

Contents

Identification	03
1. Executive summary	04
2. Overview of the Implementation of the Operational Programme	07
2.1 Achievement and analysis of the progress	07
2.1.1 Information on the physical progress of the Operational Programme	07
2.1.2 Financial information	10
2.1.3 Information about the breakdown of use of the Funds	12
2.1.4 Assistance by target groups	13
2.1.5 Assistance repaid or re-used	13
2.1.6 Qualitative analysis	13
2.1.7 Audit activities	14
2.2 Information about compliance with Community law	18
2.3 Significant problems encountered and measures taken to overcome them	18
2.4 Changes in the context of the operational Programme implementation	18
2.5 Substantial modification under Article 57 of Regulation (EC) No 1083/2006	18
2.6 Complementarity with other instruments	18
2.7 Monitoring arrangements	21
2.8. National performance reserve	21
3. Implementation by priority	22
Organisational situation	22
Coordination	23
3.1 Priority 1: Service Development and Delivery	24
3.1.1.1 Financial Management	24
3.1.1.2 Programme Management	29
3.1.1.3 Strategy and Development	34
3.1.1.4. Quality- and Knowledge Management	37
3.1.2 Qualitative Analysis	40
3.1.3 Significant problems encountered and measures taken to overcome them	42
4. Technical Assistance	43
4.1 Explanation of use made of technical assistance	43
4.2 Percentage of the amount of the Structural Funds contribution allocated to the operational Programme spent under technical assistance	45
5. Information and publicity.....	47
5.1 The INTERACT II Programme's Communication Strategy	47
5.1.1 The INTERACT II Communication Activities	47
5.1.2 The INTERACT Points specific activities	54
5.2 Indicators of information and publicity	56
5.3 Assessing the results of the information and Publicity measures in terms of visibility	58
5.3.1 Some statistics	58
Annexes	60

Identification

OPERATIONAL PROGRAMME
Objective concerned: Territorial Cooperation
Eligible area concerned: Article 6 pt. 3 lit. b of Regulation 1080/2006 of the European Parliament and the Council (the territory of the 27 European Union Member States plus Norway and Switzerland)
Programming period: 2007-2013
Programme number (CCI No): CCI 2007 CB163 PO 015
Programme title: INTERACT II
ANNUAL IMPLEMENTATION REPORT
Reporting year: 2011
Date of approval of the annual report by the monitoring committee:

Glossary

AA	Audit Authority	EUSDR	EU Strategy for the Danube Region
BSGR	Bratislava Self Governing region	FEI	Financial Engineering Instrument
CA	Certifying Authority	FLC	First Level Control
CBC	Cross Border Cooperation	FTE	Full-Time Equivalent
CMS	Content Management System	IP	INTERACT Point
ComG	Communication Group	IPA	Instrument for Pre-Accession Assistance
CoR	Committee of the Regions	IS	INTERACT Secretariat
CooG	Coordinators Group	JAWP	Joint Annual Work Plan
DG	Directorate General	JTS	Joint Technical Secretariat
EC	European Commission	MA	Managing Authority
EGTC	European Grouping of Territorial Cooperation	MAWP	Multi Annual Work Programme
EIF	European Investment Fund	MC	Monitoring Committee
ENI	European Neighbourhood Instrument	MS	Member States
ENPI	European Neighbourhood Policy Instrument	MTE	Mid-Term Evaluation
ERDF	European Regional Development Fund	OLAF	European Anti-Fraud Office
ERT	Event Registration Tool	OoG	Office of the Government
ETC	European Territorial Cooperation	OP	Operational Programme
EUSBSR	EU Strategy for the Baltic Sea Region	RfP	Request for Payment
		SME	Small- and Medium-sized Enterprises

1. Executive summary

In 2011 the INTERACT Programme contributed to the achievements of INTERACT II objectives described in the Multi Annual Work Programme (MAWP) by focusing on objectives in line with those identified in the previous years and with additional attention on strategic issues and on the positioning in the future of ETC. Specific activities have been implemented according to the Joint Annual Work Plan (JAWP) approved by the 6th MC Meeting in Valencia (November 2010).

As it was in the previous years, the JAWP was based on a comprehensive needs assessment of the programmes' stakeholders and target groups. Besides a constant process of identification of needs and demands, from different target groups, the INTERACT Secretariat (IS) in cooperation with the INTERACT Points (IPs), launched a centralised analysis of needs via an on-line application software survey. The key activities related to each one of the IPs were identified in the relevant JAWP documents on the basis of the results of the needs assessment in the specific zone.

Besides the needs assessment exercise and the specific requests received by our stakeholders, INTERACT activities were influenced by the publication of the Cohesion Report in November 2010 and the proposal of the legislative package for the Common Strategic Framework Funds in October 2011.

The main themes for 2011 comprised the support that INTERACT provided in programme/project management, Macro-regions and strategic initiatives, thematic focuses and capitalisation, and the future of ETC.

Cooperation with the Interregional and Networking programmes focused primarily on thematic priorities, innovation and communication activities being identified as the most relevant themes for 2011. Special emphasis took place in the coordination with INTERREG IVC, especially when implementing capitalisation activities and highlighting the complementary approach of the two programmes. Cooperation with ESPON was further developed on the integration of data and maps in KEEP in view of the possibility of generating maps on selected themes combining thematic project priorities with economic, social and environmental indicators related to the same themes.

In 2011 INTERACT II has continued its support to the implementation of the European Union macro-regional strategies for the Baltic Sea Region (EUSBSR) and for the Danube Region (EUSDR). Together with the key stakeholders, i.e. coordinators of the macro-regional strategies priorities and national coordinators, INTERACT Point Turku and Vienna further elaborated on the role and tasks of the involved institutions, on coordination with ETC programmes and beyond, as well as on information and communication. INTERACT II also addressed the macro-regional strategies in a workshop during the Open Days in Brussels in October.

In relation to cooperation in Objectives 1 and 2, intensive work has been carried out in 2011. In particular, a pilot activity to gather all existing practice has been implemented and consisted on a series of activities: seminars, exchange, research work, a publication and a workshop at the Open Days.

The cooperation with the ENPI CBC programmes further developed especially through intensified exchange between the INTERACT Programme and the INTERACT ENPI project.

The cross-border cooperation between Member States and IPA beneficiary countries remained a focus of INTERACT II. Like in the previous years they were mainly integrated in the regular joint activities of all INTERACT Points.

In 2011 the INTERACT Points followed up on the requests by the target groups about current development in the Territorial Cooperation context: they increased their focus on very specific management issues (financial management difficulties, evaluation, communication) and at the same time on the strategic concerns of cooperation programmes

(macro-regional strategies, future of ETC, synergies among programmes, capitalisation work). For these core activities, it has to be noted that more and more efforts have been made by the INTERACT Points to coordinate and offer a joint service portfolio to the target groups. In relation to the future of ETC, INTERACT provided an opportunity to ETC stakeholders to suggest improvements of management arrangements, both before and after the draft legal package was issued. In parallel, many efforts are devoted to develop simplification and harmonization arrangements together with and for the benefit of ETC programme stakeholders. Templates and shared approach were discussed in specific working groups established with programme experts.

Besides that, INTERACT provided also thematic support to programmes: On different cooperation themes, such as fire risk, maritime safety, smart and sustainable growth and energy, experiences, good practices and recommendations were discussed and collected with the programme stakeholders. INTERACT continued working in Knowledge management (KEEP), communication activities, quality assurance, external networking and programme management.

In Umeå meeting June 2010 the INTERACT II NCPs expressed their wish to have more information on the programming processes in other Member States. This wish was followed up in later NCP meetings in 2011 and by organizing two specific workshops for National Authorities responsible for programming ETC. The need for information exchange evolves with the processes connected to the developments in European strategies' implementation and approvals of regulatory framework for next financial perspective. INTERACT will continue to support this exchange in consultation with the NCPs.

In the year 2011 the coordination of the programme activities was carried out in compliance with the management system that, as described in the OP, includes the INTERACT Secretariat, the Managing Authority and the INTERACT Points. As for the Coordination of work plan implementation, the working groups that were developed by INTERACT according to the MAWP also met in 2011, aiming at best coordination of activities among the INTERACT Points, INTERACT Secretariat and MA. The meetings of these groups took place also within the framework of three INTERACT team meetings.

As part of external knowledge management activities, the KEEP system was further developed during 2011 as a result of intensive background work already started in late 2010. In particular, the search and statistics functionalities were developed and a new home page in the KEEP website was made available with a more user-friendly structure. The completion of the KEEP database is expected for 2012.

Following a wish expressed by ETC programmes to establish joint communication for the benefit of ETC as a whole and also on the basis of the results of the communication assessment of INTERACT, the programme initiated a pilot action on joint ETC communication. The ETC interested programmes were involved by INTERACT in an advisory group that suggested the idea of organising a European Cooperation day (to be implemented in 2012).

Three Newsletters and three newsflashes have been issued in 2011 and four promotional videos were produced to disseminate KEEP within the ETC community. The INTERACT internal communication system and tools have been further developed and updated and the programme's IT management system is being constantly improved and made more user-friendly.

New website sections, new features and tools have been added, enriched and/or reorganised throughout the year 2011 to upgrade the website content-wise and technically-wise, and to better adapt it to the needs of the Territorial Cooperation Community.

Quality assurance for INTERACT II has been identified as a system of evaluation and monitoring to ensure that INTERACT II products and services as well as processes enable the programme to achieve its objectives. To support this approach, INTERACT II has set up Standards and Guidelines for INTERACT Quality Management in 2011 that provide a common frame of reference and agreement on quality management within the INTERACT Programme.

Some general statistics of the qualitative and quantitative analysis were carried out in relation to the activities implemented by INTERACT Points in 2011 and the analysis of the evaluation forms submitted by the INTERACT Points to the INTERACT Secretariat.

2. Overview of the Implementation of the Operational Programme

2.1 Achievement and analysis of the progress

Most of the interventions foreseen in the OP were covered in 2011 and are shown in the indicators table in the chapter 2.1.1. For more comprehensive information on the contents, see section 3.1.1. onwards.

2.1.1 Information on the physical progress of the Operational Programme

Quantifiable indicators only have been defined at priority levels (for details see chapter 3) and no quantifiable indicators have been mentioned at programme level in the OP itself.

Table No 1: Information on the physical progress of the operational programme level

INDICATORS		2007	2008	2009	2010	2011	2012	2013	2014	2015	Total
KNOWLEDGE BASE											
Indicator 1: Studies	Achievement	0	1	0	0	10	0	0	0	0	11
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	24
Indicator 2: Surveys	Achievement	0	0	5	2	1	0	0	0	0	8
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	48
Indicator 3: Material sets	Achievement	0	10	58	17	77	0	0	0	0	162
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	360
Indicator 4: Web resources	Achievement	0	3	0	0	0	0	0	0	0	3
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	9
Indicator 5: General Information services	Achievement	0	207	179	253	45	0	0	0	0	684
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,800
Indicator 6: Technical dossiers on good governance	Achievement	0	0	1	0	35	0	0	0	0	36
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12
TOOLS											
Indicator 7: Refined and updated tools	Achievement	0	0	4	0	3	0	0	0	0	7
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30
Indicator 8: New tools developed	Achievement	0	1	7	0	2	0	0	0	0	10
	Target Baseline	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30

INDICATORS		2007	2008	2009	2010	2011	2012	2013	2014	2015	Total
NETWORK COORDINATION											
Indicator 9: Two tier network set-up and coordination	Achievement Target Baseline	0 N/A N/A	2 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	2 1
Indicator 10: Enhancement and maintenance of external networking	Achievement Target Baseline	0 N/A N/A	0 N/A N/A	5 N/A N/A	1 N/A N/A	51 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	57 12
EXCHANGE AND TRANSFER											
Indicator 11: Seminars and workshops	Achievement Target Baseline	0 N/A N/A	21 N/A N/A	49 N/A N/A	48 N/A N/A	43 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	161 240
Indicator 12: E-Workshops	Achievement Target Baseline	0 N/A N/A	1 N/A N/A	1 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	2 14
Indicator 13: Advisory services	Achievement Target Baseline	0 N/A N/A	18 N/A N/A	67 N/A N/A	16 N/A N/A	47 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	148 180
Indicator 14: Thematic networks	Achievement Target Baseline	0 N/A N/A	8 N/A N/A	9 N/A N/A	20 N/A N/A	15 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	52 24
Indicator 15: Framework for laboratory groups and pilot networks	Achievement Target Baseline	0 N/A N/A	8 N/A N/A	3 N/A N/A	2 N/A N/A	16 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	29 12
Indicator 16: Conferences	Achievement Target Baseline	0 N/A N/A	3 N/A N/A	4 N/A N/A	1 N/A N/A	2 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	10 10
DISSEMINATION AND PUBLICITY											
Indicator 17: Web Portal	Achievement Target Baseline	0 N/A N/A	1 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	1 1
Indicator 18: Newsletter	Achievement Target Baseline	0 N/A N/A	1 N/A N/A	4 N/A N/A	3 N/A N/A	3 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	11 24
Indicator 19: Promotional activities	Achievement Target Baseline	0 N/A N/A	21 N/A N/A	28 N/A N/A	30 N/A N/A	38 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	117 500

INDICATORS		2007	2008	2009	2010	2011	2012	2013	2014	2015	Total
QUALITY MANAGEMENT											
Indicator 20: CooG and other permanent work groups set up and meeting reg.	Achievement Target Baseline	0 N/A N/A	8 N/A N/A	5 N/A N/A	14 N/A N/A	15 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	42 24
Indicator 21: Quality Assurance Manager employed	Achievement Target Baseline	0 N/A N/A	1 N/A N/A	1 N/A N/A	1 N/A N/A	1 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	1 1
Indicator 22: Manuals describing standardised core processes	Achievement Target Baseline	0 N/A N/A	0 N/A N/A	1 N/A N/A	0 N/A N/A	2 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	3 4
Indicator 23: A certification scheme for contributors (thematic or pilot networks)	Achievement Target Baseline	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 1
Indicator 24: Staff trainings	Achievement Target Baseline	0 N/A N/A	1 N/A N/A	0 N/A N/A	1 N/A N/A	1 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	3 6
Indicator 25: Focus groups with stakeholders	Achievement Target Baseline	0 N/A N/A	0 N/A N/A	0 N/A N/A	1 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	1 6
TECHNICAL ASSISTANCE											
Indicator 26: All units of the managing system set up	Achievement Target Baseline	0 N/A N/A	5 5 N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	5 5
Indicator 27: Key committees meeting regularly	Achievement Target Baseline	0 N/A N/A	2 N/A N/A	2 N/A N/A	2 N/A N/A	2 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	8 18
Indicator 28: Programme documents delivered in time	Achievement Target Baseline	0 N/A N/A	3 N/A N/A	0 N/A N/A	1 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	4 8
Indicator 29: Strategies and reports approved	Achievement Target Baseline	0 N/A N/A	1 N/A N/A	2 N/A N/A	0 N/A N/A	2 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	0 N/A N/A	5 7

2.1.2 Financial information

Thirty Request for Payments (RfP) were submitted by the MA to the CA in the period from 01.01.2011 to 31.12.2011 amounting to EUR 4,246,155.87, thereof EUR 3,609,232.51 from ERDF and EUR 636,923.36 of national contribution. Out of 33 verified RfPs on CA level (3 RfP were submitted in 2010 already) 31 RfPs were approved in full amount and 2 RfPs were rejected.

Since the beginning of the program until 31.12.2011, 66 interim RfPs were submitted to CA in the amount of EUR 10,354,802.18 (EUR 8,801,581.91 ERDF contribution, EUR 1,553,220.27 national contribution). 60 RfPs were approved in the amount of EUR 9,700,813.92 or in the decreased amount EUR 197,768.01 (4 RfPs). Out of the 66 RfPs submitted, 57 RfPs were paid out to the beneficiaries (total amount EUR 9,335,064.37) and 3 RfPs were the clearance of advance payment. Six RfPs have been rejected by the CA amounting to EUR 456,220.25.

The total approved RfPs until 31.12.2011 represent EUR 9,700,813.92 (thereof EUR 8,245,691.88 ERDF, EUR 1,455,122.04 national contribution). For the detailed overview of interim RfPs submitted to CA until 31.12.2011 see table No 1 in Annex 1.

Payment Claims to the EC and received payments from EC

During 2011, four Payment Claims have been sent by the CA to the EC, amounting to EUR 4,612,448.33 and EC sent three interim payments to the CA amounting to EUR 3,671,547.03. The overview of all EC payment claims is included in table No 2 in Annex 1 and EC payments are shown in table No 3 in Annex 1.

N+3

Declared expenditure to the EC has reached 26.01% of the commitment 2007-2013 by 31.12.2011.

By submitting payment claims to the EC amounting to EUR 7,843,102.00 CA has fulfilled the rule n+3 to the adjusted commitment of 2008 in 100% by 31.12.2011.

Fulfilment of N+3 ruler towards EC to the adjusted commitment of 2009 is 100% and to the adjusted commitment 2010 is 32.07%.

Estimation of Expected Expenditures

Estimation of expected expenditures for 2011 for OP INTERACT II was sent to the Commission in accordance with the deadline in April 2011, amounted to EUR 3,478,000. The updated estimation in the amount of EUR 4,700,000 was sent by CA to the Commission in August 2011. By receiving three interim payments from the Commission in 2011 amounting to EUR 3,671,547.03 was the updated estimation of expected expenditures fulfilled at the level of 78.12%.

Table No 2: Comparison of the actual and the estimated expenditures from 1 January 2011 to 31 December 2011 (in EUR).

INTERACT II			
Estimation of expected expenditure sent to EC by 30.04.2011 for the year 2011	Actual spending (payment claims sent to EC for the year 2011)	Deviation (estimated expenditure - actual spending)	Fulfilment of the estimation of expected expenses in 2011 (%)
3,478,000.00	2,425,454.66	1,052,545.34	69.74%

INTERACT II			
Updated estimation of expected expenditure sent to EC by 25.08.2011 for the year 2011	Actual spending (payment claims sent to EC for the year 2011)	Deviation (estimated expenditure - actual spending)	Fulfilment of the estimation of expected expenses in 2011 (%)
4,700,000.00	3,671,547.03	1,028,452.97	78.12%

Data source: CA

Certification verification

Certification verification was performed within 4 requests for payment out of 30 submitted to CA in the period 01.01.2011- 31.12.2011. The verifying sample represents the amount of EUR 61,814.98, which met 1.38% of the submitted requests for payment, and 63.40% of the verified requests for payment.

Ineligible expenditures within the submitted requests for payments were initially identified in amount of EUR 164.95, which is 0.27% of the verified sample. These expenditures were confirmed as ineligible.

No irregularities were identified at CA level, no report of identified irregularity has been elaborated either. CA has sent neither an motion for performing governmental audit, nor an motion to to the Office of the public procurement in 2011.

During the certification verification of the requests for payment, following findings were identified:

Ineligible expenditure:

1. The date on the documents proving the use of transport means during the mission were out of the scope of the actual date of the mission
Improper application of procedures, lack of procedures, deficiencies in the outputs of MA:
2. Insufficient performance of administrative control of the requests for payments with regard to the ineligible expenditure;
3. Absence of mission reports, which are according to the Methodological guideline for first level control

and beneficiaries obligatory part of supporting documentation in the requests for payment

Non submission of information and documentation to CA:

4. Insufficient following of the programme documents with regard to the archiving of documents within the operational programme

Others:

5. The scope of the documents submitted during certification verification in contradiction with the Internal Manual of Procedures.

By 31.12.2011, the finding No 5 is considered to be open, all other findings are closed, MA took appropriate remedial measures accepted by CA.

Irregularities

During the period 01.01.2011-31.12.2011 MA reported to CA as follows:

1. Irregularities with financial impact

In the reporting period, CA has been reported about 12 reports on identified irregularities, which relate to financial corrections concerning the breach of rules and procedures in public procurement for:

- Staff expenditure MA/IS - 5% correction;
- Staff expenditure MA - 100% correction;
- flight tickets purchased by the company ETN - 10% correction;
- ineligible expenditure detected during the governmental audit A407, K2612

Table No 3: Overview of reported irregularities to CA by 31 December 2011

	Priority axis	Number of irregularities	Irregularities (in EUR)	
			Total	EU source
Managing Authority	1	1	262,061.75	222,752.49
	2	3	5,391.81	4,583.04
INTERACT Secretariat	1	6	45,057.31	38,298.71
	2	2	4,115.31	3,498.01
TOTAL		12	316,626.18	269,132.25

Data source: CA

2. System irregularities

No system irregularities were reported to CA in the reporting period.

2.1.3 Information about the breakdown of use of the Funds

Spending of the Community funds (taking into account the irregularities declared in the payment claims submitted to EC) by 31.12.2011 amounting to EUR 8,223,873.95 represents 100% of the 2008 and 2009 commitment. The 2010 commitment is on the level of 39.23%. The overall spending for the period 2007-2013 has reached 27.27%. For detailed overview, see Annex 1, table No 4.

Table No 4: Cumulative breakdown of allocations of the Community contribution by category

COMBINATION OF CODES OF DIMENSION 1 TO 5					
Code Dimension 1 PRIORITY THEME	Code Dimension 2 FORM OF FINANCE	Code Dimension 3 TERRITORY	Code Dimension 4 ECONOMIC ACTIVITY	Code Dimension 5 LOCATION	Amount EUR
81	01	00	00	Transnational	28,345,020.00
85				Interregional	1,809,257.00
				Cross-border	
				Total	30,154,277.00

Data source: MA

Table No 5: Indicative breakdown of the Community contribution by category in the operational programme

Dimension 1 PRIORITY THEME		Dimension 2 FORM OF FINANCE		Dimension 3 LOCATION	
Code	Amount EUR	Code	Amount EUR	Code	Amount EUR
81	28,345,020.00	01	30,154,277.00	Transnational	30,154,277.00
85	1,809,257.00			Interregional	
				Cross-border	
Total	30,154,277.00	Total	30,154,277.00	Total	30,154,277.00

Data source: MA

2.1.4 Assistance by target groups

All programme actions have been targeted to the groups outlined in the Operational Programme such as institutions and bodies set up around Europe to manage Territorial Cooperation programmes, above all Managing Authorities and Joint Technical Secretariats as well as Monitoring Committees, National Contact Persons, Certifying Authorities and Audit Authorities, First Level Control bodies, Stakeholders backing Territorial Cooperation programmes, as well as with reference to the IPA CBC programmes implementing bodies of these programmes.

No breakdown per target group is available.

In addition to that, following the results of the assessment on INTERACT communication activities (conducted in April 2011) the programme has intensified actions targeted to the wider ETC community. In this sense, specific communication action was specifically aimed at increasing awareness on the added value of ETC.

2.1.5 Assistance repaid or re-used

CA paid advance payments to all beneficiaries in the total amount of EUR 3,794,515.00, thereof ERDF EUR 3,225,337.75 and national contribution amounting to EUR 569,177.25.

The request for third advance payment tranche was submitted by the Managing Authority due to the financial problems of MA and IS during the meeting of MA, IS and CA on 23.04.2010. The payment of the third tranche of advance payment to MA and IS was based on the request of the Commission and on the endangerment the programme implementation and was paid in the amount of EUR 340,000.00 on 20.05.2010.

Beneficiaries MA, IS and CA have submitted the clearance requests for payment in the total amount of EUR 365,749.55, which represents 9.64% of the advance payments. CA has cleared the advance payment in the full amount of EUR 44,560.00, representing 100%; IS submitted clearance RfP amounting to EUR 270,938.73, repre-

senting 26.32% and MA submitted clearance RfP in the amount of EUR 50,250.82, representing 10.26%.

No modification as referred to in Art. 57 occurred in 2011, concerning the financial correction as referred to in Art. 98(2) of Reg. (EC) No 1083/2006, 9 irregularities were reported by MA in the total amount of EUR 316,626.18 in 2011, for detailed information see chapter 2.1.2. The irregularities were identified at the level of MA and IS.

2.1.6 Qualitative analysis

The reporting period can be considered as the year of the stabilisation of the programme. The contractual situation of the INTERACT Secretariat staff was fully solved, agreement on the irregularity concerning MA and IS contracts was found, the indicative list of activities performed by MA and reported under priority axis 1 was agreed as well.

MA has updated Methodological Guideline for first level control and beneficiaries (version 3.0), issued the version 1 of the Methodological Guideline on irregularities and version 1 of the Methodological Guideline on archiving and account. The aim of the BSGR for the year 2011, the management stabilisation and adoption of measures enabling sound management of the programme, has been fulfilled.

Beneficiaries submitted 34 requests for payment throughout the year. RfPs were processed by MA fluently and the administrative control was carried out within given deadlines.

The core activities of the programme have been successfully implemented and products and services delivered to the target groups. They were based on a stakeholder analysis conducted in the summer 2010 and included in the annual work plan. Due to the nature of the programme, where flexibility is a must, some activities have been adapted to urgent needs of the stakeholders, expressed throughout the year 2011. The satisfaction rate of the users of INTERACT products and services is overall very high, for qualitative analysis of the service delivery see more under chapter 3.1.2.

2.1.7 Audit activities

2.1.7.1 System audits in 2011

During the year 2011 one system audit has been finalized for INTERACT II Programme. The main objective of the government audit No. A352, in compliance with the approved Audit Strategy for the INTERACT Programme, was to:

- verify the setup and the efficiency of the management and control systems of the Certifying Authority (Ministry of Finance of the Slovak Republic),
- follow up on the measures taken to remedy findings from the previous system audit (No. A350) concerning the Managing Authority and the INTERACT Secretariat (Bratislava Self Governing region).

Certifying Authority

All key elements and competences within the implementation structure of OP INTERACT II at the level of the Certifying Authority have been verified by the Government audit No. A352. By doing this, the Audit Authority finalized the verification of all key elements of the management and control systems of OP INTERACT II and further system audits will verify key elements and areas based only on the risk assessment as described in the Audit Strategy.

Based on the results of the audit, the auditors consider the management and control systems on the level of the Certifying Authority to be functional and effective, with only minor improvements needed concerning major findings summarized in the following table:

Table No 6: Findings of the governmental audit A352

No. in the audit report	Finding	Materiality	Nature
3.	Data from the certification process and the Internal Manual of procedures do not include the identity and location of bodies holding the supporting documents relating to expenditure and audits, and so lack an adequate audit trail for each Request for payment.	Low	System deficiency

Data source: AA

Additional findings with no impact on the management and control systems have been identified, which led to audit recommendations aimed on the improvement of processes in order to comply with the legal framework and to meet good practice in the following areas: update of the Internal Manual of procedures based on changes in legal framework and failure to meet the deadlines set for processing of Requests for Payment.

Based on the aforementioned facts the auditors declared the management and control system of the Certifying Authority as functional, and implementation of only minor improvements as necessary.

Follow up on the System audit No. A350

Government audit No. A350 performed in the 1st half of 2010 identified a total of 24 findings on the level of the Managing Authority and the INTERACT Secretariat. The verification of measures taken by the audited bodies proved 12 recommendations of the Audit Authority to be completely fulfilled, 5 to be partially fulfilled, 6 to be unfulfilled and one finding lost its justification. Verification of key elements and competences within the implementation structure of OP INTERACT II showed, that the management and control systems are functional, however improvements are needed especially concerning major findings summarized in the following table:

Table No 7: Findings of the governmental audit A350

No. in the audit report	Finding	Materiality	Nature
3.	The Managing Authority does not perform and annually update a risk analysis and also does not perform on-spot checks. The Managing Authority should at least once verify that the respective controllers perform on-spot checks on a sample based on a risk analysis or by verifying 100% in compliance with Art. 13 of the Commission Regulation (EC) No. 1828/2006.	Medium	System deficiency
4.	According to the Art.19, point 1) of the Commission Regulation (EC) No. 1828/2006 the Managing Authority shall ensure that a record is available of the identity and location of bodies holding the supporting documents relating to expenditure and audits, which includes all documents required for an adequate audit trail. Such record is not available. Furthermore, the level of detail and structure of the audit trail varies among the individual INTERACT Points, since there is no specific requirement on audit trail set by the Managing Authority.	Medium	System deficiency
5.	The INTERACT monitoring system still misses functionalities according to Annex No. 3 of the Commission Regulation (EC) No. 1828/2006 i.e.: filters based on various criteria, irregularity management, on-spot checks management, a user guide, access for the Audit Authority.	Medium	System deficiency
6.	The Internal Manual of procedures version 2.0 does not include preventive and remedy processes in the case of a system error occurrence.	Medium	System deficiency
7.	Concerning processes on the level of INTERACT Points such as: definition of responsibilities, irregularity reporting or first level control; the MA elaborated a Methodological guidance note for the first level controllers and beneficiaries version 2.0, which partially describes only some of the processes, but so far no complete guidance has been provided.	Medium	System deficiency

Data source: AA

Additional findings with no impact on the management and control systems have been identified, which led to audit recommendations aimed on the improvement of processes in order to comply with the legal framework and to meet good practice in the following areas: update of the audit trail, document archiving, emergency plans for accounting systems, irregularity prevention and meeting the deadlines set for submitting Requests for payment Claims from the INTERACT Points.

Based on the aforementioned facts the auditors declared the management and control system for the Managing Authority and the INTERACT Secretariat as functional, however implementation of some improvements is necessary. Recommendations based on identified findings have been adopted by the audited bodies, resulting into implementation of measures in order to remove these findings. A report on these measures was sent to the Audit Authority on the 01.06.2011 and the verification of their sufficiency will be subject to a following system audit.

2.1.7.2 Audits of operations in 2011

On 18.03.2011 a meeting of the Group of Auditors took place at the Ministry of Finance of the Slovak Republic, resulting into the decision to use the capacities of the members of the Group of Auditors instead of the planned external company for chosen types of audit. Main documents concerning audit work have been updated in accordance with this decision (Audit Strategy, Rules of Procedures) and a common methodology has been elaborated by the Audit Authority including checklists and report templates. New Terms of Reference for externalization of some audit activities have been prepared by the Audit Authority and have been approved by Group of Auditors.

As a result of this decision, it was necessary to draw a new sample of operations to be audited and postpone the beginning of the performance of audit of operations to the 2nd half of 2011. Auditors of the Audit Authority started the Government audits No. A407 on 07.08.2011 and No. A422 on 12.10.2011 and they verified the eligibility of declared expenditure based on a sample of 4 Requests for payment in the following structure:

Table No 8a: Sample of operations audited in 2011 within Government Audit No. A407

Request for payment code	Beneficiary	Total value of the Request for payment	Total value of the project
09/IS/1-IP1	INTERACT Secretariat	EUR 139,517.39	EUR 7,230,605.00
09/IS/1-IP2	INTERACT Secretariat	EUR 170,282.52	EUR 7,230,605.00
10/MA/2-IP2	Managing Authority	EUR 6,509.45	EUR 1,403,541.00

Data source: AA

Table No 8b: Sample of operations audited in 2011 within Government Audit No. A422

Request for payment code	Beneficiary	Total value of the Request for payment	Total value of the project
09/CA/2-IP1	Certifying Authority	EUR 74,715.45	EUR 287,977.00

Data source: AA

Details concerning the amount of expenditure verified as a sample of expenditure declared to the European

Commission in the course of 2011 are briefly summarized in the following table:

Table No 9: Sample of expenditure declared to EC in 2011

Operational Programme	Declared expenditure	Verified expenditure		Ineligible expenditure	Error rate
OP INTERACT II	EUR 2,929,667.34	EUR 391,024.81	13.35%	EUR 7,123.15	1.82%

Data source: AA

As the audit identified ineligible expenditure in the amount of EUR 7,123.15, the total error rate did not reach the level of 2% of the set materiality, and so the audit of operations in compliance with the Audit Strategy confirmed the results of the system audit - the management and control system is working, however, it is necessary to carry out several improvements.

The audit of operations identified following financial findings, all random in their nature, in the total amount of EUR 7,123.15 of ineligible expenditure:

- exceeding the contractually agreed unit price for translation of one standard page by the MA, leading to ineligible expenditure in the amount of EUR 5.44,
- payment of reimbursements to external consultants beyond the framework of the contracting terms and conditions, by including work on non-working days and by paying the full reimbursement for eight-hour work, even though in fact the consultants worked less, leading to ineligible expenditure in the amount of EUR 5,442.38,
- reimbursement of wages for external services performed on 13 working days, during the period, when the external subject has not yet received a small-business licence, leading to ineligible expenditure in the amount of EUR 89.56,
- reimbursement of wages for external services performed prior to the validity of the contract, leading to ineligible expenditure in the amount of EUR 108.39,
- expenditure related to accounting of foreign working travels has been included twice in the Request for

payment under the budgetary title “Travel expenditures”, leading to ineligible expenditure in the amount of EUR 588.94,

- exceeding the unit price of congress package in excess of the price resulting from the performed public procurement, leading to ineligible expenditure in the amount of EUR 778.44,
- exceeding the unit price of leaflets in excess of the price resulting from the performed public procurement, leading to ineligible expenditure in the amount of EUR 110.00.

The audit of operations identified following finding considered to be of systemic nature:

- Reports on irregularities are not being registered into the INTERACT Management System by the MA.

The audit of operations also identified non-financial findings of non-systemic nature, the majority of which are listed below:

- reimbursement of expenditure for printing of materials without the performance of a separate public procurement; this expenditure has been included in a contract concerning solely Translation and Interpretation services,
- insufficient first level control at both the MA and IS level,
- insufficient administrative control of Requests for payment at the MA level.

2.1.7.3 Communication with the European Commission

According to Art. 62 of the European Parliament Regulation (EC) No. 1083/2006 the Audit Authority elaborated the Annual Control Report and an Opinion concerning the reference period 01.07.2010-30.06.2011, as well as an update of the Audit Strategy for the period 2012-2014 in December 2010. Both documents were sent for comments and approval to the members of the Group of Auditors and consequently on the 22.12.2011 to the European Commission via SFC2007.

2.2 Information about compliance with Community law

There were no problems encountered relating to the compliance with Community law in the implementation of the Operational Programme.

2.3 Significant problems encountered and measures taken to overcome them

The year 2011 can be considered as a year of stabilisation of the programme management. The activities performed by the MA and reported under Priority 1 have been clarified and agreed in January, the agreement on the irregularity concerning MA and IS contracts in the amount of 5% was found among the bodies involved as well and the respective expenditures could be included in the forthcoming requests for payments. The irregular expenditures for MA salaries were paid back by BSGR to the programme account and can be re-used for programme activities. In addition, 8 RfPs concerning irregularities were submitted to CA (4 RfPs for MA, 4 RfPs for IS) with the financial correction of 5% (salaries) and of 10% (public procurement for flight tickets).

1. Programme documents

No changes in programme documents were processed in 2011 (see chapter 4.1.a and b).

2. Managing Authority and INTERACT Secretariat

Managing Authority has been recruiting and filled two

financial managers respectively in May and October 2011 (one position vacant, on maternity leave replacement).

In January 2011 the contractual situation of the INTERACT Secretariat staff was fully solved (three existing staff signed employment contracts with the BSGR already in December 2010 and the remaining two at mid January 2011). In addition, based on the recruitment process started already in 2010, the Quality Assurance & Knowledge manager and the Communications Manager were hired respectively in March and May 2011. The hiring of these new staff members eventually brought to a stabilisation of the staff at IS in the second half of 2011.

The involvement of short-term consultants and of outsourced resources was further pursued in order to support the implementation of relevant activities and ensure service delivery.

Most of the measures of the Action plan (adopted in June 2010 to remedy the critical situation in financial and administrative management of the OP INTERACT II) were fulfilled in 2011 and it is foreseen to close the Action Plan in 2012.

2.4 Changes in the context of the operational Programme implementation

No such changes are to be reported for 2011.

2.5 Substantial modification under Article 57 of Regulation (EC) No 1083/2006

No such substantial modification as related to Article 57(1) of Regulation (EC) No 1083/2006 has been detected for 2011.

2.6 Complementarity with other instruments

This chapter focuses on following cooperation aspects within ETC, ERDF and even beyond:

- Cooperation with Interregional and Networking programmes

- Macro-Regional strategies and article 37.6(b) cooperation
- Cooperation with ENPI CBC-programmes
- Cooperation with IPA CBC Programmes

Cooperation with Interregional and Networking Programmes

Cooperation with the Networking programmes during 2011 continued in implementation of policy agreed by all programmes in 2010; instead of ad-hoc cooperation it had a form of continuous process that was an organic part of the INTERACT II work.

Focusing on thematic priorities, the innovation and communication activities have been identified as the most relevant themes for 2011. INTERACT Newsletter regularly presented information from the programmes: ESPON contributed to the issue focused on Energy efficiency, Communication issue provided interesting communication practices from INTERREG IVC, Sustainable growth issue published an article from URBACT. In a special publication “*European Cooperation Growing Smart*” published at the occasion of the EU - wide event organised in Budapest in June, we presented 2 innovative projects from ESPON. Representatives of these projects have been also invited to take part in the event itself.

Special emphasis is put in the coordination with INTERREG IVC, especially when implementing capitalisation activities. The IVC programme is systematically invited to INTERACT activities, where it is made clear that they capitalize on the IVC projects’ results and INTERACT is the platform for all ETC programmes.

The practice of visiting each other events always when the topic/theme was relevant for others have been followed during the whole year and invitations to events have been systematically exchanged. Two members of INTERACT Secretariat visited ESPON Info Days in February 2011 Brussels, INTERACT II invited INTERREG IVC representatives to a pilot on cooperation with the objectives 1 and 2 in Norway, similarly to the international conference “*Future Cohesion Policy: Strengthening Territorial Cooperation*” which took place in Bratislava in December 2011. The INTERACT website was also regular-

ly used in order to enhance information exchange among programmes and their clients.

INTERACT II continued cooperation in relation to KEEP: 2 technical meetings were organized with ESPON to agree a policy and concrete ways on how to integrate and visualize ESPON data which are of different nature than data from other ETC programmes included in the KEEP system and, at the same time to find a way how to overlap KEEP maps together with ESPON maps in order to achieve an added value of information provided. A substantial progress in KEEP has been achieved in cooperation with the INTERACT ENPI project (see more in the sub-chapter Cooperation with ENPI CBC Programmes).

All networking programmes agreed to meet at least once in a year in a meeting specifically focusing on cooperation issues. Nevertheless, a meeting planned by the end of 2011 to be organised by ESPON could not take place due to technical reasons, therefore it was decided to postpone it to early 2012.

In concrete terms, INTERACT II cooperated with the PEACE Programme (Evaluation of ETC event in Valencia in April), and Special EU Programme body in Ireland.



International Conference Future Cohesion Policy: Strengthening Territorial Cooperation. Bratislava, Slovakia, December 2012

Macro-Regional Strategies and article 37.6(b) cooperation

In 2011 INTERACT II has continued its support to the implementation of the European Union macro-regional strategies for the Baltic Sea Region (EUSBSR) and for the Danube Region (EUSDR). Together with the key stake-

holders, i.e. coordinators of the macro-regional strategies priorities and national coordinators, INTERACT Point Turku and Vienna further elaborated on the role and tasks of the involved institutions, bearing in mind the necessary linkages to be built between financing programmes and institutions on the one hand, and priority area coordinators, projects and actions, on the other. These activities involved new target groups and institutions, at national, regional and European level, which especially benefited from the long cooperation expertise and networks of INTERACT II. At the same time, INTERACT II main target groups, programmes stakeholders, could benefit from the new macro-regional approach, while reaching new relevant institutions and partners, increasing their visibility and a new momentum for their projects of strategic importance, as well as for projects follow-ups. See below further information on the activities.

INTERACT II addressed the macro-regional strategies in a workshop during the Open Days in Brussels in October. Particularly the experiences in implementing the EU Strategy for the Baltic Sea Region was presented as an example, after the first experiences of reporting and managing the strategy related activities had been completed. The examples represented good practises and served as models for further elaboration. The workshop raised a lot of interest, and had to be organised not only in the hall where the presentations were made, but providing an opportunity to follow the discussions in an adjoining room via broadcasting. The interest amongst the stakeholders has been high, and related services have been in constant demand. Even one of the issues of the INTERACT Newsletter is devoted to this topic. The material was gathered and edited during 2011.

As regards cooperation in Objectives 1 and 2, intensive work has been carried out in 2011. A pilot activity to gather all existing practice has been implemented and consisted on a series of activities: seminars, exchange, research work, a publication and a very successful workshop at the Open Days 2011. The regions and stakeholders involved in this kind of cooperation - included in art. 37.6.b of Reg. (EC) No. 1083/2006 - have been identified and an extensive promotion of this kind of cooperation has been performed. Connections to the macro-regional strategies and to EGTC have been established in a deep way and the path to the new programming period is

being paved. The stakeholders - not only regions, but also Member States, the European Commission and other ETC programmes- have expressed the need to continue working on this kind of cooperation and to explore the possibilities for the 2014-2020 period.

Cooperation with ENPI CBC Programmes

In 2011 the INTERACT ENPI II project reached the end of its Phase I at the end of September. The project has been offering Programme Management support services to 13 ENPI CBC programmes managed by the Directorate General for Development and Cooperation. The project receives its funding from the ENPI instrument and is implemented as a separate service from INTERACT activities for Territorial Cooperation programmes, yet following the same service delivery principles where possible.

The project was evaluated in order to verify its relevance and capacity to provide the requested services. The evaluation results proved the project fulfilling its mission and the second phase was deemed necessary. The INTERACT ENPI II project commenced immediately after closing Phase I, from October 2011. An uninterrupted service delivery was highly appreciated by all stakeholders of the project.

INTERACT has ensured the close cooperation with the project by sharing the website space with ENPI CBC and including ENPI CBC project implementation data in the common Territorial Cooperation database KEEP. This opportunity to be present in the KEEP database was warmly welcomed by the Member States implementing ENPI CBC and it was seen important not to forget that even the cooperation across the external border is European cooperation in border regions.

ENPI experts working in IP Turku were also invited to take part in the INTERACT II Team meeting in Bornholm, in order to build closer relationships between the INTERACT II staff and the ENPI key experts. Already in June 2011 the project got additional human resources and a full time Team Coordinator was contracted to both coordinate the team activities on a daily basis and to liaise with the DG Development and Cooperation and European External Action Service on regular face to face

meeting basis. This additional coordination effort proved necessary in a team of 9 key experts who are working from different locations in Europe. An ad-hoc coordination meeting between the INTERACT Programme and the INTERACT ENPI Project took place in September 2011 and was attended by representatives of the MA, IS, IPs and of the EC. This represented an excellent opportunity to have an exchange of information on mutual activities and sharing experience. Some specific agreements were taken on the sharing of tools and services between the INTERACT programme and the INTERACT ENPI project. Representatives from the IS and the MA also participated to the INTERACT ENPI project annual conference in October 2011.

Because of the different funding basis, the ENPI CBC services are delivered according to the rules of external actions, and the reporting on services performed are done on semi-annual basis to DG DEVCO. The main types of services are direct advisories to programme management bodies, network meetings for specific management officers and the joint annual conference for all programmes. A new service in form of expert group has been provided in 2011 for amending the implementing rules of ENPI CBC and in preparing for the launch of programming CBC in ENI (European Neighbourhood Instrument) of the next financial perspective 2014-2020. The final report of INTERACT ENPI project phase I is available on Confluence.

Cooperation with IPA CBC Programmes with Member States

The cross-border cooperation between Member States and IPA beneficiary countries remains the focus of INTERACT II, in particular INTERACT Point Vienna. Like in the previous years and because of the shared management adopted by eight out of ten IPA CBC programmes with Member States, i.e. using the same rules applicable to ERDF programmes, they were mainly integrated in the regular joint activities of all INTERACT Points. Some IPA CBC specificities were nonetheless addressed, such as:

- Research and factsheets on IPA CBC programmes challenges and solutions both preparing for 2014-20 proposals for programme management and on public procurement rules;
- Network meeting to prepare these proposals;
- Online platform to exchange on IPA CBC specificities, such as public procurement and rule of origin;
- Specific focus on IPA CBC in 2 seminars on basic financial management and on first level control.

2.7 Monitoring arrangements

The Managing Authority and the INTERACT II Secretariat were ensuring the quality of the implementation of the INTERACT II Programme. The Managing Authority carried out monitoring by reference to financial indicators and the indicator framework. The INTERACT Secretariat collected the relevant data with the support of the INTERACT Points. The information formed the basis of regular inputs on the strategic discussion at programme level.

Monitoring and evaluation of INTERACT II was carried out on the basis of an indicator framework set out from the beginning. The Midterm Evaluation Report, submitted to the Monitoring Committee in 2011, recommended to further develop the programme's indicator framework in order to better match the information flows with the real requirements in terms of quality control, impact monitoring and strategic management of the programme.

The IMS is the INTERACT programme's Information monitoring tool, which in the course of the programme has been constantly adapted in order to best serve the programme's reporting and evaluation activities.

2.8 National performance reserve

Not applicable.

3. Implementation by priority

Organisational situation

According to the OP INTERACT II just two Priorities are foreseen, one dealing with the provision of services and the other one with Technical Assistance.

The INTERACT Points and the INTERACT Secretariat are to be considered as the core implementing bodies of the programme, and therefore the organisational and staff situations are crucial for a successful performance.

All the recruitment procedures were published on the INTERACT II website and other major international websites. The applications came from different countries of the European Union and on the basis of the published profile and selection panels composed of representatives of the Managing Authority, INTERACT Secretariat and INTERACT Points (as well as INTERACT Monitoring Committee members where relevant), candidates were separately pre-assessed, short listed and agreed on the basis of clear and transparent selection criteria.

INTERACT Point Turku

In 2011 INTERACT Point Turku staff consisted of 4,65 FTE positions for ERDF financed activities and of 2,35 positions for ENPI CBC services. One position of a Project Officer that had been divided between ERDF and ENPI was changed to a full time position for ENPI services at the request of and on the project financing from DG DEVCO from February 2011. At the same time the task allocation of the Coordinator was changed to the level 0.65 for ERDF and 0.35 for ENPI. Once the INTERACT ENPI Phase II started in October the ratio was further amended to approximately 0.85 ERDF and 0.15 ENPI, changing also the role of coordinator of IP Turku to Project Director of INTERACT ENPI II. This change was possible due to contracting additional external coordination resources on ENPI financing for the project.

Towards the end of 2011 INTERACT Point Turku received the resignation of the Project Manager with focus on Programme and Project Management. The recruitment process was launched in October and the selection was completed in December. The selected Project Manager is taking up the post early 2012.

INTERACT Point Valencia

No staff changes have occurred in 2011. Two of the officers have been on maternity leave for some months and their tasks have been partly taken up by the rest of the team.

INTERACT Point Viborg

Event Development Officer in the area of finance, who started in January 2011, resigned from his position due to personal reasons as of end of September 2011. The recruitment for his position was carried out in November and was successfully concluded by contracting a person with a strong ETC transnational programme background in finance and content, to start on 01.03.2012.

INTERACT Point Vienna

The Finance programme managers recruited in 2010, on the basis of the decision of the Monitoring Committee for the activities of the EU Strategy for the Danube Region, resigned in June 2011. At the same time, a project manager returned from maternity leave. Based on the fact that in the 2010 recruitment the Project Manager's substitute was also short-listed for the Finance Manager's position, having the qualification required and that during her working period she proved to have the necessary experience and skills, she was asked and accepted to take the position of the resigned finance project manager. Part-time student support was provided to project managers for office and logistics arrangements, as well as for developing the Danube Region web-platform. In December 2011, a recruitment procedure was carried out to select the "*communication assistant*", new part-time position approved at the Monitoring Committee meeting in Budapest (MC8) on 09.-10.11.2011.

INTERACT Secretariat

Following the resigning of the Quality Assurance & Knowledge Manager and of the Communications Manager in 2010 and the launching of relevant recruitment procedures, these two positions were eventually filled respec-

tively in March and May 2011. The INTERACT MC8 approved in November 2011 the new position of Capitalisation Manager and a recruitment procedure was launched. As in previous years, the involvement of consultants and outsourced resources was important to assure support for activities related primarily to KEEP and communication. In addition to that, a consultant was also hired to provide support in the development of public procurement procedures.

Coordination

In the year 2011 the coordination of the programme activities was carried out in compliance with the management system that, as described in the OP, includes the INTERACT Secretariat, the Managing Authority and the INTERACT Points.

According to the Operational Programme of the INTERACT II Programme, the INTERACT Secretariat and the Managing Authority undertook activities within Priority 1 in the following areas:

- Support in work plan implementation of the INTERACT Points and development of new and upgraded tools
- Dissemination and Publicity
- Quality- and Knowledge Management
- Coordination

Coordination activities comprised the development of the Joint Annual Work Plan for 2012 as well as the Coordination of work plan implementation.

The 2011 Annual Work Plan of the INTERACT Points and INTERACT Secretariat was based on a stakeholder needs analysis conducted in the summer of 2010 (regional and national contact persons, Member States and the Commission). In addition, other needs expressed informally by stakeholders throughout the year 2010 have been taken into account. On the basis of the needs assessment, an activity and budget plan has been drafted by the INTERACT Points and was then reviewed by the INTERACT Secretariat for consistency and by the INTERACT II Coordinators Group for harmonization. The activi-

ty and budget plan of each IP has finally been aggregated into the Joint Annual Work Plan (JAWP) for the year 2011 (including themes to be covered, types and numbers of products and services to be delivered - and corresponding budget - for the whole of Europe as well as for specific zones).

As for the Coordination of work plan implementation, and as laid down in the MAWP, INTERACT II has developed five management groups (the Quality Group has been newly established in 2011). The groups also met in 2011 aiming at best coordination of activities between the INTERACT Points, INTERACT Secretariat and MA:

- Coordinators Group
- Communication Group
- Programme Management Group
- Finance Management Group
- Quality Group

The Coordinators, Programme Management Group, Finance Management Group and Communication Group met regularly in 2011. The Quality Group had a first meeting in 2011. Two regular meetings of all working groups took place within the frame of INTERACT Team meetings. The first team meeting was held in June 2011, the second in November 2011. The co-presence of the Coordinators and other Groups facilitated the sharing of information among groups and helped clarifying the programme internal decision-making process.

The main activities in this period were therefore related to the organisation of five Coordinators Group meetings, five Communications Group meetings, three Programme Management Group meetings and two Finance Management Group meetings. KEEP Group meetings were not held in 2011 as relevant discussion rather took place within other occasions (e.g. Coog, Advisory Task Force).

According to the OP, quality measures are to be taken in order to guarantee the highest possible level of quality amongst the involved INTERACT Management system bodies. In particular, activities should to maintain a high level of individual and team competence of the INTERACT staff through appropriate training offers. The Coordinators Group is, according to the MAWP, amongst other responsible for the design and ongoing monitoring of

measures for raising the competence of team members and fostering team spirit. The task of organising internal teambuilding and training activities is entrusted to the INTERACT Secretariat.

It was agreed in 2010 within the Coog to organise 2 INTERACT II Team meetings per year, one focusing more on the fine-tuning of the work plan (winter meeting) and one focusing also on team capacity building (summer meeting).

The winter team meeting took place in Brussels in January 2011 and focused primarily on the elaboration of an agreed calendar of activities based on the approved JAWP 2011. The objective of the meeting was to agree on the basic contents and approaches of the joint events in 2011 and also to exchange on the zone-specific events, according to specific need. The basic outcomes of the meeting comprised the distribution of tasks for all joint events among the INTERACT staff, the assessment of need for experts and their identification and the need for EC support. In addition, mutual exchange on contents, knowledge and contacts also took place.

The summer team meeting took place in Bornholm (Denmark) in June 2011. This team-meeting was conceived on a two-days basis, addressing two different objectives:

- clarification of work plan related issues (for the remaining year 2011 and beyond)
- harmonisation of service offers for the target groups

Considering the tight timeframe and the high number of involvements of INTERACT Points and INTERACT Secretariat, it was necessary to combine several objectives during one meeting.

Based on internal needs assessment, the focus was laid on the topic “*Group Techniques*” in its several dimensions. INTERACT Points and INTERACT Secretariat are implementing a significant number of seminars, workshops, meetings and any other kind of events on a yearly basis, and the question on what would be good practices in order to reach the objectives set, increasing at the same time the learning effects within the participants, needed to be answered. External training facilitators

provided input and encouraged discussion and joint standard development.

In addition, following the approval of the JAWP 2012 by MC8 (Budapest) a further team meeting was organised in November 2011 in Palma de Mallorca (Spain) and focused mainly on the clarification of work plan related issues (Joint activities and zone-wide activities). Some other relevant issues (e.g. promotional activities, capitalisation) were also addressed and shared within the team.

3.1 Priority 1: Service Development and Delivery

3.1.1 Achievement of targets and analysis of the progress

In 2011 the INTERACT Points followed up on the requests by the target groups about current development in the Territorial Cooperation context: They increased their focus on very specific management issues (financial management difficulties, evaluation, communication) and at the same time on the strategic concerns of cooperation programmes (macro-regional strategies, future of ETC, synergies among programmes, capitalisation work). For these core activities, it has to be noted that more and more efforts have been made by the INTERACT Points to coordinate and offer a joint service portfolio to the target groups.

To report on the activities of INTERACT II, the following thematic structure will be followed:

- 3.1.1.1 Financial Management
- 3.1.1.2 Programme Management
- 3.1.1.3 Strategy and Development
- 3.1.1.4 Quality- and Knowledge Management

3.1.1.1 Financial Management

General Financial management (Programme and Projects) - 2007-13 and 2014-20 periods

Financial training has always been one of the most demanded services and has continued to be so in 2011. ETC

programmes have expressed the need to get continuous update on finance and the wide range of aspects it covers. Both basic financial services and advanced ones have been organised, as well as some specific events that will be detailed under the following sections.

In 2011, basic financial training has been provided by the INTERACT Points in a series of seminars throughout the EU and in advisory services (in Thessaloniki, for example). These seminars have been organised jointly by all or several IPs in order to maximise our resources and the results. Our stakeholders appreciate these seminars as they provide for a wide overview on the financial management of programmes and projects: eligibility of expenditure, first level control, de-commitment and many other aspects. In addition, they contain practical exercises as well, which allows for the interaction among officers from all over the EU. An example of this is the basic financial seminar organised both for IPA CBC and ETC programmes in Alicante (Spain), providing for an opportunity to exchange experience across the regional areas.



Financial Seminar, Alicante, Spain, April 2011

Advanced financial seminars have also been organised. Besides the events focused on specific issues (see below), the “*Current Financial Developments*” seminar was held in March 2011 in Brussels, where a variety of complex financial issues were discussed, such as the 10 and 20% rules, private involvement in ETC, revenues and intellectual property rights. Some of these topics covered had been addressed specifically in the past. That was the case of the de-commitment rule, the involvement of the private sector and the 10% and 20% rules. In 2011, the updates on these issues were tackled in that specific

seminar, as well as in the rest of the relevant finance-related seminars.



Advanced financial seminar, Brussels, Belgium, March 2011

The input given in all these events referred to the 2007-2013 legislation and practice, although some hints were given on the perspectives for the future.

Audit and Control (including “Harmonization efforts”) - 2007-13 and 2014-20 periods

2010 was the year when all the Audit Authorities in ETC had had the opportunity to implement their tasks fully. In the previous years, the amounts of expenditure declared to the Commission were not that significant and did not allow for a realistic overview on how the audit was progressing in ETC and what the challenges were. Therefore, it was only in the end of 2010 that experience in all programmes was identified.

In January 2011, the INTERACT Points organised a large event gathering 22 Audit Authorities and members of the Groups of Auditors in Paris. It was the first time that all these authorities met in the specific context of ETC. The European Commission was also present (DG Regio, Units Budget and Finance and Audit). Both the experiences of the 2007-2013 period and the perspectives for 2014-2020 were discussed, including the new draft Financial Regulation, and there was unanimous agreement that this kind of meeting should be organised every year.

The lab group for the Audit Authorities and its tasks were launched in Paris. The objective is to harmonise the templates for check-lists and reports that these

authorities use. During the whole year, a research and harmonisation work has been performed and the templates on the following tasks have been drafted: report and check-list for the audit of operations, report for the annual control and opinion, audit strategy and compliance assessment (including the check-list). The draft new Regulations were issued only in October, and therefore the templates are based on the 2007-2013 legislation. In 2012, these templates will be validated by the Authorities and adapted to the draft 2014-2020 legislation.



Current challenges for Audit Authorities and Groups of Auditors, Paris, France, January 2011

a. Eligibility, budget lines and simplification 2007-13 and 2014-20 periods

Eligibility issues are one of the core topics within the INTERACT services with the big variety of questions and requests causing the need for further elaboration and interpretations. INTERACT is often requested to provide the ETC society with interpretations on the eligibility questions though it is not possible to provide the explicit interpretations and answers due to the national eligibility rules and interpretations. The main requests from programme's and projects' point of view are how to interpret the eligibility rules (EU, national) and if in doubt on the eligibility of a specific expenditure, how to proceed and who to turn to for the interpretation of the national and community rules.

As before, the requests from the ETC programmes concerning the eligibility of expenditures have been taken into account in INTERACT II service delivery during 2011. INTERACT Points have through both the zone-wide and European-wide services responded to the needs of the programmes.

Work on common budget lines, eligibility and simplified costs options already started in 2010, both as a result of the regulatory changes and as a result of the acknowledgement that the current state of affairs, with proliferation of different programme and national rules, leads not only to irregularities but to increase of administrative burden for beneficiaries. Building on work carried out in 2010, a more structured approach was adopted in 2011, where specific Working Groups were set up. Stakeholders involved in programme management at all levels are part of these groups. On 7-8 April a Working Group meeting was organised in Brussels in order to discuss harmonisation, simplification and clarification of 2014-2020 ETC programmes financial management and first level control. During this event representatives of ETC programmes JTS, MA and FLC from all over EU participated in order to comment on the future related work done by the INTERACT II programme until then, as well as agree on further work in this respect. A representative from the European Commission also participated and updated the programmes on the status of the Commission work on the new regulations as well as planned changes that can influence ETC programmes financial management and control. Participants discussed and commented on two fact sheets which were presented by the INTERACT II programme (staff and office and administration costs), framework for content of a timesheet, which could be used by all ETC programmes in the future as well as agreed on the future harmonisation effort that would be coordinated by the INTERACT programme (i.e. developing common definitions for the other budget lines). An agreement was reached that the INTERACT II programme should proceed with developing framework for the other common budget lines (external experts and services, travel and accommodation, equipment and investments). These were developed throughout the year and published on the online platform (Groupspaces), managed by INTERACT II, where all interested stakeholders can review and comment on the proposals. These fact sheets together form a set of common eligibility rules. Next meeting of the Working Group will take place in 2012, which should hopefully result in the final proposals.

This part of the project is based on voluntary contributions by working group members. Until the end of 2011, around 30% of the programmes contributed to this work.

The outlooks for 2012 look even more promising. Still, if harmonisation is to take place across most of the programmes, this process cannot be left to a chance and ensuring stakeholders buy-in needs to be addressed strategically in 2012. Involvement of INTERACT MC may play an important part of this plan.

Also during First Level Control Network meetings, such as in Trieste and in Valencia, the on-going development of a common understanding of eligibility of costs and simplified cost options (e.g., flat rates for overheads, lump sums for travelling, etc.) was discussed.

b. First Level Control harmonisation of approaches

Also in 2011 first level control procedures are considered one of the key elements for a sound management and control system, but at the same time one of the most challenging tasks in programme management. Programme stakeholders widely agree, that in the ETC multinational environment harmonisation of approaches and procedures would substantially improve reliability of the systems, as well as simplify programme and project management. The on-going harmonisation efforts are certainly future oriented, but have impacts on the quality of control work of current programmes as well.



FLC networks South-East, Trieste, Italy, May 2011

The work on harmonisation of FLC control report template and sampling methodology in 2011 started with a collection and analysis of existing FLC checklists and manuals. A first draft FLC control report was developed and discussed with first level controllers, e.g. at the First Meeting of the Future Working Group on Finance Management on Simplified Cost Options, Eligibility and First Level

Control on 07.-08.04.2011 in Brussels. It was further improved during FLC networks South-East (17.-18.05.2011, Trieste) and South (27.09.2011, Valencia). Next step was drafting FLC certificate template.



FLC networks South, Valencia, Spain, September 2011

Besides that, INTERACT II kept on providing support to current first level controllers, such as the first level control networks information provided throughout the year or with a first level control seminar for IPA cross-border programmes (07-08.09.2011 in Bologna).

In addition to the own activities, the INTERACT Points were invited to present the future-related work at the Europ'ACT seminar held the 22.09.2011 in Paris. The seminar was addressed to ETC authorities based in France and the panel consisted of CICC, the European Commission, several programme authorities and INTERACT.

c. Irregularities and Recoveries and de-commitment

In the current stage of programme implementation, irregularities, recoveries and de-commitment are very important challenges faced by programme managers: Programmes audits were performed in 2010-2011 and the systems were tested, concerning functionality and effectiveness in detecting irregularities and following-up on those irregularities found. All programmes had to cope with de-commitment targets, which become more and more challenging towards the end of programme implementation.

Based on a strong request submitted by programmes in 2010, INTERACT II implemented an EU-wide cross-programme analysis on irregularities, recoveries and de-



Irregularities, Recoveries and De-commitment workshop, Brussels, Belgium, March 2011

commitment. This was a learning exercise involving 16 interested programmes and its main objective was the comparison of different processes used in programmes and exchange of good practices. The activity started during a meeting on 23.03.2011 in Brussels, it was followed-up on with data collection and analysis by INTERACT II and a comprehensive report and two thematic factsheets. These were consulted with participants and published on INTERACT II website, for the benefit of all Cooperation programmes. The final meeting took place on 20.09.2011, in London.

Continuous research work on all these issues was carried out in order to prepare additional advanced seminars for 2012. It concerned not only irregularities and recoveries, but also fraud and the closure of INTERREG III programmes.

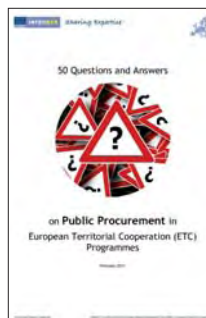
d. State-Aid and Public Procurement

Internal research regarding State aid, where 24 ETC programmes have been analysed, was carried out in 2011. The objective was to answer three main questions: how the programmes address State aid in the current programming period; what are the State aid relevant projects; and how to best address State aid in 2014-2020. As a result, a paper was developed, presenting the main research findings, conclusions and recommendations for the future. These were presented to the European Commission as input to the new regulations. Unfortunately, State Aid is not addressed in the new legislative proposal, though there was a clear attempt to do so. This is certainly a pity as programmes confirmed that State aid seemed very relevant especially in the new 2014-2020

programming period. In fact many ETC programmes consider more involvement of private sector in the future ETC projects. State aid remains therefore an important and challenging issue in ETC programmes.

The results of the study were presented as well in the framework of the revision of the State Aid policy. As a result the COM is considering adding an exemption to the General Block Exemption Regulation for ETC programmes. Should this happen, INTERACT II's role in this process will hugely be recognised.

Public procurement remained one of the key issues addressed during financial management and first level control seminars, because this is also the main source of errors and irregularities, according to programme managers and the EU Court of Auditors. Specific multi-national challenges had to be discussed with ETC stakeholders, such as e.g. joint procurement and transparency in a cross-border or transnational context. The factsheet *"50 Questions and Answers on Public Procurement in European Territorial Cooperation"* was developed based on the INTERACT seminar *"Public Procurement In European Territorial Cooperation programmes"* held in November 2010. The factsheet is now available to all programmes in the INTERACT II website.



Factsheet "50 Questions and Answers on Public Procurement in European Territorial Cooperation", February 2011.

As one of the main sources of irregularities result from award of contracts below the EU thresholds, one Financial Management Seminar focused on public procurement rules specifically in this area. As the legal environment in this area builds very much on case laws and the Treaty principles, case-law case studies were directly used in the seminar. Due to the complexity of the matter legal external expert support was used as well. It is important to continue the work in this area as the rules are not as explicit as above the thresholds and will continue to be a source of irregularities.

e. Development of new financial management tools

During 2011, INTERACT II started developing additional new approaches to project financing. The discussions in the macro-regional laboratory groups brought into daylight the need of joining funding sources and developing methods for doing so. On the other hand it was also recognised that existing tools used by other funding instruments may serve as examples for further elaboration, also in view of implementing new mechanisms, proposed in the 2014-20 draft general regulation, such as the Community-Led development, the Joint Action Plans and the Integrated Territorial Development. Further research is necessary for 2012-2013. Thereby two new developments have been initiated, one on alignment of funding and one on financial engineering.

Alignment of funding

The basic approach for financing the activities of macro-regional strategies clearly states that no new funding is available for strategy implementation. Therefore the macro-regions have to take a new approach towards the existing funding sources and have to find new ways of ensuring that the strategic needs can be met with existing means. The first workshop on the alignment of funding was organised in Stockholm in November, where all key stakeholder groups of EUSBSR from National Contact Points, Priority Area Coordinators and Horizontal Action Leaders as well as ETC management bodies were represented to discuss alternative solutions. In this process Financial Engineering is seen as one of the means for pooling financial resources for so called “*bankable projects*”, where the project demonstrates qualities that could be accepted by International Financing Institutions but project size being below their normal financing limits. Both European Investment Bank and Nordic Investment Bank are keen to cooperate in the development of this concept.

The work on the new concept will continue in 2012, and a new task force for the elaboration of methods for alignment is going to be set in early 2012. The main focus of this work will be on aligning funding instruments and finding opportunities to test combined funding solutions on large projects.

Financial Engineering Instruments

Based on the requests to investigate the subject, a draft paper on the possibility of establishing a Financial Engineering Instrument (FEI) in ETC programmes was developed. At this stage the paper is quite basic and tries to explain the basic concepts. It covers the type of instruments available, the methodology for setting them up and implementing, and opportunities and challenges related to it. It was presented to finance staff in A, B and C programmes and it raised a cautious interest. Clearly, this is a new area for ETC staff and competence is still missing. In order to build more competence about the subject, contacts with the European Investment Fund (EIF) were established. Similarly, there is a need to build competence about ETC within EIF, as well. The draft paper on FEI will be further developed in 2012 and it will be the basis of a working group meeting in autumn 2012 for those ETC programmes, which are genuinely interested in establishing FEI in the next programming period.

3.1.1.2 Programme Management

Harmonisation of programmes tools and templates

In 2011, INTERACT II embarked on an ambitious task of developing an integrated package of a number of products, specifically targeting the next programming period. The objective is to make the ETC post 2013 more strategic, focused and lighter administratively. There are a number of products addressing each of these objectives. Programming process, alignment of funding and experiences of macro-regional strategies should address the strategic call. Capture exercise and the typology should lead to focusing the programmes but at the same time they can support the strategic objective. The challenge of making the ETC lighter administratively may seem to be the biggest one but is well supported by the large number of INTERACT products. The list is long: MC Rules of Procedures, Assessment criteria, Application Forms, First Level Control, etc. Harmonisation of core procedures and the forms used across Europe could lead to a major reduction of administrative burden for not only programme bodies but most of all beneficiaries, which should, by the way, be address by all OPs in the new period. The idea is not to harmonise all but har-

monise the core aspects, which seem similar across Europe, leaving space for programme specificities.

It is important to see all these products as one “*future related project*”, with many interrelated products. It is necessary that this process is supported by not only by the programmes but the Member States, which in the end, through the MC, will decide on the application of these in the given programme. The temptation to continue business as usual is all too obvious and must be actively addressed in these forums. The role of INTERACT MC and the Commission is paramount for the success of this project.

The work on harmonisation of programme legal documents started with rules of procedure (RoPs) for Monitoring/Steering Committees. 20 existing RoPs and literature were analysed and presented during programme management future workshop on 31 March and 3 November, leading to a RoP template and guidance/good practice document was produced.

The work on the Memorandum of Understanding harmonisation was started in October 2011 and key elements were presented on 3 November in Amsterdam in relation to the draft general and ETC Regulation. The models will be developed during 2012, together with the Subsidy Contract models.

a. Project application and assessment and Strategic Projects

Strategic project management exchange has been requested by some ETC stakeholders. Several programmes have launched this kind of calls for proposals and the INTERACT Points organised an EU-wide seminar in November in Rome. Experiences from all over Europe were presented and discussed and a variety of strategic approaches were made evident. The so called strategic projects are not necessarily the ones being more targeted to the objectives of the programmes and of the EU; there are various methodologies to do so.

This topic was closely connected to strategic evaluation and the need to ensure quality results and make them evident. Therefore, the strategic evaluation initiative by the European Commission, as well as the analysis by

INTERACT and some programme practice were discussed also in Rome. See below in the “*capturing exercise*” section.

Besides these topics, basic training was provided in and advisory service organised for the Greek authorities and secretariats (Thessaloniki, May 2011). In addition, basic project application and assessment was addressed in seminar on project organised early March in Prague. Not only basic training, but also practical examples were provided for in the seminar.



Financial Advisory service, Thessaloniki, Greece, May 2011

b. Thematic capitalisation

Thematic capitalisation has been addressed by INTERACT II for years, but it is in 2011 that some outputs have become more evident. The overall objective is to gather project outcomes and results from the various ETC programmes with a focus on identified topics. This work may also imply the connection to other non-ETC programmes and to the rest of the policies of the EU. As a result, analysis and conclusions may serve a variety of objectives on quality programme and project management and to ensure that ETC is properly connected to the strategies and the rest of the policies and programmes of the EU.

The INTERACT Points have implemented several activities on various strategic topics and have been invited to a series of external events to give their input. Europ’ACT and DATAR have organised two meetings in 2011 in Paris where our work was presented and considered. Specific programmes (IVA France (Channel)-UK, June 2011) and even projects (Pyrosudoe, April 2011; Prompt, November 2011) and external organisations like CPMR (Catania,

December 2011) have invited the IPs to contribute with this thematic input.

INTERACT II in cooperation with the Hungarian National Development Agency organised a joint conference “*European Cooperation Growing Smart*” under the auspices of the Hungarian EU Presidency in Budapest, 25-26 May. This event addressed innovation in and links between Territorial Cooperation and other funding opportunities. Main questions tackled in two days event were: How ETC programmes foster innovation, what support mechanisms are they using, what are results and successes stories. Second session addressed issues such as: What potential synergies exist already between territorial cooperation and other programmes and initiatives? What can be concrete and practical mechanisms to make better use of synergies? How can beneficiaries practically realise match financing? Finally, this event will also provide an opportunity to start discussions on the role of innovation in the future, as well as the role of smart growth, one of the objectives of the Europe 2020 strategy. Speakers contributing with their experiences came from ETC programmes, European Commission (DG Regio, DG Research) and other EU Initiatives and projects. The event was jointly organised by the INTERACT Points. As a result of the conference a publication was created targeted to a larger audience than the INTERACT main target groups, as it addresses cooperation programmes in the wider strategic context. Also this publication was a joint effort coordinated among the INTERACT Points.



Smart Growth, Budapest, Hungary, June 2011

Several topics have been covered under the Mediterranean Lab Group. The thematic poles on natural risk, maritime risks and transport have been active during 2011 and produced various outputs. The research work on natural risks (forest fires) was completed and a publi-

cation and video were issued in order to disseminate the results. In addition, half of a seminar (Genoa, April 2011) was devoted to the topic and a short factsheet with precise recommendations was sent to the ETC programmes and regional stakeholders in the Mediterranean in several languages. The overall objective of the thematic pole is to ensure the good quality delivery in the current period and some ideas for the future.



Mediterranean Lab Group meeting on maritime risks, Valencia, Spain, November 2011

Maritime risk is a more complex topic, as it covers a variety of issues and a diversity of authorities involved. In this thematic pole, the connections to other programmes and to other areas in the EU were more intense and were very much appreciated by all stakeholders involved: programmes and projects. The second part of the seminar in Genoa focused on the topic and a whole event was organized in November in Valencia. The publications of this thematic pole will be issued in 2012.

Research work on transport in the Mediterranean was only started in 2011 and will deliver the first outputs in 2012.

As regards energy, a first meeting between Intelligent Energy Europe and Transnational and IVC programmes was organised on 18-19 May in Brussels. The topic was on engaging cities and regions in energy planning. The event provided a first valuable experience with cross-fund cooperation in this area. It serves as an inspiration on how to tackle the aspect of knowing the different funds and programmes, their activities, and envisaged results. This also provides a good benchmark opportunity. It allowed ETC programme staff obtain good understanding of how the topic of energy is dealt with in a specialised programme and start considering the synergies between the programmes.

c. Monitoring systems, programme evaluation and typology

Monitoring systems and evaluation

Following-up on 2010 work, a monitoring systems meeting took place on 11-12.05.2011 in Gdansk, where programme managers in charge of monitoring systems could share their experiences. Many challenges were discussed, such as monitoring indicators, project reporting and geographical tools, programme reporting and generation of statistics, monitoring of TA budget. As an outcome of this meeting a summary fact sheet focused on joint transparency requirement template was prepared, sent to all participants and published on the INTERACT II website. The transparency requirements will be further used to prepare ETC contribution for next programming period.



Monitoring systems meeting, Gdansk, Poland, May 2011

INTERACT Points started to update the Evaluation Handbook by collecting evaluation reports, evaluation plans and terms of references from ETC programmes, with the aim to provide an overview on the status quo of the Territorial Cooperation programmes in terms of evaluation.

Typology

The typology approach developed by INTERACT II was successfully piloted during 2010 as a system that attempts to measure the achievements of not only individual projects or even programmes, but of the whole Territorial Cooperation objective. Based on the work piloted in 2010 with 21 volunteer programmes, the system has been put on-line in 2011. So far it is available in English,

German and Italian language. Due to the low number of closing projects in 2011, there was not much data input. The big wave is expected in the beginning of 2012 and the data coming in will be monitored and analysed on current basis.

Experiences from development of typology have already paid off, as these experiences (and the ones from the capture exercise) were the building blocks for the proposal of the revised ETC indicators in the new legislative proposal. At the same time, programmes can use it for gathering relevant data for programming of the next programme period.

The original plan assumed integration of typology system into KEEP. This will only be done, when work on KEEP can proceed in a more structured way.

Capturing exercise and programming

As a follow up to the ex post evaluation of the INTERREG III, INTERACT, together with the European Commission, facilitated the internal reflection process in more than ten volunteer programmes. The objective of the exercise was to help programmes verify their internal logic and aim for greater focus and strategic relevance in future. Apart from two workshops, a number of individual meetings with volunteer programmes took place at their location (North Sea, North West Europe, Two Seas, MED, Czech Republic - Poland and INTERREG IVC). The first outcomes of the exercise are the draft clarification of the Territorial Cooperation Objective and the draft objective level intervention logic. This information fed into the proposal of the ETC specific indicators for the next programming period. The pilot exercises continued throughout the year. Cases for the North Sea Region and the Two Seas programmes were finalised. The pilot exercise will continue in 2012 as work is still on-going in number of programmes. The results of the exercise will be summarised in a report and used as contribution to programming guide.

Regarding the programming process, the objective is to develop a guide how to lead the process of programming of the ETC programmes post 2013. Two Working Group meetings took place and a questionnaire was carried out in order to collect inputs on experiences with the pro-

programming process and identify key challenges for the next period. The Work Group is open to all stakeholders involved in the programming process (MC members, MA's, JTS'). However, it seems that the practice differs across Europe as regards the role of MA's and JTS' in the process of programming.

The first draft of the guideline was completed and was circulated to programme stakeholders in September (i.e. National Authorities, programme bodies and the Commission). Based on the feedback received a final version of the document is anticipated to be ready by the end of April of 2012.

European Grouping of Territorial Cooperation (EGTC)



EGTC seminar, Brussels, Belgium, October 2011

INTERACT support on the EGTC was continued in 2011. The INTERACT Points updated the EGTC online section with the completion of the list of national provisions on the EGTC (INTERACT being currently the only complete online source of information on the matter), the EGTC Roadmap, with new examples and a new section presenting EGTC and article 37(6)b (also included in the INTERACT publication on article 37(6)b). INTERACT cooperated with the EU Presidency and the Committee of the Regions, providing the opportunity for ETC stakeholders to contribute to the consultation on the future EGTC Regulation. The outcome was an input paper, which was published.

On this topic, INTERACT also cooperated with national authorities, such as on 20 January at the DATAR EGTC meeting or on 27-28 January in Lille/Brussels within the CoR consultation and on 22 March in Gödöllő, at the Hun-

garian EU presidency conference on EGTC and multi-level governance.

Finally, on 13-14 October in Brussels INTERACT Points organised a training and exchange seminar on the EGTC.

Art. 37(6)b activities and publication

The work implemented in 2011 has been extensive and will continue in 2012. The initiative and first research work started in 2009, whereas the pilot activity started right after the Open Days 2010 and has become increasingly important. The awareness and visibility about this kind of cooperation has been growing as a result of the activities carried out by several INTERACT Points during 2011.

Besides the continuous research work, two seminars were organised (Paris, March 2011, and Bergen, June 2011) with input not only from the regions implementing the cooperation in Objectives 1 and 2, but also from the European Commission. Categorisations of this cooperation and practical guidance on management have been concluded thanks to this whole exercise and the connections to the macro-regional strategies and EGTCs have been established. The publication "*INTERACT pilot activity on cooperation in objectives 1 and 2*" collects all the conclusions in a structured way.



Cooperation in Objectives 1 and 2, Paris, France, March 2011

A very successful workshop was organised at the Open Days 2011, where the European Commission, the Italian Ministry of Economic Development, Land Thüringen and Région Limousin contributed to a very dynamic discussion. They and some voices in the audience asked the INTERACT Points for a follow-up of all this work and the support in the programming for the period 2014-2020.

3.1.1.3 Strategy and Development

General objective of INTERACT II is to support Territorial Cooperation programmes where it relates to the programme management, i.e. to technical and operational issues the programmes daily face. More and more during 2010-11 it has become clear that the Territorial Cooperation programmes should be seen in a wider context of strategic processes within the EU and its neighbouring countries. In these reporting periods INTERACT II was requested to keep on focusing on the improved strategic approach of Territorial Cooperation programmes and projects.

Macro-Regional Strategies

Since early 2009, INTERACT II is taking an active role in supporting the development and implementation of the new the macro-regional concept, in particular with the EU strategies for the Baltic Sea (EUSBSR) and Danube regions (EUSDR) endorsed by the EU Council in 2009 and 2011. The expertise and experience gained opened the opportunities for INTERACT II to open new cooperation possibilities and partnerships for macro-regional benefit. New stakeholder networks were established and new cooperation partners were reached. Changes in Territorial Cooperation programme management and implementation in a context of macro-regional strategies are now presented as a good platform for future developments.

During the DG Regional Policy open days, on 12 October, INTERACT organised a workshop on macro-regional strategies together with the EU Commission, where new approaches and opportunities were presented both by strategy implementers and the EU Commission.

a. European Union Strategy for the Baltic Sea Region (EUSBSR)

INTERACT Point Turku has been supporting the implementation of the EUSBSR since 2009. The first Annual Forum organised in cooperation with DG Regional Policy in October 2010 did demand for extensive set of meetings and support services for the Priority Areas of the strategy as well as for coordinating further information

activities between key stakeholders in implementation. These tasks from the Annual Forum were the guiding principle in service provision for 2011. In addition in 2011 the Member States were requested for the first time to report to the European Commission the progress made. Even the reporting process made visible several areas where additional support for the structures involved would be necessary. In cooperation with DG Regional Policy INTERACT Point Turku organised several meetings for different levels of the multi-level governance structure of the EUSBSR to address the problematic areas identified. These areas are also mentioned as the challenges for development in the European Council Conclusions in November 2011.

The multi-level governance system is very complicated and roles of different groups established were mentioned as areas to develop. Another area for development was the targets and indicators for the EUSBSR. For both of these purposes a task force was established already earlier in the year and intensive work took place over the whole of 2011. The third key area in need of development is the communication of the EUSBSR, both within the implementing structures and towards wider public and large stakeholder groupings. The discussions on the needs of development in these key areas were opened already in February 2011 in Gdansk in the 2nd Working Meeting of EUSBSR.

The first task was to address the communication flows within the strategy structures. For making a thorough analysis of the contact networks and information flows, it was decided that two Priority Areas would undergo a survey on their Knowledge Management and Social Networks, one of them being an advanced Priority Area and the other representing a less advanced one. For this purpose IP Turku contracted an expert service for mapping the Knowledge Management and Social Networks and for collecting data on members of these networks, their area of expertise and their location in the Macro-Region. The results of this survey were presented in the INTERACT workshops of the 2nd Annual Forum in October in Gdansk.

In addition to the task force meetings over the year, there has been extensive work done by the Laboratory Group in advising how to approach specific questions related to project assessment and selection as well as in

identification of Flagship Projects. As a result some of the ETC programmes in the Macro-Region have amended their application forms to include EUSBSR related parts and have set up procedures for obtaining confirmations from the Priority Area Coordinators for strategy relevance of project proposals. The identification of Flagship Projects and projects contributing to the EUSBSR was also performed in Objective 1 and Objective 2 programmes by the MS involved in the strategy. In this process towards a consistent system for identifying and “labelling” projects as Flagships, the ETC programmes have been the forerunners and provided good practise for other programmes to follow.

The recommendations from the 2nd Working Meeting and the 2nd Annual Forum, as well as the recommendations for the EUSBSR development mentioned in the European Council Conclusions will guide the work in 2012. The first task being the creation of the joint communication platform for all stakeholders on a EUSBSR website and thereafter a service contract for the EUSBSR communication strategy will be managed by IP Turku on behalf of all stakeholders. For the communication activities there is a new Communication Task Force established in 2011 as an advisory group for the work.

b. European Union Strategy for the Danube Region (EUSDR)

In the Spring 2011 the preparation phase of the EU Strategy for the Danube Region (EUSDR) came to an end with the endorsement of the action plan by the EU Council. During 2011, INTERACT Point Vienna followed-up on 2010 activities and continuously provided support to EUSDR stakeholders and the EU Commission, both with new networks and with communication services.

The “Danube Region Labgroup” was set up as a think tank reflecting on the effects, challenges and potentialities of the macro-regional strategy, building the bridge between operational programmes and EUSDR Priority Area Coordinators. The Labgroup brought together representatives from Territorial Cooperation programmes, national coordination authorities, Convergence and Competitiveness and Employment national coordination authorities, International financing institutions (e.g.

European Investment Bank), the EU Commission DG Regional Policy and EUSDR Priority Area Coordinators. The Labgroup built on practical expertise of its members to develop operational guidance for the implementation of the strategy. It met 3 times during 2011 (Vienna 17 March, Budapest 14-15 June hosted by the Hungarian Presidency, Belgrade on 6-7 October organised together with Serbian Office for European Integration) and the main outcomes of discussions were summarised in three working papers, which were published online and distributed to a wider circle of interested key stakeholders. The main bottlenecks in the decision-making processes of operational programmes and financing institutions on the one side, and of Priority Area Coordinators on the other were discussed and possible practical solutions were outlined. The added value of the EUSDR for programmes and projects partners clearly emerged and was described in the input papers.



First meeting of the EUSDR Labgroup, Vienna, Austria, March 2011

INTERACT II supported also other EUSDR meetings, such as on 8-10 May in Gödöllő, Hungary, where EUSDR PACs and NCPs met under the auspices of the Hungarian presidency and the EC, the meetings of PA 1B and PA 8, as well as through an EUSDR PACs website training (18 November, Vienna).

Communication activities for the EUSDR were also a key element of IP Vienna support, such as:

- The 4th and 5th issues “EUSDR Newsletter”;
- Participation in external events;
- Visual identity, logos and templates;
- INTERACT website updates;
- A new online platform for Labgroup and PACs (Groupspaces);

- The website www.danube-region.eu, including .eu domain, creation of 15 groups and homepage, feedback loops with EU Commission, information and basic web training for priority area coordinators, hotline, creation of managers' accounts for PACs and DG Regio, creation of testing phase for use of [regionetwork2020](#) to display EUSDR projects;
- Social platform was updated (Facebook EUSDR group).

c. ETC beyond 2013

Consultation on the legal package and inputs papers

Cohesion Report was published in November 2010. An open consultation process on the conclusions of the 5th Cohesion Report was run during December 2010 and January 2011. The concluding workshop took place on 17 January in Brussels. The outcome of the consultation process was summarised in a Position Paper which was submitted to the European Commission and has been published on INTERACT's website. The outcome of this process must be recognised as a great success as many points from this document were taken on board in the new legal package. The fact that there is a separate ETC regulation cannot be understated either. Additionally, the paper gave a good starting point, when the draft legal package was published in October. It was analysed against the ETC community position and together with consultation events resulted in three additional input papers on strategic issues, implementation arrangements and indicators.

Support to programming process

In June 2010 in Umeå the INTERACT NCP group requested the INTERACT Points to provide further information on the programming processes in different Member States. The content of the request was further elaborated with the NCPs in the following meeting in Brussels in 2011. Based on the request and the further advice from the NCPs INTERACT identified the national level persons who would benefit of the exchange on the pre-programming phase and of sharing the experiences in programming. These persons were invited for the first joint

meeting in Brussels in June and for the second meeting in Amsterdam in November. The results of both of these meetings did feed into the draft Practical Paper mentioned earlier, which should be finalised in early 2012.

As the key information in form of draft regulations at the time of the first meeting and draft Common Strategic Framework document at the time of the second meeting were not yet available, the outcomes of the meetings could not be concrete, yet indicative ideas and recommendations could be exchanged. The experiences from these meetings were encouraging as the participants did appreciate the opportunity for clarifying the roles of different strategies (EU 2020, macro-regional strategies, national strategies and regional strategies) and the role of ETC. Further exchange opportunity is expected to take place early 2012.

d. Strategic Communication-related activities

INTERACT II organised two specific communication-related meetings, among which one seminar in Budapest in May 2011 as a kick-off activity for the Cooperation Day to be held in 2012.

Besides, a seminar on communication for cross-border programmes took place in November in Dublin, where various issues related to communication in ETC were discussed, as well as the updates for the European Cooperation Day.

INTERACT II was also invited to participate in 2 INFORM meetings (May in Sofia; December in Brussels).

European Cooperation Day

During the past two years, ETC programmes expressed, through the annual needs assessments, the wish to establish joint ETC communication for the benefit of ETC as a whole. Also the communication assessment of INTERACT II, of 2011, pointed to the need to promote ETC with local contents and in local languages.

In addition to the online survey organised in February 2011, INTERACT offered to create a pilot action on joint

ETC communications, which all programmes were invited to join. This pilot action was approved by the Monitoring Committee in May, in Brussels, as part of the communication rollout plan for 2011 and beyond.

A first meeting about this pilot was organised by INTERACT, in May 2011, with interested programmes. The European Commission was informed and the idea of a European Cooperation Day was the main outcome of this meeting.

The concept of European Cooperation Day was further developed at a second meeting of the Advisory Group, in October 2011, with the presence of representatives from the European Commission. Details were discussed at this meeting, such as the name and date of the event. Two more meetings of the Advisory Group were scheduled for 2012, before European Cooperation Day.

European Cooperation Day will be during the 38th week of 2012. Friday 21 September 2012, will be the main day, with further possibilities of having activities during the days before and the weekend after the event.

Every ETC, IPA CBC and ENPI CBC programme was invited to join European Cooperation Day. Participation is voluntary and means, for the programmes, that they will organise one or more “*local*” events on the ground. INTERACT coordinates the approach, main activities and input, and will design and coordinate the execution of these activities with the participating programmes.

The goal of this Day is to improve the visibility of Territorial Cooperation, to disseminate its outcomes and to show how it has impacted the quality of life for the populations it serves. The presence of a multiplicity of events throughout Europe (the “*local events*”, organised by the programmes) will also out-line the diversity of ETC and the fact that this is truly a European initiative.

The target audience is defined, in general, as European citizens. This broad definition gives each programme the flexibility to set up its own activities in accordance with the circumstances of its geographical framework. On the other hand, it also gives the programmes a strategic scope, in the sense that it makes it clear that each and every event during these days will be targeted towards

those who are not solely the most significant (or immediate) stakeholders of each programme, but also the final beneficiaries of ETC, i.e., the populations. This definition also highlights the media as an additional target.

In order to capture the potential synergies of a common effort by the ETC programmes, the strategic features of this event were defined as follows:

- European Cooperation Day should be important enough to attract media attention throughout all of Europe. This requirement will be met by holding all events occurring on the same days, in all of the areas of the participating programmes, all around Europe.
- European Cooperation Day should be innovative enough to also attract the citizens to participate.
- For ETC’s relevance to be easily understood by the European citizens and the media, a local approach is required. Local success stories must be prepared for the media, in the corresponding local languages, and local spokespeople defined. The unifying approach to all the local activities should be the impact of ETC activities on the daily lives of European people.
- The European dimension of every event will be immediately apparent with the use of visual elements common to all European Cooperation Day events.

3.1.1.4 Quality- and Knowledge Management

a. Quality Management

Update of the INTERACT II Quality Management

Quality assurance for INTERACT II has been identified as a system of evaluation and monitoring to ensure that INTERACT II products and services as well as processes enable the programme to achieve its objectives. To support this approach, INTERACT II has set up Standards and Guidelines for INTERACT Quality Management. This document approved internally by the CoG on 12 October 2011 provides a common frame of reference and agreement on quality management within the INTERACT Programme. The document sets 26 internal and external quality management standards.

Internal quality management standards are referring to all processes within and between units composing the INTERACT Managing System, e.g. processes within the IS, processes within each IP and processes between the four IPs and/or the IS. External quality management are related to the analysis of the conditions under which INTERACT staff can deliver good products and services on the one hand, and the conditions under which participants of INTERACT events can achieve the intended outcomes on the other hand, they contribute to the well functioning system of evaluation and monitoring of the INTERACT programme's service and product delivery as well as to the impact INTERACT services and products might have on its target groups.

Internal quality management

In 2011, Rules of Procedures for the working groups established under INTERACT II have been set up. These rules, approved by the CoG on 12 October 2011, lay down functions, scope and tasks of the permanent and temporary groups established under the INTERACT II in order to harmonise and to improve procedures between IPs and IP and IS.

External quality management

External quality management has also in 2011 focused on a systematic analysis of INTERACT II stakeholders and target group needs on the one hand and the assessment of the impact of INTERACT II services and products on the other.

Needs assessment

INTERACT II considers the systematic analysis of needs a basic requirement of its quality management. An annual online survey to evaluate the changing needs of the multiple target groups and external stakeholders involved in INTERACT II has proved to be an essential tool of monitoring the pertinence of INTERACT II services. In addition ongoing informal feedback to the INTERACT Points have been constantly collected and assessed to identify the needs of the programme's target groups.

Quality management activities for the reporting period include the 2011 needs assessment exercise. Replies to the annual online survey had been received by 9 September 2011. The received data has been thoroughly analysed and discussed by INTERACT Points and the INTERACT Secretariat. The results, which contributed again to identify and prioritise needs of INTERACT II target groups, have been included in the JAWP 2012.

As regards the constantly collected and assessed needs, the most relevant are those needs which have been expressed informally by the programmes during INTERACT network events (such as the annual meeting of the South-Eastern and Central European programmes (Belgrade, 5-6 October 2011)).

Impact assessment

INTERACT II assesses continuously the impact of its services, products and processes. In order to assure the quality of its activities, the programme evaluates workshops, seminars and events immediately after they have taken place. For this purpose and among other tools, the programme developed and agreed on a standard evaluation form to be filled by the participants of the INTERACT II events. The evaluation results are analysed through an Excel template. Results collected by the INTERACT Points are then transferred into an overall analysis carried out by the INTERACT Secretariat aiming at assessing the satisfaction of the participants with the INTERACT services.

In addition to the evaluation forms, an online registration tool allows the INTERACT Secretariat to assess the impact of INTERACT II activities. This tool constitutes an important tool to evaluate and monitor the number of participants of INTERACT II and to quantify the geographical scope of the entire programme's activities.

The assessment of the evaluation forms and participation lists are presented in chapter 3.1.2 (cf. tables 10-12) and give an overall picture of the scope of the INTERACT II activities and the degree of satisfaction of its participants.

b. Knowledge Management (KEEP)

As part of external knowledge management activities, the KEEP system was further developed during 2011 and as a result of intensive background work already started in late 2010, KEEP could be presented as fully operational in March 2011 and at the 7th MC meeting in Brussels, where additional updates were highlighted.

Additionally, KEEP was presented live in the exhibition area at the Transnational Conference on 15-16 September in Katowice, Poland, as well as at the Annual meeting with the MAs of cross-border programmes on the 25 October in Brussels, where it obtained great success. A new KEEP promotional video was produced in the summer and presented in those occasions.

There were several major improvements of the KEEP system in 2011, amongst the most important ones:

- More than 30 programmes, 2.500 projects and more than 22.000 partner institutions inserted
- Almost all Interregional and Transnational Programmes in the system (for both funding periods 2000-2006 and 2007-2013)
- Growing numbers of CBC programmes progressively inserted
- New homepage in the KEEP website and more user-friendly structure
- All partners can be displayed at the Map
- Search and Statistics functionalities developed and available
- Result lists (for download of own search results) available
- Online Feedback Form available for direct contact between user and INTERACT

The mapping system has not been changed as satisfactory levels could be reached with the current one. The need to improve the overall speed of the system will be addressed by the new IT service provider, as soon as the tendering procedure will be completed.

In the meantime, the KEEP system was transferred from the so called “*cloud server*” (hosted by a multinational company) to the new INTERACT server. Since beginning of October 2011 only the INTERACT server is being used

and therefore no further costs for the cloud server hosting occur. As a long-term perspective, it is however foreseen to include the KEEP server hosting services within the IT contract for technical development. This will imply higher flexibility of the system and assure the required capacity and connection features according to possibly changing needs as well as effective coordination under the same service provider.

The KEEP advisory Task Force met in March 2011 in Brussels. This meeting proved to be very relevant to present / discuss current developments and the plan of action, as well as to clarify some important aspects in view of the MC7 meeting in May 2011 in Brussels.

As recommended by the Advisory Task Force, a meeting was organised at DG Regio in June 2011 with representatives from the other platforms and databases currently developed by DG Regio. The meeting enabled to have a fruitful exchange of information both at strategic as well as at a more technical level on all concerned systems and to assess that they are fully complementary with each other. Some proposal for further exchange and collaboration was discussed and useful hints for the further development of KEEP could be gathered.

As a follow-up of relevant discussions held during previous sessions of the KEEP Advisory Task Force, a meeting could finally take place between the responsible Heads of Unit at DG Regio and at DevCo to agree on the timing of the merging of the two databases (ETC and ENPI-CBC). The ENPI project database was inserted into the KEEP system in late 2011 and early 2012.

Further work related to e.g. the implications on statistics is then required.

In relation to the KEEP Technical development (Software), based on the recommendations of the KEEP Advisory Task Force as well as on the input of some stakeholders and beneficiaries, several technical updates have been implemented after mid-March. Some of those updates also covered a re-design of the start page of the KEEP website and a re-structuring of several pages, contents and links. A comprehensive overview on these changes was presented during the MC7 meeting held in May 2011 in Brussels and on this occasion some members

of the Task Force expressed satisfaction noting that recommendations were well taken into account. Since then, some further developments had taken place such as:

- Further “*specialisation*” of the statistic section - this also in view of the Conference organised by the Transnational Programmes in Katowice in September (e.g. strand-specific filtering of data made available)
- Preparation of inclusion of ESPON maps in KEEP - this feature will allow to visualise specific topics of interest (e.g. after having selected a specific topic, the related ESPON map would so to say “*be combined*” with the KEEP map dealing with the same topic, thus allowing drawing conclusions such as on potential gaps for this specific topic in some geographic areas)
- Project data was collected by INTERACT Points from programmes (e.g. CZ-PL; IT-AT; PL-SK; RO-BG; SI-AT; SI-HU). These were transferred to the IS for follow-up. Other data sets from other programmes were directly collected by the IS.

Some of the on-going developments could not be further implemented in the second half of 2011 due to complex administrative procedures and decision making within the Bratislava Self Governing Region. The Terms of Reference for the tender for technical/IT services develop-

ment (software) and for the content development (project and partner data) were prepared and finalised by the Secretariat in due time, but the tenders were eventually not launched by BSGR in 2011. Both technical development and collection/elaboration of data was therefore delayed to 2012. In order to bridge the gap, in line with relevant recommendations from the MTE, a number of new external consultants and assistants on short-term contracts have been selected and trained in 2011 already, but could not be contracted either¹.

3.1.2 Qualitative Analysis

INTERACT II deems quality and user satisfaction a top priority. Therefore the INTERACT Points invested considerable effort in the evaluation of activities aimed at securing an effective measurement of programme performance. Evaluation included tools such as evaluation forms and surveys as described above.

Please find below some general statistics of the qualitative and quantitative analysis carried out in relation to the activities implemented by INTERACT Points in 2011 and the analysis of the evaluation forms submitted by the INTERACT Points to the INTERACT Secretariat.

¹ Technical/IT service development tender was finally launched in February 2012; the short-term contracts for technical development services, web design and seven content development consultants/assistants (for data cleaning and for theme/keyword allocation) were signed in March 2012 as well.

Number of activities

Table No 10: Overview of the number of activities

	IP Turku	IP Valencia	IP Viborg	IP Vienna	Total number of events
Number of seminars and workshops	12	15	11	5	43
Number of network events	3	1	6	9	19
Total number of events/IP	15	16	17	14	62

Data source: IS, IPs

In addition to the afore-mentioned seminars, workshop and network events, a significant number of ad-hoc and

tailor-made advisory services (more than 50 in total) have been provided by all INTERACT Points in 2011.

Number of participants

Table No 11: Overview of the participant per day

	IP Turku Average number of Participants per day	IP Valencia Average number of Participants per day	IP Viborg Average number of Participants per day	IP Vienna Average number of Participants per day	Total Average number of Participants per day
INTERACT services	34	26	22	26	27

Data source: IS, IPs

Please note that the figures do not take into account events and their participants, which are not organised through this Event Registration Tool. The actual number of participants per IP may be slightly different than presented here.

Participation per programme and country

The highest number of participants in INTERACT events are located in Spain (9.04%), Belgium (6.64%), Romania (6.48%), Italy (6.64%) and Austria (6.33%) and Poland (6.07%). The lowest number of participants from the EU are located in Malta (0.10%), Ireland (0.31%), Luxembourg (0.41%) the Netherlands (0.51%), which is maybe a reflection of their relatively small populations and proportionally limited numbers of staff working on pro-

gramme implementation due to a country's limited number of programme bodies (MAs or intermediate bodies).

Counting the participants of the different programmes and linking them then to the countries which are involved in these programme, the figures would present a different picture and would reflect the level of countries' involvement in the different existing programmes resulting partly also from their geographical situation and their size.

The number of participants per programme would also reflect the size of the area covered by the programme, partly also the level of integration of the area. Programmes with a relatively high share of participants in relation to the total number of participants are for example the Baltic Sea Region programme (2.45%) and Central Europe (1.89%).

INTERACT Service evaluation

INTERACT events have been evaluated according to the following criteria.

- Event objectives and learning effects
- Materials provided and methods used

The participants, who filled the evaluation forms distributed in paper form after the events or made accessible online afterwards, could give a rating for the different questions from 5-1, whereas 5=strongly agree and 1=strongly disagree. An average rate on this scale from 5-1 has been calculated from the replies received for each event from the participant per question, for the section event objectives and learning and materials and methods as well as for the overall event.

Table No 12: Overview on the participant's satisfaction as average rate on a scale 5-1 (5=very high satisfaction, 1=very low satisfaction)

	IP Turku	IP Valencia	IP Viborg	IP Vienna	Total
Event objectives and learning	4.33	4.33	4.17	4.39	4.30
Materials and methods	4.22	4.22	4.09	4.38	4.22
Overall satisfaction rate	4.28	4.28	4.09	4.38	4.26

Data source: IS, IPs

On average the participants of INTERACT II services were strongly satisfied (strongly agree) or satisfied (agree) with the event's objectives, learning outcomes, methods and materials. On average replies to questions in the INTERACT II event evaluation forms were to 90% positive and less than 1.5% expressed a negative feedback.

Taking into consideration the replies from the participants in the text boxes of the evaluation forms, the participants give in general a very positive feedback to INTERACT services. In particular, the participants emphasised the effectiveness of the discussions during the seminars, workshops and advisory services. There is no doubt that always all the essential documents were available, and in general all documents are automatically sent to the participants. Many participants declared that they would use the knowledge gained in their work.

Participants appreciated a lot the openness of the trainers and their willingness to answer questions and inter-

active method of training, as well as the atmosphere of the seminars. Many participants mentioned that the opportunity to meet and to share experience with colleagues from other programmes was extremely valuable.

3.1.3 Significant problems encountered and measures taken to overcome them

Also in 2011 the new challenges in the context of Territorial Cooperation implied additional efforts and workloads for INTERACT in relation to the coordination of increased number of events and services.

However, no significant problems have been encountered in the implementation of programme related activities. Intense communication flows among teams and full commitment made it possible to reduce overlapping and provide in some cases tailor made services for the programmes' stakeholders.

4. Technical Assistance

Under this priority, four beneficiaries are to be identified - Managing Authority, INTERACT Secretariat, Certifying Authority and Audit Authority.

Three out of the four beneficiaries under Technical Assistance (Managing Authority, INTERACT Secretariat and Certifying Authority) have submitted their RfPs to be reimbursed. Only Audit Authority did not submit any request for payment in 2011. The MC in its 8th meeting in Budapest (November 2011) approved a slight re-arrangement for the Managing Authority by creating new budget line "others", mainly to cover the tasks connected to the organization of monitoring committee meetings (this task was taken over by Managing Authority in 2011, based on the approval of the 6th MC in Valencia (November 2010).

Out of total Technical Assistance budget of EUR 2,128,537.00, the planned budget for 2011 for TA amounts to EUR 323,680.38², thus representing 15.2% of the total TA-budget.

4.1 Explanation of use made of technical assistance

The main TA activities were as follows:

a) Management and Control activities

In 2011, Methodological Guideline of the Managing Authority for First Level Control and beneficiaries IS, MA, CA, AA and Methodological Guideline of the Managing Authority for First Level Control of INTERACT Points has been updated and the version 3.0 introduced (valid from 1 August 2011). MA has elaborated as well new methodological guideline, dealing with irregularities (Methodological Guideline for Irregularities of the Managing Authority for beneficiaries OP INTERACT II, version 1.0, valid from 15 August 2011) and the other one with accounts and archiving (Methodological guideline of the Managing Authority for all beneficiaries on archiving and accounts, version 1.0, valid from 01 August 2011).

After parliamentary elections in June 2010, the role of the coordinating body on the governmental level was transferred from the Office of the Government to the Ministry of Transport, Construction and Regional Development through a governmental resolution from 4 May 2011.

b) Audit activities

As for 2011, one system audit has been carried out with the main objective to verify the setup and the efficiency of the management and control systems of the Certifying Authority (Ministry of Finance of the Slovak Republic), and another one was the follow up on the measures taken to remedy findings from the previous system audit (No. A350) concerning the Managing Authority and the INTERACT Secretariat (Bratislava Self Governing region). One audit of operation was carried out as well on the selected sample of operation of the beneficiaries MA, IS and CA to gain assurance of the eligibility of the expenditure (see chapter 2.1.7).

c) Programme Management

The seventh Monitoring Committee took place in Brussels on 12-13.05.2011. It was mainly related to the current status and open questions related to the development of programme management (changes in MA organisation, updates of programme documents, system audit and audit of operations), the Annual Implementation report 2010 and ongoing activities for the year 2011. The eighth Monitoring Committee was organized in Budapest on 09.-10.11.2011 to present the activities already implemented in 2011, to discuss the programme developments since the 7th meeting and approve the joint annual work plan for the year 2012 as well as the budget changes. During the eighth MC Meeting in Budapest, substantial changes in the budget under Priority 1 were approved. One million EUR originally allocated to the Managing Authority were re-allocated to four beneficiaries under Priority 1 (IS, IP Valencia, IP Viborg, IP Turku). In the course of the implementation of the programme it became evident, that the Managing Authority would be not able to absorb the allocation and therefore MA has proposed the increase of the budget of the other beneficiaries, who could use the increased budget for extension of their activities.

In addition to the Monitoring Committee, the informal network of representatives of the participating countries, the National Contact Persons (NCP), after having been set-up in Ljubljana (in 2008), held its meetings back-to-back to the two MC meetings.

² MAWP version 6.0 as approved by the MC in Valencia

The NCP meetings were an opportunity to involve NCPs, who mostly match with the MC members, in a discussion on the strategic content, such as the Future of Territorial Cooperation and the future of INTERACT. INTERACT Points presented their work on this topic to the NCPs, who could provide their feedbacks and strategic guidance.

The two MC meetings organized in 2011 were attended by 22 Member States in Belgium (Brussels) and 19 Member States in Hungary (Budapest), The average attendance rate of the seventh and eight MC meeting held was 76%-65%.

Monitoring:

Under pure TA-terms, the related programme tasks implemented in 2011, were the following ones:

- the monitoring of the RfP's and related documents (by MA), and further processing of those until reimbursement (by CA). This did not only comprise financial analysis (see point c above), but also content-related and quality analysis
- the further development of the Reporting tool into the direction of an online Report (all IPs can fill-in the Report online)
- the further development of the joint Monitoring System (IMS)

Compliance:

The continuing compliance of the IPs with Community and national rules is ensured through the submission and assessment of JAWP, national control procedures and evaluation of the reports submitted every six months. Moreover, due to the structure and procedures of the INTERACT II programme, all beneficiaries meet programme authorities approximately once every two months at Coordinator Group meetings, the Monitoring Committee (where beneficiaries take part as observers) or in programme working groups. As such, there is a constant update on expected activities and the MA has frequent opportunities to ensure their compliance with all relevant rules and conditions.

Evaluation:

Pursuant to the OP, INTERACT II implemented a Mid-Term Evaluation (MTE). The contract with the external provider, company VVMZ, was signed in October 2010 and the final report of the MTE was submitted to MA in April 2011. Based on the decision of the Monitoring Committee in May 2011, the evaluators have revised the document and re-submitted the evaluation again in August 2011.

4.2 Percentage of the amount of the Structural Funds contribution allocated to the operational Programme spent under technical assistance

Table No 13: Overview on the spending under TA by beneficiary and budget line.
Cumulative data for years 2008-2011 - status as of 31.12.2011

	MAWP Budget 2008 + 2009 + 2010 + 2011	Paid out but not validated expenditure	Validated expenditure sent to CA but not processed	Validated expenditure reported and reimbursed by CA	Total expenditure	Percentage of use of Technical Assistance budget
	-1	-2	-3	-4	(5)=(2)+(3)+(4)	(6)=(5)/(1)*100
IS Staff/Office/ Travel	152,195.00	67,446.18	0	14,695.17	82,141.35	53.97%
IS Other	18,628.00	0.00	0	1,770.34	1,770.34	9.50%
MA Staff	313,263.00	29,002.95	0	260,397.42	289,400.37	92.38%
MA Travel	74,694.00	5,153.03	0	61,708.21	66,861.24	89.51%
FLC	114,000.00	0.00	0	44,097.00	44,097.00	38.68%
MC meetings (incl Prep)	117,933.00	5,257.89	0	51,429.38	56,687.27	48.07%
Mid-Term Evaluation	50,000.00	3,000.00	0	38,900.00	41,900.00	83.80%
CA (Impl. Moni- toring System)	236,843.39	30,481.62	0	219,347.41	249,829.03	105.48%
AA	162,880.26	27,026.11	0	44,031.74	71,057.85	43.63%
TOTAL	1,240,436.65	167,367.78	0	736,376.67	903,744.45	72.84%

Data source: MA

Table No 14: Overview on the spending under TA (TOTAL)

	MAWP Budget 2008 - 2015	Paid out but not validated expenditure	Validated expenditure sent to CA but not processed	Validated expenditure reported and reimbursed by CA	Total expenditure	Percentage of use of Technical Assistance budget TOTAL
	-1	-2	-3	-4	(5)=(2)+(3)+(4)	(6)=(5)/(1)*100
IS	219,873.00	67,446.18	0.00	16,465.51	83,911.69	38.16%
MA	1,403,541.00	42,413.87	0.00	456,532.01	498,945.88	35.55%
CA (Impl. Moni- toring System)	287,977.00	30,481.62	0.00	219,347.41	249,829.03	86.75%
AA (Audit strat- egy functions)	217,146.00	27,026.11	0.00	44,031.74	71,057.85	32.72%
TOTAL	2,128,537.00	167,367.78	0.00	736,376.67	903,744.45	42.46%

Data source: MA

5. Information and publicity

5.1 The INTERACT II Programme's Communication Strategy

5.1.1 The INTERACT II Communication Activities

The INTERACT Secretariat is responsible for the implementation of the Communication Plan in cooperation with the INTERACT Points whose function is described in Chapter 5.3 of the Operational Programme.

The aim of the INTERACT II Programme Communication Plan is:

- to inform the target audience about the opportunities offered by INTERACT II and to support the target audiences in reaching the objectives set out in their communication strategies where appropriate.
- to set up the necessary external communications platforms and strategies for the accomplishment of the above and make them available to the target audience as appropriate.
- to set up the necessary internal communications platforms and strategies involving all members of the INTERACT II managing system for the accomplishment of the above and make them available, through training or instructions, as appropriate.
- to facilitate communication within the organisational structure/management system of the INTERACT II programme

Assessment of Communication

At the end of February 2011, the INTERACT II Programme commissioned an external service provider (Selectae Communications) to carry out an assessment of its information and publicity measures in terms of visibility and awareness.

The requested assessment came at the midway point of the programme, with the aim of assessing information and publicity measures taken and delivering recommendations aimed at improving INTERACT communications.

The evaluation has focused on a three-fold approach, with the assessment of messages, communication tools and impact on target audience. The core results as stated by the external evaluators are contained in an execu-

tive summary of the Assessment Report that was attached to the AIR 2010.

Based on the recommendations contained in this report and on a subsequent meeting of the ComG, held before the meeting of May 2011 of the MC, the INTERACT Secretariat proposed to the MC, at the mentioned meeting, a Communication Rollout Plan for 2011 2nd 1/2 and beyond, which was approved.

Annex 4 to this report contains a set of links of planned communication activities for 2011 2nd 1/2 and beyond to INTERACT's communication strategic goals and to relevant suggestions of the Assessment of INTERACT II Information and Publicity Measures.

Coordination of the Communication Group

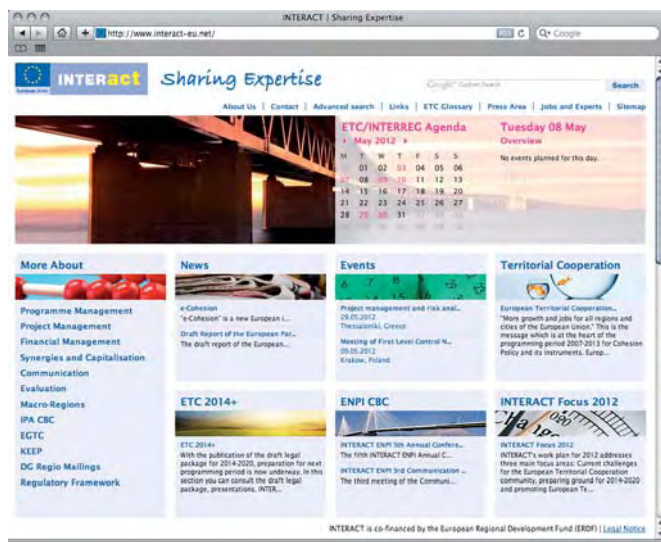
The Communication Group has met on a regular basis (five times) in 2011 and worked actively together to implement the communications objectives mentioned in the communications strategy of the programme and in the communication rollout plan that was approved by the Monitoring Committee at its May 2011 meeting, in Brussels.

The first meeting of the Communication Group in 2011 took place in Brussels, Belgium, on 19 January, the second one also in Brussels, on 10 May, the third one in Bornholm, Denmark, on 30 June, the fourth one in Paris, France, on 27 and 28 of September, and the fifth one in Palma de Mallorca on 29 November.

It should be added that three of these meetings (in Brussels, Bornholm and Palma de Mallorca, on 19 January, 30 June and 29 November, respectively, took place within the scope of INTERACT team meetings).

Web Portal and Online Dissemination Tools

A regular communication to the INTERACT II stakeholders is ensured thanks to the dissemination of the online information tools and the daily updates of the website. The success of those show INTERACT II's role in being a useful and important source of information on Territorial Cooperation issues.



The INTERACT II website

The website is fully operational and provides constant updates of news and events concerning INTERACT II in particular and Territorial Cooperation in general. The website is designed in order to be an information platform on ETC.

The website also focuses on themes of importance to the Territorial Cooperation programmes, such as on programme management, project management, finance management, knowledge management and capitalisation, evaluation, regulatory changes, EGTC and IPA CBC. In 2011, new sections of the website were created like ETC 2014+. The section concerning the KEEP activity has also been maintained.

The website has been reorganized in order to highlight relevant new sections like ETC 2014+ and INTERACT Focus 2012.

There is a shared responsibility in managing the website: all IPs have been provided with passwords and can upload their own news and event announcements. The INTERACT Secretariat has final responsibility for editing and authorizing publication. Along 2011 INTERACT Secretariat has taken back full responsibility of the website management since fully staffed in the communication area. IP Vienna still has administrator access for emergency cases.

Following the task assigned by the Coordinators Group to IP Vienna in September 2010, IP Vienna coordinated the project “update of the INTERACT Website” until May 2011. This task covered essentially: Content development, regular updates, creation of a comprehensive CMS Manual for INTERACT staff, requests of and testing of technical improvements of CMS (supported by IS and service provider), cleaning of CMS (pictures and files, tagging system, trash), email and phone “hotline” for IPs and IS, publication of ETC glossary and of the updated section “Regulatory Framework”, webmastering (check and approval of contents). This task was taken over by IS after a meeting on 19 May.

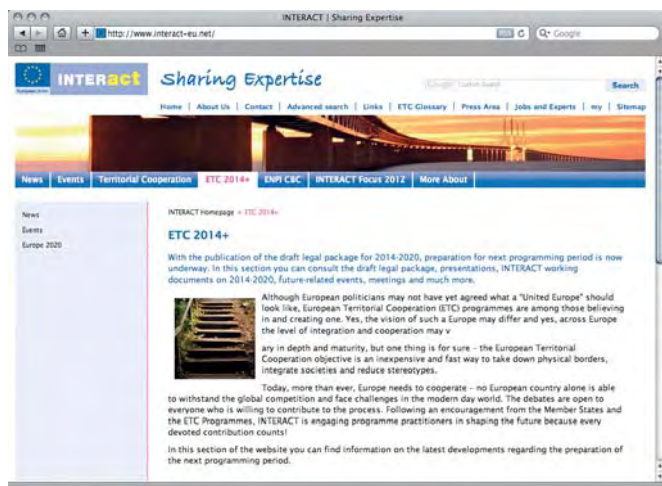
In November-December, IP Vienna created the new section ETC 2014+ and coordinated the content and structure thereof. The section evaluation was largely updated as well.

Online community and working groupss

Based on web market research, in 2011, IP Vienna coordinated the creation of four working groups and a network page on a free-of-charge online platform called <http://interact.groupspaces.com/>. For each of these groups IP Vienna streamlined settings and provided basic information to involve staff in other IPs and IS. This joint platform offers various functions, such as the sharing of documents (upload and download), mailings, announcements of news and events, working on common documents (wiki function), forum. Two of the groups created are specifically related to the future of ETC and serve as online tool to the two working groups: Programme management and financial management. Additionally an IPA CBC group and a group for the preparation of the ETC Day 2012 were created. IP Vienna acts as contact person between IPs and the service provider (technical questions, bugs, new functionalities, copy rights rules, etc.).

The overall content coordination is led by INTERACT Secretariat on the basis of the ComG recommendations and decisions according to the extent of decisional capacity of the working group. Beyond such capacity the Coordinators Group Meeting is involved in the decisional process. INTERACT website has been updated in several parts with the collaboration of all IPs and working

groups. New sections have been created with contribution of the whole Programme, but with a joint effort and coordination of the Secretariat and IP Vienna.



New sections, new features and tools have been added throughout the year 2011 to upgrade the website content-wise and technically-wise, and to better adapt the website to the needs of the Territorial Cooperation Community. The following sections have been added:

- ETC 2014+;
- INTERACT Focus 2012;

In general the website is a dynamic tool designed to quickly respond to incoming needs. Along 2011 several sections have been enriched and reorganised among which:

- Financial management
- Synergies and Capitalisation

The video section has been enriched.



Social media

The communication rollout plan for 2011 and beyond, approved by the Monitoring Committee at its May 2011 meeting, in Brussels, identified the need to work on social media tools (not only Facebook, but also Wikipedia - the latter regarding the concept and results of Territorial Cooperation). The INTERACT Secretariat implemented in November 2011 one automatic feature in INTERACT's Facebook presences aimed at increasing the interest of its Facebook presence to the ETC community - hence, every time any news or event is published on INTERACT's website, a new item is published on INTERACT's wall and on those of its followers. Facebook thus became one of the main origins of traffic to INTERACT's website.



INTERACT II Newsletter

The INTERACT II newsletter is published three times per year, focusing on a particular theme in Territorial Cooperation, and aiming to give a more extensive and in-depth perspective from a number of different angles. In each issue we aim to include articles by players from different levels, including the European Commission, the national level and programmes. It is intended to compliment the website and shorter newflashes.

It is sent out to all contacts in the Contact Database, published on the INTERACT II website (seven thousand strong contacts in 2011). A small number of copies (around 200 per location, but varying per issue) are printed out to be distributed at events.

At the May 2011 meeting of the Communications Group, a different distribution of tasks within this group was agreed (up until then, this group was responsible for setting the direction of the newsletter and formulating ideas for content and the INTERACT Secretariat was responsible for its final editing), namely:

- The Communication Group proposes to the Coordinators Group the subjects to be treated in each issue of the newsletter in the coming years and will include, if necessary in the production of each issue, other members of staff with a more thorough knowledge of the subject covered.
- The IS is responsible for guaranteeing the strategic orientation of the newsletters, from a communication perspective (editorial line, language, design, distribution and coherence of the programme).
- The IPs assure the right approach to the subjects of each of the newsletters. Each IP is responsible for one issue and one subject of the newsletter, on a rotational basis.

In 2011, the following issues were worked on:

- Newsletter on Communication (March 2011)
- Newsletter on Sustainable Growth (September 2011, distributed at the Open Days), with the content-coordination of IP Viborg;
- Newsletter on the European Union Macro-Regional Strategies (Winter 2011/2012, published in January 2012), with the content-coordination of IP Turku.



INTERACT II Newsflash

The INTERACT II newsflash is sent out regularly via HTML e-mail to all contacts in the Contact Database in order to ensure a flow of information to stakeholders in between newsletters.

The purpose of the newsflash is to inform the stakeholders about upcoming INTERACT II events, latest publications (in particular INTERACT II ones) and other relevant news for the ETC programmes.

Three Newsflashes have been sent out in 2011. A discussion has been started among the Communication Group to redefine the needs of the Newsflash and to increase the amount of sending to better fulfil the purposes of the tool. Decisions should be taken in this regard in the first trimester of 2012.



INTERACT II Monitoring Committee Update

The concept of the INTERACT II Monitoring Committee Updates (MC Updates) was revised in order to give the members of the Monitoring Committee a clearer overview of INTERACT’s activities in between Monitoring Committee meetings. The first one of this new series was released before the second meeting of the Monitoring Committee in 2011 (Budapest, Hungary, in November).

Promotion and Communications Activities

Organisation of activities

INTERACT organised, on 8 and 9 December 2011, in Bratislava, Slovakia, the international conference “Future Cohesion Policy: Strengthening Territorial Cooperation”. This meeting was attended by 114 people, with participation not limited to programmes, but also to representatives from the European Commission, ministers and other national policy-makers.

The conference focused on the possibilities of future cooperation within the Structural Funds and a more effective use of their resources. The participants highly appreciated the participation of European Commission staff and mentioned that they wish further discussions focussing on the interpretation of the regulations for the future programming period.

The INTERACT Secretariat also participated at the 15 and 16 September 2011 Joint Transnational Conference, which also included an exhibition. This conference and exhibition was jointly organised by all the 13 Transnational ETC programmes, with the support of INTERACT Point Viborg. The INTERACT Secretariat participated in the design and layout of INTERACT’s stand at the exhibition and was also responsible for the contents on KEEP (video). Members of the INTERACT Secretariat were at the venue in order to call people to experiment KEEP and assert its usefulness.

Participation in external events

With regards to the networking activities, the INTERACT Secretariat was involved in different external events in order to present the INTERACT II Programme, and KEEP.

The INTERACT Secretariat ensured active participation in the following external events:

- Conference “Regions for Economic Change”, organised by the European Commission, Directorate General for Regional Policy (23 and 24 June 2011, Brussels, Belgium) - the INTERACT Secretariat set up a stand with literature for information of the participants on the Programme.
- Open Days, co-organised by the Committee of the Regions and the European Commission, Directorate General for Regional Policy (10-13 October 2011) - the INTERACT Secretariat conducted the process from the initial contacts with the Commission to the coordination of inputs from the IPs and to the sending of the applications.
- Annual meeting with the Managing Authorities of cross-border programmes, organised by the European Commission, Directorate General for Regional Policy (25 October 2011, Brussels, Belgium) - the INTERACT Secretariat set up a stand with promotional films on KEEP, online access to the KEEP website and literature for information of the participants on the Programme. As with the Katowice event, members of the INTERACT Secretariat were at the venue in order to call people to experiment KEEP and assert its usefulness.
- Annual seminar of the SUDOE programme, on capitalisation (22 and 23 November 2011, Toulouse,

France) - the INTERACT Secretariat gave a presentation on KEEP.

Also INTERACT Points informed target groups about INTERACT products during external events, such as:

- 17-18 May, Sofia, INFORM
- 30 June, Paris, Europ'ACT seminar on the future of ETC
- 24-25 June, Brussels, Regions for economic change conference;
- 22 September, Paris, Europ'ACT seminar on FLC
- 18-19 October, Budapest, ENPI annual event;
- 19-20 October, Brussels, Europ'com
- 25 October, Brussels, CBC Annual conference of DG Regional Policy;
- 17-18 November, Vienna, Danube Rectors Conference;
- 21-22 November, Bratislava, Central Europe conference;
- 7-8 December, Brussels, INFORM Network
- 9-10 December, Catania, CPMR, EP and Sicilian Region seminar "*Old and new actors in a changing Mediterranean*"
- 12-13 December, Vienna, CBC conference on the draft legal package for Austrian programme stakeholders.

Development of publicity material

Four promotional videos were produced to disseminate KEEP within the ETC community. They were used at the Joint Transnational Conference (September 2011), at the Annual meeting with the Managing Authorities of cross-border programmes (October 2011) and at the annual seminar of the SUDOE programme (November 2011).

At the time of the presentation given at Annual meeting with the Managing Authorities, by the head of the INTERACT Secretariat, one of these videos was published on the INTERACT website.

Dissemination of promotional material

All IPs and INTERACT Secretariat have included promotional material and publicity for INTERACT II (e.g. printed material hand-outs, roll-ups, highlighting upcoming events...) at all their events and external events.

INTERACT II Internal Communication System

The Contact Database and Expert Database

As defined in the Communications Rollout Plan for 2011 and beyond, approved by INTERACT's Monitoring Committee in May 2011, in Brussels, one of the priorities of the communications activities was, in 2011, to come up with a new event registration tool and a new contact database (including an expert database). The work on the briefing was coordinated by the INTERACT Secretariat since June 2011, with the full support of the IPs and is detailed below, on the item "*The event registration tool*".

Issue Tracking System

In order to better respond to the technical questions asked by the IPs related to problems with the website (CMS system), Zimbra (INTERACT II email system), Confluence (INTERACT II wiki system) and the ERT, each IP has been granted access to the "*issue tracking system*".

This system enables the IPs to ask their requests directly to the INTERACT Secretariat and the Webmaster, and to follow up the development of every request electronically, e.g.: to whom it has been assigned as well as the state of play of the request. This system has reduced email traffic and has enabled the staff to keep track of all technical developments in the short and long term. In 2011 the Issue Tracking System has been reviewed in terms of content and tickets and is now up to date. Most of the due activities have been carried out.

The Event Registration Tool

A briefing to BeemT for the new event registration tool was agreed with the IPs and the INTERACT Secretariat's Quality and Knowledge manager until July. The new tool, when fully implemented, will include a set of automatic features that will provide for an understanding of the impact of the communication and dissemination activities made through its embedded contact database - as well as an overall set of statistics on the attendance of meetings and activities promoted by INTERACT.

The implementation of the new event registration tool and of the new contact database will be also the occasion for the cleaning of contacts from the old contact database. These contacts will be asked to re-register, which means that only the implicated people will migrate to the new contact database. A copy of the contacts of the old database will be kept.

Improvements to the CMS

Although INTERACT II already uses an advanced system of CMS, the Communications Group also works at constantly improving the system and making it more users-friendly. The tagging system has been reviewed to allow less mistakes to be made and is under on-going improvement. Specific instructions have been created in the upload field under “*file and pictures*” section of the CMS to allow people to use a common naming system that will ease the process of recovery of data.

Improvements have been undertaken concerning the workflow of proofing of news and concerning the capacity to layout news within the CMS. Such improvements will be finalised within the first semester of 2012.

Online Survey Tool

After an initial research for an alternative solution to Limesurvey, on a temporary basis INTERACT is using different tools for surveys and questionnaires and polls. The main used tool at the moment is Google Documents that allow the realization of survey with a complexity, which is suitable for the present needs. INTERACT is anyway still looking for a more permanent tool.

Updates on Confluence

The INTERACT II wiki, Confluence, is constantly improved and updated with the newest versions in order to enhance the users-friendliness of its applications.

After a precise analysis, INTERACT Secretariat is drawing a proposal to review the organisation of Confluence to ensure on the one hand a better data collection and

recovery and on the other hand to better organise the system of accesses of users according to incoming needs. The main principles behind the reorganisation of Confluence are the horizontality of folders and a defined access rules. The implementation will be carried out along 2012.

Media Outreach Strategy

The Media Outreach Strategy was one of the main items of the communication rollout plan approved by the INTERACT Monitoring Committee in Brussels, in May. Then, the rollout plan included one activity named “*Develop framework for media notoriety of success stories*”. This was considered a priority and the aim was to understand the best way to disseminate ETC stories for the media, thus increasing the level of awareness for the Programme.

Simultaneously, the communication rollout plan included one activity started by IP Vienna and named at the time “*Develop joint ETC communication product*”. The IS took over the overall coordination of this activity after the first meeting of the programmes, in May, in Budapest.

The “*product*” that came out of that meeting is now known as European Cooperation Day and INTERACT, together with more than half of all ETC, IPA CBC and ENPI CBC programmes, is working to deliver a Europe-wide event made up of local events, all sharing a set of features and the overall goal of informing Europeans of what ETC, IPA CBC and ENPI CBC do for their quality of life and Europe, both in their own regions and all over the continent. For further information on European Cooperation Day please refer to chapter 3.1.1.3, d. Strategic Communication-related activities.

Corporate Identity

The INTERACT Secretariat worked with the IPs, between June and October, to come up with a set of agreed templates and guidelines to be used by the whole Programme. All the members of the Communications Group are responsible for enforcing the use of these templates and rules.

The Communications Group also agreed to revise INTERACT’s style guide every six months (first revision is to take place in June 2012).

5.1.2 The INTERACT Points specific activities

As already highlighted at several occasions throughout the report, all INTERACT Points were actively involved in all Communication-related activities of the programme, sometimes even taking a leading role for a limited project respectively for a specific period of time which became necessary due to the ongoing lack of human resources at the INTERACT Secretariat.

In addition, there were also some specific communication activities that were mainly implemented by the INTERACT Points themselves.



Publication on Smart Growth

A new type of publication was created on the occasion of the conference European cooperation contributing to smart growth, held on 25-26 May. The publication had a larger audience and coverage than the conference. IP Vienna coordinated the inputs by the INTERACT Points, as well as the development and layout of the publication. IS took care of proof-reading and printing. Dissemination was ensured by IP Vienna and IS.



Mediterranean Newsflash on forest fires and video

This publication was issued as a result of the capitalization work on forest fires implemented under the lab group for a Mediterranean Platform. Not only analysis and conclusions on the outcomes of the relevant ETC projects, but also specific recommendations for authorities are included in this publication. The aim of INTERACT Point Valencia is to provide an analysis to reflect on how to improve the quality of projects in the future.

Besides this publication, a 2 pages summary was provided in 4 languages (French, Italian, Spanish and English) and distributed to the relevant authorities around the Mediterranean. In the summary, only the concrete recommendations for the bodies in charge of ETC were included.

In order to promote this work and the conclusions, a 5-minute video was elaborated, sent to the list of stakeholders and also uploaded on the website. It has also been presented at the Katowice Conference in September 2011.

Regionetwork groups

INTERACT Point Valencia created three different groups on Regionetwork. Two of them refer to the Mediterranean Lab Group and two of the thematic poles: forest fires and maritime risk. The last one refers to the Cooperation under Objectives 1 and 2. All of them regularly send updated information to the registered participants on the specific topics for which they were created.

INTERACT in Universities

For the first time, INTERACT implemented a specific activity for Master's students. It was a seminar on ETC programme and project management at the University of Trieste in Gorizia (Italy). It was the occasion to raise awareness about ETC among the students specializing in EU affairs. 52 students attended the seminar, and also some staff from Region Friuli Venezia-Giulia participated in the event. INTERACT Point Valencia designed specific-oriented materials for this target group, which were very much appreciated by the participants. This seminar may be organized in the future again.

Dissemination of INTERACT Point products

INTERACT Point Turku contracted an external expert service for mapping the Knowledge Management and Social Networks of the EU Strategy for the Baltic Sea Region. In addition to presenting the outcomes of this service in meetings and events, the report is also available on INTERACT website.

The online version of the report on the survey of SME involvement in ETC Programmes operative in North-East Europe, during the period of 2007-2013, was launched in January 2011.

INTERACT Point Turku had a stand and presence in several events organised by EUSBSR key stakeholders as well as in the 2nd Annual Forum in Gdansk in October, where IP Turku coordinated also the presence of ETC programmes in the "Network Village" of the Forum.

INTERACT Point Valencia distributed seven factsheets containing the summary of the seven key events organised by the IP. Besides, two issues of the First level Control Updates were sent to the controllers in IP Valencia's zone, and three evaluation network updates were forwarded to the relevant target group.



Transnational Programme Conference, Katowice, Poland, September 2011

INTERACT Point Viborg had an important role in organisation of the Transnational Programme Conference held September 2011 in Katowice (Poland). The role of INTERACT was initially limited to facilitating the preparatory meetings. When it turned out that it was possible for INTERACT to be present during the conference, IP Viborg negotiated the terms and coordinated the full INTERACT involvement. INTERACT, as the only programme of the conference, was present with a stand, where KEEP received major attention.



CBC Comm Network Meeting, Dublin, Ireland, November 2011

INTERACT Point Viborg coordinated the jointly organised network meeting of Communication staff in CBC programmes in Dublin in November. In addition to the analysis of the evaluation of communication exercises and European Cooperation Day, an externally supported training, focusing on newsletter, was part of the agenda.

Information efforts to support to EU Strategy for the Danube Region (EUSDR)



Communication activities for the EUSDR were a key element of IP Vienna support to the EUSDR implementation:

- The 4th and 5th issues of the “*EUSDR Newsletter*” were published online and distributed (mailing and events);
- IP Vienna informed a wide target group in a number of external events (e.g. Austrian Ministry of Foreign Affairs, City of Vienna, Austrian Ministry of Culture, Austrian EUSDR Task Force, European Parliament - EUSDR group, etc);
- Visual identity work for the EUSDR was also important, including general logo and logos for each of the priority areas, visual guidelines, templates for PACs, map of Danube Region in various formats, Promotional flyer for www.danube-region.eu, rollup;
- INTERACT website was constantly updated with news and project section, creation of sub-pages (labgroup, priority areas);
- A new online platform for Labgroup and PACs (Groupspaces) was created;

- The website www.danube-region.eu was created, including purchase of .eu domain, creation of 15 groups and homepage, feedback loops with EU Commission, information and basic web training for priority area coordinators, hotline, creation of managers’ accounts for PACs and DG Regio, creation of testing phase for use of regionetwork2020 to display EUSDR projects;
- Social platform was updated (Facebook EUSDR group) with regular announcement of news.

5.2 Indicators of information and publicity

The tables here display both the Programme’s target and the results achieved on each indicator. In some cases figures are not available.

Most targets have been met, and many surpassed. However it is also the case that in some areas the Programme’s communication strategy has fallen short. In all cases, this can be attributed to the huge turn-over of staff and the partial replacement of the communications unit that has been solved only after mid 2011. Despite many efforts made and large improvements, the situation has sometimes delayed the planning and implementation of certain communication activities. All the shortcomings will be solved along 2012.

Table No 15: Indicators on information and publicity

INDICATORS 2011		
OUTPUT INDICATORS	Achievement	Target
MANAGEMENT AND COORDINATION		
Number of Communications Group Meetings	5	3
DISSEMINATION AND PUBLICITY		
INTERACT Website		
Unique users per month	5,100	4,000
Number of EU countries actively using website	27	27
% documents available compared to those produced	N/A	95%
Number of pages published (INTERACT II related)	N/A	150
Number of pages published (ETC related)	N/A	50
INTERACT II Newsflash		
Number of newsflashes sent	3	6
INTERACT II Newsletter		
Number of issues produced per year	3	3
Number of articles per issue in average	13	5
INTERACT II Monitoring Committee Update		
Number of MC Updates sent	1	4
PROMOTION AND COMMUNICATION ACTIVITIES		
Number of activities	To be defined after IPs inputs	> 3
Number of publications	To be defined after IPs inputs	> 1
Number of external events	To be defined after IPs inputs	> 2
INTERACT II Communications System (Internal indicators)		
Number of logins	N/A	N/A
Number of active CDB users	All	All
Number of Communications Group members	6	6

Data source: IS

5.3 Assessing the results of the information and publicity measures in terms of visibility

5.3.1 Some statistics

Visitors

Number of visitors **131,400**

There were more than 131,000 visitors in the year 2011, with an increase of more than 13% compared to the previous year, which indicates the growing appeal of the website. The visitors come from 183 countries, including a strong coverage in the countries involved in INTERACT II, demonstrating the scope of the website's appeal (all the involved countries are among the first 38 visitor countries).

Number of unique users **63,228**

The total number of unique visitors for 2010 was 54,684, showing the number of people who visited the INTERACT II site for the first time.

Returning visitors **54.18%**
New visits **45.82%**

The majority of visitors are returning visitors, showing that a high number of users are interested in what they find on the website and keep coming back.

The huge amount of new visitors indicates that INTERACT II is continuing to expand the audience and find new visitors, due to an increased number of programmes being represented in the news and events sections, the jobs and experts section, and a consistently high profile in Google searches.

Please find below the number of visitors and total number of unique visitors per month. The Google Analytics was used as a source to retrieve those numbers and track web usage.

Table No 16: Number of visitors and total number of unique visitors per month on www.interact-eu.net

VISITORS		
Month	Total	Unique
January	10,887	6,531
February	11,337	6,066
March	12,553	6,846
April	10,809	6,300
May	10,979	6,354
June	10,316	6,039
July	9,280	5,363
August	8,404	4,964
September	11,306	6,678
October	12,780	7,637
November	13,610	8,288
December	9,139	5,854
Total	131,400	63,228

Data source: IS

Attention span

User time on website **2:51 minutes**

This figure allows to see how long users spend on the INTERACT II site. The data could be interpreted negatively, "*di per se*", but considering that it correspond to a significant increase of visitors, and taken into account the major landing pages of the website, it shows that lots of visitors come for very specific information on a particular issue and do not stay around very long.

Average pageview per visit **3.31 page views**

This figure allows us to see how many pages are viewed by every visit. In average 3 pages are opened per visit. Please find below the average time spent on the website

and the average pageview per visit. Google Analytics was used as a source to retrieve those numbers and track web usage.

Table No 17: Attention span

ATTENTION SPAN		
Month	Average time on site	Average page-view per visit
January	03:01	3.17
February	03:29	3.51
March	03:05	3.39
April	02:44	3.34
May	02:40	3.32
June	02:26	3.25
July	02:29	3.30
August	02:42	3.38
September	02:51	3.42
October	02:52	3.27
November	02:58	3.20
December	02:36	3.20
Average	02:51	3.31

Data source: IS

Popular sections

The most popular **job opportunities, events and news**

Like 2010, also in 2011 the most popular sections of the website are the job opportunities, the events and the

news. This shows the priorities of the visitors and prove the central role that INTERACT has acquired along the time in informing about job opportunities among ETC and disseminating the programme’s expertise to a wide audience.

This shows the central role that INTERACT II plays in providing information on vacancies, and in disseminating the programme’s expertise to a wide audience. This data with the fact that more the 50% of traffic is generated by returning visitors, suggests that users find the information relevant and up-to-date.

Traffic sources overview

This gives us an indication of how people find our site.

Direct traffic	27.28%
Search engines	53.57%
Referring sites	19.16%

The fact that more then 70 000 visitors have landed on INTERACT website from Google shows how it has been well indexed in the search engine. Since we know that the ranking of Google results to queries is also connected to the amount of reliable links that the website has along the net, it is reasonable to assume that a lot of improvement have been made in the quantity and the quality of links to INTERACT.

The top keywords for google searches were:

- 1. interact**
- 2. interact eu**
- 3. interact.eu**

Annexes

1) Financial information of the Operational Programme

Annex 1 - Table No 1: Requests for payment submitted to CA (status of 31 December 2011)

INTERIM REQUESTS FOR PAYMENT OF 31 DECEMBER 2011 (EUR)				OP INTERACT II		
Beneficiary	Number of request for payment	Status of each request for payment of 31 Dec. 2011	Date of approval/rejection at CA	ERDF	National contribution	TOTAL Interim payments
IP Viborg	09/IPViborg/1-IP1	approved	13.10.09	202,918.38	35,809.13	238,727.51
	09/IPViborg/1-IP2	approved	02.12.09	293,267.53	51,753.09	345,020.62
	10/IPViborg/1-IP3	approved	05.08.10	290,841.36	51,324.94	342,166.30
	10/IPViborg/1-IP4	approved	17.12.10	223,217.62	39,391.35	262,608.97
	10/IPViborg/1-IP5	approved	18.03.11	134,820.16	23,791.79	158,611.95
	10/IPViborg/1-IP6	approved	08.04.11	329,235.07	58,100.31	387,335.38
	11/IPViborg/1-IP7	approved	27.05.11	59,342.31	10,472.17	69,814.48
	11/IPViborg/1-IP8	approved	09.11.11	335,301.42	59,170.84	394,472.26
IP Turku	09/IPTurku/1-IP1	approved	04.11.09	126,643.20	22,348.80	148,992.00
	09/IPTurku/1-IP2	approved	31.12.09	146,367.23	25,829.51	172,196.74
	09/IPTurku/1-IP3	approved	08.03.10	83,695.38	14,769.77	98,465.15
	10/IPTurku/1-IP4	approved	29.10.10	125,892.64	22,216.35	148,108.99
	10/IPTurku/1-IP5	approved	07.04.11	277,034.58	48,888.45	325,923.03
	11/IPTurku/1-IP6	approved	29.06.11	395,544.65	69,802.00	465,346.65
IP Valencia	09/IPValencia/1-IP1	approved	09.11.09	97,981.39	17,290.83	115,272.22
	09/IPValencia/1-IP2	approved	08.06.10	285,862.80	50,446.38	336,309.18
	10/IPValencia/1-IP3	approved	20.08.10	233,830.14	41,264.14	275,094.28
	10/IPValencia/1-IP4	approved	14.01.11	319,189.42	56,327.54	375,516.96
	11/IPValencia/1-IP5	approved	01.07.11	266,963.99	47,111.29	314,075.28
	11/IPValencia/1-IP6	approved	20.12.11	340,256.39	60,045.24	400,301.63
IP Vienna	09/IPVienna/1-IP1	approved	26.10.09	312,893.80	55,216.55	368,110.35
	09/IPVienna/1-IP2	approved	18.12.09	265,984.91	46,938.51	312,923.42
	10/IPVienna/1-IP3	approved	05.08.10	370,570.90	65,394.86	435,965.76
	10/IPVienna/1-IP4	approved	17.01.11	437,985.66	77,291.59	515,277.25
	11/IPVienna/1-IP5	approved	07.06.11	460,065.32	81,188.00	541,253.32
	11/IPVienna/1-IP6	approved	11.11.11	318,371.81	56,183.26	374,555.07
Total approved RfPs for INTERACT Points				6,734,078.05	1,188,366.70	7,922,444.75

Annex 1 - Table No 1 (continued)

INTERIM REQUESTS FOR PAYMENT OF 31 DECEMBER 2011 (EUR)					OP INTERACT II	
Beneficiary	Number of request for payment	Status of each request for payment of 31 Dec. 2011	Date of approval/rejection at CA	ERDF	National contribution	TOTAL Interim payments
Managing Authority						
priority axis 1	09/MA/1-IP1	rejected	08.10.09	98,005.43	17,295.07	115,300.50
priority axis 2	09/MA/2-IP1	rejected	08.10.09	33,766.80	5,958.85	39,725.65
priority axis 2	10/MA/2-IP2	approved	30.04.10	5,533.03	976.42	6,509.45
priority axis 2	10/MA/2-IP3	rejected	03.08.10	52,315.82	9,232.20	61,548.02
priority axis 2	10/MA/2-IP4	approved	13.09.10	40,210.68	7,096.00	47,306.68
priority axis 2	10/MA/2-IP5	approved	22.10.10	23,254.28	4,103.70	27,357.98
priority axis 2	10/MA/2-IP6	approved	21.12.10	18,236.83	3,218.26	21,455.09
priority axis 2	10/MA/2-IP7	approved	17.01.11	21,152.22	3,732.74	24,884.96
priority axis 2	11/MA/2-IP8	*	05.05.11	42,713.20	7,537.62	50,250.82
priority axis 2	11/MA/2-IP9	approved	24.08.11	6,864.61	1,211.40	8,076.01
priority axis 2	11/MA/2-IP10	approved	24.08.11	9,226.96	1,628.29	10,855.25
priority axis 2	11/MA/2-IP11	approved	04.08.11	33,630.79	5,934.84	39,565.63
priority axis 2	11/MA/2-IP12	approved	22.08.11	24,011.44	4,237.31	28,248.75
priority axis 2	11/MA/2-IP13	approved	22.08.11	29,007.30	5,118.93	34,126.23
priority axis 2	11/MA/2-IP14	approved	04.08.11	50,606.91	8,930.63	59,537.54
priority axis 2	11/MA/2-IP15	approved	13.10.11	43,088.81	7,603.91	50,692.72
priority axis 2	11/MA/2-IP16	approved	20.12.11	40,515.17	7,149.73	47,664.90
Total approved RfPs for Managing Authority				388,052.23	68,479.78	456,532.01
Total rejected RfPs for Managing Authority				184,088.05	32,486.12	216,574.17

* approved/clearance of advance payment

Annex 1 - Table No 1 (continued)

INTERIM REQUESTS FOR PAYMENT OF 31 DECEMBER 2011 (EUR)					OP INTERACT II	
Beneficiary	Number of request for payment	Status of each request for payment of 31 Dec. 2011	Date of approval/rejection at CA	ERDF	National contribution	TOTAL Interim payments
INTERACT Secretariat						
priority axis 1	09/IS/1-IP1	approved	13.11.09	118,589.78	20,927.61	139,517.39
priority axis 2	09/IS/2-IP1	approved	13.11.09	12,561.50	2,216.73	14,778.23
priority axis 1	09/IS/1-IP2	approved	04.02.10	144,740.14	25,542.38	170,282.52
priority axis 2	09/IS/2-IP2	rejected	04.02.10	12,792.08	2,257.42	15,049.50
priority axis 1	10/IS/1-IP3	approved	27.04.10	36,818.48	6,497.38	43,315.86
priority axis 2	09/IS/2-IP3	approved	29.07.10	819.39	144.60	963.99
priority axis 1	10/IS/1-IP4	approved	30.07.10	115,006.07	20,295.19	135,301.26
priority axis 2	11/IS/2-IP4	approved	08.11.11	614.80	108.49	723.29
priority axis 1	10/IS/1-IP5	approved	16.12.10	147,157.63	25,968.99	173,126.62
priority axis 1	10/IS/1-IP6	approved	17.12.10	3,180.25	561.22	3,741.47
priority axis 1	10/IS/1-IP7	approved	21.12.10	46,468.32	8,200.29	54,668.61
priority axis 1	11/IS/1-IP8	*	03.05.11	230,297.92	40,640.81	270,938.73
priority axis 1	11/IS/1-IP9	approved	14.10.11	4,034.46	711.96	4,746.42
priority axis 1	11/IS/1-IP10	approved	25.10.11	28,820.48	5,085.97	33,906.45
priority axis 1	11/IS/1-IP11	approved	25.10.11	10,580.09	1,867.08	12,447.17
priority axis 1	11/IS/1-IP12	rejected	27.11.11	153,037.84	27,006.68	180,044.52
Total approved RfPs for INTERACT Secretariat				899,689.31	158,768.70	1,058,458.01
Total rejected RfPs for INTERACT Secretariat				165,829.92	29,264.10	195,094.02

* approved/clearance of advance payment

Annex 1 - Table No 1 (continued)

INTERIM REQUESTS FOR PAYMENT OF 31 DECEMBER 2011 (EUR)					OP INTERACT II	
Beneficiary	Number of request for payment	Status of each request for payment of 31 Dec. 2011	Date of approval/rejection at CA	ERDF	National contribution	TOTAL Interim payments
Certifying Authority						
priority axis 2	09/CA/2-IP1	approved	06.05.10	63,508.13	11,207.32	74,715.45
priority axis 2	09/CA/2-IP2	rejected	27.04.11	37,869.25	6,682.81	44,552.06
priority axis 2	11/CA/2-IP3	*	27.06.11	37,876.00	6,684.00	44,560.00
priority axis 2	11/CA/2-IP4	approved	27.06.11	26,300.11	4,641.19	30,941.30
priority axis 2	11/CA/2-IP5	approved	13.10.11	58,761.06	10,369.60	69,130.66
Total approved RfPs for Certifying Authority				186,445.30	32,902.11	219,347.41
Total rejected RfPs for Certifying Authority				37,869.25	6,682.81	44,552.06
Audit Authority						
priority axis 2	09/AA/2-IP1	approved	05.03.10	22,220.48	3,921.26	26,141.74
priority axis 2	10/AA/2-IP2	approved	10.02.11	15,206.50	2,683.50	17,890.00
Total approved				8,245,691.88	1,455,122.04	9,700,813.92
Total priority axis 1				7,619,771.67	1,344,665.58	8,964,437.25
Total priority axis 2				625,920.20	110,456.47	736,376.67
Total rejected				387,787.21	68,433.03	456,220.25
Ongoing processing at CA				0.00	0.00	0.00
Total submitted				8,633,479.08	1,523,555.08	10,157,034.17

* approved/clearance of advance payment

Annex 1 - Table No 2: Interim payment claims submitted by CA to the European Commission (Status of 31 December 2011)

	Date	Priority Axis 1	Priority Axis 2	TOTAL
Committment 2007-2013		28,345,020.00	1,809,257.00	30,154,277.00
Claim No. 2010900701	11.12.2009	740,436.77	0.00	740,437.00
Claim No. 2011000702	02.02.2010	824,209.00	12,562.00	836,771.00
Claim No. 2011000703	03.08.2010	551,117.00	91,262.00	642,378.00
Claim No. 2011000704	28.09.2010	1,010,248.00	819.00	1,011,068.00
Claim No. 2011000705	08.02.2011	1,303,092.00	102,854.00	1,405,946.00
Claim No. 2011000706	30.05.2011	965,007.00	54,502.00	1,019,509.00
Claim No. 2011000707	11.08.2011	1,181,916.00	64,176.00	1,246,092.00
Claim No. 2011000708	22.12.2011	686,879.00	254,023.00	940,901.00
Total interim payment claims		7,262,905.00	580,197.00	7,843,102.00
% of the committment 2007-2013		25.62%	32.07%	26.01%

Data source: CA

Annex 1 - Table No 3: Overview of the received payments from the European Commission (status of 31 December 2011)

Source		Date of submission	Requested amount	Approved amount	Date of receipt	Difference amount *
ERDF	advance payment	x	x	680,670.00	14.12.2007	x
ERDF	advance payment	x	x	1,021,005.00	18.06.2008	x
ERDF	advance payment	x	x	680,670.00	05.02.2009	x
ERDF	advance payment	x	x	680,670.00	22.04.2009	x
ERDF	interim payment	11.12.2009	740,437.00	740,437.00	31.12.2009	0
ERDF	interim payment	11.2.2010	836,771.00	836,771.00	22.02.2010	0
ERDF	interim payment	3.8.2010	642,378.00	642,378.00	16.09.2010	0
ERDF	interim payment	28.9.2010	1,011,068.00	1,011,068.00	15.11.2010	0
ERDF	interim payment	8.2.2011	1,405,946.00	1,405,946.00	07.03.2011	0
ERDF	interim payment	30.5.2011	1,019,509.00	1,019,509.00	21.06.2011	0
ERDF	interim payment	11.8.2011	1,246,092.00	1,246,092.00	02.09.2011	0
ERDF	interim payment	22.12.2011	940,901.00	-	-	-
TOTAL	x	x	7,843,102.00	9,965,217.00	x	0

Data source: CA

* Difference between the requested and approved amount

Annex 1 - Table No 4: Spending of OP INTERACT II in EUR (status of 31 December 2011)

	EU source	OP INTERACT II*	Total
Spending (approved RfPs decreased by irregularities)	1	8,223,874.00	8,223,874.00
Commitment 2007-2013	2	30,154,277.00	30,154,277.00
Actual spending of the commitment 2007-2013 in %	3=1/2	27.27%	27.27%
Commitment 2007	4	3,550,259.00	3,550,259.00
Advance payments	5	3,063,016.00	3,063,016.00
Commitment 2008	6	4,378,651.00	4,378,651.00
Commitment 2009	7	4,792,372.00	4,792,372.00
Commitment 2010	8	5,393,496.00	5,393,496.00
Necessary to spend until 31.12.2011 in accordance with n+3	9=6-5-1	0	0
Spending of 2008 commitment in %	11=(1+5)/6	100%	100%
Spending of 2009 commitment in %	12=(1+5-6)/7	100%	100%
Spending of 2010 commitment in %	13=(1+5-6-7)/8	39.23%	39.23%

Data source: CA

* Remark: The spending overview was adapted according to the provisions of the General Regulation 1083/2006 as amended (applicable retroactively from 1 January 2007, which states that in accordance to the n+3/n+2 rule, 1/6 of the 2007 commitment will be added to each of the 2008-2013 commitment, the deadline date for fulfilling of the 1.committment being postponed to 31 December 2011.

2) INTERACT II Examples of information and Publicity measures (electronic addresses)

a) INTERACT in general

- Facebook page: <http://www.facebook.com/pages/INTERACT/40317896164>
- Youtube channel: http://www.youtube.com/my_subscriptions?feature=mhee&s=B0U5D558007-Y3III0sX4b_r7F6aTUF5hyXAGxjlg

b) Danube Region Strategy

- <http://www.facebook.com/groups/367487884653/>
- several interactive and collaborative groups created on Groupspaces (e.g. “EUSDR Labgroup”, “PAC Network”: <http://groupspaces.com/PACNetwork/>) - function as intranet.

c) Baltic Sea Region Strategy

- Twitter: <https://twitter.com/EUSBSR>
- YouTube channel: <http://www.youtube.com/eusbsr>

Newsletters

1. Newsletter April 2011: http://www.interact-eu.net/interact_newsletter/interact_march_newsletter_communication_a_strategic_tool_for_territorial_cooperation/250/8834
2. Newsletter September 2011: http://www.interact-eu.net/interact_newsletter/newsletter_interact_september_2011_sustainable_growth/250/10677
3. Newsletter Winter 2011/2012: http://www.interact-eu.net/interact_newsletter/newsletter_interact_january_2012_european_union_macro_regional_strategies/250/11457

INTERACT Videos

<http://www.youtube.com/INTERACTProgramme>

INTERACT Press area

http://www.interact-eu.net/press_area/press_area/239/2883

KEEP

<http://www.youtube.com/user/INTERACTProgramme#p/u/4/Awy8dMu1oTc>
http://www.youtube.com/user/INTERACTProgramme#p/u/5/Z_zcDe8Mezo

3) Link of planned communication activities for 2011 2nd 1/2 and beyond to INTERACT’s communication strategic goals and to relevant suggestions of the Assessment of INTERACT II Information and Publicity Measures

Annex 3 - Table No 1: Link of planned communication activities for 2011 2nd 1/2 and beyond to INTERACT’s communication strategic goals and to relevant suggestions of the Assessment of INTERACT II Information and Publicity Measures

ACTIVITY	Strategic goal(s)*	Suggestions to take into account from the comms assessment (S# = Strategic suggestion; QW# = Quick Win suggestion)
1. Define a communication implementation plan		
	All	<p>S1) Annual Operational Communication Plan: a detailed annual operational plan and annual budget for communication are essential to help the Communications Group to think more imaginatively, to question the impact of the previous year’s activities, and to adapt strategy according to changing needs. It should spell out in detail objectives, target audiences, specific activities and dissemination channels</p> <p>S2) Monitor impact and networking</p> <p>S3) Main results indicators and impact indicators to be considered...</p> <p>S4) Each implementation report should have a four-column indicator table (activity indicator, actual achievement, comments).</p> <p>S5) Networking activities, one of the main successes of the programme, should be monitored from a communication angle and reported in the programme’s annual reports.</p> <p>S6) Clearly define responsibilities: The INTERACT Communications Plan says that “<i>the split of responsibilities and tasks between the IS and INTERACT Points will harmonious delivery of communication products and activities.</i>” Once staffing issues the IS are sorted out, responsibilities and tasks should be clearly defined. This should be backed up by detailed planning and clear allocation of tasks in the annual communications plan. Good organisation is essential to mobilise limited human resources to work towards an ambitious communications plan.</p>

*** List of goals:**

- a) To inform the target audience about the opportunities offered by INTERACT.
- b) To inform the target audience about the role played by the European Union in cooperation with the Member States in the assistance provided through the European Regional Development Fund and about its results, in particular as far as the European Territorial Cooperation (ETC) is concerned.
- c) To better coordinate the exchanges of experience and good practice at Community level of actions undertaken under the umbrella of ETC.
- d) To disseminate lessons learnt.
- e) To set up the necessary external communications platforms and strategies for the accomplishment of the above and make them available to the target audience as appropriate.
- f) To set up the necessary internal communications platforms and strategies involving all members of the INTERACT managing system for the accomplishment of the above and make them available, through training or instructions, as appropriate.
- g) To facilitate communication within the organisational structure/management system of the INTERACT Programme.

Annex 3 - Table No 1 (continued)

ACTIVITY	Strategic goal(s)*	Suggestions to take into account from the comms assessment (S# = Strategic suggestion; QW# = Quick Win suggestion)
2. Develop new area of website for ETC literacy and reorganize website		
	b)	<p>S8) Extend communication to potential beneficiaries and external target audiences (multipliers)</p> <p>S9) Incorporate messages throughout the programme's communications</p> <p>QW1) Avoid the use of acronyms and jargon</p> <p>QW2) Explain what the programme does in ALL communication</p> <p>QW6) INTERACT Website: The visuals used by INTERACT should suggest territorial cooperation; explain the website's focus</p> <p>QW9) Videos - The 20-minute film and the 3-minute trailer produced to celebrate 20 years of territorial cooperation provide an excellent overview of the aspirations and achievements of territorial cooperation. It is the only communications material produced by INTERACT that truly "sells" territorial cooperation to an external audience. These videos should be promoted as much as possible, and should have a dominant space on the INTERACT website.</p>
3. Develop Wikipedia site for ETC (building on the contents developed for previous activity)		
	b)	Same
4. Rethink the use of Facebook and develop new social network capacities: Twitter, LinkedIn		
	b)	Same
5. Set up competition among selected University courses throughout the Union in order to raise ETC's notoriety and literacy throughout the Union		
	b)	<p>S7) Promote the benefits of European Territorial Cooperation.</p> <p>S8) Extend communication to potential beneficiaries and external target audiences (multipliers).</p> <p>S15) Issue of English - in the absence of financial resources, selected communications such as tools specifically targeted at external target audiences should be translated into extra languages. For example the video was produced in English, French and German, multiplying its potential to reach target audiences. The brochure on 20 Years of territorial cooperation would also make a good case for translation into selected local languages. Also the production of features by local journalists would give an interesting international flair to INTERACT communication.</p> <p>QW9) Videos - The 20-minute film and the 3-minute trailer produced to celebrate 20 years of territorial cooperation provide an excellent overview of the aspirations and achievements of territorial cooperation. It is the only communications material produced by INTERACT that truly "sells" territorial cooperation to an external audience. These videos should be promoted as much as possible, and should have a dominant space on the INTERACT website, on KEEP website, on DG Regio website, on the website of all INTERACT programmes. As they exist also in French and German they can also be promoted on many websites of regional and local authorities, centrally those involved in the videos examples, but also many more.</p>

Annex 3 - Table No 1 (continued)

ACTIVITY	Strategic goal(s)*	Suggestions to take into account from the comms assessment (S# = Strategic suggestion; QW# = Quick Win suggestion)
6. Improve the internal calendar / creation of a new calendar system that allows to standardise and collect more information useful for quick reporting		
	b), f), g)	
7. INTERACT merchandising: Definition of new objects		
	e)	
8. Develop “joint ETC Communication Product”		
	a), b), e), f), g)	<p>QW1) Avoid the use of acronyms and jargon in any new publications, news or redesign of the INTERACT website.</p> <p>QW2) Explain what the programme does in ALL communication.</p> <p>QW3) Use consistently key visuals.</p> <p>S14) Networking and outreach. We recommend:</p> <ul style="list-style-type: none"> • Closer working with the EU. • Joint ETC Communication Product.
9. Deploy new event registration tool and new mailing service tool, in coordination with the new registration tool. Clean up, segment by interests and expand contact data base		
	All	QW8) Clean and improve the database: the contact database currently contains invalid addresses and doubles so that 30% of the database is useless and causes delays in sending emails. Moreover the system does not recognize double subscriptions when people register through the INTERACT event registration tool. Add the possibility to subscribe just to the newsletter.
10. New “online lessons” capacities for training the ETC world		
	c), d), f), g)	S14) Networking and outreach: A more user friendly and open INTERACT
11. Add “real-live” images to INTERACT’s image data base		
	b), e)	<p>S7) Promote the benefits of European Territorial Cooperation: Photos create a visual identity of the programme and convey the message that this is what territorial cooperation is about: working on the ground, improving real people’s lives, improving real people’s environment. Tell a story with a photo - a photo, a good caption can make a story by itself.</p> <p>S11) Territory should evoke places, nature and Cooperation evokes people: chose visual elements that convey a message and not databank advertising-type images. Thousands of Territorial Cooperation projects are active across every reach of Europe, involving countless beneficiaries.</p>
12. Develop framework for media notoriety of success stories		
	b)	<p>S7) Promote the benefits of European Territorial Cooperation. Capture impacts: use local media. INTERACT could initiate a series of feature stories written by local journalists, the stories would be uploaded on the INTERACT website.</p> <p>S8) Extend communication to potential beneficiaries and external target audiences (multipliers)</p>

4) List of INTERACT Activities 2011

Annex 4 - Table No 1: INTERACT Point Services - Workshops, Seminars, LAB Groups, Network Meetings and Conferences

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
17.01.11	17.01.11	Brussels	Belgium	Future of ETC (Strategy and Development)	Strategy and Development	5th Cohesion Report	Workshop
18.01.11	18.01.11	Brussels	Belgium	Future of ETC (Strategy and Development)	Capitalisation	Capturing Impact of ETC (follow-up to the Ex post evaluation of INTERREG III)	Workshop
27.01.11	28.01.11	Paris	France	Financial Management	Audit and Control	Current challenges for Audit Authorities/GoA in ETC and IPA programmes	Workshop
28.01.11	28.01.11	Paris	France	Future of ETC (Financial management)	Audit and Control	Audit Authorities/GoA functions	Working Group
31.01.11	31.01.11	Stockholm	Sweden	Macro-regional Strategies	EUSBSR	Funding possibilities for the FSP EUSBSR	Workshop
09.02.11	09.02.11	Stockholm	Sweden	Macro-regional Strategies	EUSBSR	LAB Group (13)	LAB Group
15.02.11	15.02.11	Utrecht	Netherlands	Financial Management	Audit and Control	Workshop for First Level Controllers in NWE, NSR, Espon and INTERREG IV	Workshop
16.02.11	16.02.11	The Hague	Netherlands	Financial Management	Audit and Control	Workshop for First Level Controllers in NWE, NSR, Espon and INTERREG IV	Workshop
16.02.11	17.02.11	Gdansk	Poland	Macro-regional Strategies	EUSBSR	Second Working Meeting on Implementation of the EUSBSR	Meeting
16.02.11	16.02.11	Gdansk	Poland	Macro-regional Strategies	EUSBSR	LAB Group (14)	LAB Group
22.02.11	23.02.11	Lisbon	Portugal	Financial Management	Financial Management	Financial Management in ETC	Seminar
24.02.11	24.02.11	Brussels	Belgium	IPA Programme Management	Programme Management	Public Procurement in IPA	Workshop
01.03.11	02.03.11	Prague	Czech Republic	Programme/Project Management	Project Management	Project Application and Assessment in ETC	Seminar
02.03.11	02.03.11	Tallinn	Estland	Macro-regional Strategies	Strategy and Development	National follow-up meetings of stakeholders of the EUSBSR	Meeting
08.03.11	08.03.11	Brussels	Belgium	Future of ETC (Strategy and Development)	Capitalisation	Capturing Impact of ETC (follow-up to the Ex post evaluation of INTERREG III) - meeting with COM	Meeting

Annex 4 - Table No 1 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
11.03.11	11.03.11	Vantaa	Finland	Strategy and Development	Capitalisation	Kick-off meeting on Knowledge Management and Social network	Meeting
16.03.11	16.03.11	Paris	France	Strategy and Development	Strategy and Development	Pilot action: the linkage between Cooperation and objective 1 and 2 programmes (1)	Meeting
17.03.11	17.03.11	Vienna	Austria	Macro-regional Strategies	EUSDR	LAB Group (1)	LAB Group
22.03.11	22.03.11	Helsinki	Finland	Financial Management	Audit and Control	Eligibility and FLC procedures	Workshop
23.03.11	23.03.11	Brussels	Belgium	Financial Management	Audit and Control	Irregularities, Recoveries, Decommitment, Revenues (1)	Working Group
24.03.11	24.03.11	Brussels	Belgium	Financial Management	Financial Management	Current financial developments in ETC	Seminar
30.03.11	31.03.11	Brussels	Belgium	Future of ETC (Programme Management)	Programme Management	Programme management (1)	Working Group
31.03.11	01.04.11	Brussels	Belgium	IPA Programme Management	Programme Management	Programme management	Workshop
07.04.11	08.04.11	Brussels	Belgium	Future of ETC (Financial management)	Audit and Control	Simplified cost options, Eligibility and FLC (1)	Working Group
12.04.11	13.04.11	Valencia	Spain	Programme/Project Management	Monitoring and Evaluation	Evaluation seminar	Seminar
13.04.11	14.04.11	Alicante	Spain	Financial Management	Financial Management	Financial Management in ETC & IPA CBC	Seminar
19.04.11	19.04.11	Genoa	Italy	Strategy and Development	Capitalisation	Lab Group meeting on natural risks and launching of the thematic pole of "maritime safety"	LAB Group
20.04.11	20.04.11	Vilnius	Lithuania	Financial Management	Audit and Control	Eligibility and FLC procedures	Workshop
28.04.11	28.04.11	Copenhagen	Denmark	Macro-regional Strategies	EUSBSR	LAB Group (15)	LAB Group
04.05.11	05.05.11	Thessaloniki	Greece	Financial Management	Financial Management	Financial Management - Basic and advanced (Advisory)	Seminar
05.04.11	05.04.11	Waterford	Ireland	Financial Management	Financial Management	Ireland/UK (Wales) advisory	Seminar
11.05.11	12.05.11	Gdansk	Poland	Programme/Project Management	Programme Management	Monitoring Systems	Network
17.05.11	18.05.11	Trieste	Italy	Financial Management	Audit and Control	First level control	Network

Annex 4 - Table No 1 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
17.05.11	18.05.11	Thessaloniki	Greece	Programme/Project Management	Programme/Project Management	Basic programme and project management seminar	Seminar
25.05.11	26.05.11	Budapest	Hungary	Strategy and Development	Capitalisation	Capitalisation seminar. Specific focus on "European Cooperation Growing Smart"	Conference
26.05.11	26.05.11	Budapest	Hungary	Communication	Communication	Meeting with ETC programmes for discussion of a joint ETC communication product	Meeting
26.05.11	26.05.11	Madrid	Spain	Financial Management	Audit and Control	First level control network meeting. IP Valencia zone (2)	Network
14.06.11	14.06.11	Bergen	Norway	Strategy and Development	Strategy and Development	Pilot action: the linkage between Cooperation and objective 1 and 2 programmes (2)	Meeting
14.06.11	14.06.11	Warsaw	Poland	Macro-regional Strategies	EUSBSR	LAB Group (16)	LAB Group
14.06.11	15.06.11	Budapest	Hungary	Macro-regional Strategies	EUSDR	LAB Group (2)	LAB Group
16.06.11	17.06.11	Copenhagen	Denmark	Financial Management	Financial management	Financial Management - Basic and advanced	Seminar
21.06.11	21.06.11	Brussels	Belgium	Future of ETC (Programme Management)	Programme Management	Strategic Programming, Implementation Tools, Legal documents (1)	Workshop
06.07.11	06.07.11	Larnaca	Cyprus	Programme/Project Management	Programme/Project Management	EGTC	Seminar
06.09.11	06.09.11	Bologna	Italy	Financial Management	Financial Management	Financial Management - Basic and advanced	Seminar
07.09.11	08.09.11	Bologna	Italy	IPA Financial Management	Audit and Control	FLC Seminar for IPA CBC Programmes	Seminar
07.09.11	07.09.11	Brussels	Belgium	Strategy and Development	EUSBSR	LAB Group (17)	LAB Group
20.09.11	20.09.11	London	United Kingdom	Financial Management	Audit and Control	Irregularities, Recoveries and De-Commitment (2)	Workshop
26.09.11	26.09.11	Valencia	Spain	Financial Management	Audit and Control	First level control advisory for ES programmes	Seminar
27.09.11	27.09.11	Valencia	Spain	Financial Management	Audit and Control	First level control network meeting. IP Valencia zone (3)	Network
04.10.11	04.10.11	Besançon	France	CBC Programmes	Evaluation	Advisory service for the FR-CH Programme	Meeting

Annex 4 - Table No 1 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
05.10.11	06.10.11	Riga	Latvia	Financial Management	Audit and Control	FLC and Eligibility in ETC	Seminar
05.10.11	06.10.11	Belgrade	Serbia	All	All	Regional Network meeting, IP Vienna zone (No 4)	Network
06.10.11	07.10.11	Belgrade	Serbia	Macro-regional Strategies	EUSDR	LAB Group (3)	LAB Group
11.10.11	11.10.11	Brussels	Belgium	Strategy and Development	Strategy and Development	Open Days: Added Value and Efficiency through the use of Article 37.6.b and EGTC	Workshop
12.10.11	12.10.11	Brussels	Belgium	Strategy and Development	Strategy and Development	Open Days: Cooperation boosting the success of Macro-Regional Strategies	Workshop
13.10.11	14.10.11	Brussels	Belgium	Programme/Project Management	Programme/Project Management	EGTC	Seminar
19.10.11	19.10.11	London	United Kingdom	Financial Management	Financial Management	Advanced Financial Management including Public Procurement	Seminar
26.10.11	26.10.11	Brussels	Belgium	Future of ETC (Strategy and Development)	Strategy and Development	New draft Regulations	Workshop
02.11.11	03.11.11	Amsterdam	Netherlands	Future of ETC (Programme Management)	Programme Management	Strategic Programming, Implementation Tools, Legal documents (2)	Working Group
10.11.11	11.11.11	Rome	Italy	Programme/Project Management	Programme/Project Management	ETC Strategic Approach	Seminar
10.11.11	10.11.11	Stockholm	Sweden	Macro-regional Strategies	EUSBSR	Alignment of Funding in Implementation of EUSBSR	Workshop
21.11.11	22.11.11	Venice	Italy	Strategy and Development	Strategy and Development	Interregional Cooperation in Objective 1 and 2 (only for Italian Programmes)	Seminar
23.11.11	23.11.11	Valencia	Spain	Strategy and Development	Med	Mediterranean LAB-Group meeting, Pole on Maritime Safety and Risks	LAB Group
24.11.11	24.11.11	Dublin	Ireland	Communication	Communication	CBC Communication Managers Network - Annual meeting	Network
24.11.11	24.11.11	Valencia	Spain	Financial Management	Financial Management	Financial Management in ETC	Seminar
05.12.11	06.12.11	Gorizia	Italy	Programme/Project Management	Programme/Project Management	ETC programme and project management	Seminar

Annex 4 - Table No 1 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
08.12.11	08.12.11	Riga	Latvia	Macro-regional Strategies	EUSBSR	LAB Group (18)	LAB Group
08.12.11	09.12.11	Bratislava	Slovak Republic	Conference	Programme Management	Future of ETC	Conference
12.12.11	13.12.11	Uppsala	Sweden	Fourth Task Force meeting	Macro-regional Strategies	Roles and responsibilities of the key stakeholders (NCPs, PACs, HALs) and the development of the concept of the Flagship Project of the EUSBSR	Meeting
13.12.11	14.12.11	Geneva	Switzerland	CBC Network meeting of project, finance and communication officers	Programme and Finance Management & Communication	CBC Network Meeting	Network
15.12.11	16.12.11	Vilnius	Lithuania	HoS network meeting	Programme/ Project Management	HoS Network Meeting	Meeting
15.12.11	16.12.11	Vilnius	Lithuania	MA network meeting	Programme/ Project Management	MA Network Meeting	Meeting

Annex 4 - Table No 2: INTERACT Support to External Events

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
17.01.11	17.01.11	Brussels	Belgium	Future of ETC (Strategy and Development)	Cohesion Policy	5th Cohesion Forum	Part. ¹ in Forum
20.01.11	20.01.11	Paris	France	EGTC	EGTC	DATAR meeting on EGTC	Rep. ² of INTERACT programme and EGTC
24.01.11	24.01.11	Valencia	Spain	Interregional/Networking Programmes	Programme Management	INTERREG IVC Info Day	Part. ¹ in the event
27.01.11	27.01.11	Lille	France	EGTC	EGTC	CoR conference on EGTC	Rep. ² of INTERACT programme and EGTC
28.01.11	28.01.11	Fécamp	France	CBC Programmes	Capitalisation	CAMIS project seminar on marine pollution	Part. ¹ in the seminar
31.01.11	31.01.11	Brussels	Belgium	Strategy and Development	Capitalisation	Seminar Intelligent Energy	Part. ¹ in Preparatory Meeting
01.02.11	01.02.11	Turku	Finland	Transnational Programmes	Programme Management	Europe and transnational programmes	Part. ¹ in Workshop
01.02.11	01.02.11	Brussels	Belgium	Macro-regional Strategies	EUSBSR	"Evaluating actions and needs for EUSBR - Solutions local"	Part. ¹ in Meeting
01.02.11	02.02.11	Budapest	Hungary	Transnational Programmes	Programme Management	Transnational Conference Steering Group Meeting (1)	Part. ¹ in Meeting
03.02.11	04.02.11	Budapest	Hungary	Interregional/Networking Programmes	INTERREG IVC	IVth Interregional Cooperation Forum, INTERREG IV C	Part. ¹ in Forum
09.02.11	10.02.11	Stockholm	Sweden	ETC	ETC	INTERREG Forum	Part. ¹ in Forum
10.02.11	10.02.11	Brussels	Belgium	Interregional/Networking Programmes	ESPON	ESPON Info Day	Part. ¹ in Info Day
02.03.11	02.03.11	Vejle	Slovenia	CBC Programmes	Programme Management	Danish CBC Programmes Network Meeting	Part. ¹ in Meeting
08.03.11	08.03.11	Helsinki	Finland	Macro-regional Strategies	EUSBSR	Priority area 1 of the EU Strategy for the Baltic Sea Region (2)	Part. ¹ in Meeting
09.03.11	09.03.11	Helsinki	Finland	Macro-regional Strategies	EUSBSR	Preparatory meeting on a national conference on Baltic Sea Region	Part. ¹ in Meeting
09.03.11	09.03.11	Sevilla	Spain	Future of ETC (Strategy and Development)	Strategy and Development	Andalucía Region and the Euro-Region Alentejo-Algarve-Andalucía. The Future of ETC	Pres. ³ in Conference

1 Participation; 2 Representation; 3 Presentation

Annex 4 - Table No 2 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
14.03.11	14.03.11	La Hulpe	Belgium	Macro-regional Strategies	EUSBSR	EUSBSR Meeting	Part. ¹ in Meeting
16.03.11	16.03.11	London	United Kingdom	Transnational Programmes	First Level Control	Financial reporting and FLC - NSR	Part. ¹ in Seminar
17.03.11	17.03.11	Stockholm	Sweden	Macro-regional Strategies	EUSBSR	Support to EUSBSR - PAC 7 Stardust project	Part. ¹ in Kick-off Meeting
18.03.11	19.03.11	Brussels	Belgium	Outside ETC	Capitalisation	Intelligent Energy	Part. ¹ in Event
22.03.11	22.03.11	Gödöllő	Hungary	EGTC	EGTC	"EGTC/multi-level governance information"	Participation in Meeting
22.03.11	22.03.11	Viborg	Denmark	Transnational Programmes	Simplification	Simplification efforts - NSR and BSR	Participation in Meeting
23.03.11	23.03.11	Malmö	Sweden	CBC Programmes	Capitalisation	Project results and the future of the programme and the region	Participation in Conference
28.03.11	29.03.11	Brussels	Belgium	Transnational Programmes	Programme Management	Transnational Conference Steering Group Meeting (2)	Participation in Meeting
30.03.11	30.03.11	Vienna	Austria	Transnational Programmes	Programme Management	Seminar between Intelligent Energy Europe and transnational programmes	Participation in Meeting
31.03.11	31.03.11	Vienna	Austria	CBC Programmes	Programme Management	AT-CZ Annual Event	Part. ¹ in Annual Conference
05.04.11	05.04.11	Malmö	Denmark	Macro-regional Strategies	EUSBSR	Smart Specialisation and Growth in the Baltic Sea Region Conference	Participation in Conference
06.04.11	06.04.11	Brussels	Belgium	Strategy and Development	Capitalisation	INTERACT activities - capitalisation. Conference of the Pyrosudoe project	Presentation in Conference
07.04.11	07.04.11	Pamplona	Spain	CBC Programmes	Capitalisation	ES-FR-Andorra Info Day. Good practices in ETC	Presentation in Workshop
07.04.11	07.04.11	Stockholm	Sweden	Macro-regional Strategies	EUSBSR	Implementation of EUSBSR in the field of Forestry	Participation in Meeting
03.05.11	03.05.11	Vienna	Austria	Macro-regional Strategies	EUSDR	Implementing the EUSDR	Participation in Conference
05.05.11	06.05.11	Riga	Latvia	Macro-regional Strategies	EUSBSR	Green Growth	Participation in Conference
09.05.11	10.05.11	Gödöllő	Hungary	Macro-regional Strategies	EUSDR	Priority Area Coordinators Meeting EUSDR	Participation in Meeting
12.05.11	12.05.11	Sofia	Bulgaria	Transnational Programmes	Programme Management	South East Europe Programme	Part. ¹ in Annual Conference

1 Participation; 2 Representation; 3 Presentation

Annex 4 - Table No 2 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
17.05.11	18.05.11	Sofia	Bulgaria	Participation to the INFORM meeting	Communication	INFORM meeting	Meeting
18.05.11	18.05.11	Dundalk	Ireland	CBC Programmes	Programme Management	Pilot Impact Assessment Toolkit for Cross-Border Cooperation	Participation in Workshop
18.05.11	18.05.11	Valencia	Spain	CBC Programmes	Programme Management	Mediterranean Sea Basin Programme	Part. 1 in Launching event
26.05.11	27.05.11	Porto	Portugal	Transnational Programmes	Programme Management	Transnational Conference Steering Group Meeting (3)	Participation in Meeting
30.05.11	30.05.11	Brussels	Belgium	Strategy and Development	Capitalisation	Hearing on Integrated Coastal Zone Management	Participation in Hearing
07.06.11	07.06.11	Debrecen	Hungary	Strategy and Development	Capitalisation	Participation in the WIRE Conference on Innovation	Participation in Conference
08.06.11	10.06.11	Nantes	France	Strategy and Development	Capitalisation	Participation at the Seminar on sust. growth for Competitiveness Regions in France	Participation in Conference
16.06.11	17.06.11	Grenoble	France	Transnational Programmes	Programme Management	MidTerm Conf. of the Alpine Space Programme, Workshop on "Management for supportive delivery conditions"	Participation in Conference
17.05.11	18.05.11	Brussels	Belgium	Strategy and Development	Capitalisation	Intelligent Energy	Participation in Conference
26.05.11	27.05.11	St. Petersburg	Russia	Macro-regional Strategies	EUSBSR	EUSBSR Meeting	Participation in Meeting
20.06.11	21.06.11	Jurmala	Latvia	Outside ETC	ENPI CBC	"JMC Meeting of Estonia-Latvia-Russia ENPI CBC Programme"	Participation in Meeting
22.06.11	23.06.11	Rouen	France	CBC Programmes	Capitalisation	Annual Event INTERREG IVA FR-UK (Manche)	Presentation at the Event
23.06.11	23.06.11	Brussels	Belgium	Strategy and Development	Capitalisation	Regions for Economic Change: Fostering smart and sustainable cities and regions	Participation in Conference
30.06.11	30.06.11	Paris	France	Future of ETC (Strategy and Development)	Future of ETC	Seminar on ETC organised by DATAR-Europ'ACT	Presentation in the seminar
30.06.11	01.07.11	Eisenstadt	Austria	Macro-regional Strategies	EUSDR	1st Danube Civil Society Forum	Participation in Forum
04.07.11	04.07.11	Vienna	Austria	Macro-regional Strategies	EUSDR	New impulses for Austria - EUSDR	Participation in Workshop
12.07.11	12.07.11	Munich	Germany	Transnational Programmes	Programme Management	Transnational Conference Steering Group Meeting (4)	Participation in Meeting

1 Participation; 2 Representation; 3 Presentation

Annex 4 - Table No 2 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
14.07.11	14.07.11	Brussels	Belgium	Macro-regional Strategies	EUSBSR	Task Force on the target setting for the EUSBSR (2)	Participation in Meeting
30.08.11	31.08.11	Katowice	Poland	Transnational Programmes	Programme Management	Transnational Conference Steering Group Meeting (5)	Participation in Meeting
08.09.11	08.09.11	Vienna	Austria	Strategy and Development	Capitalisation	Final conference of the CLISP project	Participation in Conference
08.09.11	08.09.11	Brussels	Belgium	Macro-regional Strategies	EUSBSR	Task Force meeting on roles and responsibilities of the key stakeholders (NCPs, PACs, HALs) and the development of the concept of the Flagship Project of the EUSBSR (2)	Participation in Meeting
14.09.11	14.09.11	Brussels	Belgium	Macro-regional Strategies	EUSBSR	Task Force on the target setting for the EUSBSR (3)	Participation in Meeting
14.09.11	15.09.11	Turku	Finland	Macro-regional Strategies	EUSBSR	Common future for Baltic Tourism II	Participation in Seminar
15.09.11	16.09.11	Katowice	Poland	Transnational Programmes	Programme Management	Conference of the Transnational Programmes	Participation in Conference
21.09.11	21.09.11	Riga	Latvia	Macro-regional Strategies	EUSBSR	EUSBSR Incentive for innovative entrepreneurship	Participation in Seminar
22.09.11	22.09.11	Paris	France	Audit and control	First Level Control	Seminar organised by Europ'ACT	Presentation in seminar
22.09.11	23.09.11	Amiens	France	CBC Programmes	Evaluation	Seminar organised by FR-WL-Flanders	Presentation in seminar
29.09.11	30.09.11	Helsinki	Finland	Macro-regional Strategies	EUSBSR	Task Force meeting on roles and responsibilities of the key stakeholders (NCPs, PACs, HALs) and the development of the concept of the Flagship Project of the EUSBSR (3)	Participation in Meeting
18.10.11	19.10.11	Budapest	Hungary	ENPI CBC	INTERACT ENPI	ENPI annual event	Participation to meeting
19.10.11	19.10.11	Barcelona	Spain	Transnational Programmes	Capitalisation	Annual event of the MED programme	Moderation of a round-table
19.10.11	21.10.11	Brussels	Belgium	Communication	Public communication	EuropCom conference	Participation to conference
25.10.11	26.10.11	Gdansk	Poland	Macro-regional Strategies	EUSBSR	Second Annual Forum	Participation in Forum
25.10.11	25.10.11	Brussels	Belgium	CBC Programmes	Future of ETC	Event organised by DG Regio	Participation in Conference

1 Participation; 2 Representation; 3 Presentation

Annex 4 - Table No 2 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
27.10.11	27.10.11	Toulouse	France	CBC Programmes	Capitalisation	Annual event of the ES-FR-Andorra programme	Participation in the event
09.11.11	09.11.11	Stockholm	Sweden	Macro-regional Strategies	EUSBSR	Meeting on Indicators and Targets for the EUSBSR with National Contact Points, Priority Area Coordinators and Horizontal Action Leaders	Participation in Meeting
17.11.11	18.11.11	Vienna	Austria	Macro-regional Strategies	EUSDR	Danube Rectors Conference	Participation to conference
21.11.11	22.11.11	Bratislava	Slovakia	Annual Event of CE	Transnational Programmes	Indicators were presented and capitalisation in ETC concepts	Meeting
22.11.11	23.11.11	Toulouse	France	Seminar of the SUDO E Programme	Capitalisation, KEEP presentation	Annual Seminar of the SUDO E Programme	Seminar
29.11.11	29.11.11	Marseille	France	Meeting of the MED programme on the future	Future of ETC (Strategy and Development)	MED Meeting	Meeting
01.12.11	02.12.11	Valencia	Spain	Meeting of the Inter-Mediterranean Commission of CPMR (ETC and transport)	Strategy and Development	Inter-Mediterranean Commission Meeting	Meeting
05.12.11	05.12.11	Paris	France	Meeting of DATAR. Capitalisation for ETC programmes based in France	Strategy and Development	DATAR meeting on Capitalisation for ETC	Meeting
05.12.11	06.12.11	Bucharest	Romania	PA 8 steering group meeting	Macro-regional Strategies	PA 8, Steering Group Meeting facilitation and support	Meeting
06.12.11	06.12.11	Riga	Latvia	Participation in the meeting organised by Horizontal Action leaders on Multi Level Governance on the INVOLVE project	Macro-regional Strategies	Multi Level Governance on the INVOLVE project	Meeting
07.12.11	08.12.11	Brussels	Belgium	Participation in the INFORM meeting	Communication	INFORM Meeting	Meeting
08.12.11	09.12.11	Bratislava	Slovakia	Future of Cohesion Policy Conference	Future of ETC (Strategy and Development)	Conference on Future of the Cohesion Policy	Session
09.12.11	10.12.11	Catania	Italy	Conference of CPMR, EP and Sicilian region "Old and new actors in a changing Mediterranean"	Strategy and Development	Old and New Actors in a Changing Mediterranean Conference	Meeting

1 Participation; 2 Representation; 3 Presentation

Annex 4 - Table No 2 (continued)

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
12.12.11	12.12.11	Vienna	Austria	Participation in the Austrian ETC discussion meeting on the future of ETC	Future of ETC (Strategy and Development)	Austrian ETC discussion meeting on the future of ETC	Meeting
15.12.11	15.12.11	Helsinki	Finland	Participation in the "Warsaw process: Seminar on the future of the EU External Border Cooperation"	Future of ETC (Strategy and Development)	"Warsaw process: Seminar on the Future of the EU External Border Cooperation"	Seminar

Annex 4 - Table No 3: INTERACT Written and Audiovisual Publications

From	To	Theme	Sub-Theme	Title of Activity	Type
Jan	Jan	Future of ETC (Strategy and Development)	5th Cohesion Report	Territorial Cooperation Position Paper on the Conclusions of the 5th Cohesion Report	Audiovisual Publication
Feb	Feb	Communication	INTERACT Newsflash	Diverse	emailing
Feb	Feb	Financial Management	Public Procurement	Fifty Q&A on public procurement in ETC Programmes	Audiovisual Publication
Feb	Feb	EUSDR	Newsletter	ETC onboard with the EU Strategy for the Danube Region (4)	Written Publication
March	March	Financial Management	Public Procurement	IPA CBC in shared management Public procurement	Written Publication
June	June	Financial Management	Regulations	Regulatory changes web-section	Audiovisual Publication
April	On Going	Communication	Glossary	Territorial Cooperation Glossary, online tool	Audiovisual Publication
March	March	Programme Management	Survey	"SME involvement in ETC Programmes operative in North-East Europe, during the period of 2007-2013"	Audiovisual Publication
March	March	Communication	INTERACT Newsletter	Communication - A strategic tool for territorial cooperation (8)	Written Publication
March	March	EUSDR	Factsheet	Concept paper Danube Region Strategy Labgroup	Written Publication
March	March	EUSDR	Factsheet	"Working paper No. 1: How the Labgroup can concretely support the Strategy implementation"	Written Publication
May	May	Mediterranean Area	Newsflash	Mediterranean Newsflash - forest fire risks (issue 2)	Written Publication
May	May	Communication	Smart Growth	European Cooperation Growing Smart	Written Publication
June	June	EUSDR	Factsheet	"Working paper No. 2: From EUSDR plan to real projects"	Written Publication
June	June	IPA CBC	Strategic programming	"Input paper: IPA Cross-border cooperation with Member States - post 2013 - Key points raised by programme authorities"	Written Publication
Jun	Jun	Communication/ Quality Management	INTERACT Newsflash	Divers and Needs Assessment 2012	emailing
Jun	Jun	Strategy and Development	Capitalisation	Tool on Typology of Achievements	Online tool
Sept	Sept	Communication	INTERACT Newsletter	Territorial Cooperation for Sustainable Growth (9)	Written Publication
Sept	Pospt-poned to 2012	Programme Management	Programme Evaluation	Study	Written Publication

Annex 4 - Table No 3 (continued)

From	To	Theme	Sub-Theme	Title of Activity	Type
Sept		Financial Management	State-Aid	Study on State-aid and involvement of private actors	Written Publication
Sept	Sept	EUSDR	Website	EUSDR platform www.danube-region.eu	Online tool
Sept	Sept	Strategy and Development	Capitalisation	KEEP Promotional video	Audiovisual Publication
Sept	Sept	EUSDR	Newsletter	ETC onboard with the EU Strategy for the Danube Region (5)	Written Publication
Oct	Oct	EUSDR	Factsheet	"Working paper No. 3: Putting the EUSDR in the right perspective"	Written Publication
Oct	Oct	Communication	Capitalisation	Video on forest fires in the Mediterranean	Audiovisual Publication
Oct	Oct	Communication	INTERACT Newsflash	Diverse	emailing
Oct	Oct	Strategy and Development	Capitalisation	Study on the results of the pilot activity on Article 37.6.b	Written Publication
Oct	Oct	Financial Management	Audit and Control	Report on Irregularities, Recoveries and Decolmitment	Written Publication
Oct	Oct	Financial Management	Audit and Control	Factsheet on Irregularities and Recoveries	Written Publication
Oct	Oct	Financial Management	Audit and Control	Factsheet on Decolmitment	Written Publication
Nov	Nov	Future of ETC (Strategy and Development)	Strategic programming	Position paper on Programming Process post 2013, draft	Written Publication
Dec	Dec	Future of ETC	Support to events	Flyer for the Bratislava International Conference 'Future Cohesion Policy: Strengthening Territorial Cooperation'	Written publication

Annex 4 - Table No 4: INTERACT Coordination

From	To	Location	Country	Theme	Sub-Theme	Title of Activity	Type
18.01.11	18.01.11	Brussels	Belgium	INTERACT Coordination	Evaluation	MTE workshop	Meeting
19.01.11	20.01.11	Brussels	Belgium	INTERACT Coordination	Team Meeting	INTERACT Team Meeting	Meeting
22.03.11	22.03.11	Brussels	Belgium	INTERACT Coordination	Coordinators Group	INTERACT Coordinators Group Meeting	Meeting
23.03.11	23.03.11	Brussels	Belgium	INTERACT Coordination	Knowledge and Capitalisation	KEEP Advisory Task Force Meeting	Meeting
11.05.11	11.05.11	Brussels	Belgium	INTERACT Coordination	Coordinators Group	INTERACT Coordinators Group Meeting	Meeting
12.05.11	12.05.11	Brussels	Belgium	NCP Meeting	National Contact Points	NCP Meeting	Meeting
12.05.11	13.05.11	Brussels	Belgium	Monitoring Committee	Member States	Monitoring Committee	Meeting
29.06.11	29.06.11	Bornholm	Denmark	INTERACT Coordination	Coordinators Group	INTERACT Coordinators Group Meeting	Meeting + Seminar
29.06.11	30.06.11	Bornholm	Denmark	INTERACT Coordination	Team Meeting + Capacity Building	INTERACT Team and Capacity Building	Meeting
11.10.11	12.10.11	Brussels	Belgium	INTERACT Coordination	Coordinators Group	INTERACT Coordinators Group Meeting	Meeting
09.11.11	09.11.11	Budapest	Hungary	NCP Meeting	National Contact Points	NCP Meeting	Meeting
09.11.11	10.11.11	Budapest	Hungary	Monitoring Committee	Member States	MS Meeting	Meeting
29.11.11	30.11.11	Palma de Majorca	Spain	INTERACT Team and Capacity Building	Team Meeting + Capacity Building	INTERACT Team Meeting	Meeting + Seminar



INTERact

Sharing Expertise

Bratislava Self Governing Region
Sabinovská 16 | P.O.Box 106
820 05 Bratislava 25
Slovakia

t: +421 2 48 264 310
interact@interact-eu.net
www.interact-eu.net