

Nota bene: The following illustrates the list of indicators that the applicants will have to include, where appropriate, to estimate the project's contribution to the programme's objectives. Applicants should confine the choice of indicators in their operation to the list provided below and add exceptionally some other indicators that could be necessary under their operation.		
<b>Thematic priority 1: Promoting employment, labour mobility and social and cultural inclusion across borders</b>		
<b>Specific objective 1.1: Improving social and cultural inclusion and health</b>		
<b>Result 1.1.1: Increased access to social, health and cultural services for vulnerable groups</b>		
Code	Description of indicators	Clarifications and additional information
	<b>The indicators described in this column should be used in the logical framework matrices of project proposals or grant contracts, if relevant</b>	<b>This column contains a series of hints for clarification purposes only, that is, they are not intended for use in the logical framework matrices</b>
		<i>Common types of organisations are: local government units, regional or canton-level government units, entity-level government units, national government units (ministries, agencies, offices), nongovernmental organisations (NGOs, CSOs, associations, particularly women's associations), business (particularly tour operators), regional development agencies, educational institutions, health institutions, cultural institutions, public institutions (particularly public enterprises), public utility companies, public services, national employment agencies, social welfare organisations, local employment offices, tourism organisations, local tourism organisations, regional tourism organisations, national tourism organisations, local communities, chambers of economy, management organisations of protected areas, national (nature) parks, research institutions, protection and rescue (emergency) services, other (please specify)</i>
	<i>Output indicators: short-term effects of implemented activities</i>	<i>Common vulnerable groups are: people with disabilities, youth, long-term unemployed, ethnic minorities, elderly people, people from rural areas, other (to be specified).</i>
	<i>Outcome indicators: medium-term effects of implemented activities (at the level of specific objective of the project)</i>	<i>Disaggregation by gender: it is necessary to do this kind of disaggregation in every group of participants, intermediary or final beneficiaries, e.g. people with disabilities: x men and y women, etc....</i>
	<i>Impact indicators: long-term effects of implemented activities (at the level of the overall objective of the project)</i>	
	<i>Output indicators</i>	<i>Clarification</i>
12002	Number of organisations directly involved in the implementation of this type of projects (to be disaggregated by type of organisation)*	Includes all project partners that implement the project, stakeholders involved in project activities and organisations targeted by the project. Does not include those organisations from which individual participants in events come, unless they participated in the event in their capacity as official representative of the organisation.
12003	Number of inter-sectoral (local authorities-CSOs-private sector-public agencies-research and educational institutions) partnerships implementing this type of projects	One inter-sectoral partnership includes several organisations representing different types of sectors (private or public).
12004	Number of information/promotion campaigns implemented	A campaign encompasses a series of activities (organisation of various events, media coverage, distribution of promotion materials) that are systematically organised in order to inform a general or particular audience about one or more topics, or to promote these topics. One project can implement more than 1 campaign, e.g. if several non-related topics are covered independently.
12005	Number of events organized across the border for promotion of social and cultural inclusion (including gender equality and integration of migrants, seasonal workers, refugees, returnees and vulnerable groups)*	Events organised within the promotion campaigns. Indicator is mandatory if the campaign includes the organisation of such events.
12006	Number of participants in information/promotion events (to be disaggregated by gender and type of vulnerable group)	Disaggregation by vulnerable group and gender is applicable only for events where the participants were registered and this information collected. For events in which the participation is open, this is not possible; in this case an estimation on the number of participants as well as on the share women should be made.
12007	Number of copies of promotion materials produced and distributed/published/broadcasted (to be disaggregated by type of promotional material)	
12008	Number of people reached by information/promotion campaigns	Attention to the sources and means of verification. This is particularly important for campaigns using mass media (TV, radio) since the number of spectators or listeners is hard to measure.
12009	Number of capacity building events organised	This indicator is inter-related with the indicator 12010; if one indicator is selected, the other one needs to be selected to.
12010	Number of participants in capacity building events organised (to be disaggregated gender and type of vulnerable group)	This includes participants in all capacity building events organised, including internal capacity building that do not include primary target groups. The number should include project staff as well as trainers, facilitators and/or moderators.
12011	Number of training curricula/courses developed (special attention to joint training curricula/courses)	
12012	Number of studies developed (e.g. baseline, (pre)feasibility, research, etc.)	
12013	Number of digital platforms (information systems) developed	This indicator is inter-related with the indicator 12R02; if one indicator is selected, the other one needs to be selected to.
12014	Number of websites operational	
12015	Number of sets of equipment purchased and made available to the target groups	What is a "set of equipment"? It may consist of one or several pieces of equipment that combined provide certain functionality. E.g. one fully functional computer (computer tower, monitor, keyboard and mouse); clothes, boots and personal equipment for a mountain rescuer (jacket, shirt, trousers, shoes, belts, buckles, flashlight, knife...), a set of equipment for irrigation (water pump, houses, joints, valves...), etc.
12016	Number of cross-border networks/partnerships formed*	In principle, one CBC project can create 1 network/partnership. Only in exceptional cases, the number can be more than 1, but this would mean that these networks/partnerships have nothing in common, except for the CBC project under which they were formed.
12017	Number of organisations participating in cross-border networks/partnerships formed (to be disaggregated by type of organisation; special mention of women's associations)*	This indicator is inter-related with the indicator 12016; if one indicator is selected, the other one needs to be selected too.
12018	Number of memoranda of understanding signed	This indicator is inter-related with the indicator 12R03; if one indicator is selected, the other one needs to be selected too.
12019	Number of plans developed (e.g. strategic, investments, business, other plans)	This indicator is inter-related with the indicator 12R03; if one indicator is selected, the other one needs to be selected too.
12020	Number of people with increased capacity (to be disaggregated by gender, type of vulnerable group, and sector: health care or social care)	Attention to the sources and means of verification. Not all the people that participate in capacity building events succeed to increase their capacities. The increase of capacities has to be verified, directly (testing before and after) or indirectly (improved performance related to the topic that was addressed by the capacity building).

12O21	Number of new services developed	This indicator is inter-related with the indicator 12R04; if one of the indicators is applicable, the other one needs to be selected too.
12O22	Number of facilities enhanced	
12O23	Number of manuals, guidelines, handbooks developed	
12O24	Number of policy documents developed and adopted	
12O25	Number of investments into equipment or renovation of facilities for improvement of the quality and accessibility of health and social services (disaggregated by health and social)*	
12O26	Number of innovative approaches, methods and processes designed in promoting social and cultural inclusion across the border*	
12O27	Number of pilot initiatives implemented in health and social sector (disaggregated by sector: health care and social care)	
12O28	Number of participants in promotional events and programmes (such as events and programmes promoting social and cultural inclusion, healthy lifestyle, cultural and sports events) (disaggregated by sex and age)*	
12O29	Number of programmes promoting healthy lifestyle, women health and sickness prevention activities (to be disaggregated by type of activity: healthy lifestyle, women health, sickness prevention activities)*	If the project is dealing with promoting healthy lifestyle and prevention activities this indicator is mandatory and its value in general is 1 (for each topic covered). Exceptionally, its value could be higher than 1, but this would mean that more than 1 separate, independent programme was implemented.
12O30	Number of cultural and sports events as a result of cross-cultural cooperation (to be disaggregated by type of event: cultural or sports)*	
12O32	Number of local actors that exchange their experience in the field of social and cultural inclusion (to be disaggregated by type of inclusion: social or cultural)*	Related to the exchange of experience that occurs under the auspices of the project.
12O40	Number of preventive examinations carried-out	
	<b>Outcome indicators</b>	
12R01	Number of organisations/institutions with increased capacities/competences (to be disaggregated by type of organisation)*	As with any other indicator related to increased capacities, one has to think about sources and means of verification: it is not sufficient that capacity building was provided for an organisation; there has to be a verification that their capacity has actually improved. There are two obvious methods of verification: a) testing the knowledge and skills of those benefiting from capacity building before and after the capacity building delivery OR b) assess the performance of the same target group after benefiting from capacity building.
12R02	Number of users of digital platforms	This indicator is mandatory if digital platforms are developed (indicator 12O13)
12R03	Number of plans implemented or under implementation	This indicator is mandatory if plans are developed (indicator 12O19)
12R04	Number of new services commercialised	This indicator is mandatory if services are developed (indicator 12O21) and is inter-related with the indicator 12I04; if one of the indicators is selected, the other one needs to be selected too. Commercialisation is not necessarily related to financial aspects; if services are sustainable, that is used independently of the project, they are considered as commercialised.
12R06	Level of satisfaction of trainees with new training courses	It is strongly recommended to have this indicator if new training courses are developed. The level of satisfaction needs to be measured using a standard scale. The recommended scale ranges from 1 to 5, where 1 is the lowest. A questionnaire for users/clients should consist of closed questions with the following choice of replies: 1 (very unsatisfied), 2 (rather unsatisfied), 3 (neither satisfied nor unsatisfied), 4 (rather satisfied), 5 (very satisfied).
12R07	Number of new businesses established as a result of the call (to be disaggregated by gender and type of vulnerable group of the entrepreneur)*	Any business(es) established by project target groups are to be counted here. If the project is addressing self-employment of vulnerable groups, this indicator is mandatory. This indicator is mandatory if the project is targeting potential entrepreneurs, regardless of whether a donation of start-up packs is envisaged or not. It is inter-related with the indicator 12I03; if one of the indicators is selected, the other one needs to be selected too. For projects that include only soft activities with this group (capacity building, networking, mentoring...), i.e. no start-up packs are delivered, it is allowed that the target value of this indicator could be 0.
12R09	Number of professionals participating in the implementation of these operations (to be disaggregated by gender)	"Professionals" are participants whose professional career is related to the vulnerable groups; they can be employees of social welfare services, local authorities, NGOs, private companies, etc..
12R11	Number of training curricula/courses recognised/certified	By a relevant authority in the country(ies) where the project is implemented. Attention to the means of verification. If this indicator is selected the indicator 12O11 needs to be selected too.
12R13	Number of innovative approaches, methods and processes put in practice through actions	
12R14	Number of participants using infrastructure/services across the border	Mandatory if any of the following indicators were selected: 12O21 and 12O22. Disaggregation by gender should be made, if possible.
12R15	Number of persons from vulnerable groups with access to better services (to be disaggregated by gender and type of vulnerable group)	
12R16	Number of new solutions (services, tools, programmes) developed for fostering social and cultural inclusion (disaggregated by sector: social and cultural inclusion)*	This number should include services and programmes counted under the indicators 12O21 and 12O29 if they are related to fostering social and cultural inclusion, plus any additional relevant tools developed.
12R17	Number of existing health and social services improved as well as their accessibility (to be disaggregated)*	
12R18	Number of persons from vulnerable groups improving their social and economic status through participation in integration and employment support initiatives supported from the programme (to be disaggregated by gender and type of vulnerable group)	
	<b>Impact indicators</b>	
12I01	Number of direct beneficiaries involved (to be disaggregated by gender and type of vulnerable group)*	"Direct beneficiaries" are to be understood as target groups, or all people that are directly positively addressed by project activities. In practical terms, all participants that are directly involved in any of the project activities should be counted here, including the participants of all of the events organised.

12I02	Number of new jobs created, e.g. as a result of promoting social inclusion through employment (to be disaggregated by gender and type of vulnerable group)*	Number of people newly employed thanks to activities related to social inclusion, or in newly established businesses (counted under the indicator 12R7), during the project implementation period. The indicator is primarily related to the members of vulnerable groups employed, but not necessarily: e.g. if there is a new business established by a member of a vulnerable group that employs another person that does not belong to this group, both these new jobs should be included here.
12I03	Number of businesses still active after two years of their establishment (to be disaggregated by gender and type of vulnerable group of the entrepreneur)	This indicator is obligatory if the indicator 12R07 is selected. Should the grant beneficiaries not be in the position to report after 2 years (e.g. the organisation ceased to exist), it is the JTS's task to validate by contacting the businesses/companies that were established. Therefore, the grant beneficiary needs to provide all contact details of newly established businesses/companies that were counted under the indicator 12R7.
12I04	Number of new services available in the market one year after the project ends	This refers to the services counted under the indicator 12R04 and is obligatory if the indicator 12R04 has been selected.
12I05	Number of new beneficiaries of the upgraded social, health and cultural services (disaggregated by type of service (social, health and cultural), gender and type of vulnerable group)*	Increased number of users of the social services that were addressed by the project. Attention to the baseline value. It needs to be established before the start of the implementation period, or immediately after.
* Programme indicators and/or IPA III strategic indicators, or general indicators. Must be contained in the logical framework matrix if they are relevant to the project.		