

DEFINITION OF INDICATORS

Specific objective 1: “Expand and improve service provision”

M 1.1. Expand accessibility and improve quality of services of general interest in support of social and economic growth

OUTPUT INDICATORS:

Indicator code	RC084
Indicator name	Pilot actions developed jointly and implemented in projects
Type of use at project level	<p><u>Mandatory</u></p> <p>The indicator goes with output indicator RCO116 “Jointly developed solutions” and result indicator RCR104 “Solutions taken up or up-scaled by organisations”.</p>
Definition	<p>The purpose of this indicator is to enable project partners from both sides of the border to design, develop, and test new or improved service models, delivery methods, or operational approaches that enhance the accessibility, quality, and efficiency of Services of General Interest (SGI) in the cross-border region. These pilot actions should address identified territorial needs or unlock service potential and contribute to reducing service disparities across the border.</p> <p>A jointly developed pilot action may include testing new service delivery mechanisms, introducing digital solutions, experimenting with integrated approaches, or adapting and transferring proven practices to the local context.</p> <p>To be counted under this indicator:</p> <ul style="list-style-type: none"> - The pilot action must be both developed and implemented within the project. - Its implementation must be completed by the end of the project. <p>Each successfully implemented project is expected to produce <u>at least one</u> pilot action that addresses clearly identified territorial challenges.</p> <p>A jointly developed pilot action requires the active involvement of at least two project partners, one from each eligible partner country.</p>
Target (2029) – at programme level	11
Reporting at project level	In the project progress report, upon implementation of the pilot action.

Indicator code	RCO116
Indicator name	Jointly developed solutions

Type of use at project level	<p><u>Mandatory</u></p> <p>Applicants need to set 1 (one) as final target, selected only together with output indicator RCO84 "Pilot actions developed jointly and implemented in projects" and result indicator RCR 104 "Solutions taken up or up-scaled by organisations".</p>
Definition	<p>The purpose of this indicator is to enable project partners from both sides of the border to design, develop, and implement innovative solutions that improve the accessibility, quality, and efficiency of Services of General Interest (SGI) in the cross-border region. These solutions should respond to identified territorial needs or unlock potentials and contribute to reducing disparities in service provision.</p> <p>To be counted under this indicator, the documentary evidence for a jointly developed and implemented solution must be provided. This may include a strategy or plan that addresses the objective of the call or a description of the service design/implementation process, along with clear indications of necessary steps for ensuring the solution's sustainability, replication, or upscaling beyond the project's duration.</p> <p>The jointly developed solutions within funded projects should focus on improving components of existing SGIs or promoting newly developed SGIs within the project, through the following means (indicative list):</p> <ul style="list-style-type: none"> - Enhancing the availability, affordability, and quality of essential services in underserved areas. - Developing digital tools that support SGI delivery and accessibility. - Strengthening institutional cooperation to ensure long-term service provision. - Introducing community-based service models to better respond to local needs. - Implementing workforce development initiatives to address skill gaps in SGI sectors. <p>To ensure accuracy in reporting, solutions relevant to this indicator should not focus primarily on administrative or legal frameworks but must align with the thematic scope of the pursued Specific Objective.</p> <p>Each successfully implemented project is expected to produce <u>at least one</u> jointly developed solution that addresses clearly identified territorial challenges. A jointly developed solution requires the active involvement of organizations from each of the two partner countries in the drafting, design and implementation process.</p>
Target (2029) at programme level	11
Reporting at project level	In the project progress report, upon provided proofs of achieved solution to clearly identified programme territorial challenge/s.

Indicator code	RC074
Indicator name	Population covered by projects in the framework of strategies for integrated territorial development
Type of use at project level	Mandatory
Definition	This refers to the number of people who will directly benefit from the project's implementation. Applicants should provide a realistic estimate of the population expected to be affected and include a brief explanation of the methodology used for this estimation. In other words, applicants should ensure their estimates are neither overly conservative nor exaggerated, as a well-founded estimation strengthens the credibility of the proposed budget and funding request.
Target (2029) at programme level	980 000
Reporting at project level	In the project progress report

RESULT INDICATORS:

Indicator code	RCR104
Indicator name	Solutions taken up or up-scaled by organisations
Type of use at project level	<u>Mandatory.</u> It goes together with output indicators RCO84 and RCO116.
Definition	<p>This indicator counts the number of jointly developed SGI solutions that are adopted (taken up) and/or further improved and expanded (up-scaled) by organizations during the project's implementation.</p> <p>Eligible solutions should contribute to enhancing access, affordability, quality, or efficiency of SGIs in the cross-border region, addressing identified service gaps and strengthening territorial cohesion.</p> <p>Uptake refers to the adoption or implementation of an SGI solution by relevant organizations or service providers.</p> <p>Upscaling refers to upgrading, improving, or extending the scope of an SGI solution (e.g., expanding from local to regional level, integrating additional services, or linking technical solutions with policy measures).</p> <p>The uptake or upscaling must be documented by the adopting organization(s), not necessarily project partners, in an appropriate format. The content of the uptake/upscaling should be directly based on the jointly developed and implemented SGI solutions (RCO116) within the funded project.</p>
Target (2029) at programme level	8

Reporting at project level	In the project progress report, upon provided proofs for the solution that has been at initial stage of uptake/upscale or has been effectively taken up or up-scaled by the organisation
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