

PROTOCOL FOR THE EVALUATION AND MONITORING OF THE ONE-STOP SHOP (OSS) ACTIVITIES

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1. INTRODUCTION

This document constitutes the Protocol for the Evaluation and Monitoring of OSS Activity, designed specifically to establish the procedures and tools that enable the systematic monitoring of the performance of local offices within the framework of the model developed by the BIRTUOSS project. This protocol is intended as an operational reference guide to ensure consistency and effectiveness in the regional roll-out of the Opengela model, providing a solid methodological foundation that goes beyond mere conceptual definition to focus on the operationalisation of monitoring processes.

Its fundamental purpose is to act as a support tool for the continuous improvement of the service, enabling management and operational decisions to be based on systematic data and measurable indicators aligned with the community's needs and the strategic objectives of local urban regeneration. Unlike other tools used in this work, this protocol is not limited to a static analysis but rather establishes a dynamic system to comprehensively assess both public perception and internal operational functioning, thereby strengthening the office's role as a catalyst and support mechanism in the areas of intervention.

2. CONTEXT

The development of this protocol forms part of the process of expansion and progressive scaling up of the Opengela programme, which has evolved from its initial pilot phases to the consolidation of a network of community offices in the Autonomous Community of the Basque Country. Within the framework of the BIRTUOSS project, and specifically as part of the work under Work Package 5, there is a need to provide this network with a uniform territorial structure and common governance mechanisms to ensure the model's replicability in diverse local contexts.

Experience to date shows that, whilst the practical implementation processes have reached a higher level of methodological maturity, the start-up phase of the local offices is the most critical period for building trust and engaging the community. Consequently, this protocol forms the third component of the implementation system, complementing the comprehensive assessment and community support to underpin operational decisions throughout the service's life cycle. The current context, characterised by a wide range of situations regarding the maturity of local governance processes and structures, requires a monitoring framework that enables standardisation of implementation without losing the ability to adapt to the specific circumstances of each municipality.

3. METHODOLOGY

The methodology for evaluating and monitoring the OSS's activities is structured around a system of key performance indicators (KPIs) that organise data collection into three complementary dimensions or blocks.

In the first block, the focus is on the service provided to the public, assessing the user experience through indicators of proximity, physical and visual accessibility, suitability of opening hours and perceived satisfaction levels, with this information gathered through systematic surveys of service users.

The second methodological block centres on the tangible results of the interventions, analysing the technical and economic impact of the refurbishment projects. To this end, objective data is compiled from the Action Plan and the technical construction documentation regarding the number of homes benefiting, the funding mobilised, and the results in terms of energy efficiency, including primary energy savings and reductions in demand and emissions. For these two components (access to the service and intervention activities), the methodological fact sheets developed in task T.5.4 'Monitoring of renovation activities triggered' will serve as the basis for carrying out the

quantitative assessment of the identified KPIs. These fact sheets are appended to this document in section 6, 'Supplementary documentation'.

Finally, the third section monitors internal operational activity, recording the reach of awareness-raising campaigns and the volume of active and passive enquiries, ranging from home visits and telephone calls to meetings with communities and building committees. This system is complemented by a qualitative checklist designed to record relevant milestones in procurement and administrative management, enabling an interpretative analysis of the process. Data collection is carried out progressively throughout the three phases of the implementation process — launch, execution of the action plan and post-intervention — ensuring the traceability of activities and allowing support strategies to be adjusted according to the office's actual performance.

4. SECTION 1. INDICATORS RELATING TO THE SERVICE PROVIDED BY THE OSS

KPI		PROCEDENCIA DE LA INFORMACIÓN	CUÁNDOSE RECOGE LA INFORMACIÓN
RELACIONADAS CON EL SERVICIO PRESTADO POR LA OPENGELA	ACCESO AL SERVICIO		
	A1 Proximidad	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	A2 Horario atención al público	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	A3 Accesibilidad física	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	A4 Accesibilidad visual	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	A5 Canales de comunicación	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	SERVICIO PRESTADO		
	P1 Satisfacción con el servicio prestado	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	P2 Habitantes beneficiados	Técnico de la OSS	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	P3 Espacios de interacción y de reunión en la oficina	Encuesta de satisfacción (evaluación cualitativa) KPI - TS.4 (evaluación cuantitativa)	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	STAKEHOLDERS IMPLICADOS		
	S1 Stakeholders involucrados	Técnico de la OSS	FASE 1 + FASE 2 (PRE-OBRA + PROYECTO y EJECUCIÓN DE OBRA + POST-OBRA)
	S2 Mejora del conocimiento en renovación y EE	Técnico de la OSS	FASE 2 (POST-OBRA)

1 Table: Summary of indicators related to Block 1. Source: Compiled by the authors.

This block brings together indicators designed to assess how service users perceive the service provided by the OSS and to what extent that service is accessible, useful and capable of generating value throughout the process of urban regeneration and renewal. It is, therefore, a section focused on the user experience and the perceived quality of support, complemented by a number of operational indicators that enable the scope of the service and the involvement of other stakeholders to be quantified, as well as the level of commitment and the material and human resources available.

The indicators in this section are organised into three subcategories: access to the service, the service provided, and the stakeholders involved. The first subcategory assesses whether the office is approachable, understandable and accessible to the public. The second focuses on the usefulness and quality of the support received. The third analyses the ecosystem of stakeholders involved and the potential improvement in the knowledge acquired by service users during the regeneration process.

In terms of timing, data collection is concentrated mainly in Phase 1 and Phase 2, that is, during the pre-construction, design, construction and post-construction periods. For those indicators linked to learning or the cumulative effects of the process, data collection takes place specifically at the end of Phase 2, once the support has been provided for a sufficient period to allow for its assessment.

4.1 ACCESS TO THE SERVICE

This subcategory covers those indicators that enable an assessment of whether the OSS is easily accessible to the target population, both from a physical and functional perspective and in terms of the clarity of contact and information channels. These aspects are fundamental, as a community outreach office must not only exist but also be perceived by the local community as approachable, understandable and user-friendly.

4.1.1 A1 | PROXIMITY

Objective: to ensure that the OSS is located within its area of operation in a way that minimises travel distances, facilitates pedestrian access and is integrated with the neighbourhood's daily flows and central hubs.

What it measures: it measures users' perception of the OSS's proximity, both in terms of its physical location within the area of operation and the ease with which it can be reached and integrated into the neighbourhood's usual routes.

Why it is useful: this indicator allows us to assess whether one of the model's basic principles — proximity — is being effectively realised through an accessible office that is integrated into the urban fabric of the surrounding area. An office perceived as being close by tends to encourage contact, trust and public participation in the regeneration process.

How to collect it:

Qualitative assessment: information is obtained through a satisfaction survey of local residents, incorporating specific questions on ease of access, the perceived proximity of the office and how well it fits in with the neighbourhood's usual routes and dynamics.

Quantitative assessment: using the KPI sheets in T.5.4.

When to collect it: it is collected in Phase 1 and Phase 2, as the perception of proximity can be assessed from the first contact with the office and may remain the same or change throughout the support process.

4.1.2 A2 | OPENING HOURS

Objective: to ensure sufficient and varied opening hours, adapted to the needs and daily routines of the user population, so that people from different backgrounds can access the service without rigid opening hours limiting its effective use.

What it measures: it measures the extent to which the OSS's opening hours are suited to users' needs, availability and daily routines.

Why it is useful: it allows us to check whether the service is organised in a way that is compatible with the day-to-day reality of the neighbourhood and with the needs of different population groups, such as the working population, older people or vulnerable groups. Insufficient, inflexible or poorly adapted opening hours can become a barrier to accessing the service, even when the office is well located.

How to collect the data:

Qualitative assessment: this is gathered through the satisfaction survey, incorporating specific questions on users' perceptions of the suitability, availability and convenience of opening hours, as well as their compatibility with users' everyday needs.

Quantitative assessment: via the KPI sheets in T.5.4.

When to collect this data: it is collected in Phase 1 and Phase 2, as contact with the office may occur at different stages of the process and the suitability of opening hours may have an ongoing influence on the use of the service.

4.1.3 A3 | PHYSICAL ACCESSIBILITY

Objective: to ensure the existence of an accessible pedestrian route and barrier-free access to the office, integrated into the public space and in compliance with current regulations, guaranteeing conditions of safety, autonomy and non-discriminatory use for all people.

What it measures: it measures the extent to which the office and its access are physically accessible to users, including the condition of the external route, the building entrance, internal mobility, basic signage and the absence of physical barriers.

Why it is useful: this indicator makes it possible to assess whether the service area meets minimum universal accessibility standards and whether it adequately meets the needs of different population groups, particularly those in vulnerable situations or older people. It also makes it possible to check whether the access conditions guarantee safe, independent and non-discriminatory use of the service.

How to collect the data:

Qualitative assessment: this is obtained through the satisfaction survey, incorporating questions on the ease of physical access to the premises, the condition of the route to the premises and any barriers encountered whilst accessing and using the office.

Quantitative assessment: using the KPI sheets in T.5.4.

When to collect it: it is collected in Phase 1 and Phase 2, as it can be assessed by service users from their very first visits and throughout the entire support process.

4.1.4 A4 | VISUAL ACCESSIBILITY

Objective: to ensure the office has an appropriate presence in the public space, guaranteeing that it can be easily recognised and identified as Opengela through branding elements, a favourable urban location and suitable conditions for the visual perception of the premises.

What it measures: it measures the visual clarity with which the office presents itself and is identified by the public, including aspects such as external visibility, signage, wayfinding, the identification of the space as a service point, and its ability to be easily located within the urban environment.

Why it is useful: good visual accessibility makes it easier to recognise the office within the urban environment, improves its recognisability as an Opengela service and reinforces its role as a point of reference within the neighbourhood or area of operation. It also helps to reduce barriers to access linked to the location and identification of the service.

How to collect this data:

Qualitative assessment: this is collected via the satisfaction survey, incorporating questions on the ease of visually identifying the office, locating it within the urban environment and recognising it as an Opengela service point.

Quantitative assessment: via the KPI sheets in T.5.4.

When to collect it: It is collected in Phase 1 and Phase 2, as this perception is formed from the very first contact and may be consolidated or refined through continued use of the service.

4.1.5 A5 | COMMUNICATION CHANNELS

Objective: to ensure a multi-channel communication strategy that combines face-to-face and non-face-to-face methods, guaranteeing that information about the service is disseminated correctly and reaches the local population, targeting different user profiles and improving access to information.

What it measures: it measures the perceived suitability, clarity and usefulness of the information channels used by the OSS to communicate with service users, as well as the adequacy of these channels in meeting the information needs of the process.

Why it is useful: it enables an assessment of whether the office is using effective mechanisms to reach the public, resolve queries and maintain smooth communication throughout the process. This aspect is particularly relevant in complex processes such as rehabilitation, where information must be consistent, understandable and accessible to different sections of the population.

How to collect this data:

Qualitative assessment: this is obtained through the satisfaction survey, incorporating questions on the usefulness, clarity and adequacy of the information channels used by the office, as well as on their suitability for receiving information during the process.

Quantitative assessment: via the KPI sheets in T.5.4.

When to collect it: it is collected in Phase 1 and Phase 2, as the information accompanies the entire process, from initial awareness-raising through to post-works closure.

4.2 SERVICE PROVIDED

This sub-category brings together indicators designed to assess the quality of the support provided by the OSS, based both on users' direct perceptions and on monitoring data collected by technical staff. These indicators provide an insight into the actual usefulness of the service and its ability to meet the neighbourhood's needs.

4.2.1 P1 | SATISFACTION WITH THE SERVICE PROVIDED

Objective: to measure users' level of satisfaction with the process carried out by the OSS throughout the support period, as an aggregate indicator of the perceived quality of the service.

What it measures: it measures the neighbourhood's overall level of satisfaction with the service provided by the OSS throughout the support process.

Why it is useful: this indicator serves as a key benchmark for assessing the perceived quality of the service. It helps to identify whether the office is adequately meeting citizens' expectations and needs, and provides an aggregate assessment of the model's overall performance from the user's perspective.

How to collect it:

Qualitative assessment: this is obtained through the satisfaction survey, which includes a specific question on the overall assessment of the service received.

Quantitative assessment: via the KPI forms in T.5.4.

When to collect it: it is collected in Phase 1 and Phase 2, as satisfaction can be assessed both during the process and once the main intervention or support has been completed.

4.2.2 P2 | BENEFICIARY RESIDENTS

Objective: to quantify the number of homes benefiting from the service and from urban regeneration and refurbishment (URR) works, as well as to estimate the programme's social reach based on housing, translating the physical intervention into an estimated demographic impact.

What it measures: it measures the number of people served by the OSS service, both within and outside the area or building covered by the intervention. In this case, the OSS is designed for a specific area, which means that the service is scaled according to a specific number of homes. This does not prevent people who come directly to the office from being served, even if they do not initially belong to the defined area. At the same time, the indicator makes it possible to link this service provision to the estimated population associated with the dwellings that ultimately benefit from the refurbishment works.

Furthermore, at the start of Phase 1, the scope of action — and, more specifically, the buildings and dwellings targeted for intervention — has not yet been fully defined.

Why it is useful: this indicator allows the scope of the service to be quantified objectively, going beyond the number of cases or residents' associations supported, and providing a measure that more closely reflects both the actual volume of support provided by the OSS and the estimated social impact of the model in terms of the population potentially benefiting.

How to collect it: the information is gathered by the OSS technician based on data relating to the area, the buildings and the communities supported, estimating the number of residents benefiting based on the dwellings linked to the interventions or the support provided.

When to collect it: it is collected in Phase 1 and Phase 2, as the data may be updated as the regeneration processes take shape and the communities actually involved become established.

4.2.3 P3 | SPACES FOR INTERACTION AND MEETINGS IN THE OFFICE

Objective: to ensure that the office functions as a suitable physical meeting place for gatherings between the various stakeholders in the urban regeneration and renewal process, fostering direct communication, participation and the building of trust with the local community.

What it measures: it measures users' assessment of the existence, availability and suitability of the interaction and meeting spaces provided by the OSS, in terms of their functionality for holding meetings and facilitating work processes.

Why it is useful: the office acts not only as a technical information point, but also as a space for meeting, mediation and dialogue. This indicator allows us to assess whether the physical space encourages interaction with the public and whether it is suitable for meetings, consultations or group activities within the urban regeneration and renewal process.

How to collect it:

Qualitative assessment: this is obtained through the satisfaction survey, incorporating questions on the quality, comfort, functionality and suitability of the meeting and interaction spaces available in the office.

Quantitative assessment: using the KPI sheets in T.5.4.

When to collect it: it is collected in Phase 1 and Phase 2, as these spaces can be used and assessed during different stages of the process.

4.3 STAKEHOLDERS INVOLVED

This subcategory analyses the ecosystem of actors mobilised through the service and the potential development of users' knowledge regarding renovation and energy efficiency. Its aim is to capture not only the direct provision of the service, but also its capacity to foster relationships, coordinate stakeholders and leave behind established capabilities within the local area.

4.3.1 S1 | STAKEHOLDERS INVOLVED

Objective: to quantify and evaluate the number and type of stakeholders participating in the urban regeneration and refurbishment (URR) process driven by the Opengela service, with the aim of covering the entire value chain and fostering a participatory and co-creation environment based on trust amongst the actors involved. This indicator measures the system's capacity to foster a collaborative governance network based on the quadruple helix model: public administration, business, citizens and academia.

What it measures: it measures the number and type of stakeholders involved in the support and regeneration process, in relation to the activities carried out by the OSS. It includes the identification of the different stakeholder profiles involved in each process or area of action.

Why it is useful: this indicator provides an understanding of the extent to which the service coordinates with other relevant actors, as well as the office's capacity to mobilise a support ecosystem around the regeneration process. It also helps to identify whether the model operates in isolation or, conversely, fosters effective coordination between different stakeholders and organisations.

How to collect it: the information is gathered by the OSS technician, who records the stakeholders involved in each process or area of intervention, such as owners' associations, external consultants, construction companies, property managers, municipal services or other relevant actors.

When to collect it: it is collected in Phase 1 and Phase 2, as stakeholder involvement takes place throughout the entire process, from initial activation through to implementation and closure.

4.3.2 S2 | IMPROVING KNOWLEDGE OF RENOVATION AND ENERGY EFFICIENCY

Objective: to assess the extent of training and knowledge transfer generated by the local office in the field of renovation and energy efficiency amongst the stakeholders involved and homeowners within the area of operation, with the aim of strengthening the technical, social and operational capacities linked to refurbishment processes. **What it measures:** it measures the qualitative perception of technical staff as to whether, throughout the process, the neighbourhood or key stakeholders have improved their understanding of refurbishment, renovation and energy efficiency, as well as the concepts and decisions associated with the intervention process.

Why it is useful: this indicator captures a less tangible but significant aspect of the service: its capacity for education and knowledge generation. Beyond supporting a specific project, the OSS can help service users better understand the processes, technical decisions and benefits associated with refurbishment and energy efficiency, thereby strengthening their capacity for informed participation.

How to collect it: it is collected through a qualitative assessment carried out by the OSS technician at the end of the process, based on their observation of the level of understanding, autonomy and learning demonstrated by the key stakeholders or by the neighbourhood involved.

When to collect it: It is collected in Phase 2 (post-works), as it is only at the end of the support process that a more comprehensive assessment can be made as to whether there has been an effective improvement in knowledge.

5. SECTION 2. INDICATORS RELATING TO ACTIVITIES AND INTERVENTIONS

	KPI	PROCEDENCIA DE LA INFORMACIÓN	CUÁNDO SE RECOGE LA INFORMACIÓN
RELACIONADAS CON LAS ACTIVIDADES E INTERVENCIONES	INFORMACIÓN SOBRE EL PROYECTO DE REHABILITACIÓN		
	R1 Edificios, superficie y viviendas rehabilitadas	Plan de acción	FASE 1
	R2 Mejora del confort interior	Plan de acción	FASE 1
	R3 Mejora de la accesibilidad del edificio	Plan de acción	FASE 1
	R4 Mejora de la habitabilidad del edificio	Plan de acción	FASE 1
	EFICIENCIA ENERGÉTICA		
	E1 Ahorro de demanda energética de climatización	Técnico de la OSS	FASE 2 (PRE-OBRA + POST-OBRA)
	E2 Ahorro de energía primaria no renovable	Técnico de la OSS	FASE 2 (PRE-OBRA + POST-OBRA)
	E3 Generación de energías renovables	Técnico de la OSS	FASE 2 (PRE-OBRA + POST-OBRA)
	E4 Reducción de la demanda de energía	Técnico de la OSS	FASE 2 (PRE-OBRA + POST-OBRA)
	FINANCIACIÓN MOBILIZADA		
	F1 Fuentes de financiación públicas	Técnico de la OSS	FASE 2 (PRE-OBRA + POST-OBRA)
	F2 Fuentes de financiación privadas	Técnico de la OSS	FASE 2 (PRE-OBRA + POST-OBRA)

Table2 : Summary of indicators related to Block 2. Source: Compiled by the authors.

This section brings together indicators designed to assess the substantive content of the initiatives promoted or supported by the OSS, as well as some of their main expected outcomes in terms of investment mobilised and energy efficiency improvements. Unlike the previous section, which focused on perceptions of the service and the relationship between the office and its users, this second section focuses on the type of refurbishment project being proposed, the specific objectives it incorporates, and the technical or economic outcomes it enables.

The indicators listed here make it possible both to define the initial scope of the initiative and to monitor certain key outcomes once the project is underway or has been implemented.

The indicators are organised into three subcategories: information on the refurbishment project, funding mobilised and energy efficiency.

The first subcategory draws on the so-called action plan, understood as the reference document that defines the starting point, scope and objectives of the OSS's intervention in a given area. Its function is to establish an initial framework of diagnosis, priorities and objectives that serves to define the scope of the intervention and guide the OSS's subsequent work. Consequently, the KPIs associated with this subcategory are included in Phase 1, as part of the initial definition of the project and its goals.

The other two subcategories — funding mobilised and energy efficiency — include indicators that require further development of the process and are therefore recorded in Phase 2, particularly between the pre-construction and post-construction stages. In these cases, the main source of information is the OSS technician, who compiles or consolidates data derived from the technical project, the implementation or the documentation associated with the works.

5.1 INFORMATION ON THE REFURBISHMENT PROJECT

This sub-category brings together the indicators that define the initial scope of the refurbishment project, that is, those parameters that describe what is to be achieved within the scope of the works and to what extent.

5.1.1 R1 | BUILDINGS, FLOOR AREA AND DRAWINGS RENOVATED

Objective: to assess the physical scope of the refurbishment works carried out within the OSS's area of operation, taking into account the number of buildings involved, the refurbished residential floor area and the number of dwellings affected, as well as the level of energy savings achieved following the works carried out.

What it measures: it measures the number of buildings, the residential floor area and the number of dwellings targeted for refurbishment within the scope of action defined by the OSS. It also allows interventions to be classified according to the percentage reduction in primary energy achieved following refurbishment, distinguishing between light, medium and deep refurbishment.

Why it is useful: this indicator enables the quantitative scope of the project to be established from the outset, providing a clear benchmark regarding the scale of the expected intervention and the energy intensity of the planned or completed measures. It is key both for gauging the scale of the office's efforts and for subsequently assessing the degree of compliance achieved and the energy impact associated with the refurbishment.

How to collect it: it is derived from the action plan and the technical information associated with the measures, which must specify the number of buildings and dwellings covered by the intervention, the residential floor area affected, and the estimated or achieved level of primary energy savings.

When to record it: this is recorded in Phase 1, as part of the initial project definition and the planned intervention objectives. It may be revised at a later stage if the progress of the process requires adjustments to the planned scope or allows for the final level of refurbishment achieved to be specified.

5.1.2 R2 | IMPROVEMENT IN INDOOR COMFORT

What it measures: it quantifies the improvement in comfort perceived by occupants, by comparing the average indoor temperature, relative humidity and CO₂ concentration recorded in the monitored dwellings between a winter period prior to the renovation and an equivalent period following it.

Why it is useful: this indicator provides a comprehensive overview of the residential stock that has undergone renovation, based on the improvement in indoor comfort conditions achieved following the refurbishment works carried out on the buildings.

How to collect it: it is collected via monitoring systems that must be installed inside the dwellings.

When to collect it: It is collected in Phase 1 and Phase 2 (pre-works + post-works), as it requires a comparative analysis covering at least one winter period prior to the renovation and an equivalent period thereafter, with the aim of measuring the success of the intervention.

5.1.3 R3 | IMPROVEMENT OF THE BUILDING'S ACCESSIBILITY

Objective: to identify and quantify the measures aimed at improving access, mobility and usability in the residential buildings undergoing renovation, integrating social and functional aspects into the energy-efficient refurbishment processes.

What it measures: it measures the extent to which the refurbishment project incorporates measures aimed at improving the accessibility of buildings or dwellings. This includes the identification of specific accessibility measures, such as the installation of lifts, ground-level lifts, the adaptation of entrance halls, the upgrading of existing lifts or other interventions aimed at removing architectural barriers.

Why it is useful: this indicator makes it possible to assess whether the project takes an inclusive approach tailored to the needs of the resident population, particularly in contexts involving an ageing population, dependency or physical barriers within buildings. Furthermore, it helps to demonstrate that refurbishment can address needs that go beyond energy efficiency improvements and enables an analysis of the degree of integration between accessibility measures and the energy refurbishment of the housing stock.

How to collect it: it is derived from the action plan and the technical documentation for the works, which must set out the identified needs, the proposed accessibility measures and, where applicable, the ratio of the cost allocated to accessibility to the total planned or completed refurbishment cost.

When to record this: this is recorded in Phase 1, as part of defining the project scope, and may be updated subsequently as the planned works are finalised and carried out.

5.1.4 R4 | IMPROVEMENT OF THE BUILDING'S HABITABILITY

Objective: to identify and quantify measures aimed at improving the habitability of the residential stock undergoing refurbishment, incorporating criteria of well-being, comfort and functional suitability into the refurbishment processes.

What it measures: it measures the incorporation of objectives or measures aimed at improving the habitability of the dwellings or buildings undergoing renovation. This includes specific measures to improve functionality and quality of use, such as the installation of terraces and balconies, the extension or enlargement of existing balconies, or other measures designed to improve the habitability of residential and communal spaces.

Why it is useful: this indicator broadens the perspective on refurbishment, including aspects related to the use, safety, health, comfort and functional suitability of residential spaces. In this way, it helps to understand the project as a comprehensive intervention rather than one focused solely on energy efficiency. It also allows for an analysis of the degree of integration between energy-related measures and those aimed at improving functionality and habitability.

How to collect it: It is collected via the action plan and the technical documentation associated with the works, which must identify the issues detected, the planned improvements in terms of liveability and, where applicable, the ratio of the cost allocated to liveability to the total planned or actual cost of the refurbishment.

When to include it: this is included in Phase 1, as it forms part of the initial project definition and scoping phase, and may be updated subsequently as the planned measures are finalised and implemented.

5.2 ENERGY EFFICIENCY

This sub-category brings together indicators designed to measure the main expected or achieved outcomes in terms of energy efficiency. These indicators enable the refurbishment project to be translated into more specific and comparable technical impacts.

5.2.1 E1 | SAVINGS IN ENERGY DEMAND FOR HEATING AND COOLING

Objective: to quantify the reduction in energy demand associated with heating and cooling services following the intervention, by assessing the building's capacity to reduce its energy requirements through passive refurbishment measures on the building envelope.

What it measures: it measures the estimated or achieved reduction in energy demand for air conditioning resulting from the refurbishment work, particularly as a result of improvements made to the building's thermal performance.

Why it is useful: this indicator allows the effect of passive interventions on the energy efficiency of the building stock to be assessed and quantifies the improvement in the building's thermal performance independently of the installed climate control systems. It also allows the intervention to be linked to its environmental and climatic effects, demonstrating the project's contribution to reducing energy requirements and to the decarbonisation of the building stock.

How to collect it: It is obtained from the OSS technician, based on the project's technical documentation, energy calculations or available certifications. To this end, the results associated with measures affecting the thermal envelope are considered, such as improved insulation in façades, roofs and floors; the replacement or upgrading of joinery and glazing; the elimination of thermal bridges; and measures relating to airtightness and solar control.

When to record it: this is recorded in Phase 2 (pre-construction + post-construction), as it requires both an initial forecast and a subsequent consolidation of the data.

5.2.2 E2 | SAVINGS IN NON-RENEWABLE PRIMARY ENERGY

Objective: to quantify the reduction in non-renewable primary energy associated with heating, cooling and domestic hot water services following the implementation of the planned energy refurbishment measures.

What it measures: it measures the estimated or achieved savings in non-renewable primary energy resulting from the refurbishment works, taking into account both the reduction in energy demand and the improvement in the efficiency of the heating and cooling systems in the building or complex undergoing refurbishment.

Why it is useful: this indicator allows one of the most significant energy outcomes of the project to be quantified and provides an objective assessment of its contribution to improving the energy performance of the building or complex undergoing refurbishment. It also enables the combined effect of passive measures on the building envelope and active measures on the systems to be assessed, making it a key indicator within deep energy refurbishment processes.

How to collect it: the information is gathered by the OSS technician from the technical project documentation, energy performance certificates, supporting reports or other technical documentation available before and after the works. To this end, aspects such as improvements to the thermal envelope, the replacement of heating, ventilation and air-conditioning (HVAC) equipment, the refurbishment of ventilation and domestic hot water (DHW) systems, the installation of regulation and control systems, as well as the conversion factors from final energy to primary energy depending on the energy source used, are taken into account.

When to collect it: it is collected in Phase 2 (pre-construction + post-construction), as it requires both an initial estimate and a final or validated reference for the result.

5.2.3 E3 | RENEWABLE ENERGY GENERATION: PHOTOVOLTAICS

Objective: to quantify the electrical energy produced by photovoltaic installations incorporated into buildings following the completion of the planned works, assessing the project's capacity to integrate on-site renewable generation and its contribution to the decarbonisation of electricity consumption.

What it measures: it measures the project's capacity to generate electricity from renewable sources through the incorporation of photovoltaic systems into the refurbishment works, as well as the energy produced by these installations once the works have been completed.

Why it is useful: this indicator makes it possible to identify the extent to which the refurbishment not only reduces consumption but also incorporates renewable generation, reinforcing the transformative and sustainable nature of the project. It also enables an assessment of the contribution of photovoltaic generation to reducing electricity consumption from conventional sources and its role within the process of deep energy refurbishment.

How to collect it: the information is gathered by the OSS technician from the technical project documentation, installation reports or execution documentation, in cases where photovoltaic systems have been incorporated. Parameters such as installed capacity, the orientation and tilt of the modules, solar radiation conditions and the overall performance of the system are taken into account.

When to collect it: this is collected in Phase 2 (pre-construction + post-construction), as the information can be defined during the design phase and confirmed after completion of the works.

5.2.4 E4 | GHG EMISSIONS SAVINGS

Objective: to quantify the reduction in greenhouse gas emissions associated with heating, cooling and domestic hot water services following the refurbishment, taking into account the combined effect of reduced energy demand, improved efficiency of the installations and the incorporation of renewable energy generation.

What it measures: it measures the estimated or achieved reduction in greenhouse gas (GHG) emissions associated with the refurbished building or complex as a result of the measures carried out, taking into account the effect of both passive and active interventions, as well as renewable energy generation.

Why it is useful: this indicator is particularly relevant because it enables an assessment of the overall environmental impact of the refurbishment on the building stock, reflecting the project's contribution to decarbonisation. It allows the effects of reduced energy demand, improved efficiency of installations and the replacement of conventional energy sources with renewable energy to be integrated into a single metric.

How to collect it: it is obtained from the OSS technician based on the technical project, energy simulations, certificates or comparative documentation from before and after the works. The calculation takes into account the CO₂ emission factors associated with each energy source used, as well as the changes in the building's energy performance resulting from the works.

When to record it: this is recorded in Phase 2 (pre-construction + post-construction), as it requires an initial value and a subsequent estimate or verification of the result.

5.3 FUNDING MOBILISED

This sub-category covers indicators linked to the project's ability to stimulate investment in relation to the energy transition. The aim here is not merely to identify the cost of a project, but to assess the extent to which the intervention supported by the OSS succeeds in mobilising financial resources directed towards sustainability.

5.3.1 F1 | PUBLIC FUNDING SOURCES

Objective: to identify and quantify the public investment mobilised in refurbishment works on the residential stock involved, analysing its institutional origin according to types of public funding (local, regional, national, European or other), in order to assess the degree of involvement of public authorities in the energy transition process.

What it measures: it measures the volume of public investment mobilised for energy-efficiency refurbishment works within the project supported by the OSS, as well as its distribution according to the source of the public funds used to carry out the refurbishment works.

Why it is useful: this indicator enables an assessment of the capacity of the office and the project to translate sustainability objectives into concrete investment. It is relevant both for measuring the economic intensity of the measures and for analysing the project's financial structure, the level of involvement of the various administrative levels, and the model's contribution to mobilising resources towards the energy transition.

How to collect it: the information is gathered by the OSS technician from quotations, technical designs, financial documentation for the works or other supporting documents associated with the project, identifying the financial volume of public investment and its source according to the established categories.

When to collect it: this is collected in Phase 2 (pre-construction + post-construction), as it requires technical and financial information that is sufficiently defined and subsequently consolidated.

5.3.2 F2 | PRIVATE SOURCES OF FUNDING

Objective: to identify and quantify the private investment mobilised in the refurbishment works on the residential stock involved, analysing the origin of the private financial resources used in accordance with the funding categories defined for monitoring energy refurbishment, in order to assess the degree of participation by the private sector and property owners in the process.

What it measures: it measures the volume of private investment mobilised for energy-efficiency refurbishment works within the projects supported by the OSS, as well as its origin according to the various sources of private funding used to carry out the refurbishment works.

Why it is useful: this indicator enables an assessment of the capacity of the office and the project to translate sustainability objectives into concrete investment. It is relevant both for measuring the economic intensity of the measures and for demonstrating the model's contribution to mobilising resources towards the energy transition. Furthermore, it allows for an analysis of the level of participation by the private sector and property owners, as well as the diversity of financial instruments used and the level of economic leverage associated with the interventions. **How to collect it:** the information is gathered by the OSS technician from quotations, technical designs, financial documentation for the works or other supporting documents associated with the project, identifying the financial volume of private investment and its classification according to the established categories.

When to collect it: it is collected in Phase 2 (pre-construction + post-construction), as it requires technical and financial information that is sufficiently defined and subsequently consolidated.

6. SECTION 3. INDICATORS RELATING TO INTERNAL SERVICES

	KPI	PROCEDENCIA DE LA INFORMACIÓN	CUÁNDO SE RECOGE LA INFORMACIÓN
RELACIONADAS CON EL SERVICIO INTERNO	CAMPAÑAS DE DIFUSIÓN		
	CD1 Campañas de difusión (materiales creados)	Técnico de la OSS	FASE 1 + FASE 2 + FASE 3
	CD2 Reuniones explicativas	Técnico de la OSS	FASE 1 + FASE 2 + FASE 3
	CD3 Eventos abiertos de la GELA	Técnico de la OSS	FASE 1 + FASE 2 + FASE 3
	CONSULTAS ACTIVAS		
	CA1 Visita Vivienda	Técnico de la OSS	(FASE 1) + FASE 2
	CA2 Llamada Telefónica	Técnico de la OSS	FASE 1 + FASE 2
	CONSULTAS PASIVAS		
	CP1 Individual Oficina		
	CP2 Individual Obra	Técnico de la OSS	FASE 1 + FASE 2
	CP3 Reunión portal	Técnico de la OSS	FASE 2
	CP4 Reunión mancomunidad	Técnico de la OSS	FASE 1 + FASE 2
	CP5 Reunión comisión de obras	Técnico de la OSS	FASE 1 + FASE 2
	CP6 Acompañamiento social	Técnico de la OSS	FASE 2
	CP7 Acompañamiento financiación	Técnico de la OSS	FASE 1 + FASE 2
	CP8 Contratación social	Técnico de la OSS	FASE 1 + FASE 2
	CHECKLIST CUALITATIVO	Técnico de la OSS	FASE 2
	CC1 Reuniones para la contratación de técnico		
	CC2 Reuniones para contratación de constructora		
	CC3 Redacción de informes técnicos	Comisión Gestora	FASE 2
	CC4 Apoyo en la obtención de financiación privada	Comisión Gestora	FASE 2
	CC5 Justificación de las ayudas	Técnico de la OSS	FASE 2
		Técnico de la OSS	FASE 2
		Técnico de la OSS	FASE 2 (POST-OBRA)
	CC6 Acompañamiento en el mantenimiento	Técnico de la OSS	FASE 3

Table3 : Summary of indicators related to Block 3. Source: Compiled by the authors.

This block brings together indicators designed to assess the internal activity carried out by the OSS throughout the support process. Unlike the block focusing on users' perception of the service or the block relating to activities and interventions, the focus here is on the office's day-to-day operations, the communication channels it utilises, and the internal milestones that mark the project's progress.

Their purpose is not merely to record activity, but also to provide traceability regarding the support provided and certain key moments in the project.

The indicators are organised into four subcategories: awareness campaigns, active enquiries, passive enquiries and a qualitative checklist.

The first three follow a quantitative approach and serve to record activity, as they enable the identification of which actions the office carries out, on what scale, and at which stages of the process.

In the subcategory of passive consultations, it is worth emphasising that some indicators — particularly those linked to portal meetings, local authority associations or works committees — may, in certain contexts, overlap or even relate to the same governance structure. Therefore, this subcategory should be understood as a flexible catalogue of monitoring options, from which each OSS can select those indicators that are truly relevant, depending on the organisation of its area of operation, the type of community or the existing decision-making framework.

The fourth subcategory – the qualitative checklist – follows a different logic. In this case, the aim is not merely to count actions, but to record relevant milestones in the process and indicate when they are reached or carried out. Furthermore, these milestones should be accompanied, where relevant, by a brief qualitative assessment enabling technical staff or the management committee to explain how the decision-making process unfolded, what difficulties arose or which elements were particularly significant.

6.1 OUTREACH CAMPAIGNS

This sub-category covers the indicators associated with the OSS's communication, information and outreach activities towards the public. Its aim is to measure the office's ability to maintain its visibility, raise awareness of the service and sustain channels of engagement with the wider community throughout the various phases of the project.

6.1.1 CD1 | OUTREACH CAMPAIGNS (MATERIALS PRODUCED)

What it measures: it measures the number of outreach materials produced by the OSS to publicise the service, provide information on the regeneration process or communicate relevant content to the public.

Why it is useful: it enables an assessment of the communication efforts made by the OSS and verifies whether there is sustained activity in terms of providing information and raising awareness. It also helps to identify whether the OSS has its own resources to support the promotion of the service over time.

How to collect it: via an internal record kept by the OSS specialist, in which the materials created are recorded and, where possible, classified by type of medium or purpose.

When to collect it: it is collected throughout Phase 1, Phase 2 and Phase 3, as dissemination may take place before, during and after the implementation of the actions.

6.1.2 CD2 | BRIEFING SESSIONS

What it measures: it measures the number of meetings organised by the OSS for explanatory or informational purposes, aimed at raising awareness of the service, the rehabilitation process or specific aspects of the project.

Why it is useful: this indicator helps to identify the level of effort made by the office to build a shared understanding and provide clear information to the public or the stakeholders involved.

How to collect it: via an internal log kept by the OSS technician, noting the date, attendees and general topic of each meeting.

When to collect it: it is collected during Phase 1, Phase 2 and Phase 3, as this type of meeting may be necessary throughout the entire service cycle.

6.1.3 CD3 | OPEN EVENTS ORGANISED BY THE OSS ()

What it measures: it measures the number of open events organised by the OSS, understood as collective spaces for information, participation or engagement with the neighbourhood.

Why it is useful: it enables an assessment of the office's capacity to act as a visible point of reference in the local area and to create opportunities for collective engagement around the regeneration project.

How to collect it: via an internal record kept by the OSS technician, noting the date, type of event and, where possible, the approximate number of participants.

When to collect it: it is collected in Phase 1, Phase 2 and Phase 3, as these events may be relevant at different stages of the process.

6.2 ACTIVE ENQUIRIES

This subcategory covers contact initiatives launched directly by the OSS, that is, those interactions in which the office takes a proactive role in its relationship with service users or with the homes undergoing intervention.

6.2.1 CA1 | HOME VISIT

What it measures: it measures the number of visits made by the OSS to specific homes as part of the support process.

Why it is useful: this indicator helps to identify the extent to which the office acts proactively and the intensity of direct on-the-grounds support. It is also useful for assessing the service's actual proximity to users and the level of commitment invested in personalised support.

How to collect it: via an internal record kept by the OSS caseworker, noting the date, the property or associated case file and, where applicable, the reason for the visit. When to collect it: it is mainly collected in Phase 2, although collection may begin in Phase 1 where the nature of the project or the context so requires.

6.2.2 CA2 | TELEPHONE CALLS

What it measures: it measures the number of telephone calls actively made by the OSS as part of the monitoring, support or resolution of issues linked to the project. Why it is useful: it captures a significant part of the day-to-day monitoring work that is not always reflected in meetings or visits. It also helps to highlight the frequency of contact maintained by the office with service users or stakeholders in the process.

How to collect it: via an internal log kept by the OSS officer, recording relevant calls associated with supporting the process. When to collect it: it is collected in Phase 1 and Phase 2.

6.3 PASSIVE ENQUIRIES

This sub-category brings together those spaces or formats for interaction in which the OSS handles requests, enquiries or meetings, depending on the organisational structure of the sector and the existing governance dynamics. As noted, this should be understood as a flexible catalogue of indicators, not necessarily applicable in exactly the same way across all OSSs. Some of these may overlap functionally in certain contexts and, therefore, it will be up to each office to select those that best reflect its operational reality. I believe the issue of OSS technical staff attending Works Committees and Commissions should be addressed. This matter could be highlighted in the Government of the Valencian Community's grant guidelines, as we believe it is necessary for staff (who have access to the information) to accompany, explain and 'translate' the content of such meetings.

6.3.1 CP1 | INDIVIDUAL OFFICE

What it measures: it measures the number of individual consultations carried out at the office.

Why it is useful: it enables the identification of the volume of personalised assistance provided within the OSS's physical premises, as well as the direct demand for the service from the public.

How to collect it: via an internal record kept by the OSS officer, counting each relevant enquiry or individual consultation carried out at the office.

When to collect it: it is collected in Phase 1 and Phase 2.

6.3.2 CP2 | INDIVIDUAL ON-SITE

What it measures: it measures the number of individual support sessions carried out directly on-site or linked to specific incidents or enquiries arising during the execution of the works.

Why it is useful: it allows us to capture the intensity of individual support during a particularly sensitive phase of the process, where specific queries or needs linked to the physical execution of the works may arise.

How to collect it: via an internal record kept by the OSS technician, noting down individual interactions that take place on-site or are directly related to the site.

When to collect it: it is collected in Phase 2.

6.3.3 CP3 | BLOCK OF FLATS MEETING

What it measures: it measures the number of meetings held at the level of a specific block or community.

Why it is useful: it enables the monitoring of support work in those areas where the basic unit of decision-making or interaction is organised at the building entrance level. It is useful for assessing the reach of the support and the adaptation of the service to specific communities.

How to collect it: via an internal record kept by the OSS technician, stating the date, block or community, and the purpose of the meeting.

When to collect it: It is collected in Phase 1 and Phase 2.

Methodological note: in some contexts, this indicator may overlap with other meeting formats. Therefore, its use should be determined based on the existing governance structure.

6.3.4 CP4 | ASSOCIATION OF LOCAL AUTHORITIES MEETING

What it measures: it measures the number of meetings held with association structures or groups of communities.

Why it is useful: It is relevant in cases where decision-making or part of the process takes place at a supra-community level. It allows for the recording of a more aggregated approach to support.

How to collect it: via an internal record kept by the OSS officer, specifying the date, the body convened and the purpose of the meeting.

When to collect it: It is collected in Phase 1 and Phase 2.

Methodological note: this indicator will not be applicable in all contexts. Its monitoring will depend on the actual organisational model of the initiative.

6.3.5 CP5 | WORKS COMMITTEE MEETING

What it measures: it measures the number of meetings held with the works committee or equivalent body during the implementation phase.

Why it is useful: it enables monitoring of a key forum for coordination and decision-making in those areas where this specific body or format exists.

How to record it: via an internal record kept by the OSS technician, stating the date and a general summary of the issues discussed.

When to collect it: it is collected in Phase 2. [The 'works committee' also participates in the project's procurement = Phase 1]

Methodological note: as with the previous indicators, its meaning will depend on the governance structure of the sector and may functionally coincide with other meeting formats.

6.3.6 CP6 | SOCIAL SUPPORT

What it measures: it measures the social support activities carried out by the OSS as part of the regeneration process.

Why it is useful: it highlights the effort dedicated to supporting households or individuals facing greater social, administrative or comprehension difficulties regarding the process, thereby reinforcing the inclusive nature of the service.

How to collect it: through internal records kept by the OSS practitioner, documenting the social support actions or processes carried out.

When to collect it: it is collected in Phase 1 and Phase 2.

6.3.7 CP7 | FUNDING SUPPORT

What it measures: it measures support activities linked to understanding, seeking or processing the funding required for rehabilitation.

Why it is useful: this indicator helps to show the extent to which the OSS supports communities in a critical aspect of the process, particularly when financial viability may influence decision-making.

How to collect it: through internal records kept by the OSS's specialist, documenting specific actions, meetings or support related to funding.

When to collect it: It is collected in Phase 1 and Phase 2.

6.3.8 CP8 | SOCIAL PROCUREMENT

What it measures: it measures actions linked to social recruitment components incorporated into the process, where these form part of the intervention model.

Why it is useful: it enables the identification of whether the OSS participates in or supports aspects of the project linked to social returns, integration or recruitment with a social impact, where such an approach exists in the field. How to collect it: through internal records kept by the OSS's specialist, documenting the actions or processes related to this dimension.

When to collect it: it is collected in Phase 2.

6.4 QUALITATIVE CHECKLIST

This subcategory follows a different logic to the previous ones. It is not primarily aimed at measuring the volume of activity, but rather at recording qualitative milestones in the process that are relevant to the project's progress. The aim is to record when certain stages are reached and, where necessary, to accompany this record with a brief explanation or assessment of the process followed.

It is, therefore, a useful tool for introducing a more interpretative layer of analysis regarding the project's progress and the decision-making or management areas that shape its development.

6.4.1 CC1 | MEETINGS TO ENGAGE A TECHNICAL EXPERT

What it measures: it measures the point in time when the meetings take place or the decision-making process through which the decision to hire the technical expert or technical team is agreed.

Why it is useful: it constitutes a significant milestone in the project, as it marks the transition from the initial preparation phase to a specific technical structure that will enable the process to be carried out. Furthermore, it allows for a qualitative assessment of how that decision was reached and what role the management committee

or tendering panel played. [Tendering panel? 'Works committee'?] It measures qualitatively but does not take into account how many meetings are held prior to the 'award' meeting. The same applies to the construction company]] How to collect it: by registration with the management committee, stating the date of the milestone and, where applicable, a brief qualitative assessment of the decision-making process. Via a meeting of the owners.

When to record it: it is recorded in Phase 2.

6.4.2 CC2 | MEETING TO CONTRACT A BUILDING CONTRACTOR

What it measures: it measures the point at which the decision-making process takes place or the relevant meetings for the appointment of the construction company. Why it is useful: this is another key project milestone, as it marks the transition to the physical execution of the works. Qualitative monitoring of this milestone helps to understand how decisions were made and whether the process went smoothly or encountered difficulties. How to record it: through a record kept by the management committee, noting the date of the milestone and, if deemed appropriate, a brief assessment of the contracting process. Through a meeting of the owners' association. When to record it: it is recorded in Phase 2.

6.4.3 CC3 | DRAFTING OF TECHNICAL REPORTS

What it measures: it measures the point at which relevant technical reports are produced or finalised within the process.

Why it is useful: it enables the identification of a technical milestone in the project's progress and the recording of key documentation that helps to justify the grants being processed.

How to record it: via a record kept by the OSS technician, noting the date the report was drafted or submitted and, where applicable, a brief comment on its content or role within the process.

When to collect it: it is collected in Phase 2.

6.4.4 CC4 | SUPPORT IN SECURING PRIVATE FUNDING

What it measures: it measures the point at which the OSS carries out or completes significant actions to support the securing of private funding.

Why it is useful: this milestone allows an important step to be recorded in projects where private funding is necessary to make the initiative viable. Furthermore, it enables an assessment of how this support was provided and whether it played a decisive role in the project's progress.

How to record it: via a record made by the OSS technician, stating the date of the milestone and a brief qualitative assessment of the process or result achieved.

When to record it: it is recorded in Phase 2.

6.4.5 CC5 | JUSTIFICATION OF GRANTS

What it measures: it measures the point at which the justification for grants associated with the project is carried out or this administrative phase is completed.

Why it is useful: it constitutes a key milestone in the technical and administrative closure of the process, essential for ensuring the correct execution of the project and securing access to the public funds mobilised.

How to record it: via a record made by the OSS technician, stating the date and, if deemed relevant, comments on the progress of this phase.

When to record it: it is recorded in Phase 2 (post-construction).

6.4.6 CC6 | SUPPORT DURING MAINTENANCE

What it measures: it measures the point at which the OSS's support is activated or carried out during the post-construction maintenance phase.

Why it is useful: it allows us to record whether the service incorporates a dimension of continuity beyond the physical implementation and whether it also supports users during the phase of use and upkeep of the improvements made.

How to collect it: through a record made by the OSS technician, noting when this support takes place and, where applicable, a brief assessment of its content.

When to collect it: it is collected in Phase 3.

7. SUPPLEMENTARY DOCUMENTATION

The following section contains the methodological sheets for the indicators relating to Block 1 and Block 2 (sections 3 and 4 of this document, Annex III) for their quantitative assessment.



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