

# BEST PRACTICES TRANSFER TOOL



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## Preface

During the first project period, participating partners have pointed out the main needs and difficulties from their regional analysis done in first semester (DT1.1.1), and selected main good practices from all over the world (DT1.2.1). Both, regional analysis and BPs are being compared to find final conclusions, in order to initiate the development of the Shared Strategy for an integrated Governance System (DT1.3.1) and, at the same time, in order to start with the development of the management's tools among WPT2 work in a very coherent way.

In this sense, the development of a Best Practice Transfer tool represented a very important step, a sort of "transition element" able to combine ideas, suggestions and needs coming from all the parallel activities carried on by the partners.

## Problems addressed

Through the creation of DT1.2.1 the partnership collected many interesting BPs, but it was problematic the understanding of how use them in an effective way, related as much possible to the main topics of Bhenefit project. So the main problems addressed were:

- Translate in a tool the concept of "Transfer" as "identifying and learning from best practices and applying them in a new configuration or new location" (O'Dell and Grayson, 1997).
- Reach through this tool a level of " success" in transferring best practices intended as "reducing the effects of inhibitors or overcoming barriers".

## Expected results

The Proposal offers the following definition of the DT1.2.3: "*An **user-friendly tool** to follow up and assess the transfer, useful for monitoring, drawing conclusions and also contributing the finalisation of the transnational and local management policies. The tool is coupled with a dedicated manual for users*".

The partnership expectations on it at the beginning of the activities were unclear, so it was decided to discuss the topic in order to define common needs and realistic goals for the activities.

## Activities developed

In order to reach the ambitious goal, the partnership, driven by PP13, followed these steps:

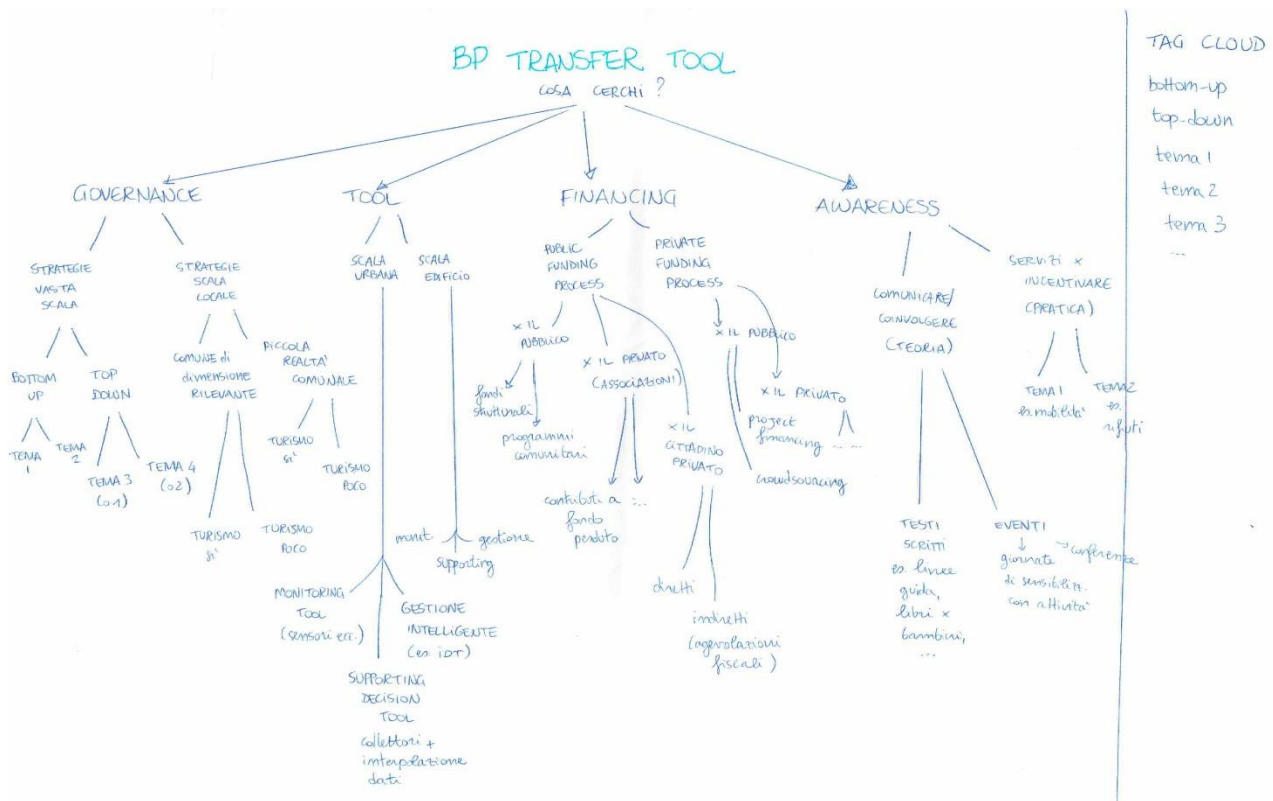
**-search for BP transfer tools among INTERREG projects and other cooperation projects or activities with similar topics and goal.**

This research was very useful in understanding the shared need of this sort of tool and in inspecting how other partners have approached the topic. Many cooperation projects aiming in sharing knowledge and disseminate BPs propose transfer tool, but many times these "tools" are more similar to guide-lines or

commented inventories of BPs, offering indications on why and how one BP could be interesting and which lessons could be learnt by it. But Bhenefit partnership wanted something more, it wanted really a “tool”, working autonomously, based on database and defined parameters; so, we can say something able to evaluate the transferability of a project or initiative in relation to the needs and the objectives of the users.

**-discussing among the partnership in order to better identify the needs and the coherent logic based on which develop the transfer tool.**

The first idea was to organize the Transfer Tool according to the 4 categories of inventory, that means Governance, Tools, Financing and Awareness. It was created a sort of “Tree” with many sub-categories of the first 4, able to “drive” the users in identifying its own goals and in using this “improving” process of the goals as selection criterion of the most suitable Best Practice.



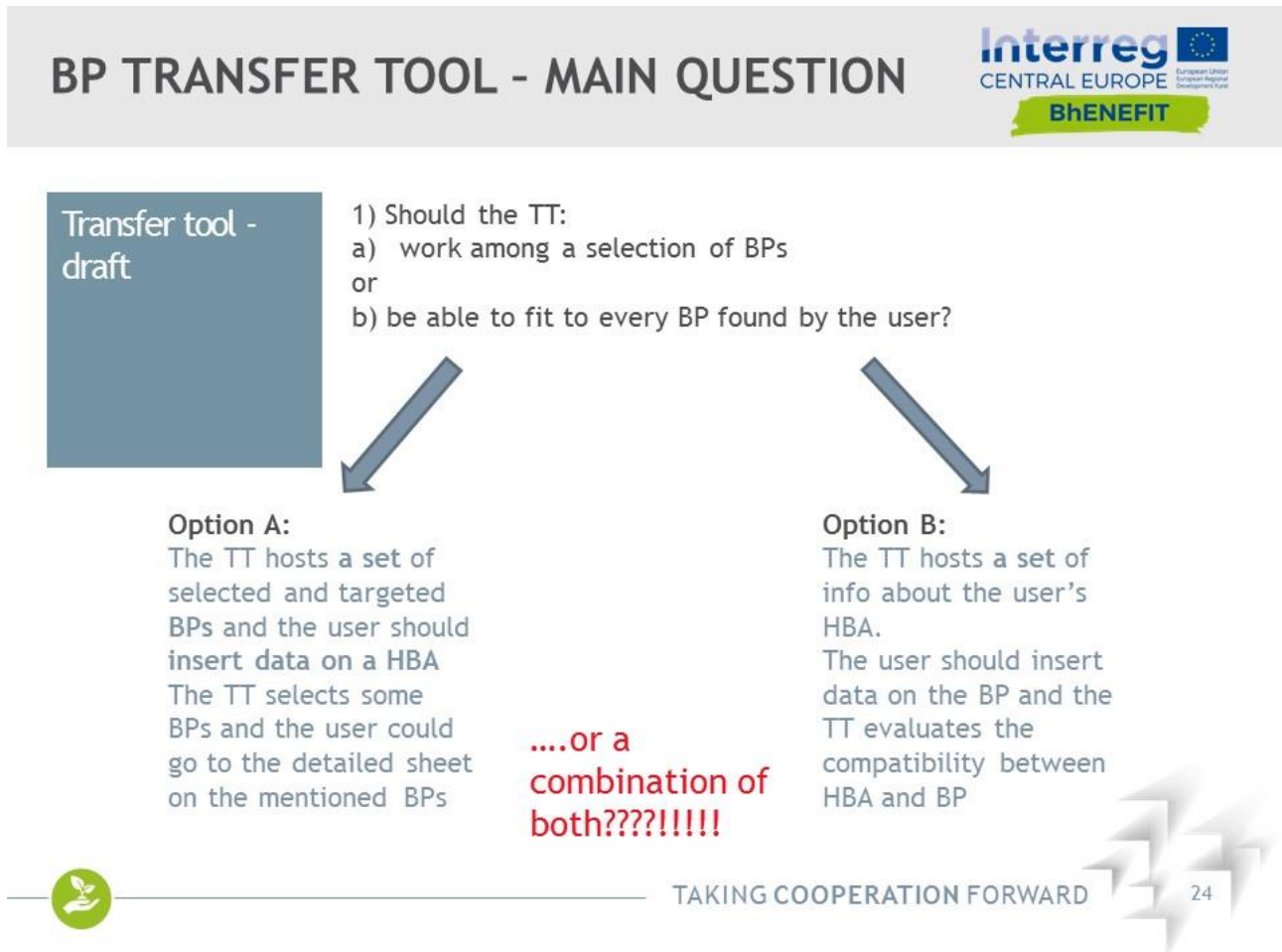
Following this line, it was implemented the try to create an interactive pdf (see Annex 1), that should be a sort of “introduction” to the DT1.2.1, able to select the inventoried BPs according to the criteria picked by the user.

This way was implemented and then reviewed and, at the end, **it was discarded** for the following reasons:

- the final result would be something “fixed”, because it would be limited to the already inventoried BPs;
- the process of selection would be based on generic intentions, to be indicated step-by-step, without the possibility to manage all the components of the choices in a global and integrated way;

-the tool would be more a guide to read the BPs inventory than a tool to identify the connection between a potential HBA and the analyzed BPs. Moreover, we wanted something able to work also independently from the DT1.2.1 Best Practice inventory.

In order to develop something more effective , PP13 proposed to the partners 2 different ways to approach the topic, summarized in the following diagram:



Both options were evaluated interesting, but with some defects and not flexible enough in order to be able to be adapted to different territorial contexts or contingent issues.

For this reasons the partnership decided to try to combine both options, with the goal to have a practical tool, maybe not so innovative in the ICT contents but really able to the used by the involved subjects.

## Guide-lines for users

The following indications represent a sort of “manual”, in order to drive the user of the Transfer tool in an effective usage of the deliverable.

The preconditions for the best use of the tool are:

- Having in mind a specific HBA to be managed
- Having in mind some goals or opportunities to be implemented in that HBA
- Having a “list” of priorities that could drive the use of the tool

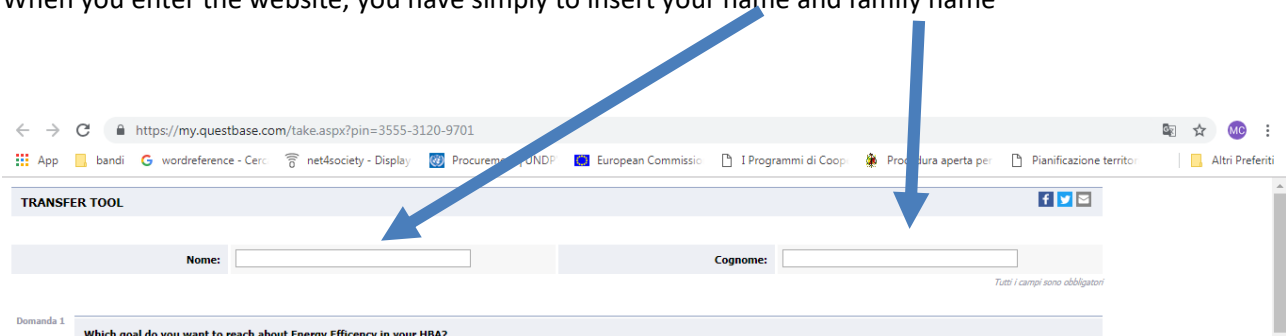
### Structure of the tool

The Transfer tool is a web application, based on a very simple .xls file, it doesn't require specific ICT competences or sophisticated data.

To reach the tool you have to link to this web-address:

<https://my.questbase.com/take.aspx?pin=3555-3120-9701>

When you enter the website, you have simply to insert your name and family name



The screenshot shows a web browser window with the URL <https://my.questbase.com/take.aspx?pin=3555-3120-9701>. The page title is "TRANSFER TOOL". There are two input fields: "Nome:" and "Cognome:". Below these fields is a question: "Domanda 1 Which goal do you want to reach about Energy Efficiency in your HBA?". There are social media icons for Facebook, Twitter, and Email. A note at the bottom right says "Tutti i campi sono obbligatori".

The you have to answer to the 14 questions, by selecting 1 answer among the available 3.

The tool quotes the components of the sustainability in the management of HBAs analyzed by Bhenefit projects in activities AT2.1 and AT2.2, so it identifies **3 main categories** – ENVIRONMENT/SOCIAL/ECONOMY – and **14 sub-categories**.

For every sub-category the tool proposes 3 possible level of result, every of which is granted with an increasing “mark” (1, 2 or 3).

**Mark “1”** means that the goal is reached in a very generic way

**Mark “2”** means that the goal is reached with some attention to the specificity of the historic place

**Mark “3”** means that the goal is reached through solutions able to combine the complexity of the involved factors.

Here’re the specifications useful to interpret the sub-categories and their marks.

ENVIRONMENT	ENERGY EFFICIENCY	IMPROVEMENT OF ENERGY SAVING	Simple improvement	1
		IMPROVEMENT OF ENERGY SAVING WITH PERCEPTION PRESERVATION	Improvement without changes in the perception of the place	2
		IMPROVEMENT OF ENERGY SAVING WITH PERCEPTION PRESERVATION AND MINIMAL MATERIALS ALTERATION	Improvement without changes in the perception of the place and also without significant substitution and/or destruction of the original buildings materials	3
	UHI	MONITORING	Simple monitoring of effects	1
		MONITORING AND EMERGENCY PLAN	Development of a plan for actions in case of emergency	2
		MONITORING, EMERGENCY PLAN AND MITIGATION	Prevention of the phenomenon also through design of spaces and specific polices for spaces uses, according to the historical value of the place	3
	WASTE AND WATER	MONITORING	Simple monitoring of data	1
		MONITORING AND EMERGENCY PLAN	Development of a plan for actions in case of emergency	2
		MONITORING, EMERGENCY PLAN AND MITIGATION	Prevention of the phenomenon also through design of spaces and specific polices for spaces uses, according to the historical value of the place	3
	POLLUTION	MONITORING	Simple monitoring of data	1
		MONITORING AND EMERGENCY PLAN	Development of a plan for actions in case of emergency	2
		MONITORING, EMERGENCY PLAN AND MITIGATION	Prevention of the phenomenon also through design of spaces and specific polices for spaces uses, according to the historical value of the place	3
	MOBILITY	TRAFFIC REDUCTION	Simply less problems in traffic’s phenomenon	1
		TRAFFIC REDUCTION AND MITIGATION OF IMPACTS	Prevention and mitigation planned actions	2
		TRAFFIC REDUCTION, MITIGATION OF IMPACTS, ALTERNATIVE SOLUTIONS	Specific planning and design solutions to reduce the traffic according to the historic value of the place	3



<b>SOCIAL</b>	SERVICES AND FACILITY	INCREASE OF QUANTITY	More facilities available	1	
		INCREASE OF QUANTITY BY REUSING HISTORICAL BUILDINGS	More facilities for contemporary needs hosted in reused historical buildings	2	
		INCREASE OF QUANTITY MORE CONNECTED TO THE SPECIFIC DAILY LIFE OF HBA'S RESIDENTS	Increase of not generic services and facilities, but rather solutions well-fitting to the specific life-style and needs of HBA's residents and users	3	
	CULTURAL LIFE AND LEISURE FACILITIES	INCREASE OF LEISURE ATTRACTIONS FOR TOURISM	Simple offer of leisure services for tourists	1	
		INCREASE OF LEISURE AND CULTURAL ATTRACTIONS FOR TOURISM	Leisure services for tourists related to the cultural value of the place	2	
		INCREASE OF LEISURE AND CULTURAL ATTRACTIONS FOR TOURISM AND RESIDENTS	In addition, cultural services also for residents	3	
	IDENTITY PERCEPTION	PRESERVATION OF HISTORICAL TRACES	Preservation rules	1	
		PRESERVATION AND VALORISATION OF HISTORICAL TRACES	Rules and initiatives to combine preservation and valorizations	2	
		PRESERVATION AND VALORISATION OF HISTORICAL TRACES THROUGH INVOLVEMENT OF CITIZENS	Stakeholders contributions to preservation and valorization	3	
	GENTRIFICATION VS.MIXITE'	REUSE OF DISMISSED BUILDINGS	New uses for dismissed empty buildings	1	
		REUSE OF DISMISSED BUILDINGS PRESERVING PUBLIC SPACES	New uses for buildings but preservation of public fruition of more significant places	2	
		REUSE OF DISMISSED BUILDINGS WITH POLICIES FOR A BALANCE BETWEEN NEW AND PREVIOUS RESIDENTS	Specific attention to don't lose previous residents and to don't promote only regeneration based on luxury interventions	3	
	ACCESSIBILITY	HBA ACCESSIBLE BY MAIN TRANSPORTATION'S WAYS	The place can be reached by bus and cars	1	
		HBA ACCESSIBLE MAINLY BY GREEN MOBILITY	The HBA can be reached and passed through essentially by bus and bikes, with special polices and facilities for cars	2	
		HBA ACCESSIBLE MAINLY BY GREEN MOBILITY AND WITH SPECIFIC ATTENTION TO DISABLED USERS	In addition, specific interventions in order to facilitate the access of disabled people	3	
	SECURITY	INSTALLATION OF SECURITY SYSTEM	Technological control	1	
		INSTALLATION OF SECURITY SYSTEM AND SAFETY'S PLANS AND MEASURES	In addition, specific polices in order to ensure safety's increase	2	
		SECURITY POLICES AND MEASURES LINKED TO THE HISTORICAL IDENTITY OF THE PLACE	Design and polices able to valorize the security's abilities already "hosted" in the historical configuration of the place	3	
			TOURISTIC VALORIZATION	Services for tourists	1



TOURISM IMPACT	TOURISTIC VALORIZATION WITH SPECIFIC RULES TO PRESERVE THE IDENTITY	Specific polices to make touristic valorization sustainable for a historical environment	2
	TOURISTIC VALORIZATION PRESERVING DAILY LIFE OF RESIDENTS	Specific polices in order to let touristic valorization develop according to residents needs, both at the same level of importance	3
MAINTENANCE COSTS	USE OF GRANTS TO IMPROVE THE MAINTENANCE	Having funding to pay specific maintenance interventions	1
	DEVELOPMENT OF SPECIFIC POLICES TO INCENTIVIZE MAINTENANCE BY PRIVATE OWNERS	Integrate polices and funding in order to promote general maintenance of HBA by private owners	2
	MAINTENANCE PLANS AND INITIATIVES DEVELOPED BY A PUBLIC-PRIVATE PARTNERSHIP	Developing complex plans able to base the maintenance on P-P partnership	3
TRANSFORMATION COSTS	USE OF GRANTS FOR LIGHTHOUSE TRANSFORMATIONS	Obtaining funding to pay specific main interventions on public buildings	1
	SEARCH FOR PRIVATE INVESTORS	Finding way to attract private investors	2
	TRANSFORMATION'S STRATEGY AND INITIATIVES BASED ON PUBLIC-PRIVATE PARTNERSHIP	Integrated plans and actions based on integrated P-P partnership	3

When you have finished to fill the questionnaire, if you are sure about your choices, you can send them , if not you can refresh them and restart.

Domanda 14

How do you want to approach the topic of Transformation's costs in your project?

USE OF GRANTS FOR LIGHTHOUSE TRANSFORMATIONS  
 SEARCH FOR PRIVATE INVESTORS  
 TRANSFORMATION'S STRATEGY AND INITIATIVES BASED ON PUBLIC-PRIVATE PARTNERSHIP

The web system will show your score:

<https://my.questbase.com/take.aspx?id=2767beae-6ecb-4624-bad8-5ec5af2c6298>

App | bandi | wordreference - Cerc | net4society - Display | Procurement | UNDP | European Commissio | I Programmi di Coop | Procedura aperta per | Pianificazione terri

**TRANSFER TOOL**

Data:	29/12/2018 17:39:01	Punteggio:	29
Punteggio (%):	69.05%		
Nome:	giordano	Cognome:	canti

The transfer tool is linked to the DT1.2.1 “Best practices inventory”.

Every BP inventoried inside that deliverable was “evaluated” through the tool, in order to receive a global mark, combining the results obtained in every category.

On the Bhenefit web site you can find the list of the Best practices and the mark assigned to every of them. Reading them you can evaluate the compatibility between your local case, its needs, features and goals, and the inventoried Best Practices.