

REPORT OF FEEDBACKS AND RESULTS

D.T3.2.5

Report of feedbacks and results of pilot actions

Index

Context	4
Feedbacks and lesson learnt	6

CONTEXT

Within the activity 3.2 'Development of a training model and tools for decision-makers', two types of participatory events were scheduled to take place. Training type A was aimed at engineering and architectural features and the needs for HBA management, while the second, training type B, focused on the economic and procedural aspects of HBA management.

As guidelines for PPs to perform these trainings, PPs under the responsibility of PP7 Spectra CE and PP12 IURS prepared two sets of guidelines – deliverable 3.2.1 'Guidelines for the implementation of training activities for decision makers on HBA management' and deliverable 3.2.2 'E-learning tools'.

From September 2019 to January 2020, the following events took place:

Trainings type A:

- Training event in the city of Mantova (Italy), September 9th, 2019
- Training event in the city of Ferrara (Italy), September 19th, 2019
- Training events in the city of Mantova (Italy), October 3rd, 2019
- Training events in the city of Mantova (Italy), October 11th, 2019
- Training event in the city of Idrija (Slovenia), October 23rd, 2019
- Training event in the city of Karlovac (Croatia), November 21st, 2019
- Training event in the city of Mátészalka (Hungary), November 27th, 2019

Trainings type B:

- Training event in the city of Mantova (Italy), September 26th, 2019
- Training event in the city of Mantova (Italy), October 3rd, 2019
- Training event in the city of Mantova (Italy), October 11th, 2019
- Training event in the city of Karlovac (Croatia), November 22nd, 2019
- Training event in the city of Mátészalka (Hungary), November 28th, 2019
- Training event in the city of Idrija (Slovenia), December 4th, 2019
- Training event in the city of Bologna (Italy), December 9th, 2019

This deliverable collects the feedbacks and results from the above-mentioned events and summarizes the information obtained from the responsible project partners and the participants of the events.

At the beginning of the 4th period the project consortium agreed on a sheet for reporting the event and a form for collecting the feedbacks after the event from the

participants. The filled-in forms had been collected by the responsible PPs and elaborated into short summaries. These summaries are included in the third part of this deliverable.

The fourth part includes the collected feedback and results from the feedback forms and events' reports as a summary of the findings and recommendations in form of lessons learned.

Feedbacks and lesson learnt from Activity 3.2

Positive aspects

The overall assessment and feedbacks from the events was positive both from the point of view of event organizers / responsible partners and participants. The events provided participants with a chance to get a better grasp about the issues of HBA management, learn about the strategy (one of the project results) (for type A trainings) and learn about and test the ICT tools prepared within the project (for type B trainings).

The events took place on the municipality premises so that the participants – decision makers from the municipality have the convenient access and to avoid time delays.

The key objectives of the training type A include:

- to develop awareness about the HBA management strategy;
- to develop awareness concerning the potential of the HBA strategy in planning and management of HBA sustainable development;
- to develop the knowledge about common international institutional frameworks of the HBA management;
- to mediate the best practice examples.

The key objectives of the training type B include:

- to develop awareness about the available ICT tools related to HBA management;
- to develop awareness concerning the already existing ICT tools in planning and management of HBA sustainable development;

- to develop the skills necessary for effective use of GIS and BIM technologies related to HBA management;
- to mediate the best practice examples.

The events were also opportunities to discuss other municipality projects and ways to integrate them, other policies, share vision of the city and potential future strategies. It was a chance to discuss the HBA management issues not only with heritage protection responsible people, but also different subjects involved in the management more broadly and exchange ideas.

During the type B trainings, some maps have been created which could be further used in the administration work (in this case in activity 3.3 – spot seminars / design workshops / informal events).

The trainings were an opportunity to discuss HBA management with a special focus on engineering and architectural features and needs, especially on the accessibility of HBA. The events were also an occasion to debate and share different possible solutions and strategies for integrated management of HBA.

The trainings usually had two main parts, one was broader information about the BhENEFIT project and then information on the HBA management strategy and training with ICT tools. It was aimed at improving the participants' skills with working with these tools.

The trainings were organized as interactive workshops in a way to ensure the interaction between different highly skilled experts and to encourage a dialogue about the management of HBA. Besides decision makers, events can also be attended by professionals, students or citizens.

At the end of trainings type B, planning games were performed.

Planning game 1_Usefulness of spatial information systems for historical urban areas: institutional experts tried to understand the opinion on the usefulness of the tools available today.

5 questions were submitted to which only yes or no answers could be given.

- Should all levels of information be made available to the community once they have been elaborated at the institutional level?

- Is the quality of the input data critical today?
- Are the maintenance and updating of the data today a critical issue?
- Is WebGIS a democratic tool?
- Does the DSS constitute real support to decisions also about historical urban areas?

Planning game 2 - Interoperability and information sharing. It was asked to indicate three limits to the sharing of information that is relevant today:

- Reference scale (minimum unit)
- What ONTOLOGY for historical urban areas
- One of the main objectives of the INSPIRE Directive is to make more and better data available for Community policy-making and implementation in the Member States at all levels. The Directive focuses in particular on environmental policy but is expected to be extended in the future to other sectors such as agriculture, transport, energy, and the construction chain.
- Amount of information available today
- The cost incurred in collecting the information and relative ownership of the data.

Challenges

The main challenge was to provide a clear overview of the method of strategic planning method developed and tested by the partners of the BhENEFIT project and to motivate the local stakeholders to use them in the HBA management.

From practical point of view, the need to separate the type A and type B trainings was a challenge especially in smaller municipalities where the participants for both are overlapping and they are not keen on joining two separate events on the expense of their working time. Therefore these trainings do not need to be separated as a rule, but integrate, even if the length of the training event is a bit longer. If the content is interesting and helpful, people are willing to spend their time there.

For training type B the main challenge was to provide a clear overview of ICT tools adapted and developed by the BhENEFIT project partners and to motivate local stakeholders to use them in managing the HBA; how to better implement the documents as well as the experiences of other partners in the Bhenefit project will be an excellent basis for continuing to work on restoring the existing cultural heritage.

Key messages from the training events

1. The participation and knowledge sharing are the key to improve the platform.
2. Demarcation of interest area is an essential step for efficient monitoring.
3. The new technologies as drivers, such as key enabling technologies and the big data analysis, in relation to historical areas preservation and enhancement, which could lead to a new vision for the conservation, valorization and fruition of HBA field.
4. The importance to define, share and implement a unique and coherent method and approach for the intervention on existing buildings among the European partners.
5. Definitely, it is possible to recognize a technology gap with particular reference to BIM processes implementation. Moreover, some new goals and potentialities could be achieved through the implementation and sharing of GIS platforms.
6. The new technologies, such as the big data analysis, related to historical areas, can offer a new vision for the Restoration field.
7. Furthermore, as the result, during the activities different suggestions concerning the type of data to insert or to acquire are expressed by participants.
8. HBA - historic built environment, both limited to a portion of an urban area or extended to a not-natural, designed landscape (shaped by complex human forces acting on the natural environment), which is made up of innumerable unique and interlinked human-built elements (buildings, infrastructures,

- streets, canals, factories etc.) which tell the particular story and identity of the place.
9. Governance and management - the boundary between governance and management of HBA is subtle but clear- Governance includes the decisional process, management the executive one. Governance sets general objectives; management specific goals and feasibility. Governance is a more general reflection that includes several aspects concerning the complexity of an integrated approach; management concerns guidelines and how we can do something.
 10. Sustainable management of HBAs – Sustainable development and, consequently, sustainable management is a global objective, the fulfilment of which requires a long-term strategy dovetailing policies for economically, socially and ecologically sustainable development of HBAs.
 11. A participatory approach to management is being promoted in various fields but particularly in the HBAs sector, given the perception of heritage as the shared property of communities and a factor in ensuring the sustainability of those communities. Achieving more efficient participation is one of the main goals of HBAs’ representatives that should be:
 - managed by local people more in mind,
 - managed to meet the needs of local people,
 - drew on local knowledge.
 12. Four main stakeholder groups can be distinguished:
 - stakeholders who directly benefit (beneficiaries),
 - stakeholders who are negatively affected (burden),
 - stakeholders who directly impact on HBAs’ ecosystem (services) (e.g. landowner, resource manager);
 - stakeholders who indirectly influence on HBAs’ ecosystem (services) (e.g. decision maker, civil society organisation).
 13. Trade-off principles should be used to find the balance between conservation of the historical buildings, their use, the economic profit and the maintenance of a high level of quality in the historical city centres. It highlights the necessity to have a shared vision between the local administration (in the role of mediator) and the different groups of stakeholders, otherwise these strategic city players cannot be in the condition to contribute and implement the HBA’s sustainable enhancement strategy. In the result, the maintenance

of the use and the activities cannot only depend on the public administration but must be a common (and principal) responsibility also of private owners and investors involved in the decision-making process.

14. Smaller towns and villages do not have the necessary resources for ensuring such complex governance and management tasks. It is highly recommended to perform this function at regional level.
15. It would be worth providing special tools and methods for smaller towns and villages, because they can have different problems of HBA management and monitoring.
16. The costs and HR capacity of maintaining such systems are difficult to estimate, but it can overburden the budget of a municipality in disadvantageous situation.
17. In the region of SZRDA (PP5) is important to provide a cooperation platform for a wide range of stakeholders as the problems and challenges do not occur at urban but at regional level.
18. A common detailed HBA action plan should be elaborated at regional level in the SZRDA (PP5) and this is a suggestion for all similar territories.
19. The participants made a detailed list of the potential stakeholders who should be activated and involved into the process of HBA governance and management.
20. For training type B specifically, the key messages are:
21. To collect and systemize the relevant data, a specific monitoring system has to be built up based on available data and information sources, site visits and primary research (questionnaires, interview conducted with relevant experts, workshops, etc.).

Data processing may involve various processes, including:

- Validation – Ensuring that supplied data is correct and relevant.
- Sorting – arranging items in some sequence and/or in different sets.
- Summarization – reducing detail data to its main points.
- Aggregation – combining multiple pieces of data.
- Analysis – the collection, organization, analysis, interpretation, and presentation of data.
- Reporting – list detail or summary data or computed information.
- Classification – separation of data into various categories.

- Transformation - converting data or information from the format of a source system into the required format of a new destination system.
22. In the perspective to achieve a complete framework of methodological approach and application of GIS tools, the participants highlighted the willingness to improve current instruments and services integration in order to ensure:
- knowledge of the building on which we are working;
 - awareness of the impact of what you are doing;
 - the monitoring of reconstruction of HBA;
 - promoting dialogue between public authorities;
 - to ensure a high level of sustainability;
 - involvement as an active part of citizens in order to promote revitalization of historic centers.