WPT3

Deliverable 4.1.1

Evaluation report on the basis of WPT1 and WPT2 results

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Milano, March 2018

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1 INTRODUCTION

Services of General Interest (SGI) are key for the quality of life of the population and for the attractiveness and the local development of the territories. Their supply, quality, accessibility and affordability are crucial for overcoming social exclusion and maintenance of the population.[1]
A variety of authorities and service providers are responsible for providing SGI.
According to the EU competition law, SGI are fundamental for the population and must principally be supported through public means, especially public basic services, like kindergarten, schools and public transport services.
As regards economic services, usually more than one private service provider within a SGI sector supplies such services, which fosters competitiveness e.g. in telecommunication, energy, pharmacy, transport[2].

One of the main issue in SGI provision is that the approach is mainly sectoral, leading to incomprehensive solutions, failure to meet specific needs of the communities, suboptimal public money spending, and failure to benefit from potential synergies (among actors, sectors, services, etc.).

The provision of services is particularly affected by disparities between rural and urban areas. SGI provision in mountain and border areas is challenging in terms of delivery, distribution, and accessibility, due to the specific geographical conditions, including geomorphology, dispersed settlement structure, and demographical situation (moderate inhabitant density, ageing, depopulation associated with de-growth processes).
Since their provision may appear uneconomic, in some circumstances basic services are endangered of no longer being supplied. Especially in peripheral Alpine municipalities, the problem of accessibility and delivery of SGI is growing.
Because of the sectoral approach, SGI delivery does not take advantage of the potential synergies that better horizontal and vertical coordination and the integration in territorial strategies would provide.
Therefore, integration would be beneficial to assure a better and more efficient SGI delivery in such areas.

The INTESI project, with its 10 partners from 5 countries representing Austrian regions Tyrol and Carinthia, Italian regions Lombardy and South Tyrol, French regions Auvergne Rhône-Alpes and Provence Alpes Cote d'Azur, Slovenian area of Idrijsko-Cerkljansko, and the Swiss Canton du Jura, intends to build recommendations on how to overcome the sectoral approach and have existing SGI sectoral strategies evolving into integrated territorial strategies.
The SGI sectors considered in INTESI are the following: **administrative services, basic goods/services, transport, telecommunication, health, social care, and education**.

The present deliverable is an intermediate product of the project, combining some of the most significant results obtained so far (in approximately 2 years of activities) and providing some indications about how to employ such results in the last part of the project, which will

[1] Rauhut, D., Smith, C., Humer, A., Ludlow, D., and Borges, L. (2013): SeGI Indicators and perspectives for services
[2] Clmenz, G., Dewatripont, M., Motta, M., Neven, D., Seabright P., Zemplinerova, A. (2006): Services of General Economic Interest Opinion Prepared by the State Aid Group of EAGCP, Online unter: http://ec.europa.eu/competition/state_aid/legislation/sgei.pdf, Zugriff: 07.07.2016.

be aimed at the elaboration of the final deliverable “Handbook with recommendations of strategies for integrated, innovative and multilevel governance SGI in Alpine territories”.

The deliverable is structured as follows.
Chapter 2 reports the main results of the analysis of the existing SGI strategies in the partner regions, which was the main focus of WPT1.
Chapter 3 recalls the main characteristics and challenges, as concerns SGI, of the test areas that were analysed, as part of WPT2, in each participating region, for a total of 9 test areas.
Chapter 4 presents the 8 ongoing pilot activities that most of the partners are coordinating in their test areas.
Chapter 5 presents the preliminary results and the first lessons learnt from the pilot activities towards the drafting of the Handbook.

As background information, the following box gives the main definitions that were agreed in WPT1 and will be used in the rest of the project.

DEFINITIONS

a) Services of general interest

INTESI adopts the definitions of SGI according to Gløersen *et al.* (2016). **Services of general interest (SGI)** are *“services that public authorities of the Member States classify as being of general interest and, therefore, subject to specific public service obligations (PSO). The term covers both economic activities (see the definition of SGEI below) and non-economic services. The latter are not subject to specific EU legislation and are not covered by the internal market and competition rules of the Treaty. Some aspects of how these services are organised may be subject to other general Treaty rules, such as the principle of non-discrimination*” (European Commission, 2011a cited by Gløersen et al., 2016).

SGI are subdivided in services of **general economic interest (SGEI)**, **non-economic services (NSGI)**, and **social services of general interest (SSGI):**

- **SGEI** “*involve an economic activity to which a public service obligation is associated because the essential services would otherwise not be adequately supplied by the market or would be supplied under different conditions in terms of quality, safety, affordability, equal treatment or universal access) by the market without public intervention.”*
- **NSGI** “*are services that are not normally provided against remuneration. They are usually linked to state prerogatives (e.g. police, justice*) *and are not subject to specific EU legislation, nor are they covered by the internal market and competition rules of the Treaty.”*
- **SSGI** “can be of economic and non-economic nature depending on the activity. They include two broad types: *statutory and complementary social security schemes linked to health, ageing, occupational accidents, unemployment, retirement and disability, or services directly provided to the person like social assistance services, employment and training services, social housing or long-term care (usually organised at local level, heavily dependent on public funding).*

Regarding the definition, one should mention that the crisis brought the neoliberalisation of the public services in general and has blurred the division between the public and private sector also in terms of services of general interest. Therefore, there are only a few services left that are strictly delivered by the state in a non-market manner.

b) Integration

The project work was oriented according to the more detailed explanation of the integration provided by the spatial planning experts Lloyd and Peel (2005) “*Integration can imply co-ordinating*

strategy-making to avoid conflicting policies and to generate win-win situations. It might also imply broadening a policy frame to encompass a new issue. It can also suggest closing implementation deficits that can arise between policy and action. Finally, it implies linking actors together, sharing and developing knowledge for mutual benefit, often to overcome a fragmentation of institutional environments or a need to enter partnerships to achieve common goals. It is recognized that in pursuing integration, the ways in which it works in practice will be determined by local cultural practices and path-dependent factors."

c) Integrated territorial strategy for SGI

The definition of integrated territorial strategy is a workshop output and a consensus among the INTESI partners. It reads: "*Integrated territorial strategy for SGI is a strategy for the SGI provision based on the 4 main principles: quality, availability, affordability, and accessibility, which takes into account: peoples' actual and future needs in a given territory, territorial dimension, and the benefits of the synergies between the different SGI sectors* (Report on Transnational Workshop, 2016)."

d) Integration models

Integration models are within the context of INTESI understood as policy solutions, e.g. policy instruments, models, processes that enable integration among actors, administrative levels, finances, policies, and other integrations (services, sectors, measures etc.) (Report on Comparison Analysis, 2017). Furthermore, INTESI has divided models on policy related, e.g. need for co-operation among the sectors, and models in practice that consume practical solutions and application of integration in practice, e.g. e-solutions for medicine connect digital communication and medical sector.

2 INSIGHTS ON SGI STRATEGIES IN THE PARTNER REGIONS

In WPT1, the project partners analysed the strategies on services of general interest existing in their regions on a regional and inter-municipal level.
The comparison analysis (Deliverable 1.2.3) shows how the different regions approach the integration of SGI in their policy documents (using various governance models, concepts, policy objectives, measures), and which are the relevant stakeholders for their delivery.

2.1 Methodological approach

The analysis comprises 257 documents relevant for the SGI provision in the Alpine space, from the 5 participating countries and their regions, and 8 examined sectors (general, regional development, transport, telecommunication, basic goods, health, social care, and education). More into detail, Austria shared 36 documents in the database, France 59, Italy 59, Slovenia 45, and Switzerland 58. Under the sector "general" relevant "umbrella" regulations (e.g. the constitutions, state laws on delivery of SGI, etc.) have been gathered and inspected for each country.

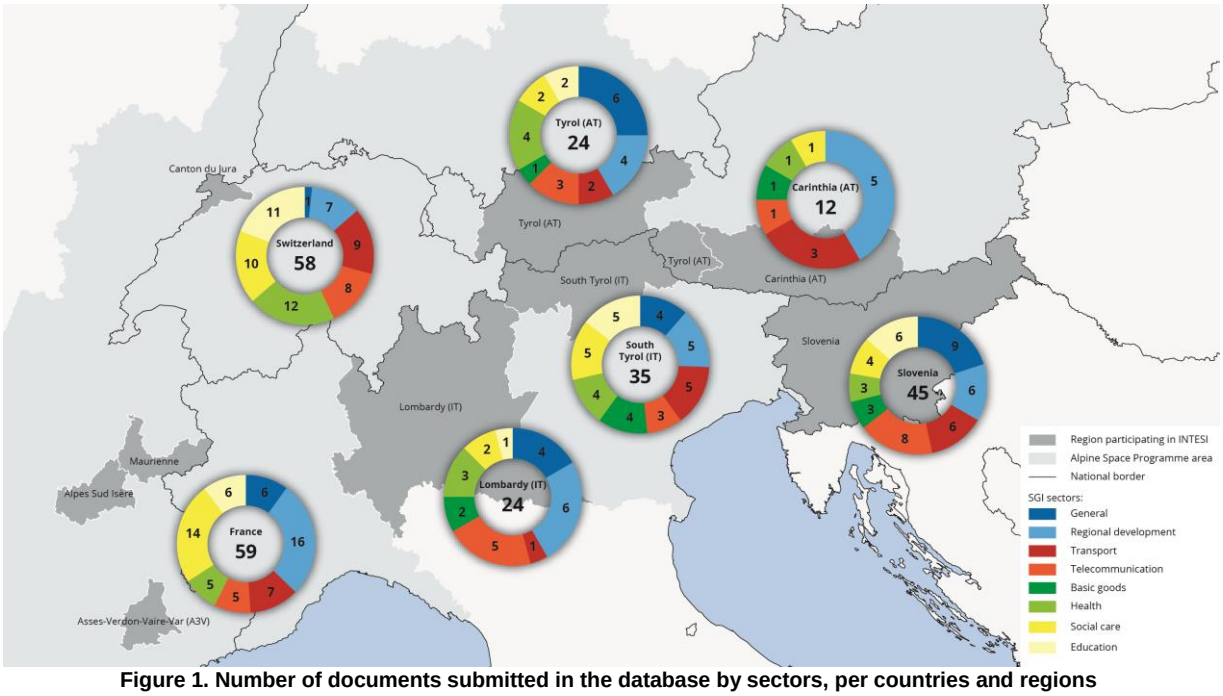


Figure 1. Number of documents submitted in the database by sectors, per countries and regions

A comparison analysis was done using information from: the database of the existing strategies, 7 regional reports and a transnational workshop, which were all prepared or conducted within WPT1. Additionally, the definitions and other relevant information on the SGI, governance models related to their delivery, and the "integration" as a concept, were obtained through literature review of the mainstream scientific articles in the fields of regional and spatial planning.
For the purpose of the comparison analysis, it was decided to define the **integration models** on the basis of the major elements they integrate. Hence, the analysis distinguishes among 5 models which respectively integrate **actors**, **administrative levels**, **financial sources**, **policies**, or link **other elements (e.g. services, sectors, or measures)**.

2.2 State of the art of the SGI delivery

Looking into the state of the art of the SGI delivery, the ***administrative frameworks*** of all 5 participating countries (Austria, Italy, France, Slovenia and Switzerland) were described.

The ***major objectives*** of the selected documents were identified and grouped in 13 targeted topics. It is shown that most of the objectives strive to achieve the **availability, affordability, accessibility, quality, and variety of SGI**, regardless of the inspected sector. Other clusters of objectives identified as important for the SGI delivery are **spatial development, cooperation (sectoral, transnational, among stakeholders), and social inclusion**.

Five major ***problems related to the SGI delivery*** were identified through the regional reports. One problem recognised by all the regions, and present in all the sectors, is the

- **accessibility** of SGIs, which in mountainous regions highly depends on the spatial location and the quality of public transport.

Other recognised issues are:

- **underdevelopment** of the infrastructure and services in terms of poor quality and/or supply,
- **costs** (expensive delivery, austerity, no allocated funds, no investments, etc.) of the services in Alpine areas,
- **unresponsiveness** of the governance system to the actual (changing) needs of the local communities,
- the fact that the strategies are too broad and **lack the specification** of measures (how to do something), responsibilities (who should do it), and monitoring mechanisms.

2.3 About the integration models

The ***integration as a concept*** is included in the majority of the analysed documents, and this applies to all the countries with the exception of Switzerland. Over a half of the documents in all inspected sectors include the concept of integration, with a particularly high share in the regional development and general sectors (over 70%).
Looking at the 5 ***models of integration (actors, administrative levels, financial sources, policies, and others)***, the cooperation among various actors (e.g. national authorities, regions, municipalities, interested public, service providers, etc.) prevails in all the sectors. The integration among the administrative levels (e.g. national, regional, municipal, local, etc.), best represented in the general, transport, and health related documents, is also one of the more often occurring models. The integration of financial sources is more common in the health, social care, education, and regional development sectors. The models of policy and other (e.g. services, sectors, or measures) integration are the least common in all the sectors. Since one document can present two or more integration models or elements (e.g. actors, finances, and policies), it was chosen to also analyse their combinations, and named singular models (comprising one element) and combined models (comprising two or more elements). It is shown that the combined models prevail over the singular. However, among all the combinations, the one element and two element models are most common, followed by the ones combining three. The most complex models of integration are present in the general and regional development sectors, as they are overreaching, guiding, and connect different policies, actors, services, etc.

The analysis shows that ***practical examples of the services or governance integration models*** are present in all the examined regions, including social entrepreneurship,

shared/associated management, SGI houses, provision of meals for school children and elderly, etc.

The regional reports reveal that there is a ***need for the integration*** of sectors and services in all countries and sectors. It is however most obvious within the transport sector (e.g. the need for the multi-modal transport policy, and the necessity for the time schedules harmonisation of the different modes of transport). Generally, there are strong requirements to link the **transport and telecommunication** services with all the other sectors. Both of these sectors are perceived as crucial for the improvement of the SGI accessibility in Alpine regions (e.g. proximity of public transport to services, and the benefits of the ICT services such as working from home, remote access to the SGI). The other identified need for the integration among the different sectors is to connect the **health & social care** at the policy, and also individual treatment levels (e.g. social services may employ health personnel and vice versa, communication between doctors and therapists).
The expressed need for the integration occurring in at least 4 countries is presented in the following table.

Table 1. The need for integration

TRANSPORT / TRANSPORT	- **multi-modal transport policy** - **time schedules harmonisation** (train-bus-metro, school bus- common transport service) - **multiple stakeholders cooperation** (authorities, private companies- providers/concessioners)	
TELECOMMUNICATION / HEALTH	- **tele-medical solutions** (e-health, patients monitoring of diabetes, cardio conditions, communication platforms for doctors and nurses)	
TELECOMMUNICATION / SOCIAL CARE	- **ICT and e-services** (social inclusion, work from home employment, access to "global" information)	
HEALTH / SOCIAL CARE	- **integrated health and social care policies** (social services may employ sanitary personal and vice versa) - **integrative "individual" care** (communication between doctors, therapists)	
TRANSPORT / BASIC GOODS	- **"mobile" services** (e.g. groceries, post offices, libraries, pharmacies, hairdressers, etc.) - **proximity of public transport to basic goods**	
TELECOMMUNICATION / BASIC GOODS	- **e- shopping/trading** (local delivery of basic goods)	

Carinthia (AT) Tyrol (AT) Auvergne Rhone - Alpes (FR) South Tyrol (IT) Lombardy (IT) Slovenia Canton du Jura (CH)

2.4 Factors influencing the SGI delivery

The review of the regional reports and the results from the transnational workshop showed that there are similar ***types of stakeholders responsible for the SGI delivery*** in all of the participating countries. The stakeholders reported as relevant for the SGI delivery at the transnational workshop were grouped into 6 categories. Next to the authorities at all 4 administrative or governance levels (supranational, national, regional, and local), providers and others (e.g. NGOs, users, and interested public) were listed as having an important role in SGI delivery.
The ***funds available for the SGI delivery*** by sources (private, public, or no sources) and the type of finances (EU, federal/national, state/cantonal, regional/provincial, and local) were also analysed. It is concluded that the public funding prevails in all the participating regions. Looking at the types of finances, in some of the participating regions the various types of finances are quite equally distributed (e.g. Auvergne Rhône-Alpes in France), whereas, in other regions one particular type prevails (e.g. Switzerland with SGIs funded primarily by Cantons). Looking at the inspected sectors, the prevailing types of finances vary.

2.5 Identified gaps

Seven gaps have been identified as most relevant for the SGI delivery, from which

- ***the unclear or unspecified funding plans and measures*** in the strategies have been recognised as the most significant in the majority of the regions, and affect all the inspected sectors.

Other important gaps are a

- ***lack of (services, actors, policies, funds, etc.) integration,***
- ***poor vertical cooperation and a lack of the bottom up approach,***
- ***absence of the monitoring of the actual needs for SGI,***
- ***poor horizontal cooperation (e.g. within the sector, among actors),***
- ***insufficient knowledge and human capacities,***
- ***a lack of the policies and solutions specifically related to the mountainous areas.***

Although the study shows that the integration models are present in all the inspected sectors, and all the countries except Switzerland, the results reveal that the “declared” integration of actors, administrative levels, or finances, recognised in the documents, is not transferred into an integrative approach to the SGI delivery in practice. From the pilot activities partners have selected to pursue we can conclude that each of the developed solutions is addressing one of the listed problems or a combination of them.

3 CHALLENGES AND SCENARIOS OF THE PROJECT TEST AREAS

The WPT2 focused on 9 test areas, which were explicitly selected to provide a realistic and explorative first overview situation of differences and similarities regarding the provision and regulation of SGI across the Alpine area. The following map shows the location of the test areas. For each of them, a **subset of municipalities** was selected and analysed in detail (TA subsets).

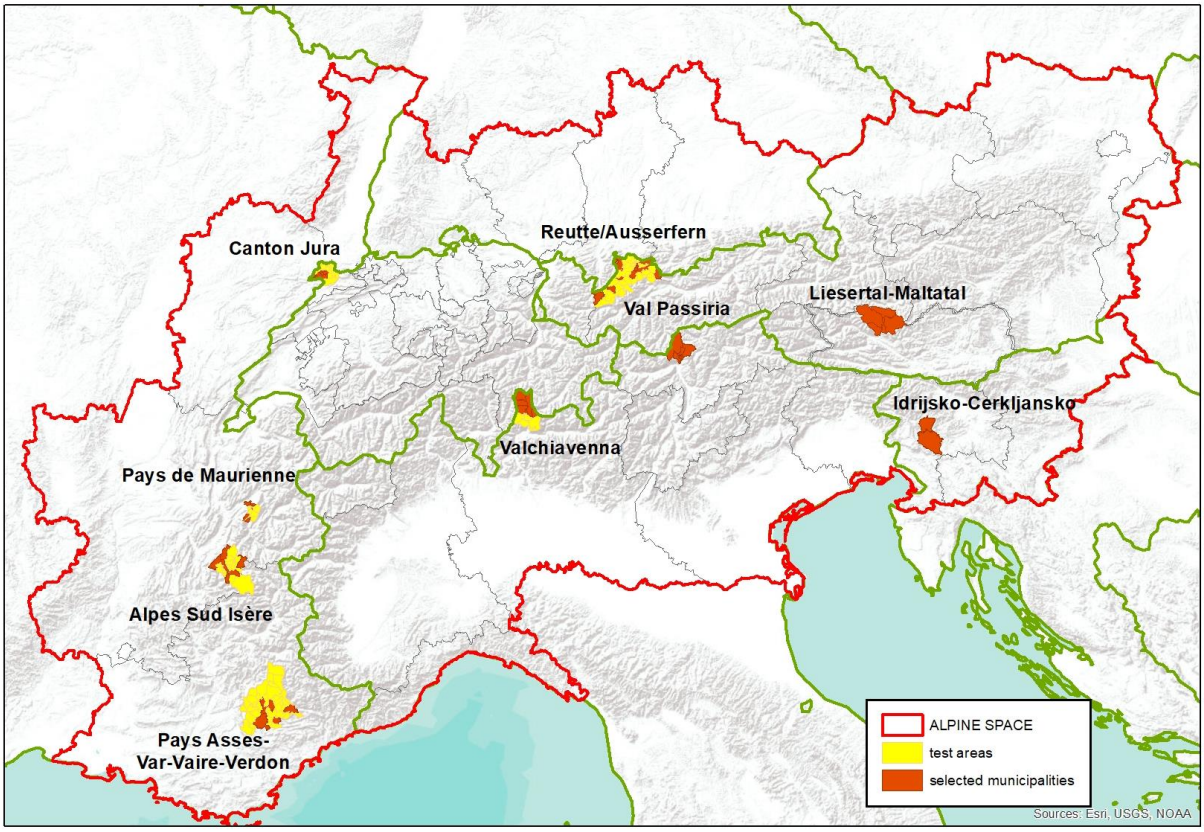


Figure 2. The INTESI test areas. Source: EuroGeografics 2009, Eurac Research 2016

Table 2. List of the test areas

		municipalities	
country	**(region) test area**	**total**	**selected**
France	Alpes Provence Verdon - Sources de Lumière Alpes Sud Isere Pays Maurienne	193	15
Switzerland	Canton du Jura - Porrentruy	23	6
Italy	(Lombardy) Valchiavenna	12	6
Italy	(South Tyrol) Val Passiria	5	5
Austria	(Tyrol) Reutte/Ausserfern district	37	9
Austria	(Carinthia) Lieser-/Maltatal	5	5
Slovenia	(West Slovenia) Idrijsko-Cerkljansko	2	2

This chapter highlights the most relevant findings of the WPT2 activity aimed at investigating the characteristics of the INTESI test areas as concerns SGI. For a more detailed analysis it is recommended to read the Assessment regional reports.

3.1 Methodological approach

The methodology used to analyse the test areas was articulated in three steps:

- First, the **accessibility of five major services (supermarket, chemist, doctor, kindergarten and primary school)** was mapped in GIS maps based on submitted services addresses within the selected municipalities and settlements of each TA.
- Secondly, **demographic figures** were calculated for three different types of settlements (peripheral centres, rural areas, sparsely populated areas). For these three groups we calculated in each test area the total inhabitants, inhabitants 0-14, people over 65 and the fertility rate for the period from 1995 until the latest figures available (2013/2014/2015). Based on these findings we estimated the demographic forecast to 2030 for the cohorts (total average population, 0-14, >65). These results provide a useful input to detect which services will be required in future. The variable fertility rate however could not always be predicted correctly due to missing values and wide variations.
- Thirdly, partners (in some cases together with EURAC) conducted **qualitative workshops or interviews** (face to face or via telephone) with a selected group of stakeholders e.g. majors, service providers, local representatives or other stakeholders to find out major challenges, strengths and future investments for every service sector (administrative services, transport, telecommunication, basic goods, health, social care, and education). This information depicts the subjective opinion of the interviewed people (not a representative sample): it simply allows to see a trend, similarities or differences between the test areas.

3.2 Overview of the test areas

The following table presents a short description of the INTESI test areas. As demography plays and important role, the latest population figures submitted by the project partners allow to better interpret the qualitative information.

Table 3. Short description of the test areas

municipality	classification	inhabitants	
(FR) Test area Alpes Sud Isere - subset		(2013)	The three test areas in France are located in the perimeter of the Interregional Schema of Planning and Development of the Alps Massif (SIMA), managed by the Interregional Convention for the Alpine Massif (CIMA). In the three areas, there are a total of 193 municipalities of which 15 municipalities were analysed in detail. The 'Alpes Sud Isere', created in 2006, counts 108 municipalities in 6 intermunicipalities and around 70.000 inhabitants for 1.974 km^2 (mid-density of 35 inhab/km^2). The territory is quite dynamic, with an important demographic increase mainly due to Grenoble influence. Since the end of 2016 'Alpes Sud Isere' has had no longer administrative existence: it has been partially integrated in Grenoble metropolitan area, and some of the former intermunicipalities still exist.
Le Bourg-d'Oisans	Center	3.235	
Livet-et-Gavet	Rural area	1.234	
Mont-de-Lans	Rural area	1.208	
Allemond	Rural area	999	
Besse	Sparsely populated	140	
(FR) Test area Pays Var-Vaire-Verdon - subset		(2013)	The 'Alpes Provence Verdon Sources de Lumière' intermunicipality, created in January 2017, has the same perimeter as the former 'A3V Country'. It has extremely rural characteristics, counting 41 municipalities on an area of 1.718 km² very sparsely populated (6,4 inhab/km²) with a total population of 11.000 inhabitants.
Castellane	Rural area	1.549	
Saint-André-les-Alpes	Rural area	932	
Entrevaux	Rural area	907	
Allos	Rural area	645	
Soleilhas	Sparsely populated	123	
(FR) Test area Pays Maurienne - subset		(2013)	The valley of Maurienne is one of the wider valley in the Alpine arc, with 120 km of width. The area is about 1.976 km² and is divided in 56 municipalities, reaching almost 44.000 inhabitants (22 inhab/km²). The main municipality is Saint Jean de Maurienne, 8.000 inhabitants.
Aiton	Rural area	1.733	
Aiguebelle	Rural area	1.149	
Saint-Alban-d'Hurtières	Sparsely populated	331	
Saint-Léger	Sparsely populated	234	
Bonvillaret	Sparsely populated	132	
(CH) Test area Canton du Jura - Porrentruy - subset		(2014)	The test area of the Canton Jura-Porrentruy is located in the northwestern part of Switzerland, and it borders with the canton of Basel-Land, the canton of Bern, the canton of Neuchâtel, the canton of Solothurn and the French regions of Bourgogne-Franche-Comté and Grand Est. The canton of Jura has a total of 64 municipalities in 3 districts (Porrentruy, Delémont and Franches-Montagnes). Six municipalities were selected and analysed in detail regarding SGI.
Porrentruy	Center	6.780	
Fontenais	Rural area	1.677	
Haute-Ajoie	Rural area	987	
Coutedoux	Rural area	748	
Grandfontaine	Sparsely populated	381	
Roccourt	Sparsely populated	161	

municipality	classification	inhabitants
(IT) Test area Valchiavenna - subset		(2015)
Chiavenna	Center	8.268
Piuro	Rural area	1.921
Villa di Chiavenna	Rural area	1.010
Campodolcino	Rural area	989
Madesimo	Rural area	543
San Giacomo Filippo	Sparsely populated	385

Valchiavenna is composed of 12 municipalities located in the North of Lombardy, it extends for 575 km^2 and has approximately 23.000 inhabitants (43 inhab/km^2). It borders the Swiss canton of Graubünden/Grigioni on three sides: it is an important location for transboundary traffic and trade, due in particular to the mountain passes of Spluga and Maloja.

A subset of 6 municipalities (for a total of 41 settlements and a population of about 12.000) was selected and analysed in detail. The selected area covers the territories of Bregaglia valley (municipalities of Piuro and Villa di Chiavenna) and Spluga (or San Giacomo) valley (municipalities of San Giacomo Filippo, Campodolcino, Madesimo), plus the nearby municipality of Chiavenna, which is the most populated municipality in the valley.

(IT) Test area Val Passiria		(2015)
St. Leonhard	Center	3.585
St. Martin	Center	3.210
Moos	Center	2.099
Riffian	Rural area	1.310
Kuens	Sparsely populated	396

Val Passiria/Passeiertal is a mountainous side valley of the river Adige located north of the city Merano in the West of South Tyrol (Autonomous Province of Bolzano/ Bozen). It starts in the west immediately at Merano and borders in the north with Austria. The important mountain pass Timmelsjoch connects Val Passiria with Ötztal. The Pass of Monte Giovo connects San Leonardo with Vipiteno in Alta Valle Isarco close to the Brennero Pass.

The valley (about 10.6700 inhabitants) is divided into a front and a rear part and consists of 5 municipalities, whereof San Leonardo is the most populated. Surprisingly, the population has been growing in the past 15 years.

municipality	classification	inhabitants
(AT) Test area Reutte/Ausserfern - subset		(2014)
Reutte	Center	6.340
Ehrwald	Center	2.574
Ehenbichl	Rural area	826
Elbigenalp	Rural area	870
Heiterwang	Rural area	492
Steeg	Rural area	680
Tannheim	Rural area	1.040
Vorderhornbach	Sparsley populated	249
Schattwald	Sparsley populated	429

The district of Reutte covers 1.237 km² and is located in northwest Tyrol, isolated from the Tyrolean central area by some mountain ranges. It borders Bavaria (Germany) to the East and North and the Bregenzer Wald (Vorarlberg) to the West to.

Populated valleys (about 31.700 inhabitants in total) amount to only 9% of the total area. The 37 municipalities in total show a very small-scale structure (there are 27 small communities with less than 1.000 people, including 16 very small communities having less than 500 inhabitants).

Three-quarters of the municipalities had to accept a decline in population in the past decade, whereas a growing population can only be seen throughout the planning association of Reutte and its surroundings (about 18.000 inhabitants). Due to the sharp increase of senior citizens, also the age structure of the population will be very different in the future.

A subset of 9 municipalities was selected and analysed in detail.

(AT) Test area Lieser-/Maltatal		(2016)
Malta	Center	2.024
Gmünd	Center	2.603
Krems in Kärnten	Rural area	1.716
Rennweg am Katschberg	Rural area	1.758
Trebesing	Rural area	1.186

The test area of Carinthia is composed of 5 municipalities with 84 settlements, covering an area of 262 km² with approximately 10.000 inhabitants. The test area is surrounded in the north by the area of Salzburg (Lungau); in the south by the Carinthian Drautal; in the west by the Hohen Tauern and in the east by the Nockberge.

Due to the small-scale structure of the region, there are hardly any differences between the municipalities. The mountainous and peripheral topography of the area forms a homogeneous living area. All municipalities are located within a max. 20 km distance from the centre of Gmünd.

municipality	classification	inhabitants
(SI) Test area Idrijsko-Cerkljansko		(2015)
Idrija	Center	11.926
Cerkno	Center	4.687

Idrija and Cerkno are located in the West of Slovenia and to the West of the national capital Ljubljana. The statistical region, Goriška, to which the test area belongs, borders in the West Friuli-Venezia Giulia (Italy), and in the North Carinthia (Austria).

Territory of two municipalities Idrija and Cerkno, covering the total area of 425,3km2 (Idrija 294 km2, Cerkno 132 km2), with total population of 16.613 in 2015 (Cerkno: 4,687, Idrija: 11,926). Density of population in territory is 39 inh/km2 (Idrija) and is low compared to national average of 102 inh./km2. The municipality of Idrija has 38 settlements and the municipality of Cerkno has 30 settlements.

The territory has an increasing percentage of elderly and decreasing percentage of youth. The TA has physical characteristics of a subalpine hilly region, with bigger settlements in the valleys, and dispersed settlements in hilly areas.

3.3 Main findings

Comparing the average population of the peripheral centres, the forecast between the TAs shows that all TAs are expected to experience a slight decrease in the number of average population (between -0,9 and -4,9%) by 2030 except for Val Passiria, which is expected to have a slight increase of 4,3% and Reutte/Ausserfern of 8,2%.

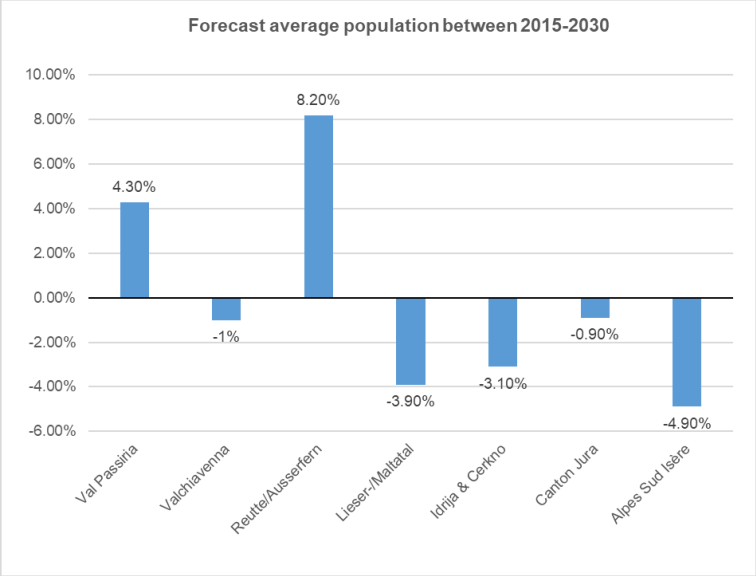


Figure 3. Forecast average population 2015-2030 peripheral centres

The comparison between rural areas of all test areas shows big differences in the development in their population development. Growing tendencies exists in Val Passiria, Alpes Sud Isère and Pays de Maruienne, shrinking tendencies are most evident in Lieser-/Maltatal, but no evident changes are expected in the other regions.

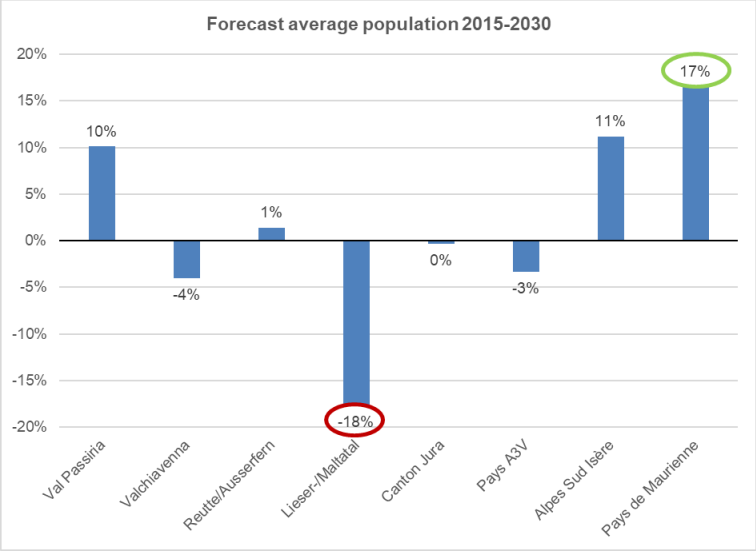


Figure 4. Forecast average population 2015-2030 rural areas

Only Valchiavenna and Reutte/Ausserfern are expected to experience a decrease of the average population number in the sparsely populated areas. The forecast shows in most of the test areas an increase in the average population number.

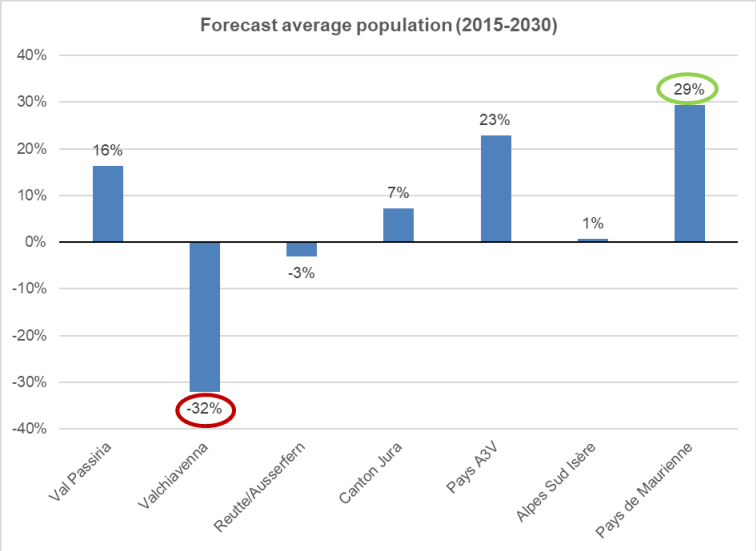


Figure 5. Forecast average population 2015-2030 sparsely populated areas

The demographic forecast elaborated generally showed an **increase of elderly** people (above 65 years of age) and a **decrease of young people** (0-14) across all types of municipalities (peripheral centres, rural areas and sparsely populated areas).

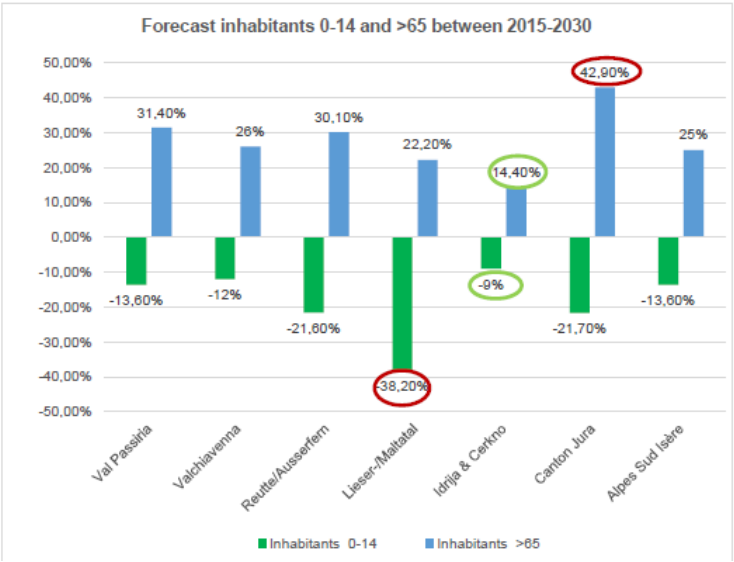


Figure 6. Forecast inhabitants aged 0-14 and >65 - peripheral centres[3]

[3] In the charts on the forecast of the inhabitants aged 0-14 and >65 the green circle highlights the lowest expected change and the red circle highlights the highest expected change of inhabitants in the two cohorts.

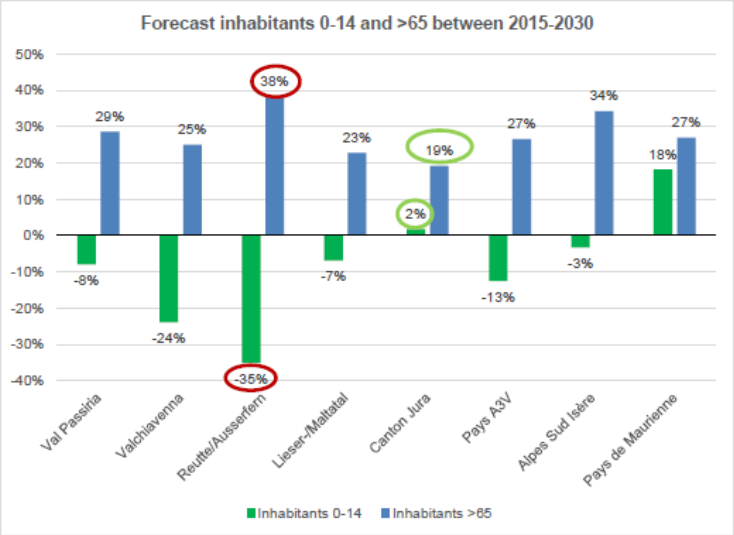


Figure 7. Forecast inhabitants aged 0-14 and >65 rural areas

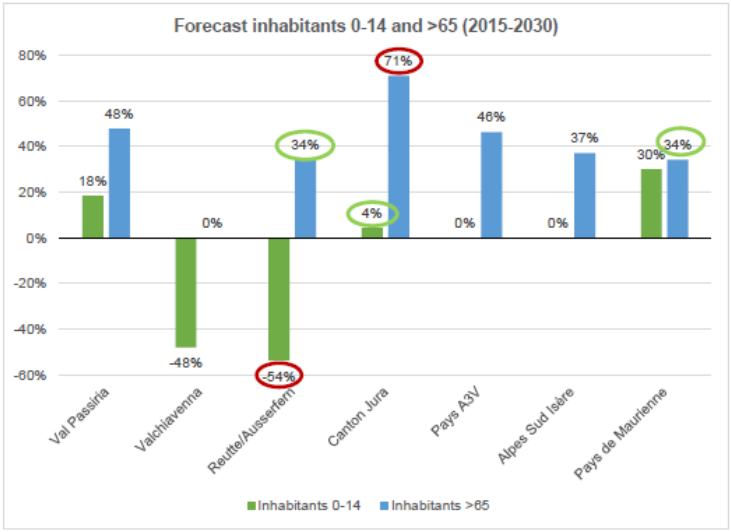


Figure 8. Forecast inhabitants aged 0-14 and >65 sparsely populated areas

Relevant for SGI delivery is the aspect of **tourism**. Every TA has at least one municipality where tourism plays a major role for service delivery:

- A3V: Castellane and Allos;
- Alpes Sud Isère: Mont-de-Lans;
- Pay de Maurienne: Aiguebelle;
- Canton du Jura: no available data on tourism so we could not make predictions;
- Valchiavenna: Madesimo and Campodolcino;
- Val Passiria: S. Leonardo and S. Martino in Passiria, Moso;
- Ausserfern: Tannheim, Ehrwald, Reutte;
- Lieser-/Maltatal: Rennweg am Katschberg, Krems in Kärnten;
- Idrijsko-Cerkljansko: Cerkno.

Not only does the tourism sector allow services to remain in place but it also allows for new ones to be implemented due to the higher demand. Moreover, the tourism sector can offer jobs, which allow people to remain in the territory and request and use the services.

Every TA contains at least one **principal municipality** where services are better supplied than the smaller municipalities.
In general, tourism and the presence of close urban centres have been mentioned as strengths in the interviews.
Among the opportunities, some municipalities in the peripheral areas highlighted that **cross-border cooperation** should be extended and strengthened (e.g. *Reutte*).
The geomorphology and topography and the **distance** of some single households in mountain areas is a common phenomenon, however the amount of people that are affected is not as high.
The dependence on **individual transport** in the peripheral test areas, especially for the scattered households, is one of the most evident problem.
Another critical point often mentioned in the interviews concerns the fact that small municipalities often have numerous **vacancies** in the local centres and, at the same time, they are lacking affordable rentable apartments for young people.
The quality of **high-speed internet** is a crosscutting issue and prerequisite for improving the quality of most services as well as fostering the **viability** of a peripheral area, as accessibility especially for scattered settlements is often a big issue.

The standard of the services is not equal among the test areas or within the same test area, since it strongly depends on the legal framework, resources, strategies, territorial circumstances and demography.[4] In the Annex, we list specific strengths, opportunities, weaknesses and threats of the test areas as regards each of the considered SGI sectors. Some of the **peculiarities** of the test areas are the following.

- In the French test areas transport and the quality of high-speed internet play an important role and should be further developed. Moreover, services for people with special needs (disabled, medically dependent, elderly) should be expanded.
- The delivery of SGI in Switzerland is organised and financed in a strictly sectoral manner. There is no legally binding multi-sectoral SGI Strategy up to now. At a regional level, multi-sectoral strategy development is not a priority, nevertheless, there are efforts to look for synergies between different sectors at least at a minimum scale. The new cantonal structure plan of the Canton Jura requests for example the accessibility by public transport when planning new medical facilities, shopping centers as well as leisure and education facilities.
- Valchiavenna has a Mountain Community administration that works closely with the municipalities. It is in charge of associated services including social care services, cultural services (libraries, museums), contact point for productive activities, information systems.
- Val Passiria still has well-functioning services, also due to the special competences the autonomous province of South Tyrol has. However, integrated approach is still expandable, as so far it is mostly represented by cooperation between the municipalities.
- In the test area of Reutte the number of communities offering facilities of central importance is relatively small: 31 of 37 municipalities in the district offer just few and local private and public services. There is a need of further development in the service sectors of mobility (eco-, customer friendly and soft mobility), broadband (centres vs. peripheral areas and cost) and energy (hydropower). As well as health care sector for adequate structures and mobile care.

[4] This also has to be noticed in the accessibility analysis and mapping of the services in GIS. We used a reference benchmark from the German MORO study; however, in a second step or further following project individual benchmarks could have been established or designed.

- Lieser-/Maltatal are focusing on energy efficient and health communities.
- Idrija and Cerkno stress the need of development in the service sectors of basic goods, and transport as well as a more transparent information flow and horizontal and vertical integration. The importance of high quality internet for all territorial areas is a prerequisite for easing the quality of service delivery.

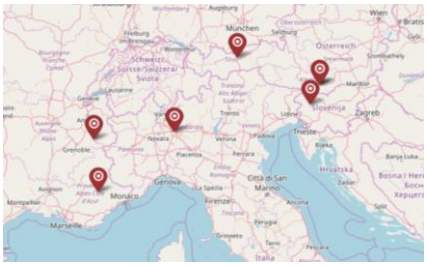
As regards **SGI accessibility**, the following considerations have been formulated.

In the Slovenian case, the important SGI are concentrated in the main towns of Idrija and Cerkno. Doctors are only found in these two places. Although peripheral settlements are integrated in the public transport network, the travel time with public transport takes unfortunately too long and the frequency of the available rides is also low.
Particular in Lieser-/Maltatal and Slovenia, it seems to be difficult for the local population to access SGI by public transport. In Lieser-/Maltatal, due to the great number of remote settlements at high altitude, a well-adapted public transport network should be provided that meets those requirements.
On the contrary, most inhabitants of the TAs in Jura, Ausserfern as well as Val Passiria can access the selected analysed services by public transport.
TAs in Slovenia and Pays de Maurienne are located in a wider and more hilly landscape with dispersed settlements, and have thus greater problems with providing public transport. The TA Jura, which is also located in a hillside, has a better accessibility with public transport. Besides, only one of eleven analyzed settlements in which 0,3% of the population of the TA lives does not have access to public transport.
Particularly, in the TA of Slovenia, Lieser-/Maltatal, Val Passiria and Alpes Sud Isère a big variation in the travel times by public transport is noticeable. From this it can be concluded that the differences in accessing public transport is greatest for the population within these TAs. On the other hand, this is linked in some cases to the fact that the services within the TA are concentrated in a few places and the settlements are widely dispersed, as can be seen, for example, in supermarkets in Slovenia and the Lieser- / Maltatal test area.
In Valchiavenna, the poor public transport service is compensated by the decentralized supply of SGI in the mountain municipalities. The test area of Tyrol deals with its remote settlements by ensuring a good distributed SGI- supply and connectivity by public transport.
In the TA of Val Passiria, most of the services are concentrated also in the main centers, where the highest percentage of population is concentrated. Just some of them as primary schools are organized decentral.
For the accessibility of regional and trans-regional services, it is very important where the TA is located in a supraregional context. If the TA is close to a larger city, it is apparent that important facilities are within easy reach. The Pays de Maurienne test area is, for example, close to the city of Chambéry, which is connected to an airport.
Comparisons of travel times to regional services like airports or the provincial capital by car show that people require between ca. 40 and ca. 125 minutes or longer. Instead, other regional or trans-regional services, like train stations and hospitals and motorways are reachable in about 10 to ca. 75 minutes by car.
Especially for regional and trans-regional services it can be noted that the rarer they occur, the greater the distances and travel times are. Besides this fact, it has to be mentioned that where TAs share national borders, the awareness for transnational administration is lacking.

4 THE PILOT ACTIVITIES TOWARDS MODELS OF SGI INTEGRATION

Within WPT2, a total of 8 pilot activities are currently ongoing in 6 of the project test areas (as listed in Table 5). This chapter presents the pilot activities and their up-to-date status.

Table 5. The INTESI Pilot Activities



pilot activity test area and title	sectors							
	regional development	administrative services	basic goods/services	transport	telecommunication	health	social care	education
(FR) Pays A3V ***OpenData to support the structuration of SGI competences and skills***	■				■			■
(FR) Valley of Maurienne ***Digital support to achieve SGI enhancement actions following a public services plan***	■				■			
(IT) Valchiavenna ***Ultra-broadband and SGI - Identifying needs and opportunities through information and engagement***	■				■			
(AT) Reutte district ***ICT for mobile care***	■				■	■	■	
(AT) Lieser-/Maltatal ***Public transport tendering***				■				
(AT) Lieser-/Maltatal ***My Way to BroadBand (MW2BB)***					■			
(SI) Idrijsko-Cerkljansko ***Analysis of the needs and development of services for elderly***	■			■		■	■	
(SI) Idrijsko-Cerkljansko ***Analysis and development of innovative solutions for the provision of the services of economic general interest***	■		■					

As shown in Table 5, it can be noted that:

- Regional development appears to be the most widely represented sector in the INTESI Pilot Activities. Regional development is, in fact, slightly more common than Telecommunication (6 versus 5 occurrences in INTESI PAs).
- While taking into account the small sample of the INTESI PA, whose representativeness is naturally limited to gather meaningful general conclusions, it is however interesting to observe that Regional Development and Telecommunications appear to be the more 'general' and 'functional' sectors among those represented in the SGIs as they are selected and defined within INTESI.
- 'General' and 'functional' indicate, in this context, the fact the regional development and telecommunications can also be considered more inter-sectorial categories or specific tools rather than simple actual sectors sensu strictu like the other INTESI SGI (administrative services, basic goods, transport, healthcare, social care and education: regional development can, in fact, cover several aspects of provision of services of general interest, and be functional to their improvement; similarly, telecommunications are indeed a functional tool to provide (or to improve the provision) of SGI, while also being a sector in itself.
- Other sectors, the more specific ones, are less represented. Transport, health and social care are represented twice, education and basic goods only once, and there's no PA dealing with administrative services.
- No particular conclusions can be drawn on the peculiar representativeness of SGI sectors within the INTESI PA: once again, the sample of activities is so small that a random distribution of specific sectors is to be expected.

In this chapter, each pilot activity is shortly described through the following fields:

- description
- expected results regarding INTESI objectives
- expected results regarding territorial needs
- timeline (start date, possible milestones)
- governance (stakeholders involved, roles, private/public, funding, …)
- tools used
- policy instruments interested and/or modified
- dissemination of the PA
- analysis on what's working and what's not
- transferability

The focus of the proposed structure is both in the description of the Pilot Activities themselves, but also in their role in the fulfilment of the objectives of the INTESI project, both at territorial level, in terms of how much the Pilot Activities address local needs that have been previously identified, and at general project level, in terms of how much each of the Pilot Activity goes in the direction of creating integration in the provision of services of general interest. A focus on the possible transferability of the Pilot Activities has also been provided, in order for the partners to start and reflect on those aspects of their Pilot Activities that they believe are suitable for transfer to other mountain areas with characteristics that are similar to their own.

According to the needs for integration as identified in WPT1, we can say that four of the pilot activities (see the Table 4) address specifically the expressed needs, while the rest of the pilot activities address other issues.

Table 4. Identified need for integration and the pilot activities accordingly

SECTORS	NEED for integration	SOLUTION
TRANSPORT/TRANSPORT	_ Multi-modal transport policy **_ Time schedule harmonisation** **_ Multiple stakeholders cooperation**	**(AT) Public transport functional tendering**
TELECOMMUNICATION/ HEALTH	**_ Tele-medical solutions**	**(AT) ICT for the mobile health care**
TELECOMMUNICATION / SOCIAL CARE	_ ICT and e-services	
HEALTH/SOCIAL CARE	**_ Integrated health and social care policies** _ Integrated „individual care“	**(SI) Improved services for the elderly**
TRANSPORT/BASIC GOODS	**_ „Mobile“ services** _ Proximity of public transport to basic goods	**(SI) Innovative solutions for the provision of basic goods**
TELECOMMUNICATION/ BASIC GOODS	_ E-shopping/trading	

The focus on transferability also links the present chapter of the deliverable to other two INTESI deliverables, namely the videos of the Pilot Activities, under the common title “An INTESI Message from…”, that have been conceived in order to disseminate the Pilot Activities and their results to a wider national and international audience, and the Experience Exchange Seminar (EES), that took place in Bolzano (Italy) at the end of January 2018 and that also focused on ‘what is transferable’ from each Pilot Activities to the others.

4.1 (FR) Alpes Provence Verdon - Sources de Lumière: Open data to support the structuration of SGI competences and skills

sectors	education, regional development, telecommunication
test area	Alpes Provence Verdon - Sources de Lumière
region	Provence-Alpes-Côte d'Azur (France)
description	The objective of the pilot activity is to use the potential of open data to help the new Verdon intermunicipality in order to structure their competences and skills around SGI. This action takes place in the frame of a national experiment named Open Data Locale, aiming to support local authorities in opening their data and foster their reusability. In the actual French context of territorial restructuration, the knowledge of existing SGI on the territory and of the population needs is very important to make good decisions and set priorities, and to correctly share competences through the different levels of local authorities and other stakeholders. The pilot activity focuses on 2 domains: education on one hand (schools management, extrascholar activities) and global services provision through the SGI houses on the other hand.
expected results regarding INTESI objectives	This activity takes place in several integrating processes: • the first one is the restructuration of the intermunicipality and the competences sharing between municipalities, intermunicipality, and other local subjects like PaysA3V (see the "governance" field); • the second process is the open data context in France, aiming to make this practice a rule for local authorities. To reach that objective, a pilot experimentation named Open Data Locale is driven by a national association of public authorities, and involves the Department of Alpes de Haute Provence. This experimentation aims to support local authorities (municipalities and intermunicipalities) in the opening of their data through the provision of educational kits, trainings, and support. The expected results are to help the intermunicipality in the organization of its future competences, with all the local stakeholders, and see what ICT and integration can bring in that context. Second expected result is to bring a local dynamic around innovation issue. We hope to convince local representatives and other local stakeholders to take into account new challenges and forms of integration in their decisions and projects, giving them keys from other european territories. During Intesi project the focus will be on data approach and opendata issue, easying in making public policies.
expected results regarding territorial needs	This intermunicipality is a totally new object (5 former intermunicipalities, a huge number of organizational problems to solve...). So at a local scale, the aim of the project is to help local decision makers to have all the necessary elements to understand the issues of educational and schools management, SGIs provision and support, and see which legal competences the intermunicipality validate, and how to organize them. For example should the school management (buildings, scholar transport…) be handled at an intermunicipal level or at a municipal level? How to handle the 3 SGI houses on the territory and how to articulate their actions with other local stakeholders?
timeline (start date, possible milestones)	The action started at the beginning of 2017. On SGIs houses part, first meetings including employees and decision makers took place in 2017. Works on data driven decision making has began, mainly with dashboards building, linked with national data reporting. On schools part, first works have been done, giving datavizualization tools (diagrams and interactive map) to help local representatives understanding the topic.
governance (stakeholders	Due to local authorities' restructuration, the pilot activity has been quite changed to stick better to local issues.

involved, roles, private/public, funding, …)	Formerly it was driven with the Pays A3V, an association working on local development of the territory and different projects, many of which about SGI (SGI houses, transports...). The territory covered by Pays A3V contained 5 intermunicipalities, 41 municipalities, with 11.000 inhabitants. The national Law 'Loi NOTRe', edited in 2015, changed the perimeter of small intermunicipalities. So, a new intermuncipality was born on 01/01/2017 named 'Communauté de communes Alpes Provence Verdon - Sources de Lumière'. It has the perimeter of the Pays and replaced the 5 former intermunicipalities. The Pays A3V nearly disappears, due to the law and the fact that an important part of its missions is taken by the new intermunicipality. So the governance of the project has moved a lot, and is still today in discussion. It should involve elected representatives of the intermunicipality and some municipalities, technical agents of the intermunicipality and the Pays A3V, and also the Development Council which is a citizens' instance of discussion and advices about local public policies.
tools used	information, diagnosis, specific ICT, coordination of stakeholders
policy instruments interested and/or modified	The pilot activity is concerned with the implementation of two national laws: • 'Loi NOTRe' as regards the restructuration of the competences of local authorities • 'Loi NOTRe' and 'Loi pour une République Numérique' as regards the approach of opendata in local authorities
dissemination of the PA	Not for the moment, but the PA is based on former experimentations We are reaching local stakeholders (technicians, elected representatives) and population through interviews and videos documenting and enriching the process.
analysis on what's working and what's not	Territorial restructuration is making the start of this activity quite long and complex, although the case is interesting because it focuses on a reality hitting a lot of rural areas. The national experiment Open Data Locale and the need of local technicians to have qualitative information about SGI make sense and gives the opportunity to test innovative methodologies in supporting decision makers.
transferability	Works on SGI houses dashboards are being shared with national SGIs houses coordination, in order to allow other territories to transfer those tools. The idea is to document and make those tools the more generic and transferable.

4.2 (FR) Pays Maurienne: Digital support to achieve SGI enhancement actions following a public services plan

sector(s)	regional development, telecommunication
test area	Pays Maurienne
region	Auvergne-Rhône-Alpes (France)
description	Following the public services plan of the Syndicat du Pays de Maurienne (SPM), this pilot activity consists of two complementary actions: • the first one is an online cartography of every services of general interest. This tool will make every local stakeholder able to contribute, update or add any information; • the second one will be a co-design process with a municipality in order to help them to open few data and make it used and useful (the objective is to improve SGI delivery).
expected results regarding INTESI objectives	Improving open data and making its access easier for local stakeholders can contribute to more efficient public policies able to reach the inhabitants needs. The focus will be on a contributive, integrated SGIs database, allowing to give tools like directory or maps to territory users. The goal is also to inform national and European authorities about open data for a better SGIs monitoring. One of the objectives of the PA should also be to feed the INTESI think tank in order to help increase awareness of the realities of local issues and how open data can make rural public policies more integrated.
expected results regarding territorial needs	The pilot activity intends to meet the local challenges in terms of SGI by developing the public services map and deploying the potential of new collaborations thanks to digital tools and data sharing (better knowledge, more accurate piloting and assessment thanks to jointly developed data). At the moment, the network of contributors is quite well defined and functioning, and in 2018 the directory will be online.
timeline (start date, possible milestones)	The actions have started in autumn 2016, after the SPM services plan approval (april 2016). In the 1st semester 2018, after the directory will be online, guidelines will be produced in order to explain to local stakeholders how to contribute to the SGIs directory.
governance (stakeholders involved, roles, private/public, funding, …)	We are until now mostly dealing with the Syndicat du Pays de Maurienne, which is involving every municipality of the valley of Maurienne. For the cartography, the SPM is leading, with our expertise, and with the participation of SGI providers and the department of Savoie (level between SPM and the Auvergne-Rhône-Alpes region). For the co-design process, the SPM will be a little less involved, and we will deal with the municipality (agent and elected representative) and with every local stakeholder interested by the process.
tools used	SGI and territory diagnosis
policy instruments interested and/or modified (if any)	- SGIs Services Plan of Pays de Maurienne - Savoie Department Plan for a better access to SGIs (SDAASP) - OpenData obligations based on the Loi for a Digital Republic (2016)
dissemination of the PA	
analysis on what's working and what's not	The main difficulty was the institutional/local governance frame, which changed a lot in the last two years.
transferability	The online technology chosen is based on a touristic information system, called APIDAE. It can be re-used in other territories, by paying a right of use (kind of licence). Guidelines will be produced under open licenses (Creative Commons) and spread around.

4.3 (IT) Valchiavenna: Ultra-broadband and SGI - Identifying needs and opportunities through information and engagement

sector(s)	*Telecommunication* *Regional development* *Possibly other SGIs – to be defined after the completion of all the steps of the vision process*
test area	*Valchiavenna*
region	Lombardia, Italy
description	The Pilot Action aims at the creation of the vision »**La Valchiavenna al 2030/Valchiavenna in 2030**«, specifically building on the opportunities that the future availability of Ultra-Broad Band (UBB) will offer for the improvement of the quality and integration of SGIs in the valley. The chosen time horizon at 2030 refers to a period subsequent to the complete implementation of the Inner Area Strategy »Valchiavenna 2020 – from marginal area to tourist attractor« and works on the assumption of available UBB in all the area. The term '***vision***' is used in strategic management to identify the projection of a future scenario embodying the ideals, the values and the aspirations of the promoters of the action. A *vision* defines few but important objectives, towards which the responsible organisations (in this case the Valchiavenna Mountain Community and municipalities) agree to allocate resources, and it helps to inspire local interested actors in the fulfillment of those objectives. A vision incorporates the values of the responsible organisation, defines its aims and its vision of the future, and sketches the necessary steps to take to reach that desired future. Rationale of the pilot activity: In 2014 Lombardy identified Valchiavenna as an "Inner Area" and in 2016 approved the Strategy “Valchiavenna 2020” aimed at: increasing the quality of life, with a particular "family friendly" focus, improving the accessibility to services (in particular education and healthcare); overcoming the seasonal tourism logic towards more sustainable forms; making the local public administration more efficient thanks to an increased accessibility and use of ICT. The intervention plan will make use of ESF, EARDF and ERDF funds, together with State funds, for a total of 19.5 M€. Moreover, like all other Italian “white areas” (or market failure areas), by 2020 the Valchiavenna municipalities will be provided with an ultra-broad band infrastructure (100Mbps) by public initiative. In 2017 Regione Lombardia has also approved the programme 'Montagna Futuro', that envisions the future of the mountains up to 2023 on the basis of the three themes »Identity, Territory, Living the Mountains«. It is to be highlighted that all phases of the PA, from its conception up to the implementation, has been concerted with local actors in Valchiavenna, and most namely with the Valchiavenna Mountain Community, in meetings held in Milan and in Valchiavenna. A public event was also organised in Chiavenna on September 27th 2017 to discuss with local stakeholders the implementation of the PA in their valley. Workplan of the PA: **1.** Drafting, by Regione Lombardia and Valchiavenna Mountain Community, of a first proposal of vision on SGIs “Valchiavenna in 2030” – Besides the input from the WTP2 analysis, the recommendations by the Mountain Community and ideas from good practices, the drafting will also involve regional experts, who will be interviewed on the basis of few, focused questions. The

	idea is to promote integration at the regional level and between the regional and the local level. The draft will take into account the actions so far implemented by the Inner Area Strategy and will expand them, and/or build on them up to 2030. **2.** Sharing of the vision proposal with a panel of Valchiavenna actors, and finalisation of the final document – The vision proposal will be shared with a selected panel of local actors, in order to gather their feedback, their comments, their integrations, their suggestions: those feedbacks will iteratively lead to an agreed final version of a vision document »Valchiavenna in 2030«. **3.** Presentation of the agreed vision document to Valchiavenna – the vision will be presented in a public event in Valchiavenna, in an opportunity of discussion and debate that is to be open to all interested people of the valley. The event will strongly involve the Valchiavenna Mountain Community and the local mayors/public servants, in order to guarantee the highest possible audience; the event will foresee facilitation moments fostering an effective interaction of the participants. **4.** Formal approval of the vision document by the Valchiavenna Mountain Community – The Valchiavenna Mountain Community is committed to formally approve the vision document and to become an active promoter of it among other institutions and decision makers in its territory.
expected results regarding INTESI objectives	• Facilitating knowledge, awareness and access with respect to the UBB infrastructure and the Inner Area Strategy. • Enhancing the accessibility, use and quality of ICT in mountain areas. • Strengthening ICT applications for affordable, sustainable and high-quality services of general interest • Show the potentials of the 'vision' approach to imagine future provision of SGIs • Experimenting in the integration among levels of governance • Envisioning future provision of SGIs and possible future integration through the potential of the 'vision' approach
expected results regarding territorial needs	• Strengthening knowledge and awareness on the opportunities of UBB in Valchiavenna. • Extending broadband deployment and the roll-out of high-speed networks and supporting the adoption of emerging technologies and networks for the digital economy. • Enhancement of the political commitment at local level (by the Mountain Community) towards a specific path of action for the future of the valley. • An interesting implementation of the Montagna Futuro guidelines beyond the time interval of the document itself (2023), with possible effects on future Inner Area Strategies and the next EU Programme Funding cycle (2021-2027).
timeline (start date, possible milestones)	**0.** A preliminary phase of discussions and proposals between Regione Lombardia and the Valchiavenna Mountain Community was completed in order to fine tune the Pilot Activity. **1.** Drafting, by Regione Lombardia, of a first proposal of vision on SGIs "Valchiavenna in 2030"- September 2017 / January 2018 **2.** Sharing of the vision proposal with a panel of Valchiavenna actors, and finalisation of the final document – February 2018 **3.** Presentation of the agreed vision document to Valchiavenna – March 2018 **4.** Formal approval of the vision document by the Valchiavenna Mountain Community – April 2018
governance (stakeholders involved, roles, private/public,	The PA has aimed to involve all relevant governance actors and stakeholders, both at Regional and at local Valchiavenna levels: • within the Lombardy Region:

funding, …)	An effort is being made to foster integration among the different Regional General Directions, Structures and Units that work on topics directly linked with the provision of SGIs in mountain areas: among those, DG University, Research and Open Innovation; Central Direction Planning, Financing and Management Control (Unit on Planning and Development for Mountain Areas and Unit on Simplification and Digitization) • in Valchiavenna: The Mountain Community of Valchiavenna has been thoroughly involved in the activities of the Pilot Action, from a drafting and selection phase (see also above) up to the implementation phase. The MC represents all 12 Municipalities in Valchiavenna, and it is a well perceived entity in the area, that also works in the provision of SGI, most namely those related to social care. Of the 12 Municipalities of the Valley, 6 have been analysed in detail in WPT2 (Campodolcino, Chiavenna, Madesimo, Piuro, San Giacomo Filippo, Villa di Chiavenna). Local actors actively involved in the vision are representatives of civil society (associations and community leaders), representatives of local economy (tourism operator associations, farmer associations, building associations, professional associations, research centers), SGI technicians and experts, IT experts.
tools used	• Visioning • Delphi Method (customized to the present Pilot Action) • Facilitated public meetings
policy instruments interested and/or modified (if any)	The vision document will be formally approved by the Mountain Community.
dissemination of the PA	A couple of activities are foreseen in order to get back to the territory with the results of the PA: • Preparation and dissemination of the vision document approved by the Mountain Community of Valchiavenna. • Preparation of an INTESI stand/gazebo in the occasion of a popular local event (local festival, fair, sport event, ...) already scheduled in Valchiavenna for the spring 2018. At the stand the project INTESI and the vision will be presented and discussed, and it will be possible to gather feedbacks and comments.
analysis on what's working and what's not	It's too early to say.
transferability	Regione Lombardia may transfer the method of work of the PA to other mountain areas of Lombardy, also in the spirit of the Montagna Futuro programme and guidelines, and/or within the context of future EU-Programmes (2021-2027), in particular as far as new Inner Area Strategies are concerned. Other INTESI partners might find inspiration in the vision approach, which is fairly flexible and also independent from the SGI-UBB focus. To this end, some ideas may arise from the Experience Exchange Seminar in Bolzano.

4.4 (AT) Reutte district: ICT for mobile care

sector(s)	health, regional development, social care, telecommunication
test area	Reutte district
region	Tyrol (Austria)
description	• First of all, a comprehensive status quo report about mobile social and health care services for elderly people in the TA was generated by a consultant company, identifying difficulties for care service providers mainly caused by

	geographic challenges but also showing promising possibilities for services supported by information and communication technologies (ICT). At the INTESI workshop, which took place on Nov. 9, 2016 in Reutte, concrete ideas for the pilot activity were discussed and predominantly approved by involved professionals. • Thus, the pilot activity "implementing ICT systems to support mobile care services", which had already been roughly described in the project proposal, took concrete shape. The idea is to provide elderly persons, mainly living on their own, with diverse medical devices, so that they can keep a "digital health diary" staying in close contact with the care service provider. As a next step, external services were tendered and due to the innovative scheme of the pilot activity, relevant academic institutes were invited. Finally, the State Government concluded a research contract with the Private University UMIT in Hall, Tyrol to implement the pilot action. In cooperation with the local mobile care provider, suited client groups of elderly people were identified and selection of applications and technical devices was taken. • As soon as participants are recruited, the clients are provided with the technical instruments and are taught how to use them. Then in close cooperation with the mobile care service provider and medical doctors, participants will continuously collect and interpret their health data for at least for 4-6 months. After a successful implementation of the pilot activity, ICT support shall be integrated into daily routine of the mobile care provider. • A final survey will show which applications are suited to support mobile health and social care. Major issues thereby are also the acceptance and usability of ICT systems and to what extent technical services influence the self-determination of persons in need of care. Technical, ethical and organisational queries could have been cleared in the 3th reporting period. At the beginning of the 4th reporting period the technical set-up was developed and established, and then medical devices were chosen and ordered. The ethical committee was informed and ICF (informed consent form) for participants was created. To support the recruitment, an info-folder was designed and spread to physicians and to potential participants and their relatives. At the moment, the recruitment is ongoing, training course for nursing staff is taking place and first device-sets are handed over.
expected results regarding INTESI objectives	The demographic change affects rural areas even more than urban areas. Thus, new strategies have to be developed to ensure social and health care of elderly people in remote areas in order to enable ageing at home as long as possible. This pilot activity will deliver strategies about how mobile care can be supported by ICT applications to bridge long distances between service providers and elderly persons in need of care, leading to an increased quality of this SGI.
expected results regarding territorial needs	Service providers of the test area will have access to comprehensive health data of their clients and can provide an improved communication basis, which helps to attend these persons in a better way. The implementation of this pilot activity in daily routine will ensure high quality of the mobile care service in the test area. The results will also influence the evaluation of the „Strukturplan Pflege Land Tirol" strategy.
timeline (start date, possible milestones)	Implementation of the PA started in May 2017. First milestone was reached by end of August when all technical, organisational and ethical queries could have been cleared. On September, the set-up including a "participant informed consent" document, all medical devices and tablets were available and recruitment of clients had started. The action started in November and 6 study participants plus 2 controls are

	actually keeping their digital diary and measuring their health data daily. The pilot activity will run until mid of February.
governance (stakeholders involved, roles, private/public, funding, …)	The project team for the Tyrolean PA consists of concerned sections of the state of Tyrol, the mobile care service provider SGS Ausserfern and the regional development association REA. Furthermore, third parties are involved: the service provider Cemit is responsible for data management, reports and communication, whereas the private university UMIT performs technical performance and scientific evaluation.
tools used	mHealth - Integration of mobile health care and ICT
policy instruments interested and/or modified (if any)	---
dissemination of the PA	Elderly people who are provided with mobile care services and who meet certain criteria, their relatives and their physicians. The project team created an info-folder, which was spread to physicians, potential participants and their relatives. Training course for nursing staff was organised. The film, which was generated in course of the project activities, will be provided to local organisations and will help to reach other persons and stakeholders, it is planned to demonstrate the film and the action in the upcoming weeks in the course of a public event in the region Ausserfern. Furthermore the team is preparing the participation at the "Zukunftstag" (5. April 2018), an event organized by the state of Tyrol to demonstrate important issues and approaches.
analysis on what's working and what's not	Up to now the recruitment of participants seems to be the most difficult part of the PA
transferability	It's too early to assess the transferability

4.5 (AT) Lieser-/Maltatal: Public transport tendering

sector(s)	transport
test area	Lieser-/Maltatal
region	Carinthia (Austria)
description	This pilot activity concerns the first use of functional tendering of public transport in Carinthia. Performances are described according to functional requirements. The plan is designed by the contractor. Here the contracting authority acts as a coordinator that sets the framework. Typical operational tasks (e.g. planning the schedule) are handled by the transport company. The maximum sum of money is fixed, and the best transport offer is determined on this basis. The state of Carinthia has opted, in part due to its constant financial difficulties, to issue invitations to tender. The big advantage of tendering with functional specifications is that the sum for each transport region is known in advance. A number of parameters where used to generate the transport regions: settlement nodes, cost effectiveness, inter-municipal cooperation (water, sewage, tourism…), demand for public transport, street, space and settlement structure. To represent the settlement and space structure a new method was used, which was innovative at the time (2011). A grid of 250x250m squares was overlaid on the map of the entire state of Carinthia and filled with population information

	from Statistik Austria. The minimum size was set at 50 inhabitants per settlement node, as this number was deemed to be the threshold for relevance for public transport planning. Since then, this method of representing population density has been adopted by ÖROK (the Austrian Conference on Spatial Planning), albeit with the minimum number of inhabitants set at 250. Carinthia still uses 50 inhabitants as its threshold. The settlement nodes were divided into five categories and assigned functions. The higher the category of a settlement node, the higher is the standard for the basic offer, and vice versa. The transport requirements of commuters (including pupils and students) from the settlement nodes must be fulfilled according to the respective category. The basic offer covers Mondays to Fridays, morning, noon, afternoon and evening. Comprehensive fulfilment of the function, from origin to destination (regardless of where the destination is) is expected. Finally, there will be a negotiation in order to achieve comparability of the offers through interactions/discussions with the bidders. In addition, we have developed an evaluation system with six main criteria, 17 sub-criteria and a weighted point system. The weighting can change between regions. The more peripheral a region, the higher is the weighting for the main criterion “schedule”. Relevant information for bids includes: • Statistical information (Population of the municipalities involved in the project, Commuter behaviour at the municipal level) • Traffic-related information (Number of pupils with free public transport tickets, Revenue figures, T0 measure – current level of the offer in the region being tendered) • Map-based information (Fare zones, Map of schools, Map of economic activity areas)
expected results regarding INTESI objectives	Public transport is the backbone for all other SGI. Without public transport students do not come to school, elderly people without a driver license have no possibility to seek medical care. There is also integration among different levels of governance, because regional and local representatives have to discuss for instance about the financing.
expected results regarding territorial needs	In the Lieser-/Maltatal area all municipalities are located within a max. 20 km distance from the centre of Gmünd. The distance to the next bigger centre Spittal is max. 35 km, which due to the mobility and good road infrastructure is an acceptable distance. As Malta, Gmünd, Krems and Rennweg, Trebesing are a valley, there are only linear traffic flows, which allows to maintain a structured and easier way of public transport. Compared to a more decentralised traffic region costs are saved and more efficient transport is provided. For this reason, the public transport (ÖV) is competing with individual transport as both have to travel the same route. Investments are foreseen in maintaining the public transport infrastructure as well as installing alternative operating forms such as micro public transport (micro ÖV) especially call taxis and call bus systems.
timeline	Start date: 15-9-2017 Evaluation will take place about 6 months after start
governance (stakeholders involved, roles, private/public, funding, …)	The actors involved are: • regional management, • mayors and citizens (could make suggestions and comments on the future timetable) • bus operators (offer a public transport service to a predefined financial contribution)

tools used	Functional tendering
policy instruments interested and/or modified (if any)	---
dissemination of the PA	5 municipalities: Malta, Gmünd, Krems, Rennweg am Katschberg and Trebesing
analysis on what's working and what's not	The big advantage of tendering with functional specifications is that the sum for each transport region is known in advance. Further statements are only possible after the evaluation phase.
transferability	It's too early to assess the transferability

4.6 (AT) Lieser-/Maltatal: My Way to BroadBand (MW2BB)

sector(s)	telecommunication
test area	Lieser-/Maltatal
region	Carinthia (Austria)
description	The mountain region Lieser-Maltatal is attractive in the view of tourists. However, it is remote, and in view of the availability of broadband it is a "white area". The characteristics of such an area is market failure - none of the commercial communications operators has invested an will invest in a fibre infrastructure. In this pilot activity, Lieser-/Maltatal will test the idea of MW2BB, providing for a first step of a regional authority to take action. MW2BB is a computer tool based on GIS (geographic Informationsystem) that helps decision regional administrations to assess their position regarding planning and investing in a broadband infrastructure. If the tool returns a positive result, then it makes sense to proceed with concrete implementation steps. MW2BB is a response to the trend that regional authorities have to take care for a fibre infrastructure because of market failure in rural areas. Unfortunately, these authorities are largely unaware of the needs for creating the required infrastructure. Therefore, the tool provides for: (1) a structured (step-by-step) guide for building the needed infrastructure; (2) on a graphical interface, a lasso tool for drawing a shape of the area under discussion, causing a calculation of the number of buildings, the length of the required trenches to connect the buildings with the central point of presence, and the corresponding costs for trenching. (3) a return-of-investment calculator presenting the break-even-point, based upon expenses (costs for trenching) and income (lease of the fibre infrastructure to a network operator). Relevant parameters can be tuned to allow for a what-is-if analysis. With the target group being regional authorities, MW2BB has to be easy to use. Therefore, it is kept easy to use, mainly to allow for the decision to proceed with expenses, e.g. for traditional planning (master plan, business plan). The tool allows for quick analysis of the costs of e.g. bringing fibre to a hillside settlement or to develop a remote valley. It allows the user to develop an understanding of the feasibility of fibre implementation projects. Thereby, it reduces emotional barriers against starting implementation projects in the responsibility of a region.
expected results	A simple on-line decision support tool for assessing the feasibility of fibre

regarding INTESI objectives	deployment.
expected results regarding territorial needs	MW2BB enables regional management and mayors to decide on the priorities of broadband investment and the response to the possible requirement of public funding. In particular, in rural areas public funding usually is required because of market failure - telecom operators do not invest out of commercial reasons, neglecting local needs. MW2BB delivers a first estimate on investment required, without the need for a study, a master plan or a tender procedure, greatly simplifying first considerations. However, MW2BB does not make subsequent and more detailed actions redundant but gives focus these actions.
timeline (start date, possible milestones)	Start date: 2017-01-31 Prototype: 2017-09-18 Presentation: 2017-10-12 Final result: begin of 2018
governance (stakeholders involved, roles, private/public, funding, …)	• KAGIS (the GIS of the province of Carinthia) is the supplier of the geographical information. • Regional management decides on priorities for fibre/broadband implementation and, as a consequence, on priorities for public funding of implementation projects. • Mayors are the intermediaries between regional management and local entities (citizens, businesses, and public institutions). Main task of mayors is to promote local interests and to acquire best support supporting these interests. Specific task is the promotion of fibre as a public infrastructure with the purpose to achieve high take-up rates. • Citizens are the beneficiaries of fibre/broadband implementation. Citizens in rural areas are enabled for receiving the same conditions to those in urban areas, telematically.
tools used	computer tool based on GIS
policy instruments interested and/or modified (if any)	The policy instrument is the broad band masterplan. The next step is to evaluate this plan.
dissemination of the PA	(1) The region Lieser-/Maltatal may be considered a pilot for the application of MW2BB (2) If well accepted the scope of the tool will be expanded to the province of Carinthia as a whole (3) After a review of the design of MW2BB the tool will be shown to the responsible authorities in the other provinces of Austria. (4) If well accepted MW2BB could be developed to a product.
analysis on what's working and what's not	A thorough analysis of functionality and performance will be done before proceeding to the next step of dissemination: at the transition point from (1) to (2) and from (2) to (3). Corrective action will be taken.
transferability	MW2BB Client could be any PC. A Server part with a data base and a business logic is needed, including a web server. All parts are standard, the business logic is specific. All parts can be transferred to other regions. However, contents (e.g. geographic data) have to be adapted to regional needs. Currently, the user interface is German only. At the moment - to the best knowledge of the project team - no tool like MW2BB exists. MW2BB is innovative. If accepted by the users, it would be a proof of the project idea. Each community is a potential user, with 2100 communities in total in Austria. Quite some of those could use MW2BB as a starting point for an assessment of their situation, not necessarily for the community as a whole but rather for parts of the community. Examples are projects for water, sewage or remote heating which are good opportunities to consider laying fibre as well. In those cases,

	MW2BB will allow for a first assessment of the project feasibility. As quite some infrastructure projects happen over time in a community, MW2BB could develop to an indispensable tool for regional administrators.

4.7 (SI) Idrijsko-Cerkljansko: Analysis of the needs and development of services for elderly

sector(s)	regional development; health and social care; transportation
test area	Idrijsko-Cerkljansko
region	Western Slovenia (Slovenia)
description	The territory's challenge of ageing population is coupled with the challenge of remoteness which makes delivery of services, organisation-wise as well as efficiency-wise very demanding. These services include transport, care, personal assistance, dietary needs, shopping, running every day errands and others. Especially the area of home-assisted services on the other hand presents an important development opportunity for the countryside. Low population density, ageing, remoteness of the countryside and poor transport connections resulted in the idea for the pilot activity regarding innovative services for the elderly. Firstly, analysis of the demand, opportunities and financial sustainability of innovative social services development is performed in the test area of Idrijsko-Cerkljansko. Based on the analysis innovative solutions and forms of co-operation with the neighbouring municipalities and the wider area are suggested in order to provide efficient provision. On one hand, the expected results include increase of the service offer (home-care, social care, provision of basic goods, transportation) at the existing residential location of the elderly and contribute to a more independent and higher quality life of the elderly. On the other hand, the activity will also present an opportunity for the youth and unemployed which could gain consultancy and training that would help them to develop business ideas in the area of social services. Therefore, this PA aims at integration of different social groups with the goal to jointly provide improved services for the elderly and increase quality of life in remote areas.
expected results regarding INTESI objectives	*To the overall INTESI objective* • More in-depth information on the exact needs of the elderly and the existing level of integration of the provision of services. • Training of the youth and unemployed will increase the local capacity (knowledge, human resources) for service provision. • Based on the transnational exchange of practice with other PPs, new forms and technological solutions would be introduced. • Co-operation with the local providers and the local agency would yield a proposal for the improvement of the policy documents (programmes, plans etc.) in regard to the provision of the services. *To specific objective: SO1.2 - Increase capacities for the delivery of services of general interest in a changing society* • Activity will improve the network of the services which are needed and used especially by the elderly (relevant in a changing society).
expected results regarding territorial needs	• More sustainable and territorially efficient provision of needs (dispersion, location at the place of demand). • Fewer uninhabited homes. • More efficient use of existing services in the municipality. • Higher quality of life of elderly population.
timeline (start date, possible	Activity 1: Analysis of supply and demand for SGI focusing on the needs for the elderly: *SUPPLY SIDE: 30 providers of services were identified and their offer*

milestones)	*examined; 10 of them were selected for detailed investigation; 10 in-depth interviews were performed; DEMAND SIDE: 150 questionnaires disseminated; 142 collected, 112 of them being fully completed and used for analysis.* Activity 2: Analysis of supply in wider Severno Primorska region: *36 providers were identified and their offer examined.* *Results of Activity 1. and 2. (start: spring 2017, end: autumn 2017) presented in the mid-term report, available in Slovene.* Activity 3: Organisation and implementation of training course about taking care for the elderly; *13 participants; 150 hrs course. Started in October 2017, finished January 2018.* Activity 4: *Action plan for provision of SGI (to be prepared in spring 2018).*
governance (stakeholders involved, roles, private/public, funding, …)	PA involved the following stakeholders: • **Regional development agency ICRA** (non-profit private institution, established by the public entity – municipalities) which was in charge of organization, interpretation of results and implementation of all four activities listed. • **Local and regional service providers** (social care, medical care) from public sector as interviewed persons for the analysis on supply side • **Local and regional service providers from private sector** as interviewed persons for the analysis on the supply side • **Representatives of municipalities and local communities** – as presenters of local situation/challenges • **End users (elderly)** - as respondents in the survey on a demand side • **Individual experts in the area of home and/or elderly care** from Community Health Centre Idrija; Ministry of Labour, Family, Social Affairs and Equal Opportunities; The Social Chamber of Slovenia; Ministry of Health, Directorate of Long-term Care as lecturers at the training
tools used	Type: Training initiatives to improve skills and competences in the local community as regards SGI provision and usage Subtype: Training for service providers
policy instruments interested and/or modified (if any)	Some modifications regarding employment and social care legislation may be needed especially regarding regulation of personal supplementary work (e.g. in Rules on personal supplementary work the list of possible activities could be extended) and other employment or social services legislation (e.g. Employment Relationship Act; Social Security Act), so the services provided by those who received training (through PA) will not be in collision with their current employment (if employed) or will not lose other benefits of their unemployment status. Furthermore, procedures to obtain permits to perform social protection services as a natural person, are often very lengthy and administratively very demanding.
dissemination of the PA	The information about on-going survey and invitation to participate was published in the local newspapers (Obzorje, Cerkljanske novice) and announced on municipal and ICRA's home page. Results of the survey (report only available in Slovene) are available online: http://www.icra.si/datoteke/PDF/Novice/Novice_2017/Rezultati%20analize%20Intesi.pdf Announcements and invitation for training was published in local newspapers and municipal homepages. The final results of the PA will be disseminated through two disseminating events: "the afternoon tea" in the Home for the elderly in Idrija and the final dissemination event in Slovenia in October 2018.
analysis on what's working and what's not	Working well: The training was organised in co-operation with the local Home for the elderly which enabled inclusion of the practical part into training. It is very important for the participants to use the acquired knowledge in the practice. It would be otherwise difficult to practice the taught knowledge and learn appropriately.

	Not working well: • Analysis of demand for the services among the elderly was partially hampered (or delayed) due to poor response to the written questionnaire. Better response was achieved through face to face interviews. In general, the interest among elderly to express their needs regarding services was estimated as rather poor. Only 112 out of 145 questionnaires were fully completed and suitable for analysis. Much higher share of female than male (69% vs. 31%) completed the survey, but this is rather often in surveys in this age group. Additionally, several services for the elderly (such as alternative institutional and collective forms of housing like care on farm homesteads; co-housing, telecare, day centres for the elderly etc.) remained unevaluated, as respondents did not know them. • Training should include those persons who are still willing and able to change their career path. Assessment of the impact with regard to the expected results: • The impact of the training will exceed the expected results, as majority of the persons that successfully completed training shall receive National Vocational Qualification certificate. Some of them will be directly employed by Home for the elderly as providers of home care for the elderly. • New innovative models of care for elderly will be introduced to the region.
transferability	Activities 1, 2 and 4 are completely transferable, while the organization of Activity 3 - the training, its curriculum and outcomes – i.e. newly qualified people with national certificate, depend on country's legislation and institutional framework. Without certification, the training results only in acquired knowledge with only limited applicability.

4.8 (SI) Idrijsko-Cerkljansko: Analysis and development of the innovative solutions for the provision of the services of economic general interest

sector(s)	regional development; basic goods
test area	Idrijsko-Cerkljansko
region	Western Slovenia (Slovenia)
description	Economic development and an increase in the mobility of the population in the last ten years have, together with the centralisation of the jobs, caused establishment of the large shopping centres in the city areas (and their edges) and subsequently closure of the smaller local shops for provision of the basic goods in towns and villages of the countryside. Also in the area of Idrijsko-Cerkljansko historical analysis has shown that territorial coverage of the provision is much downsized in comparison to the past in terms of the settlements' and variety of services (grammar schools have also been closed down). This trend especially hinders the elderly, less mobile inhabitants, who are now dependent on the transport and mobile shops (if they exist). Consequently, the buildings once hosting the SEGI were emptied, are now degrading, and present a burden to the local communities. Although the problem is clearly of a territorial nature, the services of economic general interest are not addressed in policy documents with the argument that they are regulated by the market. Pilot activity responds to these challenges by carrying out an analysis of the current provision of basic goods and needs of the population (survey), changes in the accessibility and the spatial dispersion of the everyday provision of the groceries and necessities in the TA, to evaluate demand and on the basis of the results suggest innovative solutions for the improvement in provision of SEGI.

	The provision with the basic goods and services have deteriorated in last decades in smaller settlements of remote areas, especially due to large shopping centres established in the larger cities and their outskirts. In addition to the shops, also post and bank offices closed down in the time of austerity and rationalisation. The objective of the pilot activity is to carry out an analysis of changes in the spatial dispersion of the provision of basic goods (the groceries, pharmacy, post office, bank office, petrol station etc.) in the Idrijsko-Cerkljansko region, to evaluate it and on the basis of the results suggest innovative solutions for the improvement of the accessibility.
expected results regarding INTESI objectives	To the overall objective: • Improved capacity of the region to offer services of economic general interest for the residents. • Preparation of the guidelines for the policy documents for more efficient provision of the daily needs which are now provided predominantly by non-local providers. To the specific objective: SO1.2 - Increase capacities for the delivery of services of general interest in a changing society • Detailed analysis of the demands of inhabitants will increase the capacity of the region to provide/spur the SEGI that corresponds to the demands of the local/regional population. • Improved capacity of the region to offer SEGI for the residents. • Preparation of the guidelines for the policy documents for more efficient provision of the daily needs which are now provided predominantly by non-local providers.
expected results regarding territorial needs	• Proposal for an improved, more efficient regional network of SEGI's provision. • Increase of the local/regional self-sufficiency for the provision of basic goods and minimizing the car dependency of the inhabitants. • Registry of the empty buildings that previously hosted one of the functions of the settlement(s) (schools, grocery store, bank, post office etc.) • Suggestions for the reuse of some of the empty buildings for the provision of basic goods according to the network (under the bullet point one).
timeline (start date, possible milestones)	Activity 1: Historical overview and analysis of development of selected SEGI in TA. *An extensive study of literature and examination of archives. Inventory of stores, banks, post offices including photo materials prepared and mapped. Involvement of pupils from elementary schools: In collaboration with their history teachers worksheets were prepared for them and they have performed a sort of mini research about the history of provision with SEGI in their home settlements/villages. They gathered information by interviewing their elderly relatives (grandparents) and/or neighbours.* Results of Activity 1. (start: spring 2017, end: autumn 2017) presented in the mid-term report, available in Slovene. Activity 2: Preparation of the registry of the empty buildings which hosted the SEGI in the past but are not empty and degrading: *altogether 46 buildings were identified and described into detail (the state of the buildings, past and the current use, land use according to the municipal plans, ownership etc.). Up to five buildings were identified as potential for the optimised network of the basic goods' provision.* (summer – autumn 2017) Activity 2: Analysis of current provision of the basic goods and the existing demand for SEGI in TA. Distribution as an e-survey and as in-field survey: *233 full responses were collected, interpretation in progress* (start: Summer 2017, end March 2018). Activity 3: Accessibility analysis (scheduled for Spring 2018) Activity 4: Good practice overview of the innovative, integrated models of the basic goods' provision (start: December 2017, end January 2018) Activity 5: Action plan for improvement with SEGI provision, including innovative

	solutions (start: Spring 2018; end: Summer 2018) Activity 6: Promotion and dissemination, including exhibition about the PA in the TA (start: May 2018; end Autumn 2018)
governance (stakeholders involved, roles, private/public, funding, …)	PA involved the following stakeholders: • **Regional development agency ICRA** (non-profit private institution, established by the public entity – municipalities) which was in charge of preparation of historical overview, organization of survey and support of local events; • **Local and regional cultural institutions** (public and private sector) as interviewed persons for the historical overview and as providers of materials; • **Local providers of basic goods and services** (private sector) as providers of information on historical development and current situation; • **Local educational institutions** as co-operating institutions involving pupils; • **Representatives of municipalities and local communities** – as presenters of local situation/challenges • **End users** - as respondents in the survey on a demand side
tools used	Participation and stakeholder engagement to identify needs and to plan and design SEGI
policy instruments interested and/or modified (if any)	Currently there is no regulation that would directly apply to the provision of basic goods. The only policy that covers the territorial network is the Strategy of the Spatial Development of the Republic of Slovenia which is now in the renovation process, so the conclusions and outputs will be communicated to the policy makers and the improvements will be suggested.
dissemination of the PA	The information about on-going survey and invitation to participate was published in the local newspapers (Obzorje, Cerkljanske novice) and announced on municipal and ICRA's home page. The results of the whole pilot action will be disseminated through the public outdoor exhibition in Idrija (May to June 2018) and Cerkno (June 2018). Additionally, the activities will be promoted on-line, via the local media and through the scientific dissemination (articles, presentations at the conferences).
analysis on what's working and what's not	Elderly population was difficult to reach through e-survey. Their inclusion in the sample depended mostly on face-to-face interviews. Including school-children with their interviewing of the elderly was a success. The presentation of their findings at the final exhibition is likely to increase their identity with the area. At this stage we can say we have not reached out to the local providers (big supermarkets) which are now all congregated (big shops have been opened or are even under construction) in Idrija. The analysis is more orientated on the small and specialized providers. Regarding the registry of empty buildings, one obstacle we can identify is the ownership. In the case a particular building is privately owned, we should not make any plants for the future use, though the building is strategically well positioned. Assessment of the impact with regard to the expected results: • Proposal for the optimized network of the basic goods' provision • Proposals for the reuse of empty buildings with the former public function
transferability	The action is very territorially specific. What could be replicated is the methodology, especially of the analytical part, which could be applied to the other TA. The solutions, however, would need to be tailored to the other area's specifics (territory, basic goods demand, settlement structure, public transport network etc.).

5 PRELIMINARY EVALUATION AND FIRST LESSONS LEARNT TOWARDS THE DRAFTING OF THE INTESI HANDBOOK

INTESI adopts the definition of SGI according to the European Commission, as cited, among others, by Gløersen et al. (2016). Services of general interest (SGI) are "*services that public authorities of the Member States classify as being of general interest and, therefore, subject to specific public service obligations (PSO). The term covers both economic activities and non-economic services. The latter are not subject to specific EU legislation and are not covered by the internal market and competition rules of the Treaty. Some aspects of how these services are organised may be subject to other general Treaty rules, such as the principle of non-discrimination*" (European Commission, 2011a cited by Gløersen et al., 2016). Integrated territorial strategies for SGI, as a concept important for the future improvements of the SGI delivery, are defined as *"strategies based on four main principles: quality, availability, affordability and accessibility, and take into account peoples' actual and future needs in a given territory, territorial dimension, and the benefits of the synergies between the different SGI sectors"* (Marot and Damjanovič, 2016).

The activities of INTESI have so far collected strategies and policies concerning the provision of SGI in Austria, France, Italy, Slovenia and Switzerland, the partners have selected and inspected test areas in specific regions of those countries and worked on specific Pilot Activities in order to experiment innovations in the provision of SGI in mountain areas and possible models of integration, some of which have been described in chapter 2. The work of the INTESI think tank, also in the context of EUSALP AG5, has also focused on the future challenges in the provision of SGI in the Alpine areas, and has proposed some reflections and some recommendations.

The drafting of some preliminary lessons learnt and a general evaluation is the scope of present chapter. While is indeed difficult to find a general INTESI model of integration of SGI arising from the activities of the project, it is still possible to find a general reference framework and single specific lessons. It is in fact one of the project's aims to draft a general integration approach for the provision of SGI in mountain areas, most importantly for the creation of one of INTESI main deliverables, the "Handbook with recommendations of strategies for integrated, innovative and multilevel governance SGI in Alpine Territories": to this end, this chapter will also include some remarks for a 'logical backbone' of the INTESI approach, to be further expanded in the preparation of the Handbook. Such remarks do concern different logical levels: they can represent policy recommendations, or economical considerations, or even procedural aspects; they are however intended as such, in order to give a holistic view of the lessons learnt, and further refinement will arise when drafting the policy-focused INTESI Handbook. Also, the INTESI experiences are such that similar remarks do not only concern Alpine or mountain areas, but can easily be extended to remote areas in general, whether they are physiographically defined as 'mountain areas' or not.

The first general remark regarding the provision of SGI to mountain areas concerns their **economic viability**, and in particular the necessity of guaranteeing the economic viability even in clearly unfavourable market conditions. The social, demographic, environmental and territorial interest in maintaining people living, working and thriving in mountain areas should encourage Public Authorities, each for their own competences and also in innovative partnerships with private providers, to fund an adequate level of SGI in areas lacking the critical mass of people requesting them. Adequate mechanisms (e.g. robust and creative funding policies) should be implemented to guarantee that economies of scale and earnings

in highly profitable (urban) areas support the provision of services in less economically attractive (mountain) areas. The need to guarantee economic viability, however, extends beyond the public interventions per se, but also regards private entities. Private entities should be encouraged to find mountain areas economically appetizing, either thanks to a dynamic relationship and/or structured partnerships, or thanks to the aggregation of service demands by local, Alpine population. A properly viable service economy must gather local demands in an aggregated way and must become sustainable thanks to a market-driven intervention by private enterprises.

The need for territorial cohesion, within regions, States, and within Europe, calls for ad hoc policies supporting the provision of SGIs in less economically attractive areas, and it is somehow conflicting with the idea of a completely open and free market, in which public and private providers compete to provide SGI in an economically advantageous fashion: the conundrum for mountain areas is right here, and a balance between the needs for territorial and social cohesion and economic viability has to be found in order to face future challenges in the provision of SGI in mountain areas. **Integration** (being it horizontal among different sectors of SGI, or vertical among different levels of governance, or a mixture of the two) can be one of the solutions for this economical conundrum, in which single policies and/or single entities avoid costly repetition of competences and interventions. In this sense, within the INTESI areas, for the policy level we can conclude that policy analysis shows a sufficient coverage of the integration into the policy. However, the actual implementation of the concept in reality is moderate. Mostly, the existing cases include practical solutions, such as the post bus, regional card for services (RCS), transport services' solutions. Solutions for the integration, developed in the frame of the project, target as well the policy level.

As a consequence, and as a second general remark, mountain areas should put themselves in the position of being fully aware of the ongoing changes (demographic, territorial, or in the provision of SGI) in their own territory, and should become increasingly active and coordinated in requesting reliable viable SGI in their own territory. Such need for a proactive mountain population mandates for a proper information and involvement of local population in the decision processes, and this calls for an important role of local authorities and organisations in animating the territory in becoming an informed and active critical mass. All INTESI Pilot Activities point at the importance of **informed local people as drivers for innovation**, where innovation is defined here as novel (integrated) models in the provision of SGI in mountain areas. Such a creation of an involved and active population might entail complex and not immediate behavioural changes, but it is in itself a typology of 'pooling of resources'. No matter how complex the creation of a critical mass in mountain areas might be, it is also true that mountain population do have a feeling of community and common intent which is different, and often more deeply felt, with respect to that of urban populations.

As a third general remark, and as a consequence of guaranteeing economic viability and creating informed 'critical masses' in mountain areas, specific policies for the provision of services of general interest in mountain areas will have to be created. SGI Policies at any level have often a holistic territorial approach, and normally do not differentiate according to specific territories. In the context of present and future demographic and social changes, a specific **attention to the mountains will have to be included in SGI-related policies**, either in the creation of mountain policies or in the clear differentiation of measures and interventions for the mountains. This follows both the need for economic viability of SGI innovations for the mountains and the active intervention of local populations in the decision-making processes. It is indeed possible to imagine direct representation of mountain areas in the decision-making process at regional/cantonal/departmental and national levels, actively

working with the policy makers in tailoring **specific policies for their territories**, highlighting the resources and assets that mountain areas bring to the regional/cantonal/departmental and national communities.

A fourth general remark, once again a horizontal and general one, regards **technological development and innovation**, most namely regarding ICT and related services. Telecommunication and ICT are the most common sector represented in the INTESI Pilot Activities, and they indeed represent a major asset for mountain territories facing future challenges in the provision of SGI. ICT naturally embody a quicker a smarter way to either provide the SGI themselves, or to provide access to information about the SGI, but their role goes beyond the mere provision of services of general interest. A quicker and more reliable access to all kind of information, including access to markets for products, new technology, and funding opportunities, might provide mountain areas with the same opportunities urban areas have, leveling the field and fostering territorial cohesion, if all the previous remarks are fulfilled. Future development in ICT might also guarantee opportunities for smart working, thus rendering mountain areas places to stay and to go (back) to, rather than places to flee in search for a more rewarding work life.

5.1 A possible logical backbone for an INTESI integration approach

Building upon the remarks regarding the provision of SGI in mountain areas, as they have emerged in the INTESI pilot activities as well as in the INTESI think tank discussions, it is also possible to design a **tentative logical structure**, or a backbone, of an **INTESI integration approach**. The following logical structure includes possible subsequent logical steps towards the construction of an INTESI integration approach and it will be **further expanded, and possibly integrated and modified**, in the drafting of the "*Handbook with recommendations of strategies for integrated, innovative and multilevel governance SGI in Alpine Territories*":

1) Data collection and analysis in order to picture the state of the art of SGI provision in a mountain area.
2) Awareness raising of stakeholders, coming from different sectors on the issues of integration of SGI in a mountain area. One finding is, in fact, that the bottleneck is rather in bringing different stakeholders to dialogue and action than in creating or adopting laws and policies. Additionally, results can also be achieved via trainings.
3) Collaborative meetings of stakeholders coming from different sectors to discuss synergies and/or combinations of SGI for regional service provision and delivery. These meetings should be enriched with information on demographic development and development documents, for example such as the cantonal structural plan in Switzerland.
4) Creation of a vision on integrated SGI in a mountain area that can take the form of a charta, a territorial plan or a strategy.

More into detail, taking into account the definition of the integration models as integration among actors, administrative levels, finances, policies, and others (services, sectors) we can divide INTESI integration models as developed by PAs into two categories: (1) policy related models and (2) models in practice. The figure below shows what elements of integration they are addressing. The policy-related models aim with their tasks to eventually improve the regulation ruling the provision of an individual service while the practice-oriented models target directly the everyday delivery of services. Important orientation of the pilot activities is also the development of the tools which can enable the public services to be delivered more effectively.

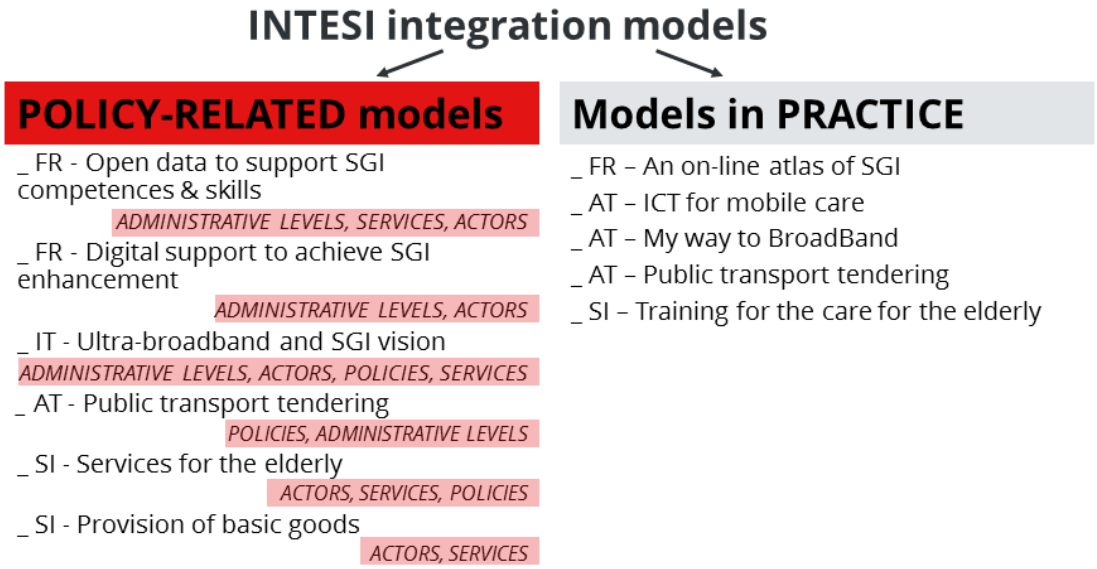


Figure 9. Integration models according to the delivered PAs

Furthermore, analytical work done on the integration as a concept and on developing the practical solutions for the integration has shown that integration can mostly be reached via **connecting different stakeholders**, bringing them together and get them discussed about the options for the joint delivery of services. Therefore, the approach should provide such tools that enable the dialogue between the policy makers, provider and other interested parties, and the instruments which support exchange of knowledge and good practices.
An important aspect, learnt from the pilot activities is as well, that we do not need so much spatially-sensitive solutions as the new era is asking for the **e-solutions**. As e-solutions we talk about services the delivery of which is supported by the ICT.
The pilot activities revealed two types of tools to be used for the delivery of SGI in integrated manner. The first cluster of tools is represented by **ICT solutions**, such as the on-line atlas/cartography, GIS/statistics supported decision making tools, and medicine ICT solutions. In the second cluster includes **participative tools** that support the dialog, such as: visioning, coordination of stakeholders, facilitation of public meetings, Delphi method, workshops, and (on-line) surveys.
There are several ways in which the tools can support integration, both in bringing forward the cooperation of the sectors in SGI provision connecting the different governmental levels, and facilitating the contribution/participation of the stakeholders to the policy making.

Another important information for the integration approach is the **evaluation of the PAs and the feedback** about what is working and what is not, and to which level individual solutions are transferable across the Alpine area.
Partners have reported as positive experience the testing of innovative solutions, openness of local communities for new solutions for the SGI provision, reusing of the local resources, effective financial management, optimization of services and willingness of providers to co-operate. Among the challenges which should be addressed we can name the potential territorial/administrative reforms which can change the administrative frameworks supporting the SGI delivery, governance and regulative framework changes, ethical issues with the delivery (especially in the case of ICT solutions), unwillingness of the end users to use the new solutions, and the cases when the solution stays on the level of the beta product and is not developed into an actual product.

The whole process of integration among SGI in mountain areas, as pointed out in the remarks, has to be financially put on stable ground (EU funding, national funding, regional funding, crowdfunding etc.) and embedded into network in order to assure the transfer of knowledge. The whole process is to be bottom-up driven, starting from the mountain areas going up to the EU level.

ANNEX – Challenges and positive trends of the test areas as regards SGI

CHALLENGES

Administrative services

- In the administration sector the biggest weakness are the opening hours in smaller municipalities as well as the centralization tendencies of services due to lacking financial resources (*Canton du Jura*)
- The increase of ageing population also triggers new service models and concepts (housing structures, other care structures new competences in care services) for a specific group of people. Moreover, this leads to an increase of higher costs in the health care sector, which can result in a lack of on-site service supply (*Reutte*).
- High administrative costs and often lacking inter-municipal cooperation (*Lieser-/Maltatal*).
- Lacking administrative staff in San Giacomo Filippo and small municipalities as well as overwhelming bureaucratic requests (*Valchiavenna*). Some offices also understaffed in Idrija and Cerkno.
- The more central locations were more critical than remote areas. The quality of the administrative services meets the needs and demands of the citizens moderately (*Idrija and Cerkno*).
- SGI house in Digne approx. 1 hour of certain places in *P A3V*
- Lack of services for psychiatric/mental diseases (*Pay de Maurienne*)
- General fear if merging administrative powers losing independence as municipality

Basic goods/services

- Provision of postal service is worsening, opening hours and delivery days has decreased (*Valchiavenna*)
- Decline of small retailers due to commuters who do grocery shopping on their way, in big discounters. Low price discounter only in principal towns, not in the valley (*Schattwald/Reutte, Val Passiria*)
- Lacking innovative mix of industries, no big flagship companies (*Lieser-/Maltatal*)
- Bank service moderate quality in *Cerkno*. Short working hours of bank and post office, ATMs could be expanded. Do not use e-connectivity as much as they could.
- Multifunctional grocery stores not available in *Cerkno* only in *Idrija*.
- Basic goods centralized in bigger municipalities (*P A3V*), little shops closing and supermarkets in periphery opening (*Pay de Maurienne*)
- Seasonality of opening hours and job opportunities in the tourism centres (*Alpes Sud Isére*)

Transport

- People are used to using the car to reach specific services, therefore also high individual traffic. There is somehow a low willingness to change to public transport due to convenience. (*Reutte*)
- Limited public transport in evening hours and on weekends, lack of coordination of timetables among different service providers e.g. bus or train (*Reutte, Valchiavenna*)
- Transit valley high intensive traffic. Scattered settlements lacking public transport (*Lieser-/Maltatal*)
- Only one road (SS36) connecting Chiavenna with the rest of the region, hydrogeological problems and lacking alternative road. Connection between Chiavenna and the rest of the region with public transport poor, sometimes lack of coordination of timetables (*Valchiavenna*)
- Transport means overcrowded during tourism season and accessibility within the center of Merano longer due to high traffic intensity. Many businesses in the TA so high traffic intensity (*Val Passiria*)
- School transport is performed in most cases by postal busses (*Canton du Jura*)
- Only bus service no train service. Remote areas not served adequately. Better connection towards Ljubljana than to Nova Goricia. Quite costly, too few lines and frequency not well scheduled. Bus stops on smaller roads should be sheltered and light provided. Often dependent on individual transport by car. (*Idrija and Cerkno*)
- Train line more touristic route. Information and cost problems of public transport (*P A3V*). Train station available in *Pay de Maurienne*
- Public transport is insufficient (*Alpes Sud Isére*)

Telecommunication

- Poor mobile phone and radio reception due to mountainous landscape (*Lieser-/Maltatal, TA in France*)
- Lacking financial means for the last mile to the households, not always easy to establish due to geological and peripheral area. Higher public funds needed for the expansion of optical fiber and to fulfil South Tyrol Digital 2020 plan (*Val Passiria*)
- More financial means needed for implementation of optical fiber (*Canton du Jura*)
- 3G mobile internet coverage not available everywhere, due to finding suitable location and very expensive maintenance, low number of users also due to demographic change in mountainous regions (*Idrija and Cerkno*)
- Problems with broadband access and mobile phone coverage (*P A3V*)

Health and social services

- Lack of medical specialists or only present once a week, young doctors and caregivers (*Reutte, Valchiavenna, Val Passiria, also the case for Idrija and Cerkno, P A3V*)
- Rescue service and general doctors need longer to reach spread, distant settlements and individual farms (*Lieser-/Maltatal*).
- Risk of maternity ward closing in Chiavenna, Need of improving helicopter emergency service (*Valchiavenna*)
- Intermediate services between hospital and home care and assisted apartments still in progress. Some shortages in social services mainly due to insufficient communication between cantonal and municipal social service departments. Services beyond basic care are costly, economic accessibility of retirement homes deteriorating (*Idrija and Cerkno*)

Education

- Decline of children, fear of the effect on service supply (*Lieser-/Maltatal, P A3V e.g. nursery*)
- Risk of losing secondary school due to demographic changes (*Villa di Chiavenna*)
- Rocourt, Fontenais and Granfontaine do not have childcare centres. Small municipalities work together in primary education (*Canton du Jura*)
- Need for further reconstructions of educational buildings. Some branch schools have closed down and buildings decaying should be used for another purpose and revitalized. No adult education centre, only some services offered now and then (*Idrija and Cerkno*)
- High schools located approx. 30 km away. Elementary schools are being merged (*Pay de Maurienne*)
- Difficulty to find professional training facilities (*Alpes Sud Isére*)

POSITIVE TRENDS

Administrative services

- Proposal to move provincial administrative services to peripheral areas. However so far greater approach towards centralization in South Tyrol. Rifiano and Caines share the municipal building and parts of administrative staff, which allows to save costs (*Val Passiria*)
- Use the available synergies within the TA and between services to guarantee the service especially basic goods.
- Most administrative services are already covered in an inter-municipal way and extending e-services (*Idrija and Cerkno*)
- SGI house in *Pays de Maurienne* and *Alpes Sud Isére*

Basic goods/services

- In the case of South Tyrol basic services are functioning very well. This is due on the one hand to the South Tyrolean autonomy and the special competences (e.g. kindergarten, retirement homes, care services, public transport) the province entails as well as the amount of resources it grants for services. The autonomous province of Bolzano signed an agreement with the state for the next three years, so that no post offices will be closed in this period and that the distribution center will reopen in Bolzano. Therefore, the province provided 10 Mio. Euro.[5] (*Val Passiria*). Strategie of "Zukunft 2030" (Future 2030) for the municipal development and inter-municipal collaboration
- Private energy cooperative (EUM – Energie Umwelt Moos) supports small retailers to maintain municipal life in settlements. One small retailer is also used a deposit for express post service
  Basic goods present and functioning well. There is even a mobile food service for old people provided by volunteers. The food bank is organized inter-municipally. Rifiano and Caines are close to the big city of Merano (40.047 inhabitants), which provides all services
- Schattwald and Tannheim operate the post office inter-municipally (*Reutte*)
- Strong association and voluntary work in the municipalities, which helps to deliver services (*Val Passiria, Reutte*)
- Large number of basic services in the centre of Gmünd, which is located max. 20 km distance from the other four selected municipalities (*Lieser-/Maltatal*).
- In some smaller municipalities post offices have been integrated in grocery stores (*Canton du Jura*)
- Post office service extended service and improved its service. Mobile shops important for remote settlements (*Idrija and Cerkno, mobile service also present in P A3V*)
- Basic services well-provided due to the presence of two international skiing resorts (*Alpes Sud Isére*)

Transport

- Good utilization of public transport in tourist areas
- Linear traffic flows, well-functioning public transport for population living along the route (*Lieser-/Maltatal*)
- Alternative transport methods such as care-sharing, (*France, South Tyrol*), micro public transport, call services (*Lieser-/Maltatal*), ride-sharing (*Idrija & Cerkno*)
  In Tyrol an old tradition has been reintroduced, giving people a ride with the individual car. This project even won the ARGE ALP 2017 main prize. In remote, mountain areas, orange colored benches have been placed which signalize, the person sitting there needs a ride or lift.[6]
- Public transport functions very well and high frequency every 30 minutes and during tourist season even every 15 minutes (*Val Passiria*)
- Functioning well and high demand, improve frequency of public transport also during night hours in the *Canton du Jura*

[5] Dolomiten, Innicher als Herr über Südtirols 129 Postämter, 12 July 2017, p. 13. Online: https://abo.athesiamedien.com/epaper/kiosks/10-dolomiten/magazines/5449-dolomiten-12-7-2017#page=13 [12.07.2017].
[6] Dolomiten 2017, Eine alte Tradition neu erfunden, 20 July 2017, p.18. Online: https://abo.athesiamedien.com/epaper/kiosks/10-dolomiten/magazines/5487-dolomiten-20-juli#page=18 [20.07.2017]

- Well-functioning private school buses in the TA and city bus in *Idrija* (town) better supplied than *Cerkno*. Transport for disabled financed by state for registered users

Telecommunication

- Digitalization and the expansion as well as the implementation of optical fiber is an opportunity to overcome the service divide and thus support the advancing telemedicine, e-shopping, administrative work, which can be organized online. The results of further digitalization lead to more independence in location management. Especially for mountain areas, a further possibility is the internet over radio signals (e.g. *Saltaus Val Passiria, Eolo in Valchiavenna*).
- In South Tyrol the Alperia Fiber recently has signed an agreement on ultra-broadband communication with Telekom, where Telekom will use the plattform of Alperia Fiber, which offers high-quality digital services[7].
- Due to the tourist destination, many hotels are present and so advanced stage of implemented optical fiber. South Tyrol Digital 2020 strategy (*Val Passiria*).
- Broadband offensive strategy in *Reutte*
- Ultra-broadband infrastructure by public intervention will be available soon (*Valchiavenna*)
- Good signal coverage in some parts. New optical cable connection (Crni Vrh, Godovic). Better use of tele-services (*Idrija and Cerkno*)
- Broadband being expanded departmental plan for broad-band access (SDTAN) in *Pay de Maurienne & Alpes Sud Isére*

Health and social services

- Well established network of care, medical services and district health and social department. Moreover, there is a strong cross border cooperation with the BKH Reutte and hospital of Füssen as well as the Reha-center of Enzensberg. Many interviewed partners mentioned, that the volunteer work is an important resource to offer certain social and care services. Regional structural plan for health. Tele-medicine already implemented due to strategy papers (RSG) (*Reutte*)
- Certified as “healthy municipality” due to low environmental burden in the region. (*Lieser-/Maltatal*)
- Well supplied with general practitioners, social and old age homes organized inter-municipally (*Val Passiria*). In S. Leondardo the old age home will be restructured, and the bed capacity will be increased from 42 to 46. For this provincial and municipal financial means of 9 Mio. € are put to disposition.[8] Generally, in the province of South Tyrol lack of doctors, it would need approximately 87 doctors per year to replace those doctors that retire. For this reason, a provincial representative proposed the idea to build flats for young doctors that are put to disposal free of charge.[9]
- Well-functioning mobile care also due to good cooperation between service units. Health services functioning inter-municipal. (*Idrija and Cerkno*)
- Services for care for elderly well served, intergenerational centre available, home care services developing and meliorating. Retirement home only in Idrija. Services for disabled and psychological as well as young people all present and well developed also working inter-municipally and some services also on voluntary basis (*Idrija and Cerkno*)
- Mobile patient care and chemist present as well as integrated approach of medicine delivery (*P A3V*)
- Social-cultural centre in Aiguebelle offering many social services as well as administrative services (*Pay de Maurienne*)

Education

[7] Dolomiten, Alperia Fiber trifft Abkommen mit Telekom, 7 July 2017, p. 19. Online: https://abo.athesiamedien.com/epaper/kiosks/10-dolomiten/magazines/5430-dolomiten-7-juli#page=19 [07.07.2017].

[8] Dolomiten, 9 Millionen Euro für Altersheim, 19 July 2017. Online: https://abo.athesiamedien.com/epaper/kiosks/10-dolomiten/magazines/5480-dolomiten-19-juli#page=23 [19.07.2017]

[9] Dolomiten, Wohnungen für Jungärzte, 20 July 2017, p.16. Online: https://abo.athesiamedien.com/epaper/kiosks/10-dolomiten/magazines/5487-dolomiten-20-juli#page=16 [20.07.2017]

- Educational services are organized inter-municipally already e.g. in the TA of Reutte. Also the health and social services have an intercommunal organization, often due to a strategy or plan (e.g. Ausserfern regional structural plan for health care)
- Well supplied and functioning education sector (*Lieser-/Maltatal*)
- Integrated educational system elaborated (*Valchiavenna*)
- Well-functioning and present in the municipalities. Also high school accessibility good due to well-functioning transport. Incentive for parents living in further settlements to bring children to kindergarten as they do not pay for the kindergarten (*Val Passiria*)
- Kindergarten highly subsidies by municipalities. Elementary and high school available in the TA as well as school transport (*Idrija and Cerkno*)
- Promoting online training (*Alpes Sud Isére*)

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