



GOVERNMENT
OF MALTA



Cohesion Policy 2021-2027

ERDF/CF/JTF Programme (2021-2027)
**Towards a smarter, well connected and resilient economy, a
greener environment and an integrated society**

Guidance Notes on Indicators Call 4 for Project Proposals under European Regional Development Fund

Priority 3

A more social and inclusive Europe implementing the European Pillar of Social Rights

RSO4.5.

Ensuring equal access to health care and fostering resilience of health systems, including primary care, and promoting the transition from institutional to family- and community-based care (ERDF)

Indicators Overview, Definition and Guidance Document

Overview

In line with monitoring and evaluation obligations established by Regulations (EU) 2021/1060 (CPR), 2021/1058 (ERDF/CF) and 2021/1056 (JTF), the Programme for Malta for the period -2021-2027 - *Towards a smarter, well connected and resilient economy, a greener environment and an integrated Society*, is based on a number of output and result indicators which are to be reached by the year 2029 (target year).

What are indicators and why are they needed?

Simply put, indicators are a tool to measure:

- the progress experienced by a project (henceforth referred to as 'operation') during the course of its implementation;
- the final achievements and deliverables produced by an operation following its full implementation.

Indicators are an integral part of the Managing Authority's (MA) monitoring process and reflect the evolving implementation that is taking place vis-à-vis the respective operations. Monitoring of outputs and direct results allows the MA to observe whether the intended effects of the Programme are being delivered, whether outcomes are being achieved and whether implementation is on track.

Within the context of EU funds, there are both output and result indicators. Output and result indicators are set at the level of the Specific Objective (SO), for each and every Priority listed in the Programme. Output and result indicators are defined as follows:

- Output indicators relate to operations supported. An output is what is directly produced/supplied through the implementation of an operation. On the basis of Article 2(13) of the CPR, an output indicator refers to an indicator which **measures the specific deliverables of the operation.**
- Result indicators aim to track progress relevant to the objectives of the programme. Result indicators track changes sought which might be brought about by an operation. In line with Article 2(14) of the CPR, a result indicator refers to an indicator which **measures the effects of the operations supported, with particular reference to the direct addressees, population targeted or users of infrastructure.**

Every operation is obliged by the EU Regulations to achieve a number of output indicators, and to contribute to the Programme's result indicators. In this context, Applicants must ensure that the project has clearly identifiable and measurable targets that contribute to a minimum of **one output indicator and one result indicator**. The indicators are set in the Programme under the respective Priority and SO as specified to the Call for Project Proposals. **Project Proposals that fail to do so will not be considered eligible for funding.**

Output Indicators

As previously defined, output indicators quantify the direct deliverables that can be measured following the implementation of a specific operation. Output indicators quantify what is **produced directly** from the operation, such as the number of persons trained through an operation, or the length (measured in km) of a new road constructed through an EU-funded operation. Collectively, all the operations financed under a specific Priority and SO contribute to the attainment of the Programme's (output) indicator targets. Indicators may either be common output indicators, (which are indicators whose methodology is established at an EU level) or programme-specific output indicators (which are nationally defined).

Steps to be considered by Applicants when choosing the output indicator/s for their operations during the planning:

1. **Choose the output indicator/s that best matches the operation's expected outcome and deliverables.**
The indicator/s to be assigned to the operation will depend on the aims and objectives of the respective operation, and how such aims fit into the Programme. Each indicator has a code, a name, a measurement unit, a milestone and a target (see Indicators Table on page 6). If the operation does not fit with any of the output indicators under the SO being targeted by this Call, the operation is probably not suitable for EU funding since it does not fit the objectives that the Programme wishes to achieve.
2. Take time to **establish realistic targets** that can be achieved as part of the milestone targets (end 2024) and upon full project implementation **and/or** by the end of year 2029. It is advisable that applicants neither 'over' nor 'under' set their indicator targets. Over-setting may create a situation where an operation does not reach its committed targets. On the other hand, under-setting will give a poor indication of the actual added value to be created by the operation, which may in certain cases affect the scores achieved by the operation during the Project Selection Committee. When setting milestone (2024) targets, consider a timeline to map out the expected stage of implementation of the operation by the end of the year 2024, creating a contingency for potential delays that may be experienced by then. Based on the expected stage of implementation by the end of 2024, the operation should commit to a partial indicator value, achievable by the end of 2024. This value will be a fraction of the overall value to be achieved by the end of the operation/end of 2029. The target value to be achieved at the end of the year 2029 will therefore include in cumulative form the milestone already achieved in 2024.

Documenting the methodology used to calculate the target setting will prove useful during the operation's implementation. Applicants are encouraged to include this information in the Application Form, under the relevant Indicator section.

3. Ensure that the output indicators being chosen are calculated using the **measurement unit** established within the Programme. The indicator code and indicator name cannot be modified.
4. Elaborate a **clear and detailed methodology** which will be adopted during the course of the operation's implementation **to calculate the progress of the output indicator**. Indeed, whilst the project will commit towards a target to be reached by 2024 and later, by the end of the operation and/or by the end of the 2029, data on the progress of the output indicator/s will be reported to the MA in a staggered approach during the course of the operation's implementation. Due to reporting requirements set by the European Commission, Beneficiaries are to expect a **biannual reporting** of the indicators, as a minimum. It is important that the methodology chosen to calculate and/or source the indicator/s is readily available or can be made available at the Beneficiary's own expense, as and whenever requested by the MA or other entities involved in the implementation or auditing of EU funds.
5. Lastly, identify the **supporting documentation** that will be provided to the MA and other entities working on monitoring and evaluation of EU funds during the course of implementation. Any indicator that is reported to the MA needs to be backed up by supporting documentation. Such documentation provides **evidence** of the indicator value reached (whether partially or in whole). Indicators reported without the necessary supporting documentation **will not be considered by the MA during the implementation phase** and Beneficiaries risk loss of funds and/or other repercussions. It is therefore imperative that documentation is available or can be made available at the Beneficiary's own expense and is to accompany each indicator reported.

Applicants are to note that Steps 1 to 5 are to be followed for EACH indicator chosen. A general methodology covering several indicators is therefore not acceptable. EACH indicator needs to have a clear and separate methodology explaining its target setting; methodology detailing its achievement during the course of implementation; and the supporting documentation to be provided as proof of the indicator value being reported.

Result Indicators

Result indicators measure the direct **impact/change** resulting from the interventions being funded through the Programme vis-à-vis the national context. Whilst output indicators are a measure of what was 'created' as a direct result of the intervention, result indicators focus more on the overall effects of the operations. Result indicators therefore tend to measure broader and more macro issues, such as a change in air quality levels, or a change in

the unemployment levels of the country as a direct result of an operation. Similar to output indicators, result indicators may either be common or programme-specific.

Result indicators are therefore similarly linked to the implementation of operations and are to be achieved by the end of the operation and/or by the end of the 2029. Each applicant needs to include a minimum of one result indicator as part of the project Application Form. To this end, Steps 1 to 5 that have been presented in the section 'output indicators' apply equally to the result indicators, with the following exceptions:

- a. Unlike output indicators, **result indicators do not include milestone (2024) targets**. Step 2 therefore is only applicable for the 2029 target setting.
- b. Result indicators include a **baseline reference and baseline year**. The baseline is a measurement of the starting point pre-Programme, which seeks to establish the real change to be created by the operation upon reaching the target value (2029). This information is important since depending on the methodology that was used to establish the baseline value (*which methodology is shared in the next sections of this document*), Applicants and subsequent Beneficiaries will be required to follow **the same methodology and calculations to measure their indicator achievements**. Therefore, the methodology for result indicators is prescribed by the MA and does not need to be reinvented by Applicants.

Depending on the indicator and its methodology, the achieved values for result indicators will be collected either: 1) during implementation; 2) upon completion of the operation; or 3) within 12 months after the completion of the operation. Unless specified in the definition of a particular result indicator, most result indicators will be collected **during implementation**.

Understanding the Indicator Targets Set in the Programme

Whilst each respective operation will be expected to contribute to an output and a result indicator/s on an individual basis, the Programme indicator targets reflect the **cumulative target to be achieved by the various operations** financed under a particular SO. For both output and result indicators, the MA thus aggregates the indicator values achieved by each operation in order to then achieve the Programme's targets.

In this regard, Beneficiaries have a collective responsibility in ensuring that the committed targets for their respective operations are achieved, for Malta to successfully reach the Programme's indicator targets.

List of Indicators by relevant Specific Objective

(Applicants are expected to choose one or more output indicator/s and result indicator/s from the following list. Target values are at Programme level, i.e., each operation needs to contribute a fraction of that target. Exceptions

apply in instances where only one operation is to be funded under a SO, in which case the operation will be expected to meet the full Programme target.)

Priority 3 – A more social and inclusive Europe implementing the European Pillar of Social Rights					
Specific Objective	SO RSO4.5. - Ensuring equal access to health care and fostering resilience of health systems, including primary care, and promoting the transition from institutional to family- and community-based care (ERDF)				
Indicator type, Code & Name	Measurement Unit	Baseline Value (only for Result indicators)	Baseline Year (only for Result indicators)	Milestone (2024) (only for Output indicators)	Target (2029)
Output Indicator RCO69 Capacity of new or modernised health care facilities	Persons/year	/	/	0.00	73,900.00
Output Indicator RCO70 Capacity of new or modernised social care facilities (other than housing)	Persons/year	/	/	0.00	875.00
Output Indicator RCO113 Population covered by projects in the framework of integrated actions for socioeconomic inclusion of marginalised communities, low-income households and disadvantaged groups	persons	/	/	0.00	100.00
Result Indicator RCR73 Annual users of new or modernised health care facilities	Users/year	0.00	2021	/	59,000.00

Result Indicator RCR74 Annual users of new or modernised social care facilities	Users/year	0.00	2021	/	700.00
Result Indicator PSR04 Population benefitting from improved health services	persons	0.00	2021	/	516,100.00
Result Indicator PSR05 Annual users of projects in the framework of integrated actions for socio-economic inclusion of marginalised communities, low-income households and disadvantaged groups	Users/year	0.00	2021	/	25.00

Indicator Definitions and examples of supporting documentation

Output Indicators:

1. **RCO69: Capacity of new or modernised health care facilities:** This output indicator measures the maximum annual number of persons that can be served by the new or modernised health care facility at least once during a period of one year. Number of users includes repeat users in a single 12-month period. Healthcare facilities include hospitals, clinics, outpatient care centres, specialized care centres etc. Modernisation does not include energy renovation or maintenance and repairs. This indicator is to start being measured once the new or modernised healthcare facilities supported are operational.

This indicator is linked to result indicator RCR73, which calculates actual number of users, as opposed to this indicator which measures the capacity to accommodate such users. The difference is based on the assumption that actual users occupy about 80% of the capacity of the facilities, therefore whilst indicator RCO69 has a target of 73,900 (capacity target), indicator RCR73 has a target of 59,000 (actual targeted users).

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Information on the proposed intervention in terms of new or modernised health care facilities and the services being offered, including information on total infrastructural capacity.
- Information from Beneficiary on the total number of users making use of the facility in a given year, specifically in the year following the start of operations, to cover a full 12-month period. Documentation to be provided may include a report on the number of appointments attended and/or admissions at the facility.
- Information concerning the % capacity used over a 12-month period, when compared with the actual reported users (i.e., for instance, the programme target is based on an assumption of 80% capacity). The % may fluctuate, and Beneficiary is to report the % of perceived capacity in a given year, to be able to calculate this indicator.
- Other documentation considered relevant.

2. **RCO70: Capacity of new or modernised social care facilities (other than housing)**: This output indicator measures the maximum number of persons that can be served or cared for at least once during a period of one year by the social care facilities newly built or modernised. Number of users includes repeat users in a single 12-month period. Modernisation does not include social housing. This indicator is to start being measured once the respective social care services of the new or modernised facility supported become operational.

This indicator is linked to result indicator RCR74, which calculates actual number of users, as opposed to this indicator which measures the capacity needed to accommodate such users. The difference is based on the assumption that actual users occupy about 80% of the capacity of the facilities, therefore whilst indicator RCO70 has a target of 875 (capacity target), indicator RCR74 has a target of 700 (actual targeted users).

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Information on the proposed intervention in terms of new or modernised social care facilities and the services being offered, including information on total infrastructural capacity.
- Information from Beneficiary on the total number of users making use of the facility in a given year, specifically in the year following the start of operations, to cover a full 12-month period.

Documentation to be provided may include a report on the number of appointments attended and/or admissions at the facility.

- Information concerning the % capacity used over a 12-month period, when compared with the actual reported users (i.e., for instance, the programme target is based on an assumption of 80% capacity). The % may fluctuate, and Beneficiary is to report the % of perceived capacity in a given year, to be able to calculate this indicator.
- Other documentation considered relevant.

3. **RCO113: Population covered by projects in the framework of integrated actions for socioeconomic inclusion of marginalised communities, low-income households and disadvantaged groups:** This output indicator measures the population benefitting directly from projects in the framework of integrated actions for socio-economic inclusion of marginalised communities, low-income households and disadvantaged groups. Integrated actions combine investments in two or more of the following social inclusion areas: employment, education and training, housing, health and social care. Marginalised communities, low-income households and disadvantaged groups are defined at national level. This indicator is to be reported upon annually, from the start of support (and operationality) up until the end of year 2029, or a subsequent timeframe communicated by the MA. Double counting should be avoided, and each person is to be counted only once at the level of the Specific Objective.

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Declaration containing information from the Beneficiary on the total population benefitting from the supported intervention.
- Beneficiary is to maintain a register with details of the population benefitting from support. Whilst such details will not be shared with the MA, these are needed to ensure reporting is based on unique users.
- Other documentation considered relevant.

Result Indicators:

1. **RCR73: Annual users of new or modernised health care facilities:** This result indicator is based on the number of patients served by the new or modernised health care facility during the year after the completion of the intervention. One individual can be counted more than once if using facilities multiple times. The indicator baseline refers to the registered patients served at least once by the health care

facility during the year before the start of the intervention, and it can be zero for new facilities. Healthcare facilities include hospitals, clinics, outpatient care centres, specialized care centres etc.

Please see note under output indicator RCO69 with methodological explanation relating to this indicator.

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Declaration and/or report from Beneficiary showing the total number of users making use of the facility in a given year, specifically in the year following the start of operations, to cover a full 12-month period. Number of users include repeat users in a single 12-month period. Documentation to be provided may include a report on the number of appointments attended and/or admissions at the facility.
- Other documentation considered relevant.

2. **RCR74: Annual users of new or modernised social care facilities:** This result indicator is based on the number of registered patients served at least once by the new or modernised social care facility during the year after the completion of the intervention. The indicator baseline refers to the registered patients served at least once by the social care facility during the year before the start of the intervention, and it can be zero for new facilities. One individual can be counted more than once if using facilities multiple times.

Please see note under output indicator RCO70 with methodological explanation relating to this indicator.

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Declaration and/or report from Beneficiary showing the total number of users making use of the facility in a given year, specifically in the year following the start of operations, to cover a full 12-month period. Number of users include repeat users in a single 12-month period. Documentation to be provided may include a report on the number of appointments attended and/or admissions at the facility.
- Other documentation considered relevant.

3. **PSR04: Population benefitting from improved health services:** This result indicator is based on the number of persons living in an area with access to improved health services. The indicator targets the full resident population in Malta and Gozo which will have access to improved health care services.

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Publications from the National Statistics Office indicating the population in Malta and Gozo as at year 2029, or latest available.

4. **PSR05: Annual users of projects in the framework of integrated actions for socio-economic inclusion of marginalised communities, low-income households and disadvantaged groups:** This result indicator is based on the annual users of projects in the framework of integrated actions for socioeconomic inclusion of marginalised communities, low-income households and disadvantaged groups. Specifically, the indicator identifies the number of persons/year in the Juvenile Secure Unit. Each user is to contribute 1 to this indicator (reporting is based on unique number of participants in a given year).

Examples of supporting documentation to verify the attainment of this indicator (non-exhaustive list) include:

- Declaration from Beneficiary confirming the number of persons making use of the facilities during the course of one year.
- Other documentation considered relevant.

Other Notes

When compiling and gathering data for the indicators, the necessary audit trail should always be in place. **Applicants should note that failure to deliver on the agreed indicators could result in EU Funds being withdrawn and/or reimbursed in part or in whole by the Beneficiary.**

When an indicator seeks to measure the number of users benefiting from a project, the Beneficiary is to ensure that **complete records of users / participants** (such as names and contact details, as a minimum) are retained at the Beneficiary's end, even if these are not directly requested by the MA for indicator verification purposes (as part of the list of supporting documentation). Such user/participant details are needed to confirm the global indicator value reported, where the MA, auditors, or EU Commission representatives may request to check this data during project physical checks or audits. Furthermore, user records and contact information represent a useful source of data for programme/project evaluation purposes.