



The State Agency for the Evaluation of Public Policies and Quality of Services defines evaluation as the systematic process of observation, measurement, analysis and interpretation aimed at reaching an assessment of public intervention based on evidence regarding its design, implementation, effects, outcomes and impacts. The purpose of the evaluation is to assist those responsible for decision making, public managers and citizens.

The evaluation of public policies should be useful both, for improving management of public services and for defining strategies for future decisions, with the objective of improving society and public action accountability to citizens.

The European Commission proposes for the period 2007-2013 that monitoring and evaluation of Operational Programmes contribute towards maximum coherence and effectiveness in terms of Structural Funds support. The URBAN Espiritu Santo project is financed by the ERDF and therefore evaluation has played an integral part right from the beginning in four key aspects:

- Socioeconomic trends: What was the initial context and how has it evolved.
 - Socio-economic analysis conducted in 2008. ([link](#))
 - Updating the analysis to December 31, 2011 and December 31, 2013. ([Link](#))
- Achievements and results of the programmes. The objective is to analyse whether the programmed actions produce the desired effect, or if instead there are differences between expected results and achievements, by analysing the coherence between the objectives and planned activities. To this effect the following are being performed:
 - Quarterly and annual monitoring reports on each of the companies that are working on the project.
 - Specific assessments of experimental performances or of special relevance.
 - A permanent monitoring and final evaluation of the project.
- Performance impact. Study of medium and long term changes brought about by the project development and perceptions of the beneficiaries.
 - Personal survey about citizen participation and project impact.
 - Regular participatory evaluations.
 - Second personal survey in preparation.
- Challenges and future perspectives. Recommendations based on evaluation reports, proposals and citizens aspirations:
 - Future strategic development document based on the final evaluation report, all citizen surveys and participatory evaluations.