

**Final Evaluation Report on the
“Bridging Gaps for Inclusive Civic Engagement”
Project**

Monitoring and evaluation advisor
Iryna Skorbun

Contents

- 1. Introduction 3
- 2. Major outcomes 4
- 3. The Project monitoring and evaluation system 7
- 4. Evaluation methodology 8
- 5. Evaluation of the Project outcomes by activity 9
 - 5.1 Activity 1. Workshops on community mapping 9
 - 5.2 Activity 2. Grant program on community mapping 11
 - 5.3 Activity 3. National Exchange Program 21
 - 5.4 Activity 4. Workshops on leadership 35
 - 5.5 Activity 5. Workshops on cultural and creative industries 39
 - 5.6 Activity 6. Investment fairs 42
 - 5.7 Activity 7. Solidarity Campaign 46
- 6. Results of the Project participants' summing-up forum 50

1. Introduction

The “Bridging Gaps for Inclusive Civic Engagement” Project is being implemented in partnership by the Centre for Cultural Management (Lviv), Charitable Foundation “Pomagaem” (Dnipro), Ukrainian Library Association (Kyiv) and the Information Society Development Foundation (Warsaw) with the financial support of the European Union and the National Endowment for Democracy (USA). Period of the Project implementation is June 2016 – June 2018.

The Project facilitates democratic transformations in Ukraine through the launch of new as well as support of those available civic initiatives in small towns. Target group of the Project are the civil society leaders, internally displaced persons (IDPs) and communities of small Ukrainian towns. The Project is functioning in all the regions of Ukraine, but the preference is given to the participants and cities/towns from Dnipropetrovsk, Donetsk, Luhansk, Zaporizhzhia, Kharkiv and Lviv Regions.

The Project is aimed at enhancement of ties and cooperation between the target groups, assistance in establishing of public dialogue and mutual understanding, as well as engagement of local residents, action groups and associations of citizens in solving social and economic challenges within communities and cities/towns.

The Project is focused on promotion of democratic values through culture, dialogue, leadership and mobilization of residents, which will facilitate the development of inclusive civic engagement, tolerance as well as integration and improvement of living conditions of internally displaced persons at new places of residence.

The Project is composed of seven interrelated activities which joint accomplishment will facilitate the democratization of Ukrainian society, interregional integration and creation of social and economic prospects for people who have suffered from the armed conflict in the East of Ukraine.

- Activity 1. Workshops on community mapping
- Activity 2. Grant program on community mapping
- Activity 3. National Exchange Program
- Activity 4. Workshops on leadership
- Activity 5. Workshops on cultural and creative industries
- Activity 6. Investment fairs
- Activity 7. Solidarity Campaign

This Report presents the results of the Project activities’ final evaluation conducted by an external advisor. The main purpose of the evaluation is to examine whether the major outcomes have been achieved in compliance with those planned and determined under the Project logical framework, find out how sustainable they are, and whether they have led to any change in the life of participants, organizations and communities. Particular attention has been paid to the determination of the most successful practices deserving further dissemination, and to new prospective areas of work to enhance the integration and cohesiveness of residents, as well as to the development of active citizenship initiatives in small towns of Ukraine.

This evaluation is a re-evaluation. The mid-term evaluation of the “Bridging Gaps for Inclusive Civic Engagement” Project outcomes was conducted in May 2017, at

the end of the first year of implementation from June 2016 till June 2017. Conclusions and recommendations were presented to the Centre for Cultural Management team and project partner organizations.

2. Major outcomes

1. The “Bridging Gaps for Inclusive Civic Engagement” Project objectives have been accomplished in full on every Project activity: on the number of workshops, fairs and visits held within the framework of the National Exchange Program, on the number of workshop participants, including participants from among the IDPs. The scheduled events have taken place in due time and to the extent provided by the schedule. Quantitative indicators on the Activity 3 “National Exchange Program” have been much exceeded. Over 2,130 participants instead of 800 planned have taken part in exchange travels.
2. Final outcomes achieved by the Project are consistent with the Project goal and main objectives, and allow to conclude that the strategy and actions of the Project have been selected properly. Thematic content, format of events, procedures of interaction between the participants and partners of the Project have been changed and adapted with regard to the needs and feedback of participants and partners.
3. Participants of all the Project activities – workshops on leadership, community mapping, workshops on cultural and creative industries and investment fairs consider new contacts, new cultural experience, acquaintance, new ideas and inspiring examples of other people as one of the major outcomes of participation in the Project. Subject to the feedback and results of interview with the participants, one can conclude that the main objective of the Project (SO1) has been completed: promotion of democratic values through the cultural dialogue, community mobilization, interregional exchanges and collaboration.
4. Participation in workshops on leadership, workshops on cultural and creative industries and in investment fairs has become an additional impetus for the launch of civic initiatives, micro-projects, local actions of activists within their new communities, application of successful examples of other communities as a result of experience sharing. This is the evidence of the Project outcomes’ consistency with the second strategic objective of the Project (SO2): engagement of the civil society organizations in social and economic interregional development.
5. Integration of all the Project activities has enhanced the effect of its impact. The “Bridging Gaps for Inclusive Civic Engagement” Project has developed the system of interaction and communication between the lead-organization and partner organizations of the Project, that has allowed to synchronize the performance of the Project activities, adhere to the schedule of carrying out of events and ensured achievement of the Project purposes and objectives. Interaction between the partners has been effected by means of correspondence, regular skype-sessions and work meetings. Experience in administering of such a large-scale Project has enhanced the organizational capacity of partner organizations. The Project implementation has facilitated

the development of skills of interaction, cooperation and effective partnership between all the partner organizations.

6. All the Project activities have been accompanied by media messages initiated by the Project partners and supported by numerous participants of events. In the course of the Project implementation the principles of publicity and transparency have been observed. These principles have not only been declared but rather "mounted" into the Project administering and reporting mechanisms. Requirements for compulsory reporting using the website (online platform) have allowed to make the Project outcomes visible to all the participants and broad audience.

7. One may note the Project impact at different levels: at the level of individual participation, at the level of participating organizations and at the level of communities. Participants of workshops on leadership and on cultural and creative industries (all of them are the internally displaced persons) consider establishment of personal contacts, feeling of support, opportunities for uniting, rethinking of their abilities and further personal development as the major outcome of their participation. For many of them such participation has become an impetus for changes: establishment of new business and social initiatives, move to a larger city/town and more competitive environment or career advancement at new place of work. IDPs note the greater integration that may be either the consequence of participation in the Project or a time factor.
In the course of participation in the Project the workshop participants have joined the activities of non-governmental organizations or founded new ones. Newly founded NGOs which representatives have participated in the Project, among the positive outcomes have mentioned: strengthening of the team, successful experience in the resource mobilizing, launch of new initiatives and projects, improvement of public image of their organizations, uniting in coalitions. The biggest impact at the level of communities has been achieved within the Community mapping Activity that has facilitated the introduction of new tools of civic participation, enhancement of the dialogue between the residents and government, as well as between the civil sector representatives. The mapping results of some cities/towns and communities have been already used in the course of the development of strategies and development plans.

8. Implementation of the principle of active participation taken as the basis for the mapping methods, has impressed both the participants and the Project partners most of all. The mapping methods that have been tested and applied in communities, have been recognized by the participants as a useful tool of the residents' engagement in civic initiatives, and, according to the opinion of the majority of participants, will be applied in future as well. Due to the detailed description of the mapping methods provided in prepared and published handbook, they can be applied in other cities/towns and communities. The Project participants have also provided examples of

requests from their colleagues from other cities/towns, and the cases of so-called "spontaneous" dissemination of application of this tool.

9. The Project has become an impetus for many civic initiatives, and has given opportunities for networking, partnership and experience sharing for a great number of young non-governmental organizations from small towns of Ukraine. The final meeting of the most active participants of all the Project activities has proven the demand and readiness of the Project participants to develop partnership. The following have been determined as the most prospective areas: development of ties between the program participants, innovative social entrepreneurship, continuation of the national exchange program in an updated format, formation of a trans-border exchange platform, creation of supporting centers for development and support of NGOs in small towns of Ukraine.
10. Participants of the Mapping Activity contemplate the prospect of further cooperation in order to disseminate the application of mapping tools in other cities/towns. Such service rendering by a team of experienced mappers may have particular demand, primarily, in newly created amalgamated territorial communities.

3. The Project monitoring and evaluation system

To implement this Project, the “Centre for Cultural Management” has engaged an external advisor in cooperation for the development of the Project monitoring and evaluation system, provision of monitoring maintenance and conducting of external mid-term (annual) and final evaluation of the Project.

As a result of cooperation for the period from June 2016 till May 2018:

1. The Project monitoring and evaluation system has been developed;
2. Tools for collection and analysis of data by the Project activity have been developed.
3. A handbook on the Project monitoring and evaluation has been prepared, that has been read and understood by all partners of the Project.
4. Monitoring visits for each Project activity have been held.
5. The mid-term evaluation of the Project outcomes for the first year of its implementation has been conducted.
6. Recommendations for the Project actions’ refinement in the second year of its implementation have been prepared.
7. Forms to hold monitoring (advisory) visits to grant-recipient communities have been developed.
8. Summing-up evaluation of the Project execution has been conducted.

The CCM team and the Project partner organizations have carried out routine monitoring procedures, collected and analyzed data, used the information obtained for the Project events planning in response to the needs of its direct participants and target groups’ representatives over the entire term of implementation thereof. The most of the Project events have evaluation forms, which provided an opportunity for the feedback between organizers and event participants.

4. Evaluation methodology

The Project activities' final evaluation has been made to give the answer to the key questions:

1. Have the major outcomes been achieved in compliance with the target indicators determined in the Project logical framework?
2. How sustainable are the outcomes achieved?
3. What is the Project impact?

Answers to the evaluation main questions have been prepared based on the data provided by the Project partners, report analysis, reports on the results of monitoring visits, interviews with the partners and participants of the Project activities, data of online surveys of participants of the Project events, as well as the analysis of information resources of the Project and open information resources of the events participants.

The information sources and methods of gathering:

	Information source	Methods	Term
1.	Centre for Cultural Management (CCM)	Interview with the CCM team	April 2018
2.	Ukrainian Library Association (ULA), Information Society Development Foundation (ISDF)	Interview with the ULA and ISDF teams Report analysis	May 2018
3.	CF "Pomagaem"	Report analysis	May 2018
4.	Participants of the Project events	Interview with the teams of communities participating in mapping Report analysis Analysis of reports on the results of monitoring visits	May 2018
		Analysis of reports of the National Exchange Program participants Analysis of online survey results	April-May 2018
		Analysis of feedback of the investment fair's participants	April-May 2018
5.	Plots, publications, posts	Review of media messages	April-May 2018

During the Project final evaluation, the evaluation advisor has also used the data of the mid-term evaluation of the "Bridging Gaps for Inclusive Civic Engagement" Project conducted at the end of the first year of its implementation in May 2017.

5. Evaluation of the Project outcomes by activity

5.1 Activity 1. Workshops on community mapping

Partners

Ukrainian Library Association (ULA) and Information Society Development Foundation (ISDF) have been leading partners of this activity. The ULA team in cooperation with the ISDF team and outside trainers have been responsible for the content of the workshop program, development of training materials, provision of administrative management and logistic support of the workshop program.

The community mapping workshop program has been implemented according to the plan provided by the Project. 4 workshops have been held during which the participants have been mastering the community mapping methods and developed a grant application for the mapping to be made in their own community.

Indicator	Indicators achieved	Target indicators
Number of workshops	4	4
Number of participants	28	24

Participants

The workshop participants have been selected on a competitive basis from the Project preferred Lviv, Kharkiv, Donetsk, Luhansk, Dnipropetrovsk and Zaporizhzhia Regions, and represented 14 communities of small towns of Ukraine: Novoyavorivsk, Novyi Rozdil, Kamianka-Buzka, Uhniv, Merefa, Iziurm, Myrnohrad, Starobilsk, Sievierodonetsk, Dobropillia, Bakhmut, Kamianske, Petrykivka and Melitopol.

Both experienced activists, local council deputies and beginner activists have been among the participants. After the first, second and third workshops the participants have received tasks which should have been completed prior to the beginning of the next workshop: make trial mapping and indicate points of issue in the community, examine strategic documents of their communities, hold public opinion express surveys and focus group discussions with the residents of their own cities/towns. Additionally, during the time interval between two workshops, the participants could take part in a webinar and get an advice from the trainers.

After participation in the third workshop, the participants have developed and submitted projects for the grant support from the "Bridging Gaps for Inclusive Civic Engagement" Project to make mapping within their communities, 12 of which have been selected for implementation.

Workshop arrangement

According to the feedback of participants and observations of the monitoring advisor, the workshops have been well arranged, held in comfortable and favorable conditions for study and communication. The Ukrainian Library

Association team, the Information Society Development Foundation representatives and the team of trainers have carried out joint talks, coordinated their actions and plans.

The workshop trainers – Grzegorz Demel, Yaroslav Minkin and Yurii Antoshchuk have skillfully interacted with the group, delivered the content in an accessible manner, provided examples, provided incentives for and helped the participants to establish partnership relations. General atmosphere of the workshop has been friendly, facilitated communication and establishment of partnership between the participants.

The Project team has developed and published a handbook on mapping that has become the main instruction for mapping making in 12 communities. This publication is unique since it has been written based on the experience of the methods application in Poland, and with due regard to the realia and the experience of the mapping implementation in Ukraine, in certain communities. The work on the handbook has lasted during the first year of the Project, that has allowed to take into account the needs and demands of the mappers in Ukraine to the maximum extent.

The handbook has been disseminated amongst grant recipients, presented and disseminated through the library network. The ULA team presented the handbook during the VI Civil Society Capacity Development Forum in Kyiv in November 2017.

Conclusion

Activity 1 **Workshops on community mapping** has been implemented in full, target indicators have been achieved. Both the workshop participants and the lead-applicant and partner organizations have noted that gradual engagement of representatives of the community action groups in the mapping subject has been justified. This has allowed the participants to learn the subject more profoundly, form the teams and action groups, approach the work on a grant task more deliberately and professionally.

5.2 Activity 2. Grant program on community mapping

Evaluation main questions:

- Have the major outcomes been achieved in compliance with the target indicators determined in the Project logical framework?
- How sustainable are the outcomes achieved?
- What is the Project impact?

The “Bridging Gaps for Inclusive Civic Engagement” Project team has distributed the duties of the grant program on community mapping implementation as follows:

- Centre for Cultural Management (CCM) shall provide administrative and financial management, make contracts and directly fund non-governmental organizations that have won the competition, be responsible for collection of reports, and shall provide informational support to grant recipients.
- Ukrainian Library Association (ULA) and Information Society Development Foundation (ISDF) in cooperation with the trainers shall be responsible for the content part of the grant program, and shall provide the expert support to grant-recipient communities, make partnership monitoring visits to communities.

The Project team has developed the purposes and objectives of the grant program, criteria and procedure of selection of the grant program participants, set of documents and instructions to implement and administer the grant program, templates of contracts and reporting documents. According to the Project plan, after the third workshop on mapping the community action groups have filed applications for support of their projects on mapping implementation in their own cities/towns.

12 organizations from the following cities/towns/communities have been selected to participate in the grant program on mapping within the “Bridging Gaps for Inclusive Civic Engagement” Project framework:



Novoyavorivsk, Lviv Region
Population: 30,467 residents
Partner organization:
Non-governmental organization “Hostynets”



Kamianka-Buzka, Lviv Region
Population 28,831 residents
Partner organization:
Charitable foundation “Perspektyva Nova”





Novyi Rozdil, Lviv Region
 Population 10,921 residents
 Partner organization:
 Non-governmental youth organization
 "Foundation of Regional Initiatives"



Merefa, Kharkiv Region
 Population 22,280 residents
 Partner organization:
 Non-governmental organization
 "Our Home - Merefa"



Izium, Kharkiv Region
 Population 51,511 residents
 Partner organization:
 Non-governmental organization "Civic Initiative
 Iziumskyi Shliakh"



Sieverodonetsk, Luhansk Region
 Population 107,167 residents
 Partner organization:
 Non-governmental organization Tourist
 Information Centre "Sieverodonetsk"



Starobilsk, Luhansk Region
 Population 18,816 residents
 Partner organization:
 Non-governmental organization "Centre for Joint
 Development "Active Community""



Bakhmut, Donetsk Region
 Population 77,177 residents
 Partner organization:
 Non-governmental organization "Development of
 Democracy and Women's Initiatives "DIYA""



Myrnohrad, Donetsk Region
 Population 50,360 residents
 Partner organization:
 Non-governmental organization "Local Economic
 Development Agency "Myrnohrad"



Dobropillia, Donetsk Region
 Population 30,884 residents
 Partner organization:
 Non-governmental organization "Dobropillia
 Centre of Youth "DOBRO""



Novohrodivka, Donetsk Region
 Population 15,000 residents
 Partner organization:
 Non-governmental organization "Platform for
 Initiatives "MOVE""





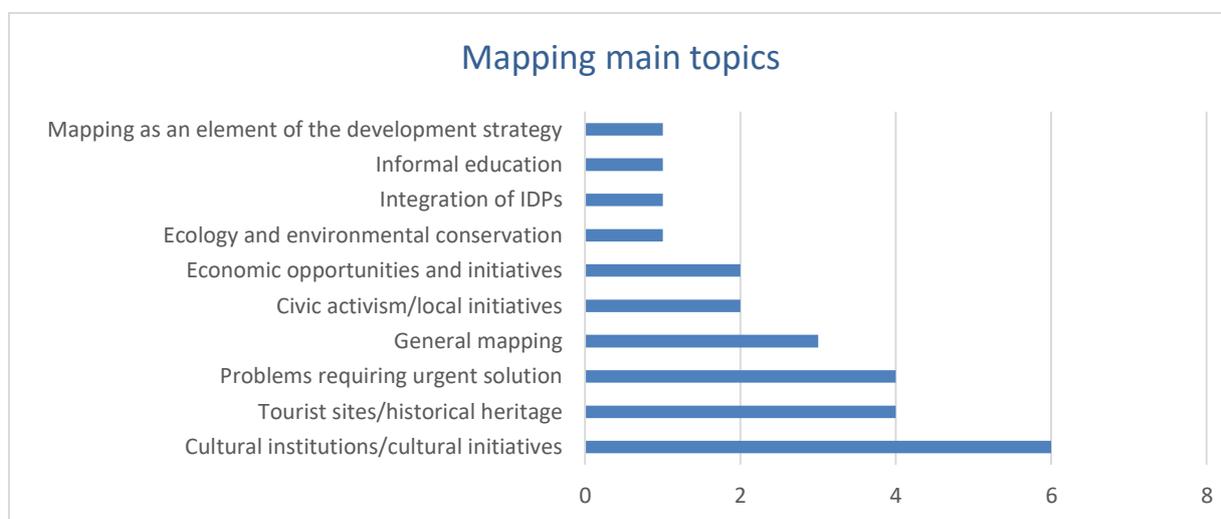
Melitopol, Zaporizhzhia Region
 Population 154,684 residents
 Partner organization:
 Non-governmental organization "Melitopol
 Volunteer Group "Patriot""



Indicator	Indicators achieved	Target indicators
Number of grant-recipient communities	12	12

The grant program on community mapping Activity is one of the key activities in terms of the Project goals achievement. According to the Project logical framework – positive changes and more favorable environment for the citizens to participate in decision-making, formation of self-governance initiatives and sustainable development of 12 pilot communities are an indicator of achievement of the Project main objectives.

The communities have determined several preferred areas that have been covered in the course of mapping. In the course of mastering of the mapping tools and consultations with the action groups' participants and residents, some topics have been clarified or completely changed. According to the Project implementation outcomes, the following have become the main topics of mapping in communities:



Outcomes and changes in communities that have resulted from the Project

Pilot communities have applied the mapping methods as a tool for the communities' activation, discovery and coordination of preferences and mobilization of efforts of residents for their own city/town development.

1. Holding of presentations, focus groups, surveys and round tables have engaged the residents in the process of study of the city/town's cultural and resource

potential, events participants have gained an opportunity to express their opinion of the situation, declare their needs, desires and dreams. People have gained an opportunity to speak out – “at last somebody has asked their opinion”. After participation in researches within the Project framework, the residents have started to take the initiative and to engage in mapping themselves. The interest in the community problems has grown among the population, the feeling of involvement and influence on the city/town development has emerged. Volunteers, representatives of other non-governmental organizations, including the residents from among the IDPs, have joined the work on the community resource mapping. A non-governmental organization has been created and registered in one of communities by the IDPs in the course of participation.

2. The belief that their opinion is interesting to activists and government has started to form with the residents. Provided that the consistency is exercised with the use of participative approach and communications are improved, there will be a chance to effectively overcome the “feeling of not being listened to” inherent in most residents. The need of residents to be listened to and to speak out their needs, to talk about common problems has turned to be very relevant. This has been emphasized by the action groups of most communities, that it has become a surprise even for them.

“It is the first time that people say that they are asked about something. I’m convinced that people need to be asked”

“At the start of the Project there prevailed the feeling of distrust in the community, that their wishes would be heard and embodied. In the course of the Project implementation the town residents started to feel interest in what is going on. People weren’t used to that their opinion, their vision or their wishes are asked. Communication in a relaxed atmosphere facilitated people’s openness, they are interested in what is going on and change their attitude towards it. Residents start to understand that they can influence important decisions’ making. However, to understand and to act are different things, there is still much to do in order to overcome “barriers inside people’s heads””.

3. Dialogue of the participants of the mapping process has opened opportunities for establishment of partnership relations between different organizations and proactive citizens. This has created conditions for cooperation in social and economic activities, enhanced interaction between community, cultural institutions and government.

4. While working with the mapping tools, the activists have not only discovered the points of issue, but also collected and made visible all other resources of a city/town.

5. Some focus groups have been held with the participation of representatives of different target groups, which are difficult to gather in one place at the same time (disabled people and their families, city/town executive committee representatives and entrepreneurs). Success of such focus groups’ holding proves that different

stakeholder groups have positive attitude to the mapping process, and need a platform to share information.

6. Only a few communities could boast of full interaction and support of local authorities at the start of the Projects. In most cases the relations with local authorities can be called as partnership, informed, neutral, such that does not hinder the Project concept implementation. Several communities have been in opposition to, and on some issues – in confrontation with the local authorities. However, by the end of the Project the interaction degree has much improved. Municipality representatives, local deputies and city/town mayors have started to show their interest in the mapping results, opinion of residents and activists. In the course of participation in the Project actions, representatives of the city/town executive committee, district state administration and district council in several communities have gained new knowledge of the civic participation mechanisms. The mapping results have already been or will soon be presented at the sessions of the city/town and district councils. There are agreements in three communities on additional resources for publishing and dissemination of the mapping results.

7. Representatives of 9 communities have noted that the mapping results should become a part of the strategic plan or an underlying matter for appropriate areas inclusion in strategic objectives of a city/town or community development plans, which will ensure sustainability and durability of the Project outcomes. As a result of the decentralization reform, several pilot cities/towns, for instance Merefa, Iziun, Kamianka-Buzka, Novohrodivka and Novyi Rozdil have become the centers of new territorial communities which provide the development of new strategic plans and documents, as well as the territory expansion and attachment of new settlements that should be covered by mapping.

8. Improvement of communication of government with the residents and non-governmental organizations has turned to be another outcome. In several communities the city/town mayors have declared that the city/town future development strategy should be based on opinions of the residents themselves, to this end there will be used the results of the research carried out within the Project framework. Local authorities of amalgamated territorial communities will use the mapping results in the development of newly created communities' development strategy. For instance, in Novyi Rozdil, MP, and regional and local council members, and the town mayor have participated in presentation of the Project outcomes.

9. The results of active interaction with the government within the Project framework demonstrate real changes – more systemic or in response to a certain problem specified by activists. For instance, the fact of illegal timber harvesting has been established in the course of mapping, it is expected that the prosecutor's office will initiate a criminal case on the fact thereof. Consultations with the public have been already held in some cities/towns, and the procedure of public budget has been introduced. Another example may be the case when during the Project presentation the activists have prepared and demonstrated a video clip on

inaccessibility to institutions for disabled people that has made the municipality to eliminate the faults.

"Resulting from the Project implementation there emerged one outcome unexpected for us: During the Project presentation we were joined by disabled people who together with us created a video on accessibility in the town. This clip was shown during the presentation. As early as the next week the town infrastructure minor faults were eliminated, and over the summer the access to the town council and the Department of Labor and Social Protection was completely rebuilt. It became accessible for disabled people".

The grant program contribution to the achievement of the Project general purposes

Activities of the activists in 12 grant-recipient communities within the Project framework have made a contribution to formation of a favorable environment for the civil society organizations, as well as have given the impetus and start for other local initiatives. During their monitoring visits to communities, the participants have provided the following examples:

- the Coalition of Non-Governmental Organizations has been created to solve city/town's problems;
- contacts between IDPs and local residents have strengthened;
- we've managed to activate the city/town cultural players;
- an idea of the city/town active citizens uniting in order to coordinate actions – hold the "Festival of Ideas", has been developed;
- representatives of small business have engaged in the Project in Dobropillia, who have endorsed the initiative of creation of "weekend cultural route" and expressed their readiness for shared funding of flyers with routes, that can be used as promotional products and souvenir gifts;
- there has been formed a team of local ethnographers in the city/town, who have been engaged in the mapping process; a plan to engage people in discovery and restoration of cultural heritage has been formed in order to enhance tourist attractiveness of their own city/town;
- the Project has become open for participation of citizens of any age and status, senior citizens have proven themselves to be active ones: for instance, the members of the Association of Political Prisoners of Ukraine have taken part in focus groups, acted as volunteers during questionnaires, attended the workshop on active citizenship.
- the city/town mayor has presented the plans of development of the development strategy to students of educational institutions, and after the schoolchildren have been successfully engaged in the mapping process, believes it feasible to carry out annual researches of opinions and needs of youth housed by schools;
- local authorities understand the significance of public opinion study (youth in particular) for effective city/town management, but have a lack of skills for the full-scale interaction with community;

- since Melitopol is a very active city implementing lots of various programs, incl. international ones, it is hard to segregate the changes that have taken place exclusively due to the Project on mapping; the Project activities are integrated in the city general policy focused on active participation of citizens. This is an example of the ability to combine different initiatives and attract own and external resources in order to achieve purposes going beyond a single project, and also a proof of consistency in a desire to develop the community;
- a plan of an open hub creation has been developed to unite the civil sector;
- a common event calendar for the city/town non-governmental organizations has been created;
- the synergy has occurred between the Project on community mapping and others, for instance, research projects "Community Orders Changes" and "Gender Mapping" and initiative "Conflict as a Chance"; a new NGO "Merefa Initiative" has been created from among local businesspersons;
- in Myrnohrad the organization has decided to concentrate on revitalization of a mine and its transformation into the All-Ukrainian Museum; this idea is strongly supported by the town mayor;
- the city/town council secretary declares his/her readiness to assume the responsibility of establishment of a true communication with the residents. City/town mayor is interested in overcoming the city/town development chaotic nature due to the engagement of citizens in the strategic planning process.

What experience gained the grant recipients consider to be the key lesson of this Project?

1. Mastering of a new tool – community mapping methods and online tools of the city/town research, work with new research and research and consulting methods (focus groups, questionnaires).
2. It is impossible to be effective without interaction with the audience and partners.
3. Engagement of representative of 9 other countries has allowed to see the city/town's problems and abilities from another point of view.
4. Co-fundraising from both the local business sources and international programs.
5. The most important for a non-governmental organization is to learn to work with residents and to master the methods of communication. You need to ask what do people want, and listen to them.
6. You need to be able to work in a team and believe in yourself and your proactivity; develop your skills of work in a team, which unites different stakeholders.

7. You need to look for communication even if it is very hard to do. It is important to inform and explain own goals to people, and to tell why exactly is the mapping made.
8. It is necessary to engage new members in a group, clearly draw up action plans in agreement with partners.
9. Systemic work on the Project and right time management will allow the Project to be implemented as scheduled; delegation of powers increases the engagement of the extended action group members and improves the outcome in general. Meanwhile, a lack of people in the team is the major obstacle towards the outcome achievement.
10. The partnership approach and work not only "for the community", but, primarily, "with the community" are the foundation for activation of various groups of citizens. The community wants to be active, but this requires such conditions to be created that everyone could speak out.
11. New experience of more specific and effective communication with the government and experience of coherent work in an extended team.
12. Problems can become opportunities: post-industrial ruin is an impulse for changes.

Grant recipients' feedback

"The mapping process allowed to look at the town through different eyes. We held 14 focus groups with people, whom only few people at all communicate with, and it turned out that every group had its own vision of the town. People were very surprised. Now, when I go through the town I peer at every place and corner: "Whether they are arranged properly?" – That's how different the perception of reality became".

Novohrodivka

"It's our first project focused on the regional development. We wanted to go beyond narrow groups and become useful for the community. We received tools which will be used to solve other problems of the town".

Starobilsk

"It is a new useful experience for the organization, this will change our development very much; we plan to continue working in this research area, we've managed to receive one more grant for the cultural sector research. The mapping tool remains with us".

Sievierodonetsk

"When people see the problems of others, they begin to perceive their own in a different way. Now we know more about activities of one another. We wanted to gather basic information about the community, but faced the fact that everyone has its own idea. We began to talk about what we have, and what we need to start out from. Analysis and communication, these exactly

are the positive changes”.

Novoyavorivsk

“Participation in the Project urged us to see ourselves from inside. It is a big plus for our town. Street surveys have shown that people are looking forward to seeing this. “At last we are asked”. We did not foist ourselves on the local authorities, however the town council started to take us into consideration. It became interesting, they began to inquire, asked to show the draft publication. When we receive the publication, we’ll gather people together again and distribute the publication amongst the most active ones”.

Merefa

“The major outcome is social ties between the participants, it’s our social capital. It was interesting to learn that people, as it turned out, yet want and can do something. Through the Project we tell people what they can do, that every opinion is important. Apart from that, there are projects provided by a single organization, but this was in partnership. Very valuable experience of interaction and collaboration. We need to learn to interact”.

Melitopol

Integration with other activities of the “Bridging Gaps for Inclusive Civic Engagement” Project

Representatives of every grant-recipient community have taken advantage of the Project additional opportunities. The opportunities of the National Exchange Program have been taken most. Every community has participated at least in one travel to other grant recipients and hosted colleagues from other regions (2 to 7 visits in general). Results of travels have allowed to adopt experience of colleagues, get acquainted with traditions and cultural peculiarities of other region, as well as to assure that there are much more in common than differences between Ukrainian people. City/town mayors of two cities/towns have agreed on twinning.

Observance of principles of the Solidarity Campaign

Informing about the Project goals and principles of functioning has been the part of the Solidarity Campaign. The information about participation in the Project on mapping has been disseminated throughout all communities. Mostly, these have been messages in social networks, through personal webpages, webpages of the action group’s member organizations, on the websites of libraries, sometimes on the websites of local authorities, numerous messages in local news media.

Application of the principle of solidarity proves the engagement of representatives of different groups of the community residents in active participation in the Project. The table demonstrates how many grant-recipient communities have engaged the representatives of different groups in mapping making:

		Number of communities
Have the representatives of the following groups been engaged in the Project implementation?	Youth	11
	Internally displaced persons	7
	Disabled people and their families	6
	Representatives of national minorities	3
	Persons in difficult living conditions	1

Problems and hindrances

		Number of communities
Key problems and hindrances	Passivity of residents	7
	Lack of communication with the community	6
	Lack of skills the grant-recipient organization has	5
	Heavy load and lack of time the team has	3
	It's hard to engage IDPs in the Project	2
	Lack of communication within the team	1
	Lack of media support	1

Conclusion

Activity 2 **Grant program on mapping** in pilot communities has been accomplished in full. Teams of 12 communities have mastered the mapping tool and made mapping in their own communities on the principles of open participation. The mapping results have been presented to public and will be used for the development of strategic documents of the city/town/community development in most communities. Such activities have led to positive changes and development of favorable environment for the citizens to participate in decision-making and formation of self-governance initiatives.

5.3 Activity 3. National Exchange Program

Evaluation main questions:

- Have the major outcomes been achieved in compliance with the target indicators determined in the Project logical framework?
- How sustainable are the outcomes achieved?
- What is the Project impact?

The Centre for Cultural Management has been responsible for the National Exchange Program implementation and administering. The Centre has developed the procedures and criteria of selection of participants, instructions for the grant recipients, reporting rules and procedure.

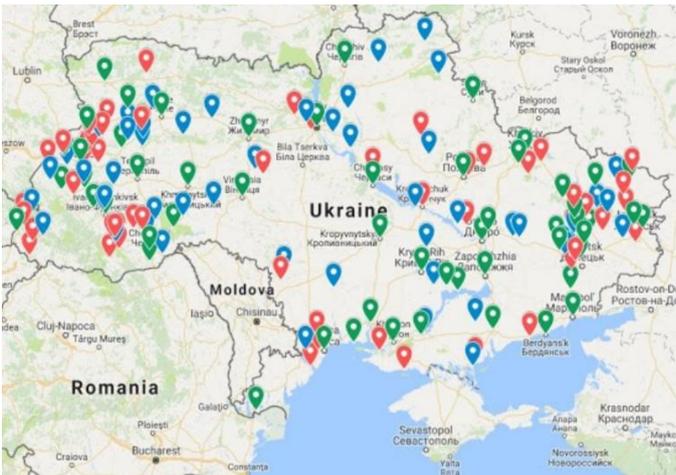
The National Exchange Program has been aimed at provision to socially active citizens of an opportunity for cooperation, dialogue and experience sharing with the representatives from different regions of Ukraine – east, west, center, south and north. An opportunity to arrange joint actions has been ensured through the awarding of individual micro-grants to individuals or a micro-grant to a NGO. The National Exchange Program has envisaged the coverage of a wide range of subjects and have not restricted the prospective grant recipients’ selection of the action format and subjects.

Geography of the National Exchange Program

Criteria of selection of the Program participants have been met – exchange visits have been made to geographically opposite regions. Total number of supported exchanges is 501, which equals to 100% of those planned for two years. Total number of persons who have taken part in exchanges exceeds 2,000 persons, which considerably exceeds the planned indicator of 800 participants.

As a result of 501 awarded grants, 2,131 persons have taken part in travels within the framework of the National Exchange Program, of which 807 men and 1,324 women. In general, 36,146 participants have taken part in events arranged within the framework of the National Exchange Program.

Indicator	Indicators achieved	Target indicators
Number of exchanges	500	500
Number of participants in exchanges	2,131 38% men and 62% women	800



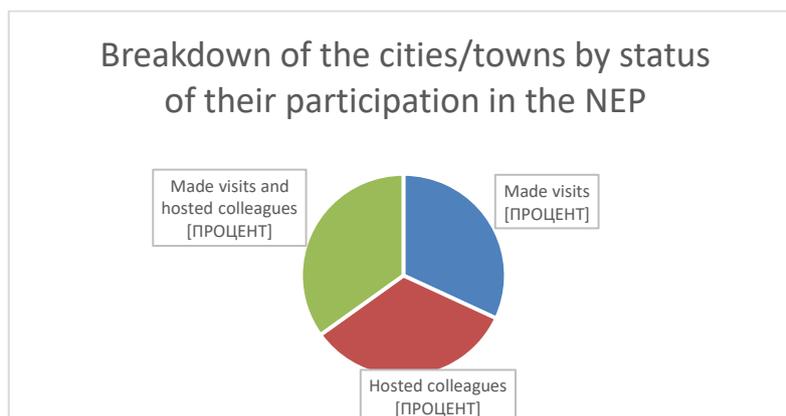
The residents of 166 cities, towns and villages have made visits to partners or hosted partnership delegations themselves within the framework of the National Exchange Program. All the participating cities/towns can be broken down into three categories:

- 1) cities/towns from which the visits have been made
- 2) cities/towns which have been arrived to
- 3) cities/towns which residents have travelled themselves and hosted colleagues

The interactive map is available via the link:

<https://www.google.com/maps/d/viewer?mid=10qEzMBnkAAPauQUBJnTyxGKDeAVq8hyz&ll=52.33072856809056%2C30.877566849999994&z=5>

Breaking down the cities/towns by such status has shown that the ratio between these three groups is almost equal. We should note that just the cities/towns but not non-governmental organizations or individual participants of the National Exchange Program have been taken for analysis.



List of participating cities/towns in the National Exchange Program

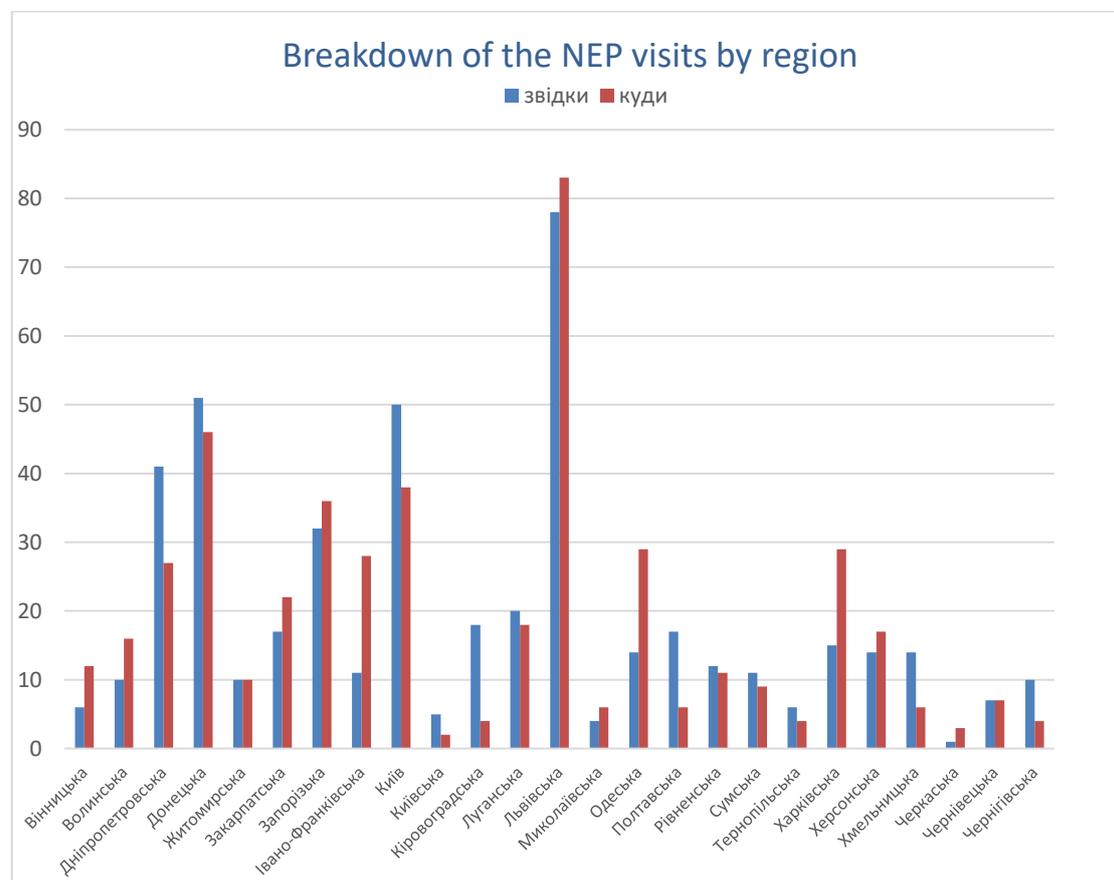
- | | | |
|---------------------------|-------------------------|------------------------------|
| 1. Avdiivka | 44. Dubno | 87. Mena |
| 2. Azovske | 45. Dunaivtsi | 88. Merefa |
| 3. Apostolove | 46. Zhydachiv | 89. Mykolaiv |
| 4. Balta | 47. Zhytomyr | 90. Myrhorod |
| 5. Bar | 48. Zhovtantsi | 91. Myrnohrad |
| 6. Bakhmut | 49. Zhovti Vody | 92. Mykhailivka |
| 7. Berdiansk | 50. Zalishchyky | 93. Mostyska |
| 8. Berehove | 51. Zaporizhzhia | 94. Mukachevo |
| 9. Berezhan | 52. Zastavna | 95. Nemyryntsi |
| 10. Bilhorod-Dnistrovskiy | 53. Zolotonosha | 96. Nikopol |
| 11. Bilokurakine | 54. Ivano-Frankivsk | 97. Nova Kakhovka |
| 12. Biliaivka | 55. Izmail | 98. Novyi Aidar |
| 13. Bobrovytsia | 56. Iziurm | 99. Novyi Rozdil |
| 14. Boryspil | 57. Irpin | 100. Novohrad-Volynskiy |
| 15. Borodianka | 58. Kalush | 101. Novohrodivka |
| 16. Borshchiv | 59. Kamianets-Podilskiy | 102. Novomoskovsk |
| 17. Brody | 60. Kamianka-Buzka | 103. Novopokrov |
| 18. Varash | 61. Kakhovka | 104. Novopokrovsk |
| 19. Velykyi Bereznyi | 62. Kyiv | 105. Novoselytsia |
| 20. Velykyi Dalnyk | 63. Kindrativka | 106. Novoyavorivsk |
| 21. Velykobereziyani | 64. Klevan | 107. Odesa |
| 22. Verkhovyna | 65. Kovalivka | 108. Ochakiv |
| 23. Verkholy | 66. Kovel | 109. Pavliv |
| 24. Veselivsk | 67. Koziatyn | 110. Pavlivka |
| 25. Vynnyky | 68. Kolomyia | 111. Pavlohrad |
| 26. Vyshneve | 69. Kostiantynivka | 112. Pervomaiske |
| 27. Vinnytsia | 70. Kosiv | 113. Perechyn |
| 28. Volnovakha | 71. Kochubeivka | 114. Pereiaslav-Khmelnytskyi |
| 29. Haidary | 72. Kramatorsk | 115. Petrykivka |
| 30. Henichesk | 73. Krasnohorivka | 116. Pechenizhyn |
| 31. Heorhiivka | 74. Kremenets | 117. Podilsk |
| 32. Hlyboka | 75. Kremenchuk | 118. Pokrov |
| 33. Hlyniany | 76. Kreminna | 119. Pokrovsk |
| 34. Horodenka | 77. Kryva Luka | 120. Poltava |
| 35. Horodok | 78. Kryvyi Rih | 121. Popasna |
| 36. Horkhiv | 79. Kropyvnytskyi | 122. Prymorsk |
| 37. Hrodivka | 80. Lysychansk | 123. Putyvl |
| 38. Demydivka | 81. Lutsk | 124. Radekhiv |
| 39. Dnipro | 82. Lviv | 125. Rybalche |
| 40. Dobropillia | 83. Marynivka | 126. Rivne |
| 41. Domanivka | 84. Mariinka | 127. Sambir |
| 42. Drohobych | 85. Mariupol | 128. Svaliava |
| 43. Druzhkivka | 86. Melitopol | 129. Svatove |

130. Svitlovodsk
131. Sviatohirsk
132. Semenivka
133. Sieverodonetsk
134. Silets
135. Skadovsk
136. Skole
137. Slavuta
138. Sloviansk
139. Smyha
140. Sopiv
141. Sosnivka
142. Sribne

143. Stanytsia Luhanska
144. Starychi
145. Starobilsk
146. Stryi
147. Sumy
148. Tarakaniv
149. Tartu
150. Ternivka
151. Ternopil
152. Toretsk
153. Tiaziv
154. Uzhhorod
155. Kharkiv

156. Kherson
157. Khmelnytskyi
158. Khrystanivka
159. Chervonohrad
160. Cherkasy
161. Chernivtsi
162. Chernihiv
163. Chuhuiv
164. Shostka
165. Shulhivka
166. Shchastia

The information about the interregional exchange opportunities within the framework of the NEP has not been disseminated yet at the start of the Project, thus the rate of receipt of applications has been lower. At the end of the first year the rate of receipt of applications for the participation in the National Exchange has grown, participants have begun to submit better prepared and substantial projects. After successful experience of participation in the Program, organizations and individual participants have begun to apply for the next participation. So, representatives of all regions of Ukraine have taken part in the National Exchange Program.



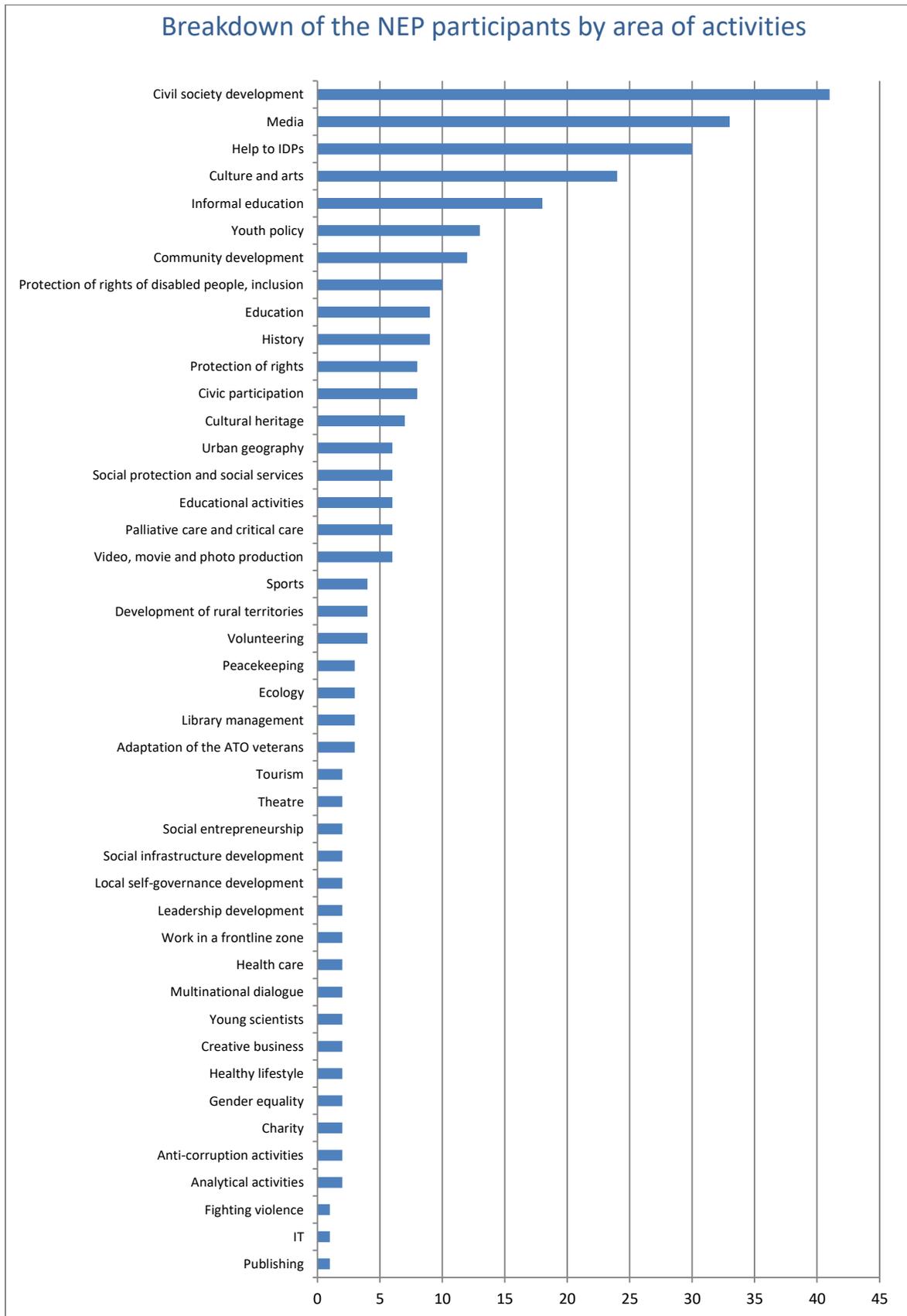
Звідки	From	Куди	To	Вінницька	Vinnitsia
Волинська	Volyn	Дніпропетровська	Dnipropetrovsk	Донецька	Donetsk
Житомирська	Zhytomyr	Закарпатська	Zakarpattia	Запорізька	Zaporizhia
Івано-Франківська	Ivano-Frankivsk	Київ	City of Kyiv	Київська	Kyiv
Кіровоградська	Kirovohrad	Луганська	Luhansk	Львівська	Lviv
Миколаївська	Mykolaiv	Одеська	Odesa	Полтавська	Poltava
Рівненська	Rivne	Сумська	Sumy	Тернопільська	Ternopil
Харківська	Kharkiv	Херсонська	Kherson	Хмельницька	Khmelnytskyi
Черкаська	Cherkasy	Чернівецька	Chernivtsi	Чернігівська	Chernihiv

City of Lviv and cities/towns of Lviv Region have taken a lead both among those who have travelled and among those who have hosted the delegations of colleagues. The second and third places by the number of travels taken and visits hosted occupy Donetsk and Dnipropetrovsk Regions and the City of Kyiv, following

are the representatives of Zaporizhzhia and Kharkiv Regions. It is interesting to mention the regions that have "hosted" much more visits than taken travels. Primarily, these are Odesa, Kharkiv, Ivano-Frankivsk, Volyn and Vinnytsia Regions. Kirovohrad, Poltava, Khmelnytskyi and Chernihiv are among the regions that have departed more often than others have arrived to them. Breakdown of the travel participants by region evidences that the most of the Program participants have represented exactly those regions which are preferred for the "Bridging Gaps for Inclusive Civic Engagement" Project, specifically – Lviv, Donetsk, Zaporizhzhia, Kharkiv and Dnipropetrovsk. Activeness of travelers in Luhansk Region has been slightly lower, but with the equal ratio between "departure" and "arrival" of participants.

Main areas of activities or the "profiles" of the National Exchange Program participants are presented in the diagram:

Breakdown of the NEP participants by area of activities



The events on a variety of topics have been carried out within the framework of the National Exchange Program. Several events on different topics could have taken place during every visit, thus it is quite hard to accurately classify each travel. Having summarized the events carried out, one can distinguish following topical groups:

- Agribusiness
- Active life of elderly people
- Library management
- Street art
- Honoring the memory
- Gender classes
- Public health
- Help to the ATO warriors
- Ecology and environmental conservation
- Energy conservation
- Ethnographic heritage
- Journalism and blogging
- Fundraising
- Integration of IDPs
- Cultural and creative industries
- Media education
- Linguistics, Ukrainian studies
- Youth leadership
- Multinational dialogue
- Establishment of cultural relations
- Folk crafts
- Informal education
- Patrol police
- Protection of rights
- Rights of disabled people, inclusive society
- Fighting corruption
- Community development
- Sports development
- Challenging stereotypes
- Social entrepreneurship
- Strategic planning
- Modern literature and literature heritage
- Tourism industries
- Project management
- Urban space

During the exchange visits the communication, experience sharing and acquaintance with hosting community/communities have also taken place in different formats, in particular:

- Exhibitions, photo exhibitions
- Visits on professional experience sharing
- Round tables, discussions
- Public opinion researches
- Team-building games
- Film screenings, film festival
- Book fairs
- Literature readings
- Master classes
- Academic conferences
- Presentations
- Workshops
- Sports competitions
- Apprenticeship
- Encampments
- Theatrical performances
- Trainings
- Festivals
- Forum theatre

During the National Exchange Program implementation, the principles of publicity and transparency have been observed in full. These principles have not only been declared but rather “mounted” into the Project administering and reporting mechanisms. Requirements for compulsory reporting using the website (online

platform) have allowed to make the Project outcomes visible to all the participants and broad audience. This condition has been fulfilled by most of the Program participants. Among the major outcomes of participation in the Program, the participants have noted the following:

- New experience, communication with new people
- Chance to see and to understand the situation through the eyes of other people
- Launch of new joint initiatives
- Chance to demonstrate and to transfer own experience
- Demonstrate diversity and riches of the countries to younger generation of Ukrainians
- Chance to learn about cultural peculiarities and history of the location
- Chance to get one's message across others
- Gain new knowledge, approaches and methods of work
- Geographical spread of activities

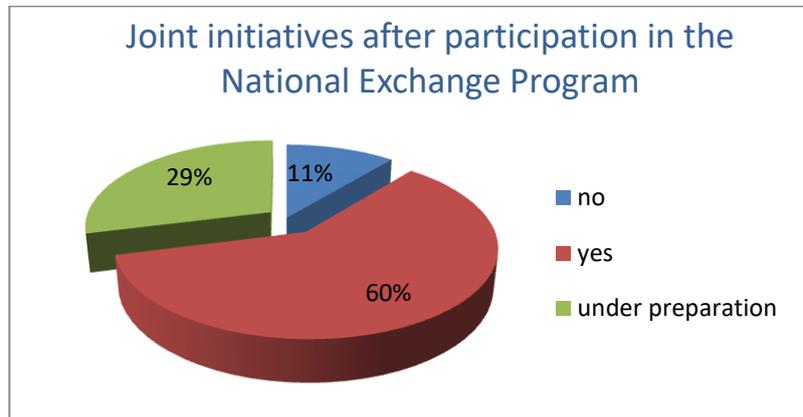
The following evidence of sustainability of the Exchange Program's outcomes:

- Launch of new practices in own organization or the host-party organization.
- Establishment of relations between the cities/towns in the official twinning format.
- Founding of the organizations' branches in other regions.
- Local authorities' support to initiatives proposed by civic activists after participation in the Exchange Program.
- Continuation of cooperation with partners within the framework of new projects.
- 100% of respondents have noted that they continue to maintain relationship in some manner or other, continue to arrange joint meetings and actions.

"Formation of a unified information space where the participants from different regions had an opportunity to hear and get to know each other more profoundly, leading to challenging of stereotypes in perceiving each other. Such project (program) gives a great hope that Ukrainians will live peacefully and build up common for everyone united Ukraine in future"

Joint initiatives after participation in the National Exchange Program

Results of the online survey held among the National Exchange Program participants (145 respondents) have evidenced that 100% of respondents maintain contacts in some manner or other (via social networks, by phone, communicate via Skype), around 60% have mentioned about already implemented joint actions or other forms of collaboration (consultations, information sharing, petitions, writing articles, preparation for return visits, etc.), 29% have informed that they have joint activities planned (joint action plans have been drawn up, memoranda of cooperation have been signed, joint projects have been submitted to search for funding), 11% have not arranged any joint activities.



Continuation of cooperation between the National Exchange Program participants is effected in different formats. In particular, the following:

- joint project in the field of decentralization has been implemented with the support of MATRA;
- partnership in the "Ukrainian Regional Platform of Civic Initiatives";
- arrangement of Christmas verteps (traditional Christmas plays);
- public Ukraine-study classes "School of Young Journalists", familiarizing with works of modern writers;
- playback theatre performances, staging;
- introduction of methods seen during the visit (after the "Fitness for a Lady" master class been held in Kryvyi Rih, the participants have formed a group of health-related fitness for elderly people "Fitness 60+");
- the organization "Alliance of In-Migrants" has been created, uniting 136 participants;
- joint publishing projects;
- participation in the Publishers' Forum, in book exhibitions and bees;
- creation of a cycle of TV programs for children;
- participation of students and educators in conferences;
- filing joint application for participation in the Public Budget of the city/town in order to research ethnic cultural diversity of Pryazovia;
- arrangement of return visits;
- holding the self-governance summer school;
- signing a memorandum of cooperation;
- initiative on creation of horizontal partnerships;
- conducting joint journalistic investigations;
- sharing of experience in working with children with Down syndrome at inclusive children's educational institutions;
- creation of the trainers' network;
- opening of organization's branches in other cities/towns;
- online consulting on social entrepreneurship;
- creation of an urban magazine (PROPOLIS online publication <http://www.propolis.kr.ua/>)

- information sharing and joint participation in the “Zero Waste” campaign; environmental protection forum devoted to the garbage collection, sorting, processing and disposal;
- joint participation in the “Vyshyvanka unifies Ukraine” project;
- joint arrangement of a historical photo exhibition;
- arrangement of health-related and cultural camps;
- informational actions on cooperative and farming movement development;
- trans-border cooperation projects;
- workshop on business planning for social enterprises and a round table for the representatives of the Regional State Administration structural divisions;
- joint all-Ukrainian children’s drawing contest “My Crimea”;
- participation in sports competitions, creation of eco-routes;
- joint activities on environmental protection drive;
- joint project on development of rural territories;
- joint all-Ukrainian moves in respect of the IDPs’ rights restoration;
- competitions of programmers;
- joint shooting and presentation of new films of Ukrainian directors;
- reciprocal visits to one another;
- cooperation between the university departments and research libraries;
- historical reconnaissance and honoring the memory of warriors native of Poltava Region, who fought in Bukovyna;
- joint lobbying in order to solve the housing problem of in-migrants;
- exhibitions on the results of gathering and studying of live stories gathered during the exchange (combination of oral stories and art);
- psychosocial support services to IDPs and local community members;
- dissemination of experience of financial cooperation in a social franchise format;
- holding workshops on financial literacy of youth;
- creation of the Luhansk Region tourism association;
- advocacy of folklore and cultural heritage preservation, an application for the Cultural Bridges program has been filed.

The National Exchange Program impact on the activities of participating organizations

All the responding participants of the National Exchange Program emphasize that participation therein has positive consequences and results for their organizations. Primarily, they note the advantages of professional contacts expansion, agreements on cooperation, introduction of new methods and approaches in their work. Most participants also emphasized that due to their participation in the Exchange Program their organizations have become more public, come to the attention of media that has had a positive impact on the organization’s image, increased the confidence in and drawn the attention of residents to their activities. The experience of interregional cooperation has helped to see own purposes and abilities in new light, as well as facilitated

strengthening of the team and engagement of volunteers. More detailed list of the long-term outcomes is as follows:

- enhanced own capacity in carrying out of actions having adopted the others' experience;
- got new members, widened the range of beneficiaries, improved the work quality, introduced new methods;
- gained experience of arrangement of joint projects;
- the Program has given not only an impetus for activation of non-governmental organizations and civic initiatives, but also new knowledge and an opportunity to launch a new business in the field of cultural and creative industries;
- new areas of work in classes have appeared after every exchange;
- enhanced the reputation, new opportunities for carrying out educational actions for the youth of Dnipropetrovsk Region have arisen;
- gained experience in scientific literature publishing management, development of cultural and educational projects for youth;
- extended the boundaries of collaboration, prepared a series of workshops for different population groups, developed a program of travels to small settlements with addresses;
- activated external relations;
- refine the skills of the organization personnel;
- rethought the organization's experience and created a portfolio;
- volunteers have learned more about the life of other regions, strengthened friendship relations between elderly people from different regions of Ukraine, including IDPs;
- won the recognition and support of their initiatives, relationship with the partners, positive public image, the organization activities' media coverage during the Project implementation;
- public and leading role at regional and local levels in defining the community preferences and effective development;
- widened range of subjects for publications and professional relations;
- experience of arrangement of workshops, trainings, experience sharing and open discussions with active citizens, civic activists and young politicians;
- introduced a new approach to the volunteers' movement coordination; launched a mentoring program;
- geographically spread the organization's activities, made actual the issue of the social entrepreneurship development in other regions;
- believed in own ideas, widened the range of partners, challenged stereotypes, thought over a new concept of the youth activeness increase, participation in the Program has led to a new urban project development;
- recognition of the organization's work both within the city/town and country-wide;
- activation of women of the organization has taken place;
- the organization has become more popular in the city/town;
- established the dialogue between the government and activists from different regions of Ukraine, found new talents and motivation for new projects;

- familiarized with the frontline city/town's life more profoundly, understood the needs and cooperation alternatives, started work in new areas;
- the experience sharing for organizations from different regions of Ukraine working with people who have suffered from the ATO has taken place; public figures often familiar with each other at a distance have had a chance to communicate personally;
- additional motivation giving an opportunity to implement new ideas;
- improved the image and strengthened the confidence in the organization among local population; support of young artists has become an important step that has helped our organization to activate youth for good deeds in our village;
- the active group of the non-governmental organization takes an active part in all initiatives of the city/town; we plan to stand for local election, currently we study this area of work;
- launched new methods of work with local self-government authorities;
- gained experience in working with youth and disabilities;
- the work of the organization has become of interest of ordinary citizens, track the information about our activities in social networks, engage in actions, local self-government authorities invite to workshops and meetings.

Feedback of the National Exchange Program's participants

"This Project is a super opportunity to learn how beautiful our country and people living in it are: from west to east, from north to south. This is a backpack and a good mood which is independent of the weather. This is the final destination of pleasant meetings and a berth of positive emotions"!

"The Program is a real chance to widen horizons of the Project participants, range of acquaintances and the territory of the places visited, gain new skills and knowledge, effectuate experience sharing"!

"Over the time of active cooperation under the Exchange Program we have gained an opportunity for growth, experience of arrangement of network visits, learned how to establish communication with other cities/towns and organizations, challenged lots of stereotypes about particular regions of Ukraine".

"Under the National Exchange Program we've travelled already for the second time. First time we visited Rivne, Dubno and Taraniv, it was in August. And only now that I've started to benefit from that visits. After the first travel we opened the journalism and self-governance classes "Kids Media" in our city/town, and only now that I've started to get first results of children's work and my lessons. I've started to implement projects in which participate people whom we established communication with during the visit in August. The same, I believe, is going to happen after the second visit as well. More profound and efficient results we'll see a little bit later".

"It's a pity that the "Bridging Gaps for Inclusive Civic Engagement" Program functioning is coming to an end. Previous experience shows that we often don't know our past, and only find commons as to the history or cultural legacy through communication".

"This Program, to say the least of it, is unique allowing people from absolutely different regions to easily get acquainted, share experience and implement joint activities. This Project unites together the representatives of different regions in friendship".

"But, in general, a GREAT BIG THANK YOU for the opportunity – it was really stunning visit, informative, interesting, useful and joyful. Now we are much more convinced: People are the Ukrainian treasure"!

"It is incredibly important to develop teacher's communities in the cities/towns of the region, and such events facilitate this much. Teachers of the region have a great demand for such educational events, and it is important to continue the arrangement thereof".

"Very useful Program in order the youth to become more active, communicative, and gain necessary experience and ties for future life and social society development".

"Thank you for this Program; due to this Program we have many friends and maintain friendship relations throughout the entire Ukraine. My proposal is to make double visits, since after the visit there is a great desire to host friends in own city/town on a return visit. Sometimes three-four days are not enough to launch mutual initiatives".

"Thanks to the National Exchange Program everyone has witnessed the fact that the desires of residents from East and West are the one – improvement of human's living conditions, opportunity for his/her self-fulfillment, wish to live in peace and harmony".

"We thank the National Exchange Program for the opportunity to tell about our region, and to get an important message across all the Ukrainians: we are different, we have different dialects, traditions and religion, but we are the one in our love for one another and our state Ukraine".

Proposals concerning the format and terms of the National Exchange Program

- Encourage the most active participants to make next visits.
- Provide the opportunity to take advantage of the Program to public social services.
- Introduce programs for a longer-term period with more profound programs.
- Allow that two (or more) people could join their projects for exchange.
- Try to duplicate the participants' best project in other regions.

- Gather the most active participants of the National Exchange Program within a separate conference – holding the National Exchange Program Participants’ Forum.
- Provide the mechanism of getting acquainted between the exchange participants.
- Initiate the national exchange alumni and partners’ reunions.
- Continuation of the National Exchange Program in the mini-apprenticeship format.
- Widen the horizons of similar exchanges on the account of increase of the number of visitors from different regions – holding an interregional hub with the participation of representatives from at least 8 to 10 regions at the same time.
- Inclusion of an opportunity to participate in the Program for educational institutions in order to make youth exchanges.
- Spread the geographical range, support national exchanges not only of opposite parts of Ukraine, but also neighboring regions, or East-South, provide the opportunity for visits to neighboring regions under the National Exchange Program.
- Provide the opportunity for travels for schoolchildren aged 10-14.

"Presently, the Program and participation therein are balanced in terms of affordability of the applications filing, their consideration, receiving of a grant and reporting documents. Thank you for your confidence and support of the youth leadership in Ukraine!"

"To effectuate experience sharing not only within Ukraine, but beyond as well, since Ukraine is striving to become a part of Europe (European Union)! For the participants thereof the international exchange program can become the first step towards familiarizing with other countries which are preceding in their development, and become an impetus for the Ukrainian development in various fields and areas!"

The participants have noted flexibility in choosing the subjects, partner organizations, visit format and duration and simple procedure of application filing as one of the main advantages of the Program. In general, the participants have highly praised the Program arrangement and administering, most participants have spoken favorably of all the aspects of interaction with the Centre for Cultural Management.

"The National Exchange Program appears to be perfect"

Meanwhile, the responding participants of the National Exchange Program have provided proposals which according to their opinion might refine the Program administering. Mostly these are related to the rules of funding, reporting and work with the Project website.

Funding

- Increase the grant amount, provide the principle of making per diem payments
- First tranche to be transferred in advance, 3 to 4 weeks prior to the Project implementation, this will facilitate the travel arrangement.

- Allow the accommodation in private homes, provide the mode of payment for such accommodation.

"Increase the amount of grant payments and application items. We cannot plan remuneration of experts and professionals when engaging them. This is not a volunteer's work. The idea of exchange and establishment of relations between the cities/towns itself is very cool and promising".

Reporting and feedback

- Make clearer criteria for reporting, a standard detailed form specifying quantitative and qualitative indicators on required features.
- Define criteria of the project successfulness which will facilitate the implementation quality improvement.
- Give the participants feedback on a report in order the faults in the future project to be eliminated.
- Respond email correspondence more promptly, so that there will be no long intervals in the conversation.
- Simplify the list of financial documents, it is not always possible to make payments via a card account. Unfortunately, there are very few establishments issuing fiscal receipts, providing copies of documents on Individual Entrepreneurs and payment of taxes in Ukraine, especially in small towns. The list of networks providing such in big cities would come in handy: this will reduce the time the participants (non-local) spend looking for such stores or cafes.
- The grant amount should be calculated based on the number of people engaged in the visit.

Access to the website

- Correct the website's operation in order the participants to be able to add their information to the website.
- Update the Google Forms for filing project applications – add a separate question on the project implementation date, as well as to make it more convenient for filling in the action schedule field.
- Provide the possibility of adding photo pictures to the text (not only as an illustrative photo at the top).

Conclusion

Activity 3 **The National Exchange Program** has been accomplished in full. Number of persons who have taken part in travels exceeds the planned indicators much. Feedback of the participants on the exchange visits' major outcomes correspond the Project goals and objectives in general, and the National Exchange Program in particular: interregional communication channels have been established, online resources founded by the Centre for Cultural Management have

become a platform for the information sharing and are used by the Project participants on a regular basis.

Information about the National Exchange Program is broadly presented to public, in media and on the partners' information resources. Due to the comprehensive coverage of the Program opportunities and outcomes, the number of applications filed has increased, which has allowed to select the most interesting and strong proposal on a competitive basis. The Program design and subjects of the events carried out comply with the principles of the Solidarity Campaign, as set forth for all the activities of the Projects.

5.4 Activity 4. Workshops on leadership

Evaluation main questions:

- Have the major outcomes been achieved in compliance with the target indicators determined in the Project logical framework?
- What are the long-term consequences of the workshop program for its participants?

Partners

Ukrainian Library Association (ULA) and Information Society Development Foundation (ISDF) have been leading partners of this activity. The ULA team in cooperation with the ISDF team are responsible for the content of the workshop program, development of training materials and provision of administrative management, and provides logistic support of the workshop program.

Participants

The workshop program on leadership has been developed and is implemented for internally displaced persons in order to support their civic, social and business initiatives at their new places of residence. The workshop program on leadership for the IDPs has been accomplished in compliance with the Project plan approved. Total of 4 workshops have been planned, of which 3 workshops were held during the first year of the Project implementation, and the fourth workshop took part in autumn 2017. Criteria of selection of the workshop participants have been met – all the participants are the internally displaced persons, represent action groups within communities or cooperate with non-governmental organizations.

Within the framework of the mid-term evaluation of the Project a monitoring visit was made to one workshop, interviews were taken with the participants, with the trainers and partner organizations, surveys of participants of the second workshop on leadership were held, analysis was carried out of the leadership stories' portfolios of participants of the first and second workshops, feedback and evaluation forms of a workshop were analyzed.

The representatives of pilot communities on mapping, who have already joined the work of action groups, have taken part in workshops on leadership.

Indicator	Indicators achieved	Target indicators
Number of workshops on leadership	4	4
Number of participants in the workshops on leadership	99	100

After the first workshop the detailed analysis of the program has been conducted, feedback and proposals of the participants have been analyzed, the joint talks

between the teams of trainers and partner organizations has taken place. As a result, the program has been refined, splitting into subject groups has been provided therein, as well as the opportunity to get individual advice from the trainers. A game component has been added to the program of the third workshop – the participants have been proposed a simulation game “World of Communities”. Additionally, the participants have had an opportunity to have individual online consultations with the Project trainers.

The civic, social and business initiatives been launched by the participants in their own communities have become the major outcome of their participation in the workshop. According to the results of survey and the contents of portfolios of the Project participants, the participants have provided following examples and achievements of their leadership activeness:

1. Book publishing.
2. Arrangement of creative workshops, master classes.
3. Urban and cultural and educational projects.
4. Obtaining of the second academic degree.
5. Launch of business.
6. Participation in charitable activities.
7. Participation in volunteer activities.
8. Administering the portal with the information for in-migrants.
9. Launch of a business incubator of in-migrants from the eastern part of Ukraine and Crimea, as well as for the ATO warriors.
10. Arrangement of a hobby boutique and a training center.
11. Activities on protection of rights, a litigation on protection of rights of in-migrants to participate in local elections.
12. Active trainer’s activities.
13. Creation and official registration of a non-governmental organization (6 examples).
14. Opening of a creative space for leisure – library hub.
15. Initiatives on the city/town infrastructure development.
16. Arrangement of consulting services on development of business plans for local residents.
17. Start of business in the field of catering (3 examples).
18. Creation of a hub space for the activities of civic initiatives and associations of the city of Kramatorsk.
19. Receiving of a grant for the business of organic farm products development.
20. Photo business.
21. Volunteer and civic activities to improve life in a new community.
22. Activities on revival and reservation of folk traditions and customs.
23. Development of a tourism cluster in Dnipro.
24. Creation of a center of facilitation and dialogue actions in communities of Dnipropetrovsk and Donetsk Regions.
25. Comprehensive support of two communities in Poltava Region by means of social and entrepreneurial projects, educational and cultural events, and community development programs.
26. Career advancement, new senior management position, and formation of a team.

27. Development of business in agricultural sector, workshops for in-migrants, advocacy of the in-migrants' rights – secured allotment of 22 land lots.
28. Cooking business.
29. Sewing business.
30. Launch of social entrepreneurship.
31. Assistance in creating a NGO to the activists from among the IDPs, and arrangement of an association that has consolidated 10 non-governmental organizations from different districts of Zaporizhzhia Region.
32. Creation of a "Centre for Inclusive Civic Engagement", launch of a children's film hobby club.

Apart from the achievements described above, the participants have also noted that the important outcome of their participation in the workshop have become the increase of motivation, new acquaintances, feeling of support from people who have found themselves in similar critical living conditions, examples of others, examples of effective action algorithms.

Feedback of the participants on the workshop and the outcomes thereof:

This is an association of people, raising the potential. We've been shown the direction in which a person can move, how to further develop the NGO. What leadership traits are to be spread on the activities of own organization. This has inspired me for several projects.

I had a lack of both experience and communication skills. After the workshop I understood, what direction to work in, in order my team could stick together.

It is very important for me – I'm very under-confident person, have the category 2 disability. After the workshop I've become more confident. Never before I could guess how it can be done.

I saw that it was not only me, there are lots of us, people who experienced difficulties associated with moving to other location because of the military conflict in the East of Ukraine, did not retreat into their shells with their problems. They try to become active participants in solving problems in their new communities. Their experience, knowledge and wish to work can and have to be applied in new conditions.

Not all the in-migrants have leadership traits. They don't always possess necessary knowledge of their rights and obligations as well. The workshop on leadership was very helpful to me as to gaining such knowledge.

I was in a group with a social enterprise – I became more confident. I want to move to a new level – to be useful as well, for instance, to create one job for an IDP and something more.

During the “Bridging Gaps for Inclusive Civic Engagement” Project participants’ summing up forum held in Kyiv on May 21-22, 2018, the second interviews with 5 participants of the workshops on leadership were taken. Giving retrospective appraisal of the outcomes of their participation in workshops in 2016-2017, the participants provided following examples of changes in their lives: establishment of new business and social initiatives, founding of a non-governmental organization, move to a larger city/town and more competitive environment and career advancement at new place of work.

Conclusion

Activity 4 **Workshops on leadership for the IDPs** have been accomplished in full. Participants of the workshops – internally displaced persons – consider establishment of personal contacts, feeling of support, opportunities for uniting, rethinking of their abilities and further personal development as the major outcome of their participation. For many of them such participation has become an impetus for changes: establishment of new business and social initiatives, move to a larger city/town and more competitive environment or career advancement. In the course of participation in the Project the workshop participants have joined the activities of non-governmental organizations or founded new ones.

5.5 Activity 5. Workshops on cultural and creative industries

Evaluation main questions:

- Have the major outcomes been achieved in compliance with the target indicators determined in the Project logical framework?
- What are the long-term consequences of the workshop program for its participants?

Partners

The Centre for Cultural Management has been a leading partner of this activity. The CCM team has been responsible for the selection of trainers, content of the workshop program, development of training materials, provision of administrative management, and provided logistic and information support of the workshop program.

Participants

The workshop program on cultural and creative industries, addressed primarily to IDPs, has been developed and implemented for internally displaced persons in order to support their civic, social and business initiatives in the field of cultural and creative industries. The workshop program has combined two thematic areas: theoretical background and examples of cultural and creative industries, and basic information about entrepreneurship, business planning, negotiation skills, marketing and product promotion. As planned, 4 workshops have been held in different cities of Ukraine: in Zaporizhzhia, Kharkiv and Lviv. Criteria of selection of the workshop participants have been met – all the participants have been the internally displaced persons, represented action groups within communities or cooperated with non-governmental organizations.

Indicator	Indicators achieved	Target indicators
Number of workshops on CCI	4	4
Number of participants in the workshops on CCI	98	100

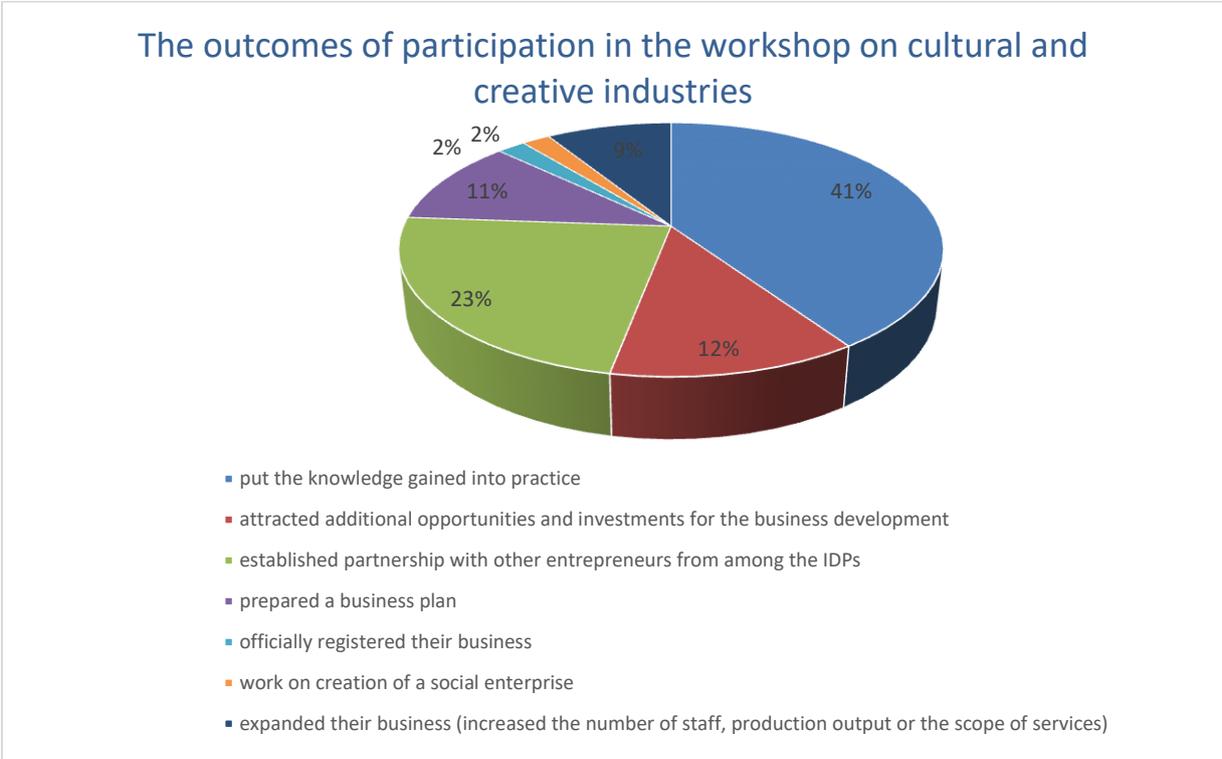
At the time of participation in workshops, most participants have already had certain plans or ideas of their projects. Around one third of the participants have initiated the creation of socially-oriented projects, the social entrepreneurship subject has aroused great interest of participants.

In general, most participants have noted that their expectations of the workshop have been met. The evaluation forms have contained positive feedback as to the thematic content, balance of practical and theoretical tasks, the workshop's organizational aspects.

Among the major short-term outcomes of the workshop, the participants have noted:

1. Learned about examples of successful projects and met their owners.
2. Got acquainted with interesting people and created a team for joint projects.
3. Presented own business ideas and received feedback from the colleagues.
4. Had a practice of presentation skills.
5. Structured their knowledge in business planning, expansion of the customer base, product positioning.
6. Learned about the cultural and creative industries' development worldwide.

Results of the second survey of participants (three months after participation in the workshop) show the following:



Participants of the workshops on cultural and creative industries have been engaged in other activities of the Project: 19% of respondents have taken part in workshops on leadership, 14% have taken advantage of the National Exchange Program's opportunities, 40% have become the participants of investment fairs, and 5% of respondents have become the fair's speakers. The responding participants have also informed about travels and events that they have taken and arranged themselves, independently of the Project actions. The participants of this very activity more often maintain further relations and communication, participate in joint initiatives, cultural and artistic projects. Apart from that, the participants maintain contacts and actively communicate via groups in social networks. Beside their own business or artistic projects, some of them popularize and demonstrate

the cultural and creative industries' potential among the representatives of local authorities, primarily in Dnipro, Zaporizhzhia and Lviv.

Conclusion

Activity 5 **Workshops on cultural and creative industries for the IDPs** have been accomplished in full. Participants of the workshops – internally displaced persons – consider putting the knowledge gained into practice, establishment of partnership with other entrepreneurs from among the IDPs, preparation of business plans and launch of own business (for those who have not had any registered business at the time of participation in the workshop) as the major outcome of their participation. Participation in other activities of the Project – in the National Exchange Program, in investment fairs and workshops on leadership has expanded the IDPs' opportunities for searching for prospective partners and customers, and facilitated their business promotion.

5.6 Activity 6. Investment Fairs

Evaluation main questions:

- Have the quantitative and qualitative indicators been achieved?
- What are the outcomes of participation in fairs for the participants?
- Has the activity facilitated the Project main purpose achievement?

Partners

The Charitable Foundation "Pomagaem" from the city of Dnipro has been a leading partner of this activity. The Foundation has been responsible for the concept development and actions' planning, selection of speakers, media coverage of the action, carrying out, administrative management and logistic support of three fairs. The fourth event has been arranged by the Centre for Cultural Management in Lviv.

4 events have been carried out under the Project:

I Fair "Cultural and Creative Industries for the Development of Territories" (February 2017)

II Fair "Cultural and Creative Industries for Active Life" (June 2017)

III Fair "Cultural and Creative industries: Ukraine to the World" (November 2017)

IV Investment Fair of Cultural and Creative Industries (March 2018)

Participants

Participants of the fair could be participants of other Project activities, internally displaced persons, representatives of local authorities, businesspersons, authors of creative projects in the field of culture, tourism, sports, literature, music and civic initiatives. During selection of the Fair participants, main criteria have been met: the preference has been given to participants from the Project preferred geographical regions, internally displaced persons and participants with the developed projects which could be presented at the Fair.

Indicator	Indicators achieved	Target indicators
Number of investment Fairs	4	4
Number of participants in the investment Fairs	779	600

The Investment Fair has been envisaged as a platform to unite persons interested in the development of their creative ideas and investors. This activity should have complemented and united other activities, and facilitated the Project economic outcomes.

First three events have been carried out in the format of a fair. The first and second Fairs differ by subject and partially by their format. Both events have gathered around 200 participants, participation of 100 has been funded by the

Project, remaining participants have taken part in the event at their own expense. More senior managers – representatives of the city/town and regional authorities – have taken part in the second Fair, whose participation has been funded out of the funds of their organizations – regional Development Agencies and field-specific departments of the city/town authorities. Thematic concept of fairs has been different as well. The representatives of “handmade” projects primarily have been among the participants of the first Fair. During the preparation to the second event the broader understanding and potential of cultural and creative industries have been presented. The second Fair’s range of subjects has been widened with the sections devoted to sports, festival events and examples of active lifestyle initiatives among disabled people. The third Fair has been devoted to creative businesses and projects with a potential to be presented at the international level, oriented towards popularization of Ukraine worldwide. The lead-applicant organizations have invited people representing initiatives in the field of sports, arts and innovations. All speakers have participated for free.

One of the biggest problems in the arrangement of investment fairs has been small number of investors and their weak interest in the region of Dnipro, which deters many prospective investors with the proximity of military actions and instability in the country. Therefore, the fourth event has been reformatted and carried out in Lviv. The main objective for the lead-applicant organizations has been to find real projects requiring funding, and ensure transparent selection for further support of the most advantageous and competitive initiatives. During the fourth event the developers have presented 20 projects, of which 6 have received financial support, and the rest have been provided an advisory and mentoring support.

Major outcomes

The major outcomes for the fairs’ participants have been those that active people have had an opportunity to get acquainted, establish relations, see and be inspired by the ideas of others. The participants have learned about and begun to use such tools for the resources attraction as co-funding from local authorities, search for sponsors and preparation of applications, using the *spilnocosht* (crowd-funding) tools, submission of projects to competitions within the participation budget. The participants who have taken part in the first Fair, have already made presentation and announced the results of the work performed at the second one.



The partners of the fairs have also noted that in the city of Dnipro local authorities and partners have begun to know and understand more about the creative industries. Arrangement and holding of the first fair has helped to establish closer relations and enlist the support of local authorities.

Feedback of the participants

Participation in the Fair has helped to promote my project.

I got acquainted with several colleagues in the field of tourism who were working on the participation budget in Zhytomyr, now we adopt such experience at home.

Participation in the Fair was very interesting to me. That was exactly how we established contacts with the Department of Creative Industries of the Ministry of Culture, and continue cooperation.

Participation was useful for me – new inspiring people. This has inspired me for certain new ideas which I haven't implemented yet.

Proposals of the participants

- Game-acquaintance of the participants to hold on the first day of the event.
- Provide more time for communication with the participants.
- Provide more time for communication in the "open microphone" format.
- Provide more opportunities for communication with speakers.
- Indicate principal areas of competence on the badge, but not only the names of participants.
- Provide access to the participant's contracts.
- Participation of prospective investors, investment funds, credit institutions and sponsors.
- Provide more practical topics that will uncover the opportunities for development.
- More clearly define and make public the project evaluation criteria.
- Provide feedback from the commission on every project (even those unsupported).
- Inform about the future of supported projects.

Conclusion

The objectives of the Activity 6 **Investment fairs** have been revised and, upon consent of the sponsor, corrected by the Project partners. Having faced the problem of attraction of sufficient number of investors in order to support prospective business projects in the field of cultural and creative industries, the fair's format has been changed. The investment fair of cultural and creative industries has been arranged in Lviv with the amount of funding determined in advance. Presented projects that have not received financial

support, have been supported otherwise – in the format of business consultations and mentoring. During the second survey the most participants have noted that during the fair they have found prospective partners for their business development.

The range of topics, principle of arrangement and engagement of participants and holding of investment fairs comply with the principles of the Project Solidarity Campaign.

5.7 Activity 7. Solidarity Campaign

Evaluation main questions:

- Has the Solidarity Campaign facilitated the dissemination of key information messages and principles of the Project?
- Has the Solidarity Campaign become an end-to-end activity?

National Solidarity Campaign is an end-to-end theme of the entire Project, aimed at formation of a culture of solidarity in the Ukrainian society and support to people who have suffered from the war in the East of Ukraine.

The Campaign principles

The Centre for Cultural Management together with the Project partners have developed the key principles of the Solidarity Campaign. These principles should have become the basis for information messages, as well as a background for the Project strategy and actions. The Campaign principles are the public information, they are posted on the website and proposed for review to the participants of all actions of the Program. By taking part in the “Bridging Gaps for Inclusive Civic Engagement” Project, the participants and the partners agree and undertake to observe the following principles:

1. Provide incentives for diversity of the participants, exclude discrimination on any grounds.
2. Build cooperation on the basis of dialogue, mutual understanding and resolution of conflict situations.
3. Engage maximum number of stakeholders at various levels in cooperation.
4. Give preference of participating in the Project to internally displaced persons and all those who have suffered from the war in the East of Ukraine.
5. Facilitate and ensure the affordability of participation in the Project for disabled people.
6. Support the development of social entrepreneurship, moral business, creative industries and enhancement of economic capacity of cities/towns and regions.
7. Encourage and create opportunities for citizens to freely discuss the problems within communities, initiate, control and influence the decisions of local authorities.
8. Establish a dialogue between Ukrainian East and West, overcome stereotypical images and other barriers, share experience with the representatives of other geographical regions of Ukraine.
9. Join efforts and establish partnership relations and cooperation both at interregional and local levels.
10. Ensure maximum openness and publicity of the “Bridging Gaps for Inclusive Civic Engagement” Project events.

Partners and participants may use the website www.bridges.org.ua and official webpage of the Project in social networks (www.facebook.com/BridgingGapsICE/)

Publicity and information messages

All the Project activities shall be implemented in compliance with the principles of openness and publicity. The analysis of information messages, open sources and media monitoring reports has shown:

1. Announces of events, announcements of enrollment of participants, calls for speakers, search for the service providers on holding the workshops have been placed available to the public at least 3-4 weeks prior to the event start. In general, the Project activities have been announced by means of at least 150 information messages.
2. The information is disseminated via the Project official website, official websites of partner organizations, via the most popular information portals and civil sector resources, topical groups in social networks created by the actions' participants, personal webpages of the Project actions' participants and its followers, and in local media resources.
3. Requirements of publicity and openness of the information from the very beginning have been provided by the Project design, thus, the participation in the National Exchange Program provides for the submission of a public report on the exchange visits' results. All the reports have been posted on the National Exchange Program portal, and later – on a newly created Project website www.bridges.org.ua.
4. The Campaign main ideas are conveyed by means of numerous information messages emerging as a result of the Project functioning, carrying out public events, holding workshops, fairs, work in communities. There are samples of at least 300 publications collected in the database of the Centre for Cultural Management, disregarding reprints and further dissemination in social networks.
5. Information messages of the first half-year of the Project implementation have been less numerous, mainly have been in a format of an announcement or a statement of fact of the action holding. For instance, participants of the workshops on mapping have explained weak information activities by the local municipal media's weak interest in civic initiatives; practice of paid-for messages; absence of a vivid newsworthy event; lack of skills of interaction with media. These reasons have been taken into consideration by the lead-applicant and partner organizations and trainers, additional educational session on the communication issues during the second workshop has assisted the participants of the workshop on mapping and prospective grant recipients in enhancement of their information activities. After participation in the second workshop, the action groups have enhanced the community informing, that has also helped to engage new activists and followers.
6. At the end of the first year the number of information messages has much increased, and during the second year the information message flow rate has grown due to increase of the number of participants of all the Project

activities. Most of messages contain substantial information about the Project goals and objectives, about the advantages and opportunities the Project provides to its participants. The community mapping subjects are represented in messages in terms of advantages such tool provides for activation and mobilization of the citizens' efforts for the city/town development, attraction of investors, development of tourism potential of small towns and communities.

7. The National Exchange Program Activity has been given the strongest publicity. Visits within the framework of the Program have been accompanied by local media coverage, as well as the messages on personal webpages of the visits' participants.
8. The cultural and creative industries' development subjects continue to be covered by the participants of workshops on mapping and the participants of an investment fair held within the framework of the Project. One may note that at the end of the Project (as of May 2018) the examples, creative business ideas, as well as economic potential of cultural and creative industries have been covered in media much more often than at the Project start.
9. The Centre for Cultural Management has independently monitored media and information space as to the actions held within the framework of the Project, and also accumulated, stored and analyzed the information received from partners. The information record-keeping is maintained in Excel spreadsheets by every activity with the reference to primary sources. The partner organizations conduct monitoring on a regular basis, organize the information received from participants of their actions, and, if required, send information requests to the participants.

Labelling and branding

Meeting the requirements of the donor with respect to labelling and branding has been one of criteria of a mid-term and final evaluation of the Project information component. According to observations during the monitoring visits made within the external evaluation framework, as well as within the framework of 12 scheduled monitoring visits, and reviewing of the Project's information products, it can be confirmed that the requirements of the donor with respect to location of the Project name and the European Union logo have been met during all public events.

The logos of the European Union, National Endowment for Democracy (NED, USA), and the logos of all partner organizations have been located on the Project forms, action programs, announces, evaluation forms, presentations and the Project websites. The Project name and donors are specified in all press releases and information messages thereof. The Project partners cannot fully control the messages on the Project been prepared and made public by the third parties,

however, the information about donors is mentioned in most information messages and publications which have appeared resulting from the Project events.

The grant support agreements with the non-governmental organizations contain provisions on requirements of labelling and branding of activities carried out under the supported of the Project. Meeting these requirements has been checked during monitoring visits to communities pursuant to specially developed criteria. The monitoring results have confirmed that all 12 grant-recipient organizations have met these requirements.

Conclusion

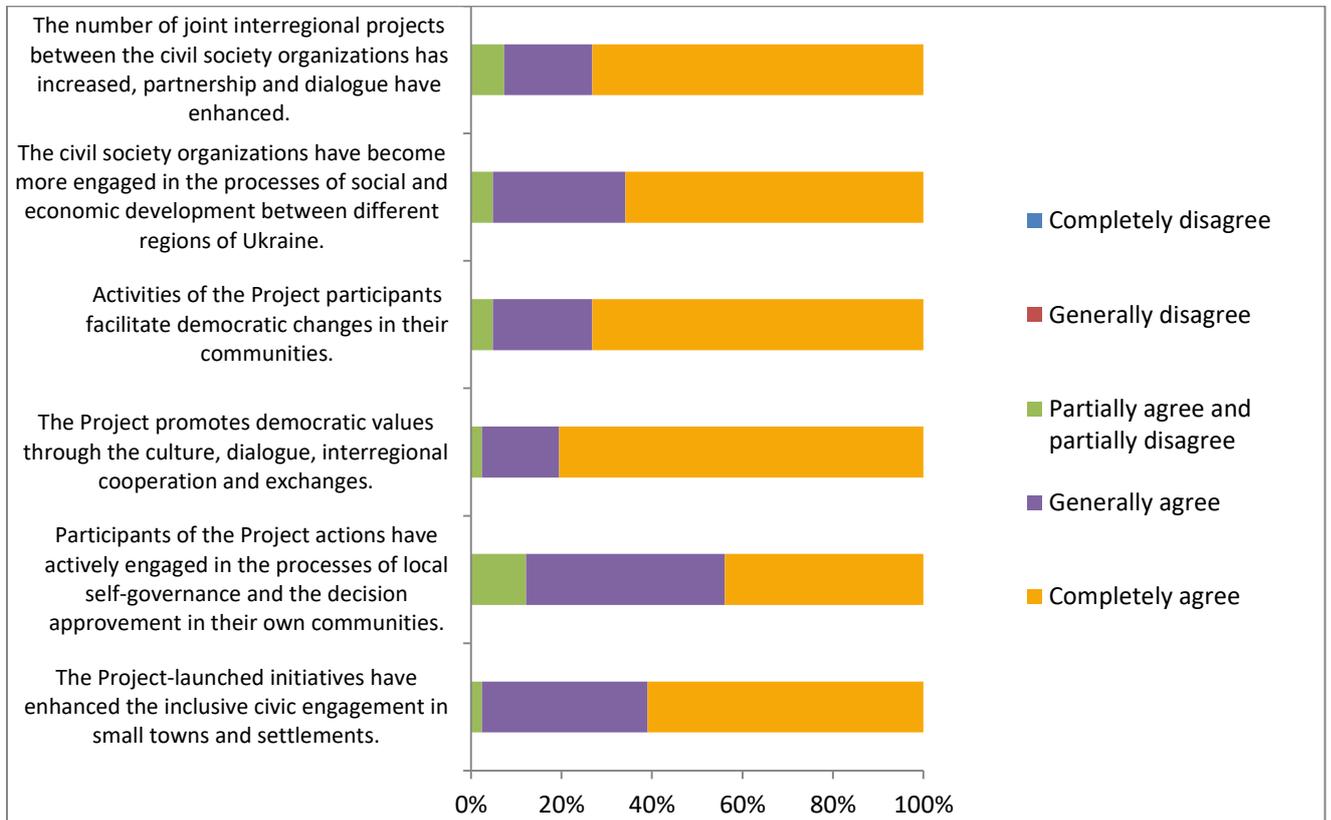
Activity 7 **The Solidarity Campaign** has facilitated the dissemination of key information messages and principles of the Project. The information component has become an end-to-end theme of the entire Project, facilitating the development of a culture of solidarity in the Ukrainian society and support to people who have suffered from the war in the East of Ukraine. The requirements of the donor with respect to the Project labelling and branding have been met by both the Project partners and grant recipients.

6. Results of the “Bridging Gaps for Inclusive Civic Engagement” Project participants’ summing-up forum

The Project has become an impetus for many civic initiatives, and has given opportunities for networking, partnership and experience sharing for a great number of young non-governmental organizations from small towns of Ukraine. At the final stage of the Project implementation, the “Bridging Gaps for Inclusive Civic Engagement” Project participants’ summing-up forum was held in Kyiv on May 21-22, 2018. The final meeting of the most active participants of all the Project activities has proven the demand and readiness to develop partnership and continue already launched initiatives. The following have been determined as the most prospective areas: development of ties between the program participants, innovative social entrepreneurship, continuation of the national exchange program in an updated format, formation of a trans-border exchange platform, creation of supporting centers for development and support of NGOs in small towns of Ukraine.

Participants of the Mapping Activity contemplate the prospect of further cooperation in order to disseminate the application of mapping tools in other cities/towns. Such service rendering by a team of experienced mappers may have particular demand, primarily, in newly created amalgamated territorial communities.

During the Forum the Participants have been asked to assess to what extent do they agree with the notions as to the Project main objectives achievement. The diagram provides the results of survey of 41 participants.



Conclusion

The most active participants have demonstrated their readiness to unite in order to continue and develop initiatives that have been started within the Project framework. The participants have worked out not only thematic areas of work, but possible ways to arrange cooperation, mechanisms of coordination and approval of joint decisions as well.

The participants who have taken part in the mapping Activity consider their cooperation (teams of 12 cities/towns) as an association of experts able to promote and provide services on application of the mapping methods as an effective tool of civic participation in the decision-making at the level of small towns of Ukraine.