

Should individuals benefitting from open services be counted as participants (e.g. events for general public such as fairs and information days, phone or e-services)?

According to the EC Guidance document on Monitoring and Evaluation (section 3.1): *“Only those persons who can be identified and asked for their personal data (i.e. gender, employment status, age, educational attainment, household situation) and for whom specific expenditure is earmarked shall be reported as one participant.”*

The completeness requirement combined with the earmarked expenditure requirement means that persons participating in open-door events or benefitting from un-personalised e-services should not be counted as participants. Therefore, data collection should be limited to targeted support that is designed to directly benefit selected identifiable individuals (i.e. offered to a defined target group, excluding interventions for the general public and “open door” events).

Outputs and results for operations mainly consisting of this type of activities could be measured through the use of programme-specific indicators such as: number of events, number of hits on web-pages, registered users, feedback questionnaires, etc.

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