

Output factsheet: Tools

Version 1

Project index number and acronym	CE339 RESTAURA
Lead partner	CITY OF NOWY DWÓR MAZOWIECKI
Output number and title	O.T1.2 RESTAURA Helpdesk
Responsible partner (PP name and number)	FOUNDATION FOR LANDSCAPE PROTECTION, PP03
Project website	http://www.interreg-central.eu/restaura
Delivery date	04.2019

Summary description of the key features of the tool (developed and/or implemented)

The RESTAURA Helpdesk is a tool developed to provide quick responses to questions related to public-private partnership (PPP) in revitalisation from both public and private institutions interested or involved in PPP projects. Questions can be asked by phone or email in English or one of the RESTAURA languages: Croatian, Polish, Slovak or Slovenian. The Helpdesk staff is available from Monday to Friday 9:00am to 4:00pm.

Five subpages, in English and four RESTAURA project languages (Croatian, Polish, Slovak, Slovenian), have been created on the project's website:

<http://www.interreg-central.eu/Content.Node/RESTAURA.html#HELPDESK>.

They give contact details to the Helpdesk staff, as well as access to the materials such as:

- Databases of PPP-related international and national public and advisory entities where guidelines, case studies, statistics, reports, tools and other materials on PPP can be searched for;
- Lists of potential PPP private partners in Croatia, Poland, Slovakia and Slovenia for linking public and private entities;
- A PPP-related library where chosen materials on PPP can be directly accessed, e.g. the basic EU document on PPP: The European Commission's *Guidelines for Successful Public-Private Partnerships*;
- A FAQ section where the most frequently asked questions are answered (to be developed in the third reporting period on the basis of real queries received to date).

NUTS region(s) where the tool has been developed and/or implemented (relevant NUTS level)

HR0 (whole Croatia)
PL1, PL2, PL3, PL4, PL5, PL6 (whole Poland)
SI0 (whole Slovenia)
SK0 (whole Slovakia)

Expected impact and benefits of the tool for the concerned territories and target groups

The Helpdesk is expected to address queries of both public (e.g. municipalities, commune offices, dedicated PPP departments on all levels of public administration, universities) and private sector (e.g. entrepreneurs, third sector organizations) interested in PPP in revitalisation general issues and/or in the process of a PPP project implementation.

The tool will answer to the need of consulting PPP-related questions within the local environment and legal framework of a given country in a local language. What is important, individual questions are addressed, so the asker is able to obtain an answer to their concrete issue. The Helpdesk staff can internally share and exchange knowledge across borders when necessary and even consult particular issues with experts from abroad.

The Helpdesk will:

- contribute to popularization of a PPP in revitalisation cooperation model among both public and private organisations in Croatia, Poland, Slovakia, Slovenia and other countries;
- improve projects implementation flow by solving common and individual obstacles;
- enhance cooperation for the benefit of cultural heritage.

Sustainability of the tool and its transferability to other territories and stakeholders

According to the RESTAURA project requirements, the Helpdesk staff will be available for PPP-related queries throughout the project duration, i.e. until 31.05.2019. During this time, it will be constantly updated with new materials (e.g. the Library or FAQ section). After the project completion, the Helpdesk subpages will be kept online and the staff will address the emerging issues while necessary.

Since the tool's activation at the beginning of April 2017, the Helpdesk has been available for the English-speaking persons interested in PPP from the territories not enumerated in the section *NUTS region(s) where the tool has been developed and/or implemented* (above). In practice, each asker can be addressed, unless they can communicate with the Helpdesk team in any of the Helpdesk working languages.

Lessons learned from the development/implementation process of the tool and added value of transnational cooperation

The general lesson learned is that people need a place (in the case of the Helpdesk, a virtual one) where they directly can ask experienced people for solutions to their individual situation, as it is done by not-professionals on the internet fora. Looking for answers in guidebooks/manuals is more time-consuming and sometimes insufficient, while direct contact encourages for action. We recommend to take this conclusion into account while planning any promotional activities for the PPP in revitalisation model.

Thanks to the transnational cooperation on the tool, sharing knowledge and best practices across borders, it is much easier e.g. to fight off negative stereotypes related to the PPP model. In dubious cases, the Helpdesk staff can consult them with experts from abroad, directly addressing particular needs of dedicated PPP projects' participants.

References to relevant deliverables and web-links If applicable, pictures or images to be provided as annex

The RESTAURA Helpdesk menu website:

<http://www.interreg-central.eu/Content.Node/RESTAURA.html#HELPDESK>

The RESTAURA Helpdesk website in English:

<http://www.interreg-central.eu/Content.Node/helpdesk-english.html>

both accessed 14.04.2017

Summary description of the external evaluation of the output If applicable, the evaluation to be provided as an annex

The evaluation of the Helpdesk has been performed by local Polish inspectors for monuments. After familiarizing with the tool's functionalities, they have found no need to improve or modify it.