



fi-compass
Taking stock and looking ahead

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Methodological approach



- ✓ Web-based questionnaire
- ✓ Survey timescale: 1 Dec. 2017 - 15 Jan. 2018
- ✓ Target population:
 - *fi-compass* Hub users registered on the website
 - Social media followers
- ✓ Survey structured in 4 Sections (27 Questions):
 - Profile of respondents
 - Feedback on *fi-compass* products
 - Opinion, ideas and suggestions
 - Feedback in relation to *fi-compass* objectives
- ✓ Type of questions: mix of multiple choice, ranking and free text feedback
- ✓ **Responses received: 390***

The screenshot shows a digital feedback form titled 'fi-compass feedback form' under the 'YOUR PROFILE' section. The first question asks the respondent to select the type of institution they work for or collaborate with. The options are arranged in two columns:

<input type="radio"/> Managing Authority	<input type="radio"/> Private Financial Institution
<input type="radio"/> Intermediate Body	<input type="radio"/> Microfinance Provider
<input type="radio"/> Certifying Authority	<input type="radio"/> Consultancy
<input type="radio"/> Paying Agency	<input type="radio"/> EU Institution or Body
<input type="radio"/> Audit Authority	<input type="radio"/> EIB Group
<input type="radio"/> National, Regional or Local Government	<input type="radio"/> Final Recipient
<input type="radio"/> Public Financial Institution	<input type="radio"/> Other (please specify)

Below the list is an 'Other' section with a text input box. The page number '1' is visible in the bottom right corner of the form.

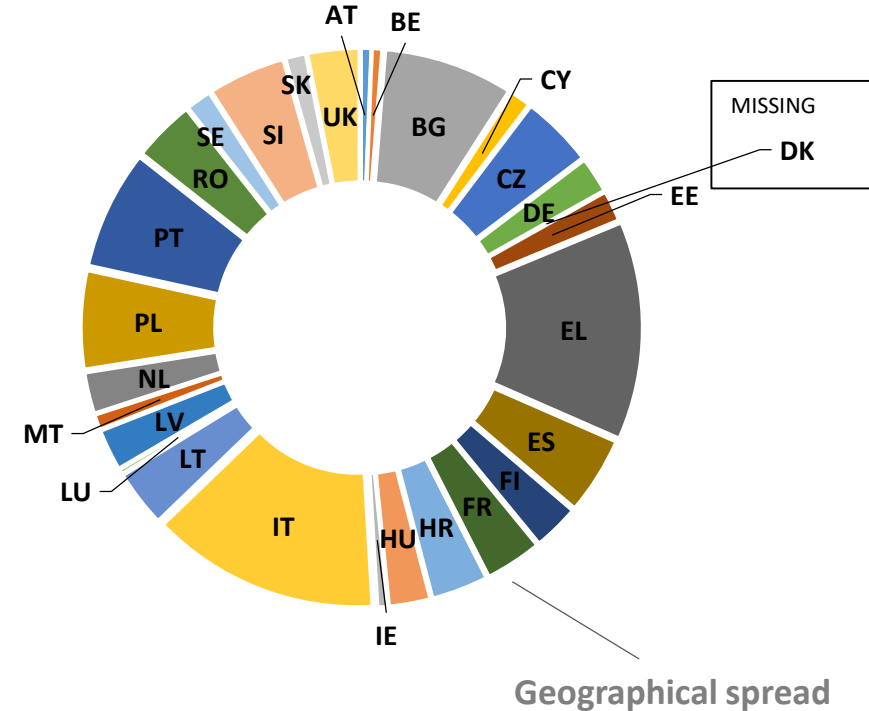
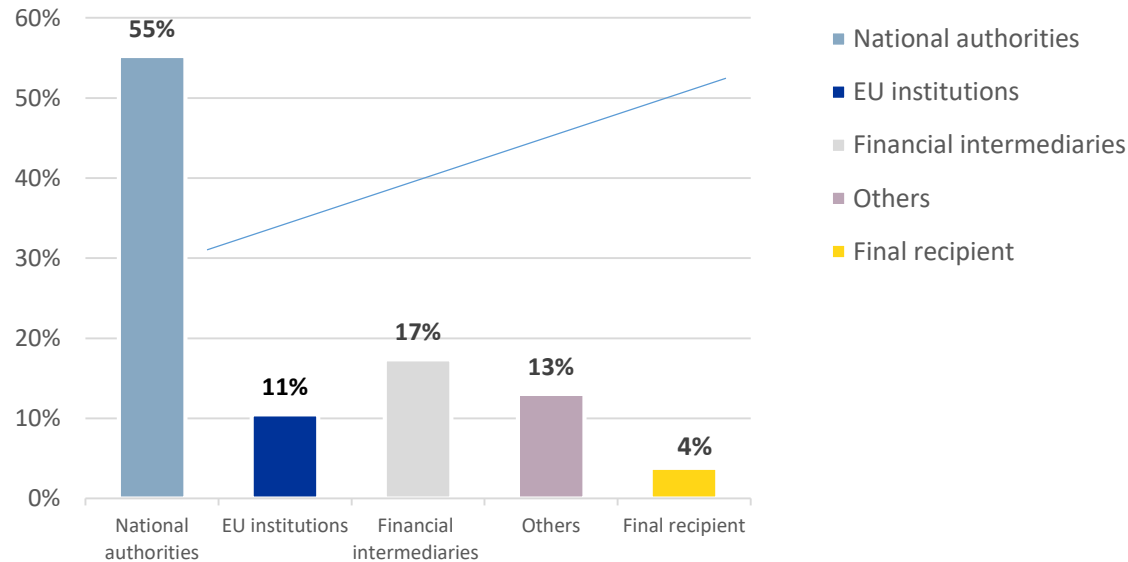
*Out of ca. 4 500 registered *fi-compass* Hub users



Profile of Respondents



Type of organisation



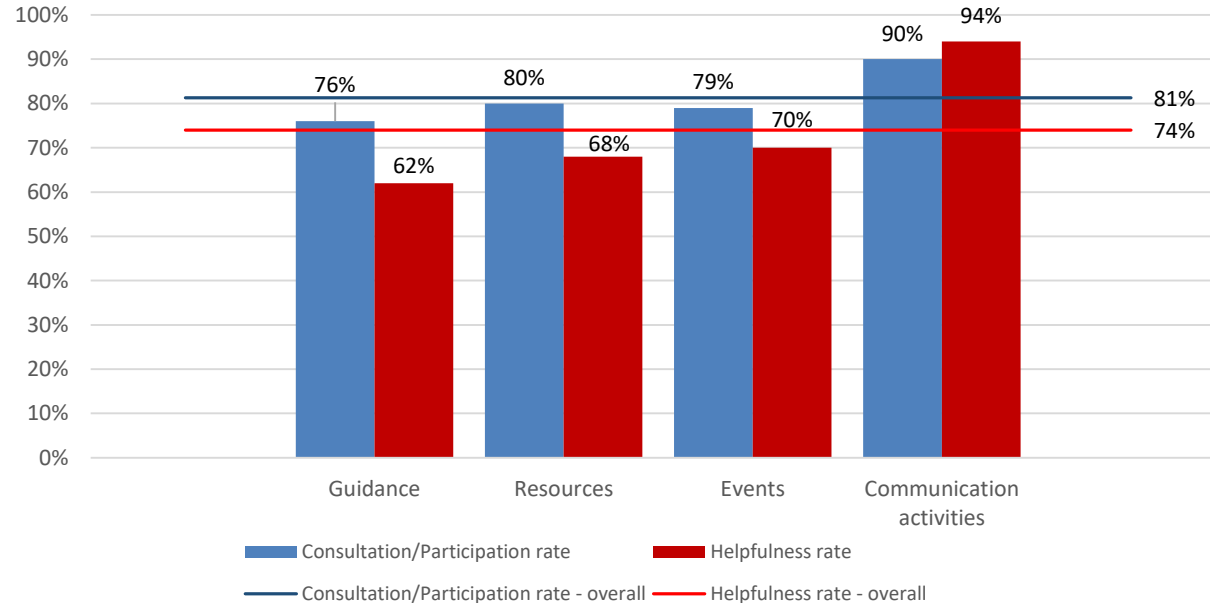
Key findings

- ✓ 390 replies from 27 Member States, especially Italy and Greece.
- ✓ All types of stakeholder replied including 216 (55%) from national authorities.
- ✓ Interest in all ESI Funds and all Thematic Objectives.

Feedback on products (1)



Consultation/Participation and helpfulness of *fi-compass* advisory products/activities - Overall



*Respondents were asked to rank the products for helpfulness in relation to the four *fi-compass* objectives and these scores were used to provide an average percentage of respondents that replied helpful/very helpful (other possible responses were not helpful and neutral)

Key Findings

- ✓ *fi-compass* products **have been used** by the **majority of respondents** who find them useful for their work.
- ✓ **81%** confirmed it was easy to find *fi-compass* products relevant for them.
- ✓ All **channels are widely** used by respondents, with Resources and Events rated as the most effective.
- ✓ Different types of respondent seem to respond differently to the products with **national authorities preferring events**. Within the broader product of communication, **the newsletter** was seen as especially **useful**.

Feedback on *fi-compass* products – key findings per product



Key Findings on EC Regulatory Guidance notes

- ✓ EC Regulatory Guidance Notes were widely **consulted by 74%** of all respondents, especially by EU institutions and national authorities.
- ✓ **Financial intermediaries** find them **most useful**, closely followed by others and national authorities.
- ✓ EU institutions found them less helpful than other groups.

Key Findings on *fi-compass* resources (factsheets, case studies, learning videos)

- ✓ **Usage averages 80%**, and are especially accessed by EU Institutions.
- ✓ **Helpfulness at 68%** is positive, highlighting *fi-compass* as a **source of information on financial instruments**.

Key Findings on *fi-compass* events

- ✓ **79% of respondents** had participated in a *fi-compass* event.
- ✓ On average **70% of participants** ranked the **events as helpful or very helpful**.
- ✓ **Financial intermediaries** rank events most highly of all stakeholder groups.
- ✓ **The organisation of events is rated very highly**.

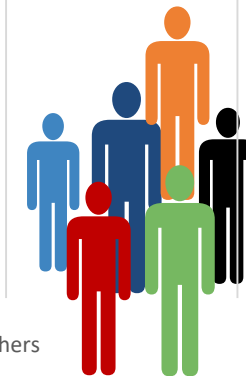
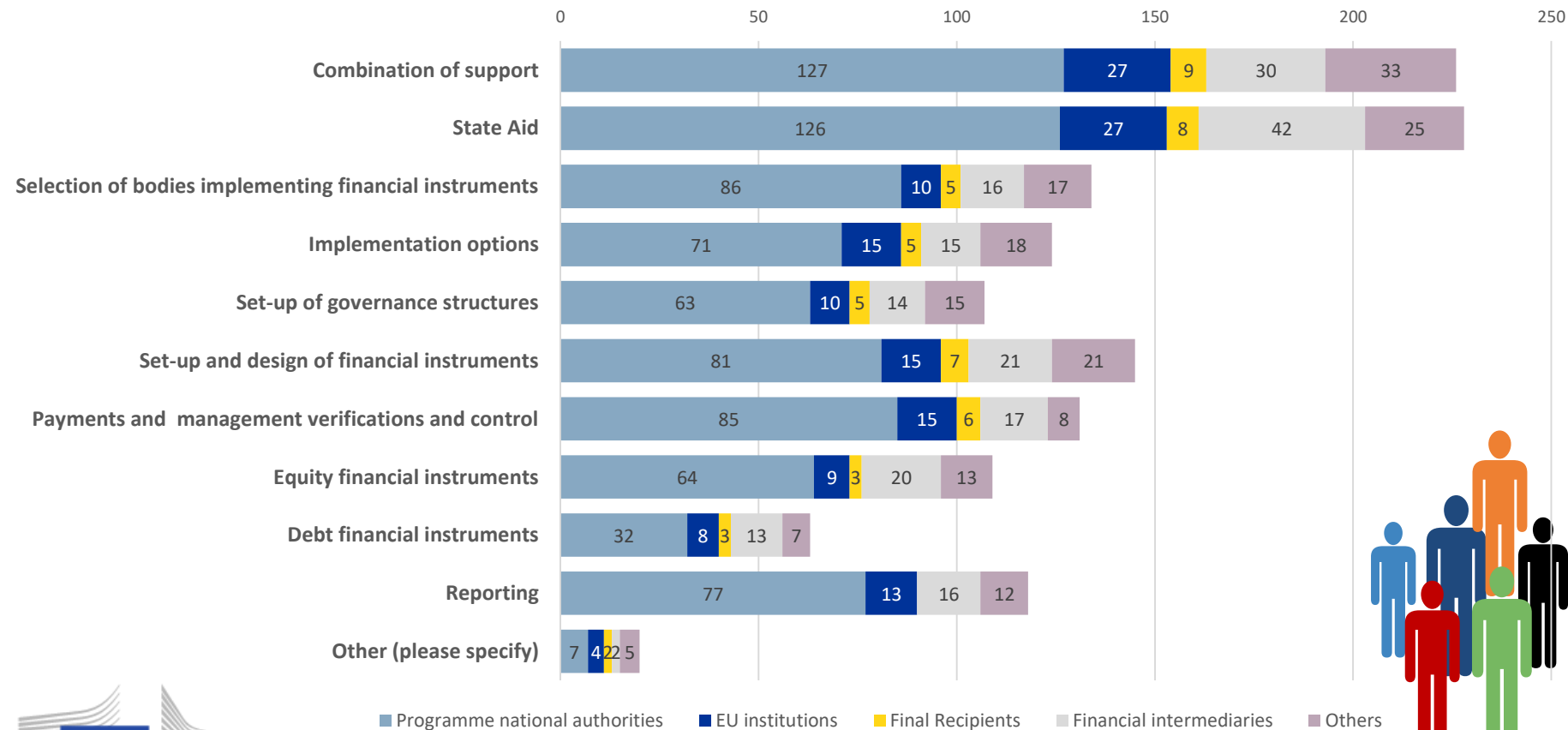
Key Findings on *fi-compass* communication activities (Beacon, website and Social media channels)

- ✓ Respondents **look for news updates** from the Beacon and on the website.
- ✓ **Social media is scored as effective amongst its users although** almost a third of respondents were not aware of *fi-compass* social media.
- ✓ **Flnts. find social media channels most helpful**.

Challenges and critical issues



Challenges and critical issues respondents are facing with regard to implementing FIs



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What did you like about *fi-compass*? (ranked 1-5)



ONE STOP SHOP

the way the platform provides a comprehensive source of relevant content relating to financial instruments that is updated and accessible.



CONTENT

The materials (guidance, case studies and other materials) which are good quality and helpful.



NETWORKING

the way that *fi-compass* provides a good platform for networking and peer-to-peer.

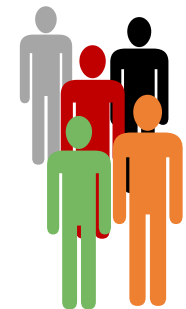


EVENTS

the *fi-compass* events are good for developing knowledge and understanding



PROFESSIONALISM the platform, materials and events are presented professionally with expert contributors



What aspect of *fi-compass* could be improved? (ranked 1-5)



More in-depth Case Studies - focusing on key challenges and more on technical aspects.



FAQs – on the platform and more opportunities to interact with EC and EIB experts.



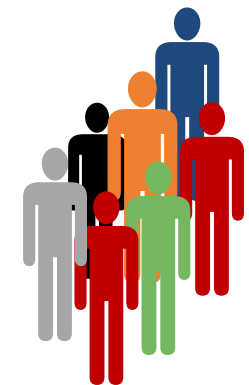
Platform development - website to provide better functionality and presentation, translations and more online resources (e.g. webinars) including country specific information and contact details.



Peer to Peer exchange – enable sharing ideas and solutions between practitioners, online and in person.



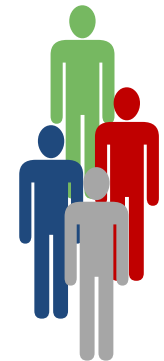
More tailored themes and more local focus, including specific country visits.



Ideas or suggestions for *fi-compass* (ranked 1-5)



	<p>Events</p> <p>more (i.e. organise Fi-campus annually or semi-annually), local/national focus – practical examples, target different stakeholder groups (i.e. MAs, financial intermediaries), interactive workshops on dedicated topics.</p>
	<p>Sharing real-life experiences</p> <p>practical aspects of case studies and the implementation process presented by the involved parties, country specific/regional level of information, Member State events</p>
	<p><i>fi-compass</i> platform</p> <p>more communication on FI knowledge for different stakeholders (Fints., final recipients, others), advantages of using FI vs grants, reporting, issues like State Aid, EFSI procedures, EU level FI, spreading best practice</p>
	<p>National/local/MS events</p> <p>tailored to the local needs and per stakeholders, including preparing for the new programming period</p>
	<p>E-learning formats on specific topics</p>



• Do you agree with these needs / what might be missing?



• How would you prioritise / what's the most important to you?

EU-wide market demand assessment and financing gap identification per sector to help inform preparation of Partnership Agreement	Project pipeline definition support (e.g. assistance identification and assessment of bankable projects)
Greater awareness of the potential for Financial Instruments in different sectors, including when does it make sense to use a Financial Instrument vs a grant	Training and coaching of selected financial intermediaries
Evaluation studies to demonstrate the added value of Financial Instruments vs grant interventions	More Member State specific support, targeting specific implementation challenges/knowledge gaps
Development of best practice examples and case studies to provide inspiration and guidance	Peer to peer learning opportunities, study visits to successful instruments
Legal and regulatory support (e.g. more guidance in relation to compliance with State aid)	E-learning modules on specific topics, development of <i>fi-compass</i> type curriculum
Procurement support (e.g. support in the identification of financial intermediaries and development of templates for their selection processes)	Sector or lifecycle focused EU wide events, promoting best practice and providing networking opportunities



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