

**FINAL REPORT ON THE
BIZKAIA 21 PROGRAMME
(2011-2016)**

RESULTS, ACHIEVEMENTS, EVALUATION

RESULTS' ACHIEVEMENTS' EVALUATION



April 2017

CONTENTS

1. INTRODUCTION.....	2
2. HOW THE BIZKAIA 21 PROGRAMME HAS UNFOLDED.....	3
2.1. Preparation of the First Bizkaia 21 Programme (2005-2010)	3
2.2. Review of the First Bizkaia 21 Programme (2005-2010)	4
2.3. Preparation of the Second Bizkaia 21 Programme (2011-2016).....	5
2.4. Evaluation of the degree of achievement of the Bizkaia 21 Programme (2011-2016)	6
3. DISSEMINATING THE BIZKAIA 21 PROGRAMME (2011-2016)	7
4. TRAINING	8
5. REPORTS AND RECORDS	9
6. ACHIEVEMENTS.....	10
6.1. List of Outstanding Initiatives	10
6.2. Conferences: Meeting on local sustainability in Biscay	14
6.3. 8th European Conference on Sustainable Cities and Towns (ICLEI)	14
7. TARGET OUTCOMES. RELEVANT INDICATORS.....	15
8. ANNEXES	19
8.1. Annex III: Sustainability Agents	19
8.2. Annex IV. Dissemination of the PB21. Products and services resulting from its development and implementation	20

1. INTRODUCTION

The Regional Government of Biscay has been working on sustainability for the past 20 years. Until 2004, this work was exclusively carried out by the Department of the Environment.

BEFORE THE BIZKAIA 21 PROGRAMME	
1998	Preparation of the document titled <i>The D.F.B. and the application of Agenda 21</i> .
1999	Enactment of the 'Declaration of Bizkaia on the Right to the Environment', adopted by the International Seminar on the Right to the Environment, under the auspices of UNESCO and the United Nations High Commissioner for Human Rights.
	Motto of the 1999-2003 legislature: "2003 Objective: Sustainability and Wellbeing."
2000	Public proclamation of the D.F.B.'s support of the Hanover Call on the same day it was approved (February 11th 2000) during the Third European Conference on Sustainable Cities and Towns.
2001	Support given to the project titled <i>Towards a Local Sustainability Profile: European Common Indicators</i> , directed by the European Commission Expert Group on the Urban Environment.
	Definition of the system of sustainability indicators for the Biscay area.
2002	Development of the IT application for calculating indicators.
	Calculation of the system of sustainability indicators for the Biscay area.
2003	European Conference on Sustainability Indicators held in Bilbao on March 31st 2003.
	Distribution throughout Biscay of the document titled <i>Biscayan System of Sustainability Indicators</i> .
2004	Work continues to quantify the system of indicators for the Historical Territory of Biscay.
	Internal reflection in the Department of the Environment considering the need for the entire Regional Government to include sustainability in its day-to-day business, concluding on the "need for a tool to facilitate this work" which is supported by "leadership and consensus".

However, sustainability had to become mainstream throughout the entire D.F.B., and the Department of the Environment communicated the reasons why to the Office of the Leader of the Regional Government.

REASONS BEHIND THE BIZKAIA 21 PROGRAMME

Establish an initial element which contributes to the reflection process around regional government action and sustainable development.

Define strategic lines for incorporating sustainability principles in regional government action.

Define specific sustainability objectives for all Regional Government Departments, accompanied by the corresponding management indicators to facilitate monitoring of the commitments adopted.

Promote interdisciplinary administrative action geared towards coordination in work areas with a high sustainable development impact in the region.

Support a participative culture within the Regional Government via an organisational system open to the principles of sustainability in the different policy areas.

The unconditional support and leadership of the Leader of the Regional Government led to the following proposal — essentially a set of needs — being taken to the General Directorates.

NEEDS COMMUNICATED BY THE LEADER OF THE REGIONAL GOVERNMENT TO THE GENERAL DIRECTORATES

Robust leadership at the highest level, and proper political and expert recognition amongst political leaders in the Regional Government.

General consensus on the basic aspects of the position of the Regional Government in terms of sustainable development.

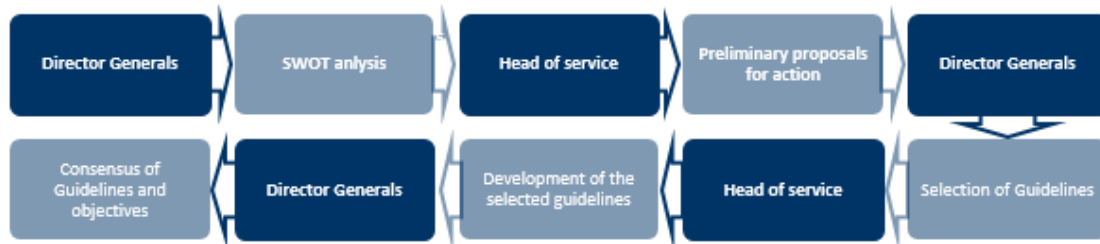
Wide-reaching participation of, and collaboration between, the Regional Government Departments.

Establishment of permanent communication and coordination channels between those involved, to ensure the process is cross-cutting.

An internal, long-term team of experts and politicians which meets to keep up a constant reflection and debate on this work area.

2. HOW THE BIZKAIA 21 PROGRAMME HAS UNFOLDED

2.1. Preparation of the First Bizkaia 21 Programme (2005-2010)



The 'needs' set out in the previous section were put through a SWOT analysis involving top representatives from the General Directorates and the expert staff designated by them, in alternate sessions. The following conclusions were reached:

Diagram illustrating the process of preparing the Bizkaia 21 Programme (2005-2010)

CONCLUSIONS FROM THE INTERNAL PARTICIPATION PROCESS

The difficulty lies in applying the concept of sustainability in day-to-day business.

There are several initiatives under way in the D.F.B. which incorporate the three sustainability variables. These should serve as an example and be integrated by the different D.F.B. departments.

Following the process, there is a clear idea of who should drive the resulting work which is required.

The D.F.B. organisational chart must be optimised (if it is not already optimal) to facilitate:

- effective participation in the various strategic lines.
- maximum efficiency in use of resources.

Awareness-raising and training exercises must be delivered to municipal leaders to prevent the understandable concern around protecting local autonomy.

Overarching regulatory provisions could be enacted which set minimum sustainability standards for regional government action, without threatening said autonomy.

Cooperation between Administrations needs to intensify and surpass the traditional system of rigid responsibilities which does nothing more than inhibit consistency between different policy areas and actions.

Management efficiency in the Regional Government will inevitably make sustainability a normal part of our policy and management.

Given the diversity of the results from the different groups, four processes were carried out prior to communicating these to the General Directorates.

THE FOUR PROCESSES UNDERTAKEN PRIOR TO COMMUNICATING THE RESULTS TO THE GENERAL DIRECTORATES

1	Information comparison
2	Reformulation of the proposals
3	Adaptation to sustainability terminology
4	Aligning the guidelines set out by the Departments with the Aalborg Commitments

The outcomes of these four processes were communicated to the Director Generals. After reaching agreement with all of them, the document was referred to the Governing Council for binding enactment in relation to the daily work of the D.F.B. As a result:

On the meeting held on November 22nd 2005 the D.F.B. approved the programme titled 'Bizkaia 21: The D.F.B.'s Sustainable Development Strategy' (Official Bulletin of Biscay no. 15., Monday, January 23rd 2006).

The definitive document was structured along strategic lines based on each of the 10 Aalborg Commitments. Each of these comprised a series of specific objectives, which in turn were made up of a series of specific actions along with a deadline for achieving them, a success monitoring indicator, and a duty on one or various Departments.



Outline of the Bizkaia 21 Programme (2005-2010)

2.2. Review of the First Bizkaia 21 Programme (2005-2010)

Following the end of the First Bizkaia 21 Programme, its strengths and weaknesses were analysed and the following conclusions were reached:

STRENGTHS AND WEAKNESSES OF THE FIRST BIZKAIA 21 PROGRAMME (2005-2010)	
STRENGTHS	WEAKNESSES
Consensus on the suitability of the Programme structure.	<p>Political leadership must be clear and include the Programme in the policy agenda, and must create or strengthen political structures for managing it.</p> <p>Clear channels for internal communication and knowledge relating to the Programme must be established, including express recognition of those persons considered Sustainability Agents.</p> <p>The Bizkaia 21 Programme should be integrated into the normal management of all Regional Government Departments.</p> <p>Need for the development of a simple control and monitoring model.</p>

2.3. Preparation of the Second Bizkaia 21 Programme (2011-2016)

A methodology was established based on the above conditions, culminating in the preparation of the Second Bizkaia 21 Programme.

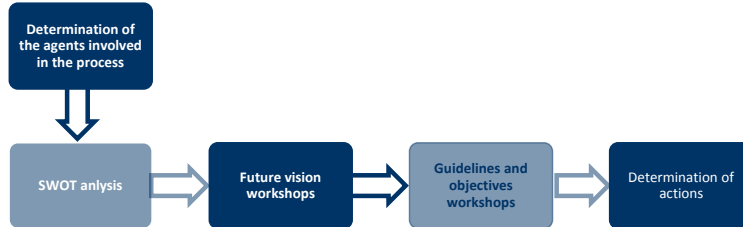


Diagram illustrating the process of preparing the Bizkaia 21 Programme (2011-2016)

METHODOLOGY FOR PREPARING THE SECOND BIZKAIA 21 PROGRAMME	
Phase 1	Participants in the discussion groups
	Sustainability Agents (expert staff from the D.F.B.)
	Other expert staff from the D.F.B. (Internal Agents) External Agents identified by the D.F.B.
Phase 2	SWOT analysis
	2.1. Determining the sustainability context in the D.F.B. 2.2. Determining new challenges and strategies
Phase 3	Future Vision Workshops
	POSITIVE VISION: What to strengthen for the future of Biscay in the areas within the competence of the D.F.B. NEGATIVE VISION: What to avoid for the future of Biscay in the areas within the competence of the D.F.B.
Phase 4	Workshops on strategic lines and specific objectives
	Analysis was performed on: - the positive vision (previous phase) - D.F.B. programmes which may have synergies with the PB21 - recommendations and trends in other areas of interest to the region This lead to: - strategic lines. - specific objectives.
Phase 5	Defining the actions Each of the Departments defined actions to facilitate compliance with the specific objectives set out in Phase 4, as well as their corresponding monitoring indicators.



Outline of the Bizkaia 21 Programme (2011-2016)

2.4. Evaluation of the degree of achievement of the Bizkaia 21 Programme (2011-2016)

MONITORING OBJECTIVES AND PROMOTING THE SECOND PB21

Maintain the internal participation process which started with the update of the Bizkaia 21 Programme

Advise/support Sustainability Agents in monitoring the Bizkaia 21 Programme

Develop the tools set out in the Monitoring and Evaluation Plan

Develop internal and external communication processes

Develop and activate internal training/awareness raising exercises

Sustainability Agents were responsible for gathering information for monitoring the Second PB21.

They are the people who represent the Departments or Directorates of the D.F.B. They are an "Expert, coordinator and motivator for the Bizkaia 21 Programme in each Department, and the representative before Office of the Leader of the Regional Government (which holds responsibility for the PB21's 'balanced scorecard'). They would monitor and launch projects, and perform tasks related to information, training and dissemination of the Programme within their Department." Official Bulletin of Biscay no. 101, May 24th 2007.

SYSTEMATIC WORK CARRIED OUT BY SUSTAINABILITY AGENTS IN THE SECOND PB21

Two data collections on the extent of progress of actions, one in each semester of the year.

One data collection on indicators, to coincide with the data collection on the progress of actions, carried out in the second semester.

Attendance at two sessions for sharing information on progress made with the PB21.

Proof of the usefulness of this forum and of the significance of sustainability in the D.F.B. can be found in an initiative of the Regional Cohesion Directorate of the Department of Transport, Mobility and Regional Cohesion, involving all its members in reviewing the Partial Land Use Plans (Spanish acronym P.T.P.) which will be developed in the coming years. This process has already been started in 2017 for the Bilbao Metropolitan Functional Area.

OTHER WORK ON MONITORING AND PROMOTING THE BIZKAIA 21 PROGRAMME

Training people who go on to become Sustainability Agents.

Guidance and support on data collection provided to Sustainability Agents

Biannual monitoring report

Annual monitoring report

Online publication of monitoring summary tables

Publication of monitoring reports on the employee portal Atarileku

Preparation of press releases

Preparation of articles for publication in the sustainability magazine Bizkaia Maitea

3. DISSEMINATING THE BIZKAIA 21 PROGRAMME (2011-2016)



BIZKAIKO ALDIZKARI OFIZIALA
BOLETIN OFICIAL DE BIZKAIA

BOB, 100. a. 2012, azaraila 6. Ostirak — 11249 — BOB n.º 130. 100000, E de Julio de 2012

First publication: no. 121, dated June 24th 2011
Second publication: no. 130, dated July 6th 2012, with the following modification:
The Department of the Environment takes over programme coordination responsibility from the Biscay Sustainability Institute, an entity which was affiliated to said Department. It also set out new actions around youth, including the Gaztedi Bizkaia Programme.

The year 2013 saw the publication of the **Bizkaia 21 Programme 2011-2016, the Sustainable Development Strategy of the Regional Government of Biscay**. More than 12 books about the programme have been published.



The Programme has its own banner on **Atarileku**, the website for D.F.B. employees. The portal is a management tool which centralises all information from the organisation and adds value by making it more streamlined, thus reducing costs and improving services, and facilitating information provision, communication and management.

The Bizkaia 21 website was set up within the framework of the D.F.B.'s Action Plan on Sustainability Education, and compiles all information about the PB21.



The most up-to-date window to the world for the D.F.B. on its website, and on several occasions information linked to the PB21 has been discussed and headed up this section.

The **Bizkaia Maitea** magazine has published 11 articles/reports and 3 monographs about the PB21 during the lifetime of the Programme (2011-2016). Also published online.



4. TRAINING

TRAINING ACTIONS LINKED TO THE SECOND PB21	
Course on the PB21 delivered to all relevant D.F.B. staff (2013 and 2014).	<p>Training delivered within the D.F.B.'s annual training plan for all staff during 2013 and 2014, covering the following:</p> <ul style="list-style-type: none">- the origins of the PB21- what the Bizkaia 21 Programme is- the preparation of the PB21- expert and political participation- who the Sustainability Agents are and what their roles involve- the responsibilities of the General Directorates within the Bizkaia 21 Programme- the four pillars of sustainability: environmental, cultural, economic and social.
Short training course for Sustainability Agents	<p>The main objective was to facilitate the work of Sustainability Agents within their directorate or department. The course covered:</p> <ul style="list-style-type: none">- the basics of sustainability- the importance and cross-cutting nature of sustainability- the Sustainability Agent and their role- clarifying that sustainability agents are not sustainability experts- the network which enables monitoring of the PB21

5. REPORTS AND RECORDS

Various different types of reports have been produced throughout the period of the Second PB21 in order to understand the Programme in greater depth:

REPORTS LINKED TO THE SECOND PB21	
<p>Reports and documents concerning preparation of the PB21</p>	<ul style="list-style-type: none"> - Report on the conclusions of the SWOT workshops delivered as part of the participative process around the new PB21 - Report on the conclusions of the future vision workshops delivered as part of the participative process around the new PB21 - Strategic lines and objectives of the new PB21 - Actions and monitoring indicators for the new PB21
<p>Biannual and annual reports from 2011 to 2016</p>	<ul style="list-style-type: none"> - PB21 monitoring and coordination system (2011-2016). Biannual evaluations: includes the degree of achievement of the actions set out, based on work carried out in each semester and different groupings. - PB21 monitoring and coordination system (2011-2016). Annual evaluations: adds the result of the monitoring indicators to the information indicated above for the biannual evaluations.
<p>Analysis of the contribution of the D.F.B.'s different plans and programmes to the Aalborg+10 Commitments (2014)</p>	<ul style="list-style-type: none"> - After selecting the plans and programmes to be analysed, each of these were compared internally against the Aalborg+10 Commitments and were subsequently reviewed with the expert leads for each of the 24 plans and programmes analysed, with a view to reaching agreed conclusions. - This report corresponds to one of the actions in the Second PB21.
<p>Analysis of the relationship between the PB21 and the ecological footprint of Biscay (2015)</p>	<ul style="list-style-type: none"> - Results show that almost 70% of the actions in the PB21 may impact on the calculation of the ecological footprint. - Analysis of direct impact reduced this percentage significantly, although it remained above 30%.

6. ACHIEVEMENTS

6.1. List of Outstanding Initiatives

The following tables outline the outstanding initiatives launched to comply with the Bizkaia 21 Programme, whether as a coordination and/or logistical instrument for implementing the Programme, or as part of the formal structure defined by the Aalborg+10 Commitments.

Said initiatives include various development plans and programmes, the creation of new services and consolidation of others.

COMMITMENT 1: GOVERNANCE		
Objective 1.1.1. Develop policies around coordination between D.F.B. Departments.		
Action 1.1.1.A. Provide official endorsement of the concept of a Sustainability Agent, and in doing so recognise their role and disseminate this concept internally and externally.		
Action 1.1.1.B. Approve and run a programme of Sustainability Agent meetings.		
Pioneering initiatives	Department responsible	Corresponding information
D.F.B.'s Sustainability Agents' Forum.	Department of Sustainability and the Environment	List of agents from all General Directorates of the D.F.B.
Action 1.1.1.D. Prepare and approve a PB21 Monitoring and Evaluation Plan (2011-2016).		
Pioneering initiatives	Department responsible	Corresponding information
PB21 coordination and monitoring programme	Department of Sustainability and the Environment	Degree of achievement of the PB21 Coordination, monitoring and evaluation reports on the Bizkaia 21 Programme.
Objective 1.1.2. Integrate mainstreaming as an organisational element for improving the consistency and coherence of regional policies		
Action 1.1.2.A. Set up a Regional Policy Coordination Committee.		
Sustainability Council for the Historical Territory of Biscay		Sustainability Council for the Historical Territory of Biscay
Action 1.1.2.B. Provide guidance to D.F.B. employees on tools and methodologies for mainstreaming new policies.		
Course on the Bizkaia 21 Programme		
Course on Green Public Procurement		

COMMITMENT 2: LOCAL MANAGEMENT TOWARDS SUSTAINABILITY. WE HAVE COMMITTED TO PREPARING EFFECTIVE MANAGEMENT PROGRAMMES WHICH ENCOMPASS DESIGN THROUGH TO IMPLEMENTATION AND SUBSEQUENT EVALUATION

Objective 2.1.1. Use sustainability indicators to supervise and evaluate progress towards sustainability

Action 2.1.1.A. Increase the involvement of General Assemblies and of the Regional Government of Biscay in European and international initiatives to consolidate sustainability policies.

Action 2.1.1.B. Run training campaigns about the Bizkaia 21 Programme, Local Agenda 21 and the Aalborg+10 Commitments, aimed at staff in the Regional Government as well as those working in municipal and supra-municipal entities.

Pioneering initiatives	Department responsible	Corresponding information
Basque Declaration, a new route map for European towns and cities		Basque Declaration
Meeting on local sustainability in Biscay (2015, 2016)		Meeting on local sustainability in Biscay

Objective 2.2.1. Use sustainability indicators to supervise and evaluate progress towards sustainability

Action 2.2.1.A. Maintain and update the Biscayan System of Sustainability Indicators.

Action 2.2.1.D. Evaluate the contribution of the D.F.B.'s different plans and programmes to the Aalborg+10 Commitments (+10).

Pioneering initiatives	Department responsible	Corresponding information
<i>Biscayan System of Sustainability Indicators</i> (renewed).		
Analysis of the contribution of the D.F.B.'s different plans and programmes to the Aalborg+10 Commitments.	Department of Sustainability and the Environment	Biscayan System of Sustainability Indicators

Objective 2.2.3. Use sustainability indicators to supervise and evaluate progress towards sustainability

Action 2.2.3.A. Encourage Biscayan municipalities to join European initiatives and projects with a view to implementing sustainable policies.

Action 2.2.3. D. Organise meetings involving the municipalities in Biscay which are members of the ICLEI.

Pioneering initiatives	Department responsible	Corresponding information
8th European Conference on Sustainable Cities and Towns (ICLEI, 2016). Basque Declaration.		8th European Conference on Sustainable Cities and Towns

Objective 2.3.1. Develop the School Agenda 21

Action 2.3.1.B. Set up the Bizkaia 21 website.

Pioneering initiatives	Department responsible	Corresponding information
Bizkaia 21, website on sustainability in Biscay	Department of Sustainability and the Environment	Bizkaia 21

Objective 2.3.2. Encourage the exchange of sustainability experiences in the education sector

Action 2.3.2.A. Collaborate to organise sustainable meetings in Biscayan educational institutions.

Pioneering initiatives	Department responsible	Corresponding information
Biscayan Youth Sustainability Forum	Department of Sustainability and the Environment	Biscayan Youth Sustainability Forum

Objective 2.3.3. Promote the update, dissemination and implementation of the D.F.B.'s Action Plan on Sustainability Education (PAES)

Action 2.3.3.A. Update the D.F.B.'s Action Plan on Sustainability Education as per the new Bizkaia 21 Programme (2011-2016) and other sustainability plans or programmes.

Pioneering initiatives	Department responsible	Corresponding information
Biscayan Action Plan on Sustainability Education 2020		Biscayan Action Plan on Sustainability Education 2020

COMMITMENT 3: NATURAL COMMON GOODS. WE HAVE COMMITTED TO TAKING FULL RESPONSIBILITY FOR PROTECTING, CONSERVING AND GUARANTEEING EQUAL ACCESS TO NATURAL COMMON GOODS**Objective 3.1.1. Protect biodiversity, especially threatened species, and encourage the prevention and eradication of invasive species****Action 3.1.1.A.** Encourage the creation and implementation of management plans for protected species.

Pioneering initiatives	Department responsible	Corresponding information
Strategy for the Protection, Improvement and Management of Biodiversity in Biscay	Department of the Environment	Strategy for the Protection, Improvement and Management of Biodiversity in Biscay

Objective 3.1.2. Conserve ecosystems, and develop green infrastructure as a means of job creation and socioeconomic development**Action 3.1.2.B.** Develop the research project titled *Millennium Ecosystem Assessment in Biscay***Action 3.1.2.C.** Create the Catalogue of Ecosystem Services (provisioning, regulating and cultural services) for human wellbeing in Biscay

Pioneering initiatives	Department responsible	Corresponding information
Ecosystem Services Assessment in the Basque Country	Department of the Environment	Ecosystem Services Assessment in Biscay
Nature and wellbeing in Biscay. Ecosystem Services Assessment; research applied to management (book; includes catalogue)		Ecosystem Services Assessment in the Basque Country
		Nature and wellbeing in Biscay. Ecosystem Services Assessment; research applied to management

COMMITMENT 4: RESPONSIBLE CONSUMPTION AND LIFESTYLE CHOICES. WE HAVE COMMITTED FIRMLY TO ADOPTING AND FACILITATING A PRUDENT AND EFFICIENT USE OF RESOURCES AND TO ENCOURAGING SUSTAINABLE CONSUMPTION AND PRODUCTION**Objective 4.1.1. Develop a sustainable public procurement policy****Action 4.1.1.D.** Include content around sustainable public procurement in the degree and job training programme.

Pioneering initiatives	Department responsible	Corresponding information
Course on Green Public Procurement		

Objective 4.2.2. Educate around sustainable consumption and its benefits, and encourage changes in daily consumption habits**Action 4.2.2.A.** Run annual GAP Programme campaigns on responsible consumption and use of resources.

Pioneering initiatives	Department responsible	Corresponding information
<i>Activate</i> + Programme	Department of Sustainability and the Environment	Activate +

Objective 4.3.2. Reduce the amount of urban waste generated per capita**Action 4.3.2.A.** Implement the Biscay Urban Waste Prevention Plan 2010-2016.

Pioneering initiatives	Department responsible	Corresponding information
<i>Recetas para aprovechar y que te aproveche</i> (sustainable recipe book)		Recetas para aprovechar y que te aproveche

Objective 4.3.4. Encourage compost production using organic material**Action 4.3.4.A.** Provide organic waste bins in town and cities throughout the Historical

Pioneering initiatives	Department responsible	Corresponding information
Network of municipalities in Biscay with a 5th bin, selective organic waste collection and compost production.	Department of Sustainability and the Environment	Network of municipalities in Biscay with a 5th bin

COMMITMENT 5: PLANNING AND DESIGN. WE HAVE COMMITTED TO TAKING A STRATEGIC ROLE IN URBAN DESIGN AND PLANNING AND TO DIRECT ENVIRONMENTAL, SOCIAL, ECONOMIC, HEALTH AND CULTURAL MATTERS TOWARDS THE COMMON GOOD

Objective 5.1.1. Incorporate environmental, economic, social, cultural and health considerations into land use planning management

Action 5.1.1.A. Develop a Catalogue of Good Practice in sustainable town planning which can be integrated into regional land use planning and into town planning policies throughout Biscay's towns and cities.

Pioneering initiatives	Department responsible	Corresponding information
Catalogue of Good Practice in sustainable town planning and regional land use planning		

COMMITMENT 6: BETTER MOBILITY, LESS TRAFFIC. WE RECOGNISE THE INTERDEPENDENCE OF TRANSPORT, HEALTH AND THE ENVIRONMENT, AND WE ARE FIRMLY COMMITTED TO PROMOTING SUSTAINABLE TRANSPORT MODELS

Objective 6.1.6. Encourage staff of the D.F.B. and its affiliated public bodies to travel sustainably

Action 6.1.6.E. Launch voluntary, experimental remote working with specific groups of people

Pioneering initiatives	Department responsible	Corresponding information
Remote Working Plan of the D.F.B.	Department of the Presidency	Annual Remote Working Plan

COMMITMENT 7: LOCAL ACTION FOR HEALTH. WE HAVE COMMITTED TO PROMOTING AND PROTECTING THE HEALTH AND WELLBEING OF OUR CITIZENS

Objective 7.2.2. Incorporate the concept of a health town or city into town planning

Action 7.2.2.C. Encourage the development of the Age-friendly Cities concept in towns and cities across Biscay.

Pioneering initiatives	Department responsible	Corresponding information
Manual for implementing the <i>Age-friendly Cities</i> project in your community		Manual for implementing the <i>Age-friendly Cities</i> project in your community

Objective 7.3.2. Encourage healthy habits geared towards increasing people's quality of life

Action 7.3.2.A. Collaborate with the Basque Government's Department of Health on preventative healthcare and health promotion programmes

Pioneering initiatives	Department responsible	Corresponding information
Generakzioa, active ageing	Department of Social Action	Generakzioa

COMMITMENT 8: VIBRANT AND SUSTAINABLE LOCAL ECONOMY. WE HAVE COMMITTED TO CREATING AND ENSURING A VIBRANT LOCAL ECONOMY WHICH PROMOTES EMPLOYMENT WITHOUT DETRIMENT TO THE NATURAL ENVIRONMENT

Objective 8.5.2 Promote scientific research

Action 8.5.2.B. Establish collaboration agreements with the UNESCO Chair in Sustainable Development and Environmental Education of the University of the Basque Country

Pioneering initiatives	Department responsible	Corresponding information
Ecosystem Services Assessment in Biscay Ecosystem Services Assessment in the Basque Country	Department of Sustainability and the Environment	Ecosystem Services Assessment in Biscay Ecosystem Services Assessment in the Basque Country

COMMITMENT 9: SOCIAL EQUITY AND JUSTICE. WE HAVE COMMITTED TO ENSURING OUR COMMUNITIES ARE INCLUSIVE AND UNITED

Objective 9.3.2. Encourage integration and mutual understanding, and prevent multiculturalism from being associated with loss of own identity

Action 9.3.2.A. Strengthen networks around cultural diversity to facilitate greater public and social engagement.

Pioneering initiatives	Department responsible	Corresponding information
GIZARTEGUNE, giving a voice to the most vulnerable people	Department of Social Action	Gizartegune

COMMITMENT 10: LOCAL TO GLOBAL. WE HAVE COMMITTED TO SHARING GLOBAL RESPONSIBILITY FOR PEACE, JUSTICE, SUSTAINABLE DEVELOPMENT AND PROTECTING THE CLIMATE

Objective 10.1.2. Incorporate sustainability and policy coherence in all our development cooperation work

Action 10.1.2.A. Encourage the inclusion of sustainability in development cooperation work and in educational and awareness-raising actions.

Pioneering initiatives	Department responsible	Corresponding information
Biscayan Cooperation Master Plan 2013-2015	Department of Social Action	Biscayan Cooperation Master Plan 2013-2015

Objective 10.2.1. Develop actions geared towards reducing greenhouse gas emissions, saving energy through energy efficiency measures and increasing renewable energy use, in line with European objectives

Action 10.2.1.A. Establish a Sustainable Energy Strategy for Biscay.

Pioneering initiatives	Department responsible	Corresponding information
Biscayan Sustainable Energy Strategy (EESB 2020)	Department of Sustainability and the Environment	Biscayan Sustainable Energy Strategy (EESB 2020)

Objective 10.3.1. Reduce the ecological footprint of Biscay

Action 10.3.1.A. Calculate the ecological footprint of Biscay annually

Pioneering initiatives	Department responsible	Corresponding information
Ecological footprint of Biscay	Department of Sustainability and the Environment	Ecological footprint of Biscay

6.2. Conferences: Meeting on local sustainability in Biscay

The **Bizkailab** initiative was launched by the D.F.B. in collaboration with the University of Deusto to create a hub of knowledge, development and social innovation in priority areas for the Historical Territory of Biscay.

CONFERENCES HELD AS PART OF BIZKAILAB

2015	- Presentation of research to determine the contribution and alignment of the Local Agenda 21 initiatives and associated municipal sustainability plans to the Bizkaia 21 Programme, and to the international Aalborg+10 Commitments.
2016	- Conclusions reached after finalising the research, and discussion around how to address the weaknesses identified.

6.3. 8th European Conference on Sustainable Cities and Towns (ICLEI)

8th EUROPEAN CONFERENCE ON SUSTAINABLE CITIES AND TOWNS (ICLEI)

2016	- Held from the 27th to 29th April in Bilbao. - More than 1,000 local, European and international representatives. - The Basque Declaration was approved during the gathering.
-------------	--

7. TARGET OUTCOMES. RELEVANT INDICATORS

There are 320 management indicators for the PB21 Objectives. The results of 30 of these, set out below, comprise the 'balanced scorecard':

COMMITMENT 1: GOVERNANCE. WE HAVE COMMITTED TO DEVELOPING OUR DECISION-MAKING PROCEDURES THROUGH GREATER PARTICIPATORY DEMOCRACY						
Objective 1.1.1. Develop policies around coordination between D.F.B. Departments.						
1	No. meetings held by Sustainability Agents					
	2011	2012	2013	2014	2015	2016
	5	3	2	2	2	2
Objective 1.1.2. Integrate mainstreaming as an organisational element for improving the consistency and coherence of regional policies						
2	No. cross-cutting actions on youth					
	2011	2012	2013	2014	2015	2016
	74	96	96	105	104	100
Objective 1.2.1. Encourage the coordination, pooling or partnering of public services and resources to promote a sustainable system						
3	No. services pooled					
	2011	2012	2013	2014	2015	2016
	-	21	21	22	22	22
Objective 1.2.2. Improve the level of customer service provided to the population via a benefits and services system which is equitable, effective, accessible and understandable, and always user-centred. Equality and sustainability						
4	No. service users who used the electronic system					
	2011	2012	2013	2014	2015	2016
	-	64,218	70,473	79,739	122,423	153,297
COMMITMENT 2: LOCAL MANAGEMENT TOWARDS SUSTAINABILITY. WE HAVE COMMITTED TO PREPARING EFFECTIVE MANAGEMENT PROGRAMMES WHICH ENCOMPASS DESIGN THROUGH TO IMPLEMENTATION AND SUBSEQUENT EVALUATION						
Objective 2.2.3. Encourage the different Administrations across the region to collaborate with the European Sustainable Cities and Towns Campaign						
5	No. municipalities affiliated to European initiatives and projects					
	2011	2012	2013	2014	2015	2016
	107	107	107	108	108	108
Objective 2.3.2. Encourage the exchange of sustainability experiences in the education sector						
6	No. sustainable school experiences logged on the Bizkaia 21 website					
	2011	2012	2013	2014	2015	2016
	-	-	40	15	19	36
Objective 2.4.2. Develop access to, and proactive dissemination of, information on sustainability processes, such as outcomes from implementing plans, sustainability indicators, etc.						
7	No. hits on the Bizkaia 21 website per year					
	2011	2012	2013	2014	2015	2016
	56,269	515,522	2,061,239	2,839,684	2,255,355	1,749,627
Objective 2.5.3. Eliminate tax fraud to achieve greater equality and social justice in how society shares financial burdens						
8	No. actions on eliminating tax fraud, from those listed by the Treasury and Finance Department					
	2011	2012	2013	2014	2015	2016
	3 types of actions	3 types of actions	3 types of actions	3 types of actions	3 types of actions	3 types of actions

COMMITMENT 3: NATURAL COMMON GOODS. WE HAVE COMMITTED TO TAKING FULL RESPONSIBILITY FOR PROTECTING, CONSERVING AND GUARANTEEING EQUAL ACCESS TO NATURAL COMMON GOODS						
Objective 3.1.4. Reduce the environmental impact of different infrastructures						
9	No. plans, programmes and projects submitted for Environmental Impact Assessment					
	2011	2012	2013	2014	2015	2016
	51	33	76	101	42	22
Objective 3.2.1. Encourage municipal actions to improve air quality						
10	No. Bizkaibus users					
	2011	2012	2013	2014	2015	2016
	28,397,645	28,255,792	28,057,075	27,261,452	26,126,773	26,486,435
Objective 3.3.4. Improve the quality of watercourses and complete existing sanitation and purification plans						
11	No. actions carried out to complete provisioning infrastructure in the primary network					
	2011	2012	2013	2014	2015	2016
	6	4	10	9	5	13
12	No. actions carried out to complete sanitation infrastructure in the primary network					
	2011	2012	2013	2014	2015	2016
	20	1	12	18	12	23
COMMITMENT 4: RESPONSIBLE CONSUMPTION AND LIFESTYLE CHOICES. WE HAVE COMMITTED FIRMLY TO ADOPTING AND FACILITATING A PRUDENT AND EFFICIENT USE OF RESOURCES AND TO ENCOURAGING SUSTAINABLE CONSUMPTION AND PRODUCTION						
Objective 4.2.2. Educate around sustainable consumption and its benefits, and encourage changes in daily consumption habits						
13	No. participants each year in GAP Programme campaigns around responsible consumption					
	2011	2012	2013	2014	2015	2016
	-	105	511	470	433	556
14	No. teaching initiatives on responsible consumption integrated into the PAES					
	2011	2012	2013	2014	2015	2016
	-	1	2	3	3	4
Objective 4.3.4. Encourage compost production using organic material						
15	Amount of organic waste collected per year (t/year) for compost production					
	2011	2012	2013	2014	2015	2016
	-	3,428	3,544	3,647	5,969	6,613
Objective 4.4.1. Encourage electrification of the transport system						
16	No. users of the cleanest forms of transport (hybrid and electric vehicles, etc.)					
	2011	2012	2013	2014	2015	2016
	9,932	361,899	380,157	377,773	1,038,218	1,244,404
COMMITMENT 5: PLANNING AND DESIGN. WE HAVE COMMITTED TO TAKING A STRATEGIC ROLE IN URBAN DESIGN AND PLANNING AND TO DIRECT ENVIRONMENTAL, SOCIAL, ECONOMIC, HEALTH AND CULTURAL MATTERS TOWARDS THE COMMON GOOD						
Objective 5.1.1. Incorporate environmental, economic, social, cultural and health considerations into land use planning management						
17	No. Partial Land Use Plans approved which include sustainability criteria					
	2011	2012	2013	2014	2015	2016
	0	4	5	5	5	5

COMMITMENT 6: BETTER MOBILITY, LESS TRAFFIC. WE RECOGNISE THE INTERDEPENDENCE OF TRANSPORT, HEALTH AND THE ENVIRONMENT, AND WE ARE FIRMLY COMMITTED TO PROMOTING SUSTAINABLE TRANSPORT MODELS						
Objective 6.1.4. Encourage people to make more journeys on foot or by bike and to avoid using their own car for leisure travel						
18	No. public transport stations with bike hire points					
	2011	2012	2013	2014	2015	2016
	-	-	19	19	20	20
19	No. municipalities with an urban bike lane network linked up with peri-urban bike lanes					
	2011	2012	2013	2014	2015	2016
	-	-	39	39	39	39
COMMITMENT 7: LOCAL ACTION FOR HEALTH. WE HAVE COMMITTED TO PROMOTING AND PROTECTING THE HEALTH AND WELLBEING OF OUR CITIZENS						
Objective 7.2.1. Guarantee a quality natural environment in terms of air, water, soil, noise, light pollution and other factors.						
21	No. town halls which have incorporated acoustic zoning into their planning policies					
	2011	2012	2013	2014	2015	2016
	1	5	10	16	26	30
Objective 7.3.3. Promote active participation during all phases of life and at all ages to improve people's experience of old age throughout the region						
22	No. information campaigns carried out aimed at older people					
	2011	2012	2013	2014	2015	2016
	3	4	3	11	14	10
Objective 7.3.4. Encourage lifelong learning						
22	No. cultural and hobby courses run					
	2011	2012	2013	2014	2015	2016
	3	7	3	4	4	4
COMMITMENT 8: VIBRANT AND SUSTAINABLE LOCAL ECONOMY. WE HAVE COMMITTED TO CREATING AND ENSURING A VIBRANT LOCAL ECONOMY WHICH PROMOTES EMPLOYMENT WITHOUT DETRIMENT TO THE NATURAL ENVIRONMENT						
Objective 8.3.2. Promote the implementation of Sustainability Schemes (plans around equality, multiculturalism, corporate responsibility, environmental management systems, etc.) within the Biscay business network.						
23	% decrees which include the implementation of sustainability schemes in their assessment criteria					
	2011	2012	2013	2014	2015	2016
	50%	33%	50%	66%	50%	62.5 %
Objective 8.3.4. Strengthen local markets and enterprises						
24	No. artisans financed					
	2011	2012	2013	2014	2015	2016
	36	33	30	42	45	61
Objective 8.4.2. Promote quality sustainable tourism throughout Biscay, encouraging medium to long term trips to the area						
25	No. sustainable tourism initiatives created					
	2011	2012	2013	2014	2015	2016
	24	60	18	24	12	50

COMMITMENT 9: SOCIAL EQUITY AND JUSTICE. WE HAVE COMMITTED TO ENSURING OUR COMMUNITIES ARE INCLUSIVE AND UNITED

Objective 9.1.3. Guarantee the provision of programmes and services geared towards offering specialist care to victims of violence against women

26 Total no. victims attended in the Emergency Care Service						
	2011	2012	2013	2014	2015	2016
	-	-	171	107	171 (97 women, 74 children)	176 (94 women and 82 minors)

27 Total no. victims attended in medium to long stay Comprehensive Residential Care Programmes						
	2011	2012	2013	2014	2015	2016
	-	-	40	54	62 (28 women, 34 children)	66

Objective 9.2.1. Broaden the understanding and use of the Basque language

28 No. activities offered in Basque						
	2011	2012	2013	2014	2015	2016
	1,400	1,350	922	905	965	890

COMMITMENT 10: LOCAL TO GLOBAL. WE HAVE COMMITTED TO SHARING GLOBAL RESPONSIBILITY FOR PEACE, JUSTICE, SUSTAINABLE DEVELOPMENT AND PROTECTING THE CLIMATE

Objective 10.2.1. Develop actions geared towards reducing greenhouse gas emissions, saving energy through energy efficiency measures and increasing renewable energy use, in line with European objectives

29 No. municipal or regional sustainable energy plans approved						
	2011	2012	2013	2014	2015	2016
	7	8	9	9	10	17

Objective 10.3.1. Reduce the ecological footprint of Biscay

30 Ecological footprint of Biscay						
	2011	2012	2013	2014	2015	2016
	3.1086	2.9298	2.8091	2.9400	-	-

8. ANNEXES

8.1. Annex III: Sustainability Agents

The Sustainability Agents have played a fundamental part in the Bizkaia 21 Programme since the beginning. They were one of the analysis and comparison groups involved in drafting the Programme, and were the people responsible for gathering information on its degree of achievement.

We wish to express our gratitude to all of them for their dedication, enthusiasm and their unfailingly constructive contributions.

Ainara Celaya Marcaida - Aitor Urcullu Guruceta - Alberto Martínez Miguel - Alfonso Andía Ortiz - Álvaro Arpón Zufiaur – Amaya Asensio de la Villa - Ana María Bajo Benítez - Arantza Otaolea Velado - Belén Batarrita Agirretxe - Benito Masa Hernández - Carlos Gil Madrazo - Cristina Zubiaur Prieto - Daniel Ruiz Larsson - Eider Ibarrondo Gordón - Eleder Aurtenetxe Pildain - Elixabete Arriaga Calvo - Estela Ángela Sánchez Garagorri - Estibaliz Biguri Fuente – Estibaliz Larrucea Marijuan - Francisco Aguiriano Miranda - Idoia Garai Tellechea – Igone Barriocanal Zabala - Iñaki Arrazola Madina - Iñigo Alvear Lekue - Iñigo Orue Moro - Irene Florez Cousillas - Irma Otegui Goiburu – Isabel Sánchez Robles - Jon Iñaki Mena Abasolo - José Andres Etxebarria Etxeita - José Arriola de la Vega - José Carlos Rico Gamarra - José Luis Aldayturriaga Bustamante - José Manuel Alonso Arana – José María Palacios Aristondo - Joseba Andoni Ugarte Yurrebaso - Josu Basozabal Zamakona - Juan José Duque Murua - Kepa Xabier Aretxabala Urbitarte - Luis Antonio Fuente Plaza - M^a del Carmen de la Mora - Mainer Hurtado Saratxaga – Marta Barco Mondragón - Marta Vielba Postigo - Meder Zubiaurre Elguezabal - Mikel Unzueta Portilla - Miren Arantza Mardaras Izarza - Mónica de la Fuente Sánchez - Nerea Alvarado González- Olatz Unzurrunzaga Muro - Pedro Emparanza Bereciartua - Txema Chaves Rivera - Xabier Arana Eiguren.

8.2. Annex IV. Dissemination of the PB21. Products and services resulting from its development and implementation

	ATARILEKU	BIZKAIAMEDIA	BIZKAIA MAITEA MAGAZINE
2011	Bizkaia 21: Sustainable Development Strategy of the Regional Government		Launch of www.bizkaia21.net, the sustainability education website.
2013	2nd Cooperation Master Plan	The D.F.B. takes part in the 1st Solidarity Economy Fair held in the Basque Country	Interview with regional government minister Iosu Madariaga on the PB21.
2014	Degree of achievement of the PB21	The D.F.B. provides almost 1.9 million euros to 54 municipal and supra-municipal energy efficiency projects	Reference system for the regional government: Sustainability Agents and sustainability programme
	Municipal sustainability plans, now on the D.F.B. website	The D.F.B. uncovers 523.8 million euros in tax fraud in 2014, some 12% more than the previous year	
		The D.F.B. will provide 4.7 million euros in funding for development cooperation	
		The D.F.B. updates its remote working facility	
	Selective collection and separation of urban waste in Biscay meets the European goal of 50%		
2015	Approval of the Biscayan Action Plan on Sustainability Education	Biscay hosts the first young people's sustainability forum	Support for local sustainability
		Biscay approves its own strategy for reaching the goals of protecting, improving and managing diversity	
		The D.F.B. publishes teaching material on energy saving for secondary schools (Euronet 50/50)	
		Launch of <i>ACTÍVATE +</i> , a programme which helps conserve and care for the natural environment	
		The D.F.B., EUDEL and Emakunde develop the equality network in small municipalities	
		The D.F.B. provides 910,000 euros in funding for three business master's programmes at the University of the Basque Country	
		The D.F.B. updates the ZAINDUZ programme in 5 municipalities	
		The D.F.B. and the University of the Basque Country agree to study the evolution of ecosystem services in the Basque Country	
		The D.F.B. recognises the work of young people participating in Formula Student and confirms its support of this programme	

ATARILEKU		BIZKAIAMEDIA	BIZKAIA MAITEA MAGAZINE
2015		The D.F.B. supports sustainable development as a cross-cutting policy	
		The D.F.B. creates a talent network for the Basque Country comprising 5,500 professionals and 65 countries	
		The D.F.B. publishes a report on action taken to make Biscay more sustainable	
		The Urdaibai Biosphere Reserve hosts the 1st Conference on Sustainable Tourism in Urdaibai	
		Presentation of 'Bizkaia Goazen', the new image of the D.F.B., following the first 100 days in office	
2016	Drive for sustainable development in Biscay	Approval of the 5th Regional Plan for Equality (2016-2019)	Interview with Elena Unzueta, Regional Minister for Sustainability and the Natural Environment
		The D.F.B. launches a new youth awareness-raising campaign: <i>Off. Control is not love.</i>	
		The D.F.B. Completes restoration of the Zalama peat bog and pastureland as part of the LIFE+ programme 'Sustainable Ordunte'	
		The D.F.B. drives the implementation of energy efficiency plans in town halls and municipal associations	
		Elena Unzueta: "Biscay has reduced its ecological footprint by half during a decade."	
		Biscay committed to people with disabilities	"The PB21 has promoted sustainability in the period 2005-2016"
		The D.F.B. will begin incorporating social and environmental clauses in its public contracts	
		The D.F.B. joins the 'Basque Declaration', the route map for addressing the challenges facing urban society	
		Towns and cities in Biscay use their own sustainability plans to help guarantee inclusive and solidary societies (2nd Meeting of Municipalities for Sustainability in Biscay)	
		The three regional governments and the Basque Government approve the joint anti-fraud plan for 2016	
		Basque dictionary for foreigners, now available in eight municipalities in Biscay	
Unai Rementeria: "Municipalities and regions play a key role in moving towards sustainable development."			
2017	Ecological footprint of Biscay		
	Biscayan System of Sustainability Indicators		