

CLEVER Social Survey Questionnaire Proposal

1.0 Methodological issues

Questionnaire construction

Scales: Whenever possible the questions (items) have been grouped:

- within the same answer format
 - Satisfaction scale: “(Overall,) How satisfied are you with _____?”
 - *Completely satisfied*
 - ...
 - *Completely dissatisfied*
 - (Dis)Agree scale: “How much you / What extent do you agree or disagree with following statements?”
 - *Strongly disagree*
 - *Disagree*
 - *Neither agree nor disagree / Undecided*
 - *Agree*
 - *Strongly Agree*
- And in sections by topics:
 - Place: description and use
 - Place Satisfaction
 - Psychosocial issues related with place
 - CLEVER intervention: information, believes, expectation, corners, participation...
 - Wellbeing and Health
 - Sociodemographic

Sense of answer options: The middle of questions is formulated in a positive and the other middle in negative sense (for control of acquiescence bias):

- **Positive sense:** the first choices reflect positive answers or higher amounts/frequency, while the last ones represent negative answers or lower amounts/frequency, etc.

Examples:

- completely satisfied → completely dissatisfied
- very safe (5) / tend to safe (4) / neutral (3) / tend to unsafe (2) / very unsafe (1)]
- yes / not
- every day / → / never
- ...

- **Negative sense:** the first choices reflect negative answers or lower amounts, while the last ones represent positive answers or higher amounts/frequency/etc. Mainly the (dis)agree scale:
 - Disagree → agree
 - ...

“No answer” option: it will be including in the question options.

Classification of the locations (PLACES) of CLEVER's interventions:

- Open Spaces [OS]: Park, garden, square, lake....
- Schoolyard [Sy]
- Station (outdoor) [St]
 - The interventions of schoolyard and station (outside) are very similar to they make in open spaces → NEED adapt text of questions.
- Building (green roofs and/or facades) [B]:
 - If the roof is accessible for people, it can be treated as an open space.
- Local area or neighbourhood [N]:
 - “Local area” is understood as a area within a few minutes walking distance from your home.

TEXT to replace for adapting to specificities of each CAL. In the document there are **some text highlight blue shaded** which should be replaced by the name that identifies the site or CLEVER intervention being evaluated.

- “**PLACE**” means the place where CLEVER's intervention is framed. So, when it writes “**PLACE**” in the questionnaire, this term should be replaced by the label that identifies the site to the participants. For example:
 - The garden (CLEVER intervention) in the/this **PLACE** refugee camp
 - The green facade (CLEVER intervention) in the/this **PLACE** station
- **CLEVER intervention:** in the questionnaire, this term should be replaced by the label that identifies the intervention of CLEVER project which will be make in the evaluated PLACE.

Reference to “local area” or “neighbourhood” [N]: → For questions regarding a context of the CLEVER’s intervention or valuated place.

Proposal of items to be used in ALL CALs Surveys which using questionnaires: the items of the questionnaire that are considered necessary/mandatory to be included in ALL studies using questionnaires have been **put in bold**. Some are specific to the **PLACE** or **CLEVER intervention** type.

- At the end of the document (See Section 8.1) there is a **TABLE** in which is indicate the number of de items by topic and subtopic [Nº], number of items mandatory [*], and the PLACE categoric related [N], [OS], [Sy], [St] or [B].

1 Place		Nº	[*]	N	OS	Sy	St	B
1.1	Description of place	2	1		1	1	1	2

- Into the cells for each PLACE categoric the number of mandatory items for this categoric is indicated.
- When the item/s is common for several or ALL categoric the cells are combined, as it is showing belong:

2 Place Satisfaction (unify STF) scale		Nº	[*]	N	OS	Sy	St	B
2.1 General Residential Satisfaction								
2.1.1 y 3	Neighbourhood & neighbors	2	2			2		

The resulting **questionnaire is long**. It is possible the participants spend more than 15 minutes to fill up. Because that, TECNALIA propose two strategic:

- Support by interviewers:** the questionnaires should be completed with the support of pre-trained interviewers in site.
- Shorten the questionnaire:** It might also be possible shorted the questionnaire by selecting only the most relevant topics in each CAL in function of objectives of each survey.

Other considerations:

- The several translations have to be controlled and pretested because there are several differences in meaning and interpretation between the “same” words in different languages.
- I don’t know when you want to carry this out but there is a lot of work to do if you want to do this accurately. Especially with the problems mentioned above.

Procedure

TECNALIA proposes that the questionnaires be filled in at the place being evaluated (IN SITU). This can be done with paper questionnaires or questionnaires made on some computer support.

If it is not possible for them to be filled in on site, then they should only be filled in by people who know the place, so that they can evoke it, based on their previous experience in that place.

When CLEVER's interventions correspond to **green roofs & facades**, interviews or questionnaires can be carried out in the homes of the residents of the buildings where these interventions are to be implemented.

A clear procedure should be designed to carry out information gathering campaigns. This procedure should include training of interviewers (or detailed instructions when filling in through a mobile application), survey control, campaign control...

Sample

In order to be able to extrapolate the data from the questionnaires, in addition to following a careful procedure for collecting the information, the sample must be representative of the reference population.

Therefore, the first thing we must do is ask ourselves what the population under study is. For example, people between 16- and 70-years old living in a neighbourhood or building, or young people between 14 and 20 years old, or people who use a certain place (park, square...).

When it is a small population, it is recommended to involve all stakeholders. If there is an important part that does not participate, it should be analysed if these correspond to a specific group that their

But when you cannot involve the whole population, you have to select a sample from it. When the size of the reference population is known, the sample size for a given confidence level is calculated using formulas.

For the results to be generalizable, the sample must be representative of the reference population. For this purpose, the persons to be involved must be selected at random. For the results to be generalizable, the sample must be representative of the reference population. For this purpose, the persons to be involved must be selected at random. For that, it is necessary that the probability all persons has to be known before the sampling. When using a computer application, it is difficult to fulfil because the application is not available to all people or is distributed by means that do not reach all possible stakeholders. If the latter occurs, the sample will be biased, and the results will not be representative of the population of interest., that is, the probability just has to be known before the sampling.

When our population of interest is the users of a relatively small open urban space, TECNALIA usually interviews all the interested users who are on site during the busiest periods, for 1 or 2 days with pleasant weather conditions. A minimum sample of 40 users is recommended.

General aspects → to facilitate the reading of the document

WORD into items highlight in BLUE shaded

- **“PLACE”**: means the place where **CLEVER's intervention** is framed.
 - For example:
 - The garden (**CLEVER intervention**) in the refugee camp (**PLACE**)
 - The green facade (**CLEVER intervention**) in the station (**PLACE**)
 - So, when it writes **“PLACE”** in the questionnaire, this term should be replaced by the label that identifies the site to the participants.
- So, when it writes **“CLEVER intervention”** in the questionnaire, this term should be replaced by the label that identifies the intervention of CLEVER project which will be made in the evaluated **PLACE**.
- Grouped items by topics:
 - Place: description and use
 - Place Satisfaction
 - Psychosocial issues related with place
 - CLEVER intervention: information, believes, expectation, corners, participation...
 - Wellbeing and Health
 - Sociodemographic

Questions with Blond letter → Our proposal of common (mandatory) items for ALL CALLs (most relevant ones) or for different PLACES:

- Open Spaces [OS]
- Schoolyard [Sy]
- Station (outdoor) [St]
- Building [B]
- Local area or neighbourhood [N]

[Title of the CLEVER Survey]

Thank you for choosing to take part in the [CLEVER Survey...].

[Short introduction, e.g.

This survey is part of the CLEVER Cities Project adapted for the CLEVER Cities [Hamburg, London or Milan] local cluster.

The following questions are developed by ...]

You will need approximately 15-20 minutes to fill in the questionnaire.

[You should provide a short explanation about different response options.]

How to fill in the questionnaire?

1. Most questions can be answered by putting a cross in the box, or by writing in a number...
2. multiple choice...
3. please fill in all questions...
4. if you change your mind and want to select a different option...

Please note that most of the questions refer to the period before the COVID-19 crisis. For example, when we ask you how often you have used a certain public open space in the last 12 months, we are referring to the last 12 months prior to the crisis.

In some cases, you will be asked about the period during the COVID-19 crisis and that will be clearly specified in the questions.

[You should also add a contact person (email, phone) for more information]

Where I can get more information?

[You should provide information about data processing and storage, anonymity...]

1 Place

In this first section, we would like to find out a little about your place/neighbourhood. Please note that the following questions are about your place before the COVID-19 crisis.

1.1 Description of place

Open spaces [OS] [St] [Sy] or Building [B]

- Please can you describe how is **this PLACE** in two or three lines?
 - *[The children could draw it or write a story about it]*
- **ONLY [B]** Do You have a balcony. terrace or a garden at home?
 - Yes → could you describe it? _____ [balcony, terrace, a garden]
 - No

1.2 Use of space

Open Spaces: [OS] [Sy] [St] [B: green roof if it is accessible]

1.2.1 Frequency

- **Thinking about the last 12 months before the COVID-19 crisis, how often, on average, have you spent in **this PLACE?****
 - Every day (1 or more times)
 - Weekly
 - Monthly
 - Sporadically
 - Never, this is the first time

1.2.2 Time of use

- How long, on average, have you spent each time in **this PLACE** before the COVID-19 crisis?
 - More than 1 hours
 - Between 30-60 minutes
 - Between 15-30 minutes
 - 5-10 minutes
 - Less than 5 minutes

1.2.3 Activities

[Choose one of the two OPTIONS]

- **[OPTION A] What activities do you usually do in **this/the PLACE** before the COVID-19 crisis?**

[You can choose more than one answer.]

- Physical activities: sports, games, fitness...
- Care old people or child
- Social activities: picnics, talking and spending time with other...
- Gardening
- Enjoying nature, relaxing...
- Cultural activities: music events, theatre...
- Arts and crafts activities (painting)
- Other _____

- **[OPTION B] Please indicate what your relationship is with **this/the PLACE** before the COVID-19 crisis** *[You can choose more than one answer.]*

- I live in **this/the PLACE**
- I visit **this/the PLACE** for personal reasons (family, friends, ...)
- Work / studies in **this/the PLACE** I represent an organisation/association/group operating in the neighbourhood
- I do physical activity (sport, fitness...)
- I take care of the elderly or children
- I do socialize activities: spending time with friends, picnics
- I do gardening activities
- I relax in nature
- I carry out cultural activities: musical events, theatre
- I dedicate myself to art and craftsmanship.
- Other _____

1.3 Environmental Comfort

For open spaces [OS] [St] [Sy] or Building [B]

- **How comfortable did you feel with the following aspects in **this place/building** before the COVID-19 crisis?**

	Very high	high	medium	low	Very low
Acoustic	1	2	3	4	5
Thermal	1	2	3	4	5
Lighting	1	2	3	4	5
Visual	1	2	3	4	5
Overall	1	2	3	4	5

1.4 Evolution: the past two years

Open spaces [N] [OS] [St] [Sy] or Building [B]

- On the whole, do you think that over the past two years before the COVID-19 crisis **this PLACE** has got better or worse to **live/work** in or would you say things haven't changed **much**?
 - The **PLACE** has got better improved
 - The **PLACE** has not changed much (hasn't got better or worse)
 - The **PLACE** has got worse
 - Have not **lived/work** here long enough to say

1.5 Opinion about natural environment

- How natural environment (green/blue spaces) in **this PLACE** has changed over the past two years before the COVID-19 crisis?
 - has got better
 - has not changed much (hasn't got better or worse)
 - has got worse
 - Have not **lived/work** here long enough to say
- **What do you think about natural environments (green spaces) in your neighbourhood?**
 - Very favourable
 - Favourable
 - Indifferent
 - Against
 - Very contrary

2 Place Satisfaction (unify STF) scale

In this second section, we would like to find out a little about your opinion with local area.

[Response scale in negative SENSE: [Please, select one answer per row]

5 Completely satisfied → 1 Completely dissatisfied

OR: Completely satisfied (5); Satisfied (4); Neither satisfied nor dissatisfied (3); Dissatisfied (2); Completely dissatisfied (1); Prefer not to answer (9)]

The different issues included in this scale are:

- General Residential Satisfaction
- Open Spaces [OS] Satisfaction
(OS where the intervention of CLEVER is included)
- Residential Satisfaction: Building [B]
- Place Satisfaction: School [Sy] / Station [St]
- Safety

2.1 General Residential Satisfaction

Please note that the following questions are about your place before the COVID-19 crisis.

Issue	Question
	Before the COVID-19 crisis, how satisfied were you with...? [Response scale: Completely satisfied (5); Satisfied (4); Neither satisfied nor dissatisfied (3); Dissatisfied (2); Completely dissatisfied (1); Prefer not to answer (9)]
Neighbours	...your neighbours [ALL]
Open Space	...this PLACE [park, garden, school, walk, station] on the whole [OS]
Neighbourhood	...your neighbourhood on the whole [ALL]

2.2 Open space satisfaction (CLEVER intervention) [OS] or neighbourhood [N]

<i>Issue</i>	<i>Question</i>
Characteristic of open space	Before the COVID-19 crisis, how satisfied were you with the following characteristic of this PLACE...? <i>[Response scale: Completely satisfied (5); Satisfied (4); Neither satisfied nor dissatisfied (3); Dissatisfied (2); Completely dissatisfied (1); Prefer not to answer (9)]</i>
	environmental quality , landscape
	aesthetics [of buildings]
	air quality
	sound environment
	facilities and equipment, benches, play areas, etc.
	local services and amenities
	(public) transport
	accessibility
	suitable for their needs
	maintenance
	cleanliness
	safety [*2.5]
	affordability
green areas	

2.3 Residential satisfaction: Building [B]

<i>Issue</i>	<i>Question</i>
Building	Before the COVID-19 crisis, how satisfied were you with the following characteristic of this BUILDING...? <i>[Response scale: Completely satisfied (5); Satisfied (4); Neither satisfied nor dissatisfied (3); Dissatisfied (2); Completely dissatisfied (1); Prefer not to answer (9)]</i>
	Building you live in whole
	Aesthetics of building
	Materials
	Accessibility
	Safety [*2.5]
	Building services: water, heating...
	Orientation and views
	Green elements
	Relationship between neighbours

2.4 Place Satisfaction: School / Station

Issue	Question	Comments
School /Station	Before the COVID-19 crisis, how satisfied were you with...? <i>[Response scale: Completely satisfied (5); Satisfied (4); Neither satisfied nor dissatisfied (3); Dissatisfied (2); Completely dissatisfied (1); Prefer not to answer (9)]</i>	
	...the schoolyard / station overall	
	...its aesthetics	
	...its sound environment	
	...its facilities and equipment, benches, play areas, etc.	
	...its accessibility	
	...its building maintenance	
	...its cleanliness	
	...its safety [*2.5]	
	...green areas of the schoolyard / station	
...relationship between users of the schoolyard / station		

2.5 Safety [*2.5]

- In general, before the COVID-19 crisis, how safe did you feel when walking through/stay...? *[Response scale: Very safe (5); Tend to safe (4); Neutral (3); Tend to unsafe (2); Very unsafe (1); Prefer not to answer (9)]*
 - ...this **PLACE**
 - ... during the day
 - ...after dark
 - And when walking alone in their **local area** after dark
 - And in your own **home**

3 Psychosocial issues related with place

In this third section, we would like to find out a little about social issues

Questions: How much you / What extent did you agree or disagree with following statements before the COVID-19 crisis?

Response (Dis)Agree scale:

[Please, select one answer per row]

1. Strongly/Definitely disagree
2. Disagree
3. Neither agree nor disagree / Undecided
4. Agree
5. Strongly/definitely Agree
9. Don't know / Prefer not to answer

The different issues included here are:

- Social Interaction and cohesion
- Sense of identity and belonging
- Social justice
- Self-efficacy
- Affordability

3.1 Social Interaction and cohesion

Issue	Question
	<p>How much you / What extent did you agree or disagree with following statements before the COVID-19 crisis?</p> <p>[Response scale [Please, select one answer per row]:</p> <ul style="list-style-type: none"> • Strongly/Definitely disagree (1) • Disagree (2) • Neither agree nor disagree / Undecided/Neutral (3) • Agree /4) • Strongly/definitely Agree (5) • Don't know / Prefer not to answer (9)
Social interaction, support, and cohesion	1 Generally, I borrow things and exchange favours with my neighbours/building when I live/people who I work/study.
	2 People in this neighbourhood can be trusted.
	3 People around here are willing to help their neighbours.
	4 People in this neighbourhood generally don't get along with each other.
	5 This local area is a place where people from different backgrounds get on well together
	6 People in this neighbourhood pull together to improve the neighbourhood
(Loneliness)	7 I am content with my friendships and relationships.
	8 I have enough people I feel comfortable asking for help at any time.
	9 My relationships are as satisfying as I would want them to be.
Affordability	10 My neighbourhood is becoming too expensive.
	11 I plan to stay in my neighbourhood for a long time.

3.2 Place identity and Sense of belonging

Issue	Question
Place identity and Sense of belonging	<p>Before the COVID-19 crisis, how strongly do you feel you belong to your immediate neighbourhood/local area? <i>Please think of the area within a few minutes walking distance from your home.</i></p> <ul style="list-style-type: none"> • Very strongly (5) • Fairly strongly (4) • Moderately strongly (3) • A little bit strongly (2) • Not at all (1) • Prefer not to answer (9)

3.3 Socio-Environmental justice

Environmental justice emerged as a concept in the United States in the early 1980s. The term has two distinct uses with the more common usage describing a social movement that focuses on the “fair” distribution of environmental benefits and burdens. The other use is an interdisciplinary body of social science literature that includes theories of the environment and justice, environmental laws and their implementations, environmental policy and planning and governance for development and sustainability, and political ecology.

The United States Environmental Protection Agency defines environmental justice as follows:

...Environmental justice is the fair treatment and meaningful involvement of all people regardless of race, colour, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies. EPA has this goal for all communities and persons across this Nation [sic]. It will be achieved when everyone enjoys the same degree of protection from environmental and health hazards and equal access to the decision-making process to have a healthy environment in which to live, learn, and work.

Other definitions include equitable distribution of environmental risks and benefits; fair and meaningful participation in environmental decision-making; recognition of community ways of life, local knowledge, and cultural difference; and the capability of communities and individuals to function and flourish in society. An alternative meaning, used in social sciences, of the term "justice" is "the distribution of social goods".

<i>Issue</i>	<i>Question</i>
	<p>How much you / What extent did you agree or disagree with following statements before the COVID-19 crisis?</p> <p>Response scale [Please, select one answer per row]:</p> <ul style="list-style-type: none"> • Strongly/Definitely disagree (1) • Disagree (2) • Neither agree nor disagree / Undecided/Neutral (3) • Agree /4) • Strongly/definitely Agree (5) • Don't know / Prefer not to answer (9)
Socio-Environmental Justice	City/ PLACE/School I live/work or study in is a fair City/PLACE/School.
	All persons, regardless of gender, age, socioeconomic level, nationality, etc:
	a. ...have access to the different services of this neighbourhood/building/school.
	b. ...can enjoy and benefit from the green areas of this neighbourhood/building/school.
	There are people or groups ignored in the decisions that are made in this neighbourhood/building/school where I live/work.
	This green space is open to everyone, regardless of need or background
Sense of ownership	You personally can influence decisions affecting your local area

3.4 Self-efficacy

SELF-EFFICACY (participation/co-creation): It is a component of perceived behavioural control (PBC). Self-efficacy is, according to psychologist Albert Bandura who originally proposed the concept, a personal judgment of "how well one can execute courses of action required to deal with prospective situations". Self-efficacy affects every area of human endeavour. By determining the beliefs, a person holds regarding their power to affect situations, it strongly influences both the power a person actually has to face challenges competently and the choices a person is most likely to make. These effects are particularly apparent, and compelling, with regard to behaviours affecting health.

The General Self Efficacy Scale has 10 standardised questions, translated into 33 different languages: <http://userpage.fu-berlin.de/~health/engscal.htm>

Issue	Question
	<p><i>How much you / What extent did you agree or disagree with following statements before the COVID-19 crisis?</i></p> <p>Response scale [Please, select one answer per row]:</p> <ul style="list-style-type: none"> • Strongly/Definitely disagree (1) • Disagree (2) • Neither agree nor disagree / Undecided/Neutral (3) • Agree /4) • Strongly/definitely Agree (5) • Don't know / Prefer not to answer (9)
Self- efficacy	I can always manage to solve difficult problems if I try hard enough.
	If someone opposes me, I can find the means and ways to get what I want.
	It is easy for me to stick to my aims and accomplish my goals.
	I am confident that I could deal efficiently with unexpected events.
	Thanks to my resourcefulness, I know how to handle unforeseen situations.
	I can solve most problems if I invest the necessary effort.
	I can remain calm when facing difficulties because I can rely on my coping abilities.
	When I am confronted with a problem, I can usually find several solutions.
	If I am in trouble, I can usually think of a solution.
I can usually handle whatever comes my way.	

3.5 Local community and civic participation

Issue	Question
	<p><i>How much you / What extent do you agree or disagree with following statements before the COVID-19 crisis?</i></p> <p>Response scale [Please, select one answer per row: Strongly/Definitely disagree (1); Disagree (2); Neither agree nor disagree / Undecided/Neutral (3); Agree (4); Strongly/definitely Agree (5); Don't know / Prefer not to answer (9)</p>
Local community participation	I consider <i>that</i> myself a very active person in my community/ local area
Civic participation	I voted in the last local elections

Issue	Question
Local community participation	<p>Before the COVID-19 crisis, did you currently participate in any association or entity of any kind (cultural, neighbourhood, sports, political...)?</p> <ul style="list-style-type: none"> • Yes. [Could you indicate in which one or which ones and what is your participation? _____] • No
	<p>During the last 12 months before the COVID-19 crisis, have you done any voluntary work?</p> <p><i>A volunteer is a person who, free of charge, contributes his or her collaboration in favour of others through some organisation of general interest.</i></p> <ul style="list-style-type: none"> ○ Yes ○ No
	<p>[OR] Before the health emergency, do you happen to carry out activities in collaboration with those who live in the neighbourhood?</p> <ul style="list-style-type: none"> ○ Every day (1 or more times) ○ Weekly ○ Monthly ○ Sporadically ○ Never, this is the first time
Civic participation	<p>Have you been involved in any of the following activities, in the last 12 months before the COVID-19 crisis?</p> <p><i>Please only include those activities that were unpaid. Please don't include anything where you signed a petition but took no further action. Please select all that apply.</i></p> <ul style="list-style-type: none"> • Trying to set up a new service/amenity for local residents • Trying to stop something else happening in your local area • Running local services on a voluntary basis (e.g. childcare, youth services, parks, community centres) • Organising a community event (e.g. street party) • Campaigning on behalf of a political party • Another local issue (Please specify)

4 CLEVER intervention / NbS

In this fourth section, we would like to find out a little about CLEVER project and intervention.

Aggregated (Dis)Agree scale

How much you / What extent do you agree or disagree with following statements?

Response scale [Please, select one answer per row]:

- *Strongly disagree (1)*
- *Disagree (2)*
- *Neither agree nor disagree / Undecided (3)*
- *Agree (4)*
- *Strongly Agree (5)*
- *Don't know / Prefer not to answer (9)*

This sub- scale includes several topics:

- Information about CLEVER project, intervention...
- General evaluation
- Expectation related with NbS benefits: Environment, Wellbeing and health, (Feeling of) Social support, cohesion, interactions, Socioeconomic
- Concerns
- Participation

4.1 Information about CLEVER project, intervention...

- **Do you know something about CLEVER project/NbS?**
 - If YES → short description _____
- **Do you know something about CLEVER intervention/NbS?**
 - If YES → short description _____

4.2 General evaluation

Issue	Question
	<p><i>How much you / What extent do you agree or disagree with following statements?</i></p> <p><u>Response scale</u> [Please, select one answer per row]: <i>Strongly disagree (1); Disagree (2); Neither agree nor disagree / Undecided (3); Agree (4); Strongly Agree (5); Don't know / Prefer not to answer (9)</i></p>
The CLEVER intervention in my local area	<p>I have a positive perception of CLEVER's intervention/NbS [OR *4.2]</p> <p>I think/feel that my views and priorities are accounted for in CLEVER's intervention/NbS</p>

- **[*4.1] Could you tell us what your overall opinion is of the CLEVER intervention?**
 - Very favourable
 - Favourable
 - Indifferent
 - Against
 - Very contrary

4.3 Expectation related with NbS benefits

- Environment,
- Wellbeing and health,
- Social Interaction: (Feeling of) Social support, cohesion...
- Socioeconomic

Issue	Question
	<p><i>How much you / What extent do you agree or disagree with following statements?</i></p> <p>[Response scale] [Please, select one answer per row]: <i>Strongly disagree (1); Disagree (2); Neither agree nor disagree / Undecided (3); Agree (4); Strongly Agree (5); Don't know / Prefer not to answer (9)</i></p>
<p>[PRE intervention] Expectations about (positive) impact of CLEVER intervention</p> <p>[POST intervention] Valuation/perception about (positive) impact of CLEVER intervention</p>	<p>I think CLEVER's intervention/NbS will improve [PRE] / has improved [POST]...</p>
	<p>...biodiversity (animal and plants species) of this PLACE.</p>
	<p>...air quality of this PLACE.</p>
	<p>...noise of this PLACE.</p>
	<p>...thermal comfort of this area/place.</p>
	<p>...reduction of heat islands. [An urban heat island (UHI) is an urban area or metropolitan area that is significantly warmer than its surrounding rural areas due to human activities" (wiki)...]</p>
	<p>...saving energy in the buildings.</p>
	<p>...aesthetic and beauty of this PLACE..</p>
	<p>...wellbeing of neighbours/citizen/workers/students/users.</p>
	<p>...health of neighbours/citizen/workers/students/users.</p>
	<p>...social relationship and cohesion.</p>
	<p>...the lives of all people who live/work/study/use in this PLACE.</p>
	<p>...economic value of PLACE (apartments/houses).</p>

4.4 Concerns

Issue	Question
	<p><i>How much you / What extent do you agree or disagree with following statements?</i></p> <p>[Response scale] [Please, select one answer per row]: <i>Strongly disagree (1); Disagree (2); Neither agree nor disagree / Undecided (3); Agree (4); Strongly Agree (5); Don't know / Prefer not to answer (9)</i></p>
PRE /POST: Concern	<p>What problems do you think can derive from the realization of CLEVER intervention/NbS?</p>
	Design errors
	Maintenance: higher costs, technical difficulties...
	Accessibility
	Bad management by condominiums
	Abandonment
	Safety
	Other

4.5 Participation

SELECT one of these options:

A) **Are you taking / Did you take part in **CLEVER intervention**?**

- Describe what your involvement in the CLEVER intervention has been or is.
- **OR:** A list of the different activities of each CAL can be made so that participants can indicate in which ones they have participated...

B) (Dis)Agree scale

Issue	Question
	<p><i>How much you / What extent do you agree or disagree with following statements?</i></p> <p>[Response scale] [Please, select one answer per row]: <i>Strongly disagree (1); Disagree (2); Neither agree nor disagree / Undecided (3); Agree (4); Strongly Agree (5); Don't know / Prefer not to answer (9)</i></p>
Participation in CLEVER intervention (co-design...)	I have a say in the design of the CLEVER intervention in your neighbourhood/ building you live in
	The information made available by technicians on the characteristics of the CLEVER intervention where you live is adequate?
	The residents of my neighbourhood/ building were able to influence the design of the CLEVER intervention

5 Wellbeing and Health

In this fifth section, we would like to find out a little about your health state and wellbeing. Please note that the following questions are about your place before the COVID-19 crisis, BUT there are some questions specific of the COVID-19 crises period [The question of this section will be OPTIONAL in the questionnaire, that is, participants may leave them unanswered.]

5.1 Perceived general health

- How was your health in general?"

	Very good	Good	Normal	Bad	Very bad	Prefer not to answer
In the last 12 months, before the COVID-19 crisis,	5	4	3	2	1	9
During the COVID-19 crisis period	1	2	3	4	5	9

5.2 Wellbeing

These are standardised wellbeing questions from the UK Office of National Statistics (ONS). <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/methodologies/personalwellbeingssurveyuserguide>

In the last 12 months, before the COVID-19 crises, Overall...

- ...how satisfied are you with your life nowadays?
 - *Completely satisfied (5); Satisfied (4); Neither satisfied nor dissatisfied (3); Dissatisfied (2); Completely dissatisfied (1); "Prefer not to answer" (9)*
- ...to what extent do you feel that the things you do in your life are worthwhile?
 - *Where 1 is 'not at all worthwhile' → 5 is 'completely worthwhile'; "Prefer not to answer" (9)*
- ...how happy did you feel yesterday?
 - *Where 1 is 'not at all happy' → 5 is 'completely happy'; "Prefer not to answer" (9)*
- ...how anxious did you feel yesterday?
 - *Where 1 is 'not at all anxious' → 5 is 'completely anxious'; "Prefer not to answer" (9)*

5.3 COVID-related wellbeing

- How different has life been for you in the confinement period compared to life before the COVID-19 crisis?
 - Entirely the same as usual
 - Only a little different
 - Quite a few differences
 - Lots of differences
 - Completely different

- In the past 7 days, how many days have you: [1-7]
 - Not left the house or garden
 - Been outside for 15 minutes or more (including on a balcony or in the garden)
 - Had face to face contact with another person for 15 minutes or more (including someone you live with)
 - Had a phone or video call with another person for 15 minutes or more
- **During the COVID-19 crisis, have you experienced any of the following?**
[Select all that apply]
 - Lost your job/ been unable to do paid work
 - Your spouse/ partner lost their job or was unable to do paid work
 - Major cut in household income (e.g. due to you or your partner being furloughed/ put on leave/ not receiving sufficient work)
 - Unable to pay bills/ rent / mortgage
 - Evicted/ lost accommodation
 - Unable to access sufficient food
 - Unable to access required medication
 - Somebody close to you is ill in hospital (due to Covid-19 or another illness)
 - You lost somebody close to you (due you Covid-19 or another cause)
 - None of the above
- **What is your current isolation status?**
 - I am in full isolation, not leaving my home at all
 - I am staying at home, only leaving for exercise, food shopping, accessing medication, or essential activity permitted by government guidelines
 - I am staying at home only leaving for exercise, food shopping or accessing medication AND work OR other essential task (e.g. volunteering)
 - I am leaving the house for more reasons than those listed above but am adhering to social distancing in public (e.g. staying 2m away from others)
 - I am leaving the house for more reasons than those listed above and am NOT adhering to social distancing in public (e.g. staying 2m away from others)
- **What are your motivations for your current isolation status above?**
 - I am worried about catching Covid-19 and I have an existing medical condition or am categorised as high risk
 - I am worried about catching Covid-19 but am not high risk
 - I wish to protect/ shield a family member/ friend who is high risk
 - I am worried about spreading Covid-19 to others
 - It has been ordered by the government (e.g. as part of lockdown)
 - Another reason not relating to Covid-19 (e.g. maternity leave, pre-existing illness, or disability)
 - None of the above

5.4 Health conditions & illnesses

- Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more, before the COVID-19 crisis? [If you have a physical condition and a mental health condition please cross both boxes]
 - Yes, a physical condition
 - Yes, a mental health condition
 - No
- Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?
 - Yes, a lot
 - Yes, a little
 - Not at all
- Have you had Covid-19 (coronavirus?)
 - Yes, diagnosed and recovered
 - Yes, diagnosed and still ill
 - Not formally diagnosed but suspected
 - Not that I know of/ no
- In the last week do you believe you have come into CLOSE CONTACT with somebody who has Covid-19 (e.g. living with, hugging, shaking hands with, or spending more than 15 minutes with)?
 - Yes
 - No
 - Unsure

5.5 Restorative capacity

Included into Aggregated (Dis)Agree scale

This sub- scale includes items related with the main dimension of psychological restorative capacity: Fascination, Being away, Coherence and Scope

Issue	Question	Comments
	<p><i>How much you / What extent do you agree or disagree with following statements?</i></p> <p>[Response scale [Please, select one answer per row]: <i>Strongly disagree (1); Disagree (2); Neither agree nor disagree / Undecided (3); Agree (4); Strongly Agree (5); Don't know / Prefer not to answer (9)</i>]</p>	
Fascination	<ul style="list-style-type: none"> ○ Places like this are fascinating (FA 12) ○ In places like this my attention is drawn to many interesting things (FA 7) ○ In places like this it is hard to be bored (FA 11) 	<p><i>Scale of Restorative Quality of environments</i> Margherita Pasini et al. / Procedia - Social and Behavioral Sciences 159 (2014) 293 – 297</p> <p>Appendix A. The PRS-11 (in brackets the original number and factor in Hartig et al.'s1997a scale)</p>
Being Away	<ul style="list-style-type: none"> ○ Places like this are a refuge from nuisances (B-A 1) ○ To get away from things that usually demand my attention I like to go to places like this (B-A 5) ○ To stop thinking about the things that I must get done I like to go to places like this (B-A 4) 	
Coherence	<ul style="list-style-type: none"> ○ There is a clear order in the physical arrangement of places like this (COH 15 Rev) ○ In places like this it is easy to see how things are organised (COH 26) ○ In places like this everything seems to have its proper place (new item) 	
Scope	<ul style="list-style-type: none"> ○ That place is large enough to allow exploration in many directions (FA 10) ○ In places like that there are few boundaries to limit my possibility for moving about (new item) 	

6 Sociodemographic section

In this last section, we would like to ask you for some information about yourself. Please remember that the survey is anonymous and the information you provide will be treated with extreme confidentiality.

6.1 Demographic

- **Gender**
 - Man
 - Woman
 - Other _____
 - Don't know
 - Prefer not to answer
- **Age**
 - 16-24
 - 25-34
 - 35-49
 - 50-64
 - 65-79
 - Don't know / Prefer not to answer
- Which country were you born in? _____ [OR] **Place of birth**
- Ethnic group [**for LONDON**]: What is your ethnic group?
 - Asian/ Asian British - Indian, Pakistani, Bangladeshi, other
 - Black/ Black British - Caribbean, African, other
 - Chinese/ Chinese British
 - Middle Eastern/ Middle Eastern British - Arab, Turkish, other
 - Mixed race - White and Black/ Black British
 - Mixed race - other
 - White - British, Irish, other
 - White - European
 - Other ethnic group: _____
 - Prefer not to say

6.2 Residential characteristics

- Which of the following best describes your home?
 - Being bought on a mortgage
 - Owned outright by household
 - Rented from Local Authority
 - Rented from Housing Association / Trust
 - Rented from private landlord
 - Other (please specify) _____
 - Don't know / Prefer not to answer

- **Residence** time / antiquity

REFERENCE to neighbourhood / refugee accommodation [N] / building or home [B] / in school [Sy]

- **How long have you lived/worked or studied in this area/home/ school?**
 - Less than 1 year
 - 1 year or more, but less than 2 years
 - 2 years or more, but less than 5 years
 - 5 years or more, but less than 10 years
 - 10 years or more
 - I have always lived/work/study in this PLACE
 - Prefer not to answer
- **Place of residence** _____

6.3 Education & Laboral situation

- **Higher level of education obtained**
 - PhD
 - Degree
 - High school diploma
 - Junior high school
 - Elementary school
 - No qualifications
 - Don't know
 - Prefer not to answer
- **Occupation**
 - Unemployed
 - Employee or Self-employed/freelance without employees
 - Self-employed with employees
 - Not working – retired
 - Not working – looking after house/children
 - Not working – long term sick or disabled
 - Student (either full or part time)
 - Other _____
 - Don't know / Prefer not to answer

7 At the end

Finally, is there anything else about your experience of **living/working or studding** in **City** **or neighbourhood/school** that you would like to add? → open question

[...]

8 Complementary information

8.1 Summary table of number of items by topics and subtopics

CLEVER									comments
0 Questionnaire/s									
1	Place	N°	[*]	N	OS	Sy	St	B	
1.1	Description of place	2	1		1	1	1	2	the 2nd only mandatory for Building
1.2	Use of space								
1.2.1	Frequency	1	1		1	1	1	(1)	(1) for roof accessible
1.2.2	Time of use	1	0		0	0	0	(1)	
1.2.3	Activities	1	1		1	1	1	(1)	
1.3	Environmental Comfort	5	3		3	3	3	3	
1.4	Evolution: the past two years	1	0		0	0	0	0	
1.5	Opinion about natural environment	2	1	+1	1	1	1	1	OPTIONAL: ask about neighbourhood
2	Place Satisfaction	N°	[*]	N	OS	Sy	St	B	
2.1	General Residential Satisfaction								
2.1.1,3	Neighbourhood & neighbours	2	2			2			
2.1.2	Open spaces	1	1		1				
2.2	Open space satisfaction (CLEVER intervention) [N?] [OS]	14	7		7				
2.3	Residential satisfaction: Building [B]	9	5					5	
2.4	Place Satisfaction: School / Station	10	5			5	5		
2.5	Safety [*2.5]	4	0	0		0		0	
3.	Psychosocial issues	N°	[*]	N	OS	Sy	St	B	
3.1	Social Interaction and cohesion	11	3		(1)	(2)		(3)	(1) only to residents of the neighbourhood where the OS is located (2) adapt it to people who work or study at the school (3) building neighbours
3.2	Sense of identity and belonging	1	1			1		1	City , for people who lives in this city Neighbourhood : for people which lives in the surrounding of the place School : 3rd question, specific of schools
3.3	Social-Environmental justice	6	3		3	3	3	3	
3.4	Self-efficacy	10	0			0			
3.5	Local community and civil participation	6	2	2	2	2	2	2	

4.1	CLEVER intervention	N°	[*]	N	OS	Sy	St	B	Comments
4.1.1	Information & others with different response scale	2	2		2	2	2	2	
4.1.2	General evaluation	2	1		1	1	1	1	
4.1.3	Expectation related with NbS benefits	13	9		9	9	9	9	
4.1.4	Concerns	7	0		0	0	0	0	
4.1.5	Participation [ONLY POST]	4	1		1	1	1	1	
5	Wellbeing and Health	N°	[*]	N	OS	Sy	St	B	
5.1	Perceived general health	2	2		2				
5.2	Wellbeing	4	4		4				
5.3	COVID-related wellbeing	5	4		4				
5.4	Health conditions & illnesses	4	0						
5.5	Restorative capacity	11	4		4	4	4	4	
5	Sociodemographic section	N°	[*]	N	OS	Sy	St	B	
6.1	Demographic	4	3		3				
6.2	Residential characteristics	3	2		2				
6.3	Education & Laboral situation	2	2		2				
6	At the end	N°	[*]	N	OS	Sy	St	B	
	Comments (open question)	1	1	1		1		1	
	Others questions to engagement or participation...								

Type of PLACE & CLEVER interventions by CALs

LONDON		PLACE	method
CAL1	Connecting People and Places	OS	SS
CAL2	Activating Southmere Lake	OS	SS
CAL3	Greening Unusual Places	OS, B	SS
MILLAN		PLACE	method
CAL1	Green Roofs & Facades	B	SS
CAL2	Community Garden & Self Farming "Lorentegno Giasmbellino"	OS	SS
CAL3	Tibaldi Station: Noise Barrier with NbS	St	SS
HAMBURG		PLACE	method
CAL1. Corridor	DRITTE METLE playground	OS	observation
	VILLAGE CENTRE Alter Dorfkern Fischbek (different NBS-Sides: natural based playground, Cornelius Gemeinde and fire pond).	OS	SS
	DRK: garden refugee	OS	Interviews & observation
CAL2	"Green Façade" SAGA building	B	SS
CAL3	"Schulgarten STS FF" (School)	Sy	<ul style="list-style-type: none"> ○ Teachers: SS ○ PUPILS-Children: works in class ¿?

SS: Social Survey

Two level of select common/mandatory questions

Level 1: the items of the questionnaire that are considered necessary/mandatory in social surveys by topic or subtopics & by type of PLACE have been **put in bold** in this document.

Level 2: ONLY IF THE QUESTIONNAIRE IS CONSIDERED SO LONG AND IT IS NECESSARY SHORTERED → selecting only the most relevant topics in each CAL in function of objectives of each survey and type of PLACE.

- **Mandatory topics FOR ALL CALs**
 - PLACE perception
 - CLEVER intervention
 - Health and Wellbeing
 - Sociodemographic
- **Optional subtopics in function of type of PLACE**
 - Place satisfactions **SELECT** in function of PLACE
 - Life nowadays → ALL
 - General Residential Satisfaction → ALL
 - Open space satisfaction (CLEVER intervention) → [OS]
 - Residential satisfaction: Building → [B]
 - Place Satisfaction → [Sy] [St]
- **Optional subtopics in function of OBJECTIVES**
 - Psychosocial issues related with place
 - Social Interaction and cohesion
 - Sense of identity and belonging
 - Social justice
 - Self-efficacy
 - Civil engagement

KPIs LONDON for CAL 1, 2 & 3	Topic
% of residents who believe Thamesmead is a place where residents from different backgrounds get on well together	3.1.1. Social Interaction and cohesion
% of South Thamesmead residents reporting sense of belonging to local neighbourhood	3.1.2. Sense of identity and belonging
% of residents reporting satisfaction with places to meet and come together	2. Place Satisfaction (BY type of PLACE)
% of residents who report fly tipping or vandalism as an issue in South Thamesmead	SAFETY [*2.6]
% of residents who perceive South Thamesmead to be a safe place	SAFETY [*2.5]
No. of environmental problems observed by residents	SAFETY [*2.5]
% of South Thamesmead residents reporting being proud to live in Thamesmead	SPECIFIC
% of South Thamesmead residents reporting improved wellbeing	4. Health and wellbeing
% of South Thamesmead residents reporting good health	4. Health and wellbeing
KPIs LONDON ONLY for CAL 1 & 2	Topic
Levels of sociability of public spaces (only 1 & 2)	SPECIFIC: Pro-social checklist

KPIs MILLAN ONLY for CAL3	Topic
OUTCOME: Improved wellbeing	4. Health and wellbeing
KPIs MILLAN for CAL 1, 2 & 3	Topic
Happiness and well-being related to NBS	4. Health and wellbeing
Relationship with nature	
Satisfaction and sense of belonging about NBS in the living place	2. Place Satisfaction (BY type of PLACE) 3.1.2. Sense of identity and belonging
Increase of Social cohesion and relationships: Participation in community activities related to NBS	3.1.1. Social Interaction and cohesion 3.2.5 Participation [ONLY POST]
Increase of safety and security perception: users perception related to NBS (accessibility, maintenance, Aesthetics, visibility)	2. Place Satisfaction (BY type of PLACE) SAFETY [*2.6]

KPIs HAMBURG CAL1. VILLAGE CENTRE Alter Dorfkern Fischbek (different NBS-Sides: natural based playground, Cornelius Gemeinde and fire pond).	Topic
	1.2. Use of space: Frequency, Time of use, Activities 1.3. Environmental Comfort 1.4. Evolution: the past two years 1.5. Opinion about natural environment
	2. Place Satisfaction (BY type of PLACE)
KPIs HAMBURG CAL1. "Inseln im Röhricht" Refugee CAMP	Structures Interviews
Improved social cohesion by volunteering in the gardening project/ activities (only considering the residents)	BASED ON: 3.1.1. Social Interaction and cohesion
Improved wellbeing	BASED ON: 4. Health and wellbeing
New area is used frequently, various physical activities are practiced: Number of people using NBS by age group, gender and ethnic group at different times and for different activities (n per ...)	BASED ON: 1. PLACE: Use of space (Frequency, Time of use, Activities); Environmental Comfort; Evolution: the past two years; Opinion about natural environment
KPIs HAMBURG CAL1. DRITTE MEILE: Nature based playground	OBSERVATION
<ul style="list-style-type: none"> • OUTCOMES <ul style="list-style-type: none"> • New recreational area/ sports area • New area is used frequently, various physical activities are practiced 	BASED ON: 1. PLACE: Use of space (Frequency, Time of use, Activities); Environmental Comfort; Evolution: the past two years; Opinion about natural environment
• KPIs HAMBURG CAL2	Topic
• Increased well-being: Perceived noise reduction and estimated well-being, perceived well-being	1.3. Environmental Comfort 4. Health and wellbeing
• Noise, thermal comfort	1.3. Environmental Comfort
• KPIs HAMBURG CAL3: OUTCOMES	Topic
• Pupils gain new practical skills and expertise (gardening, crafting, planning, organizing etc.) or improve existing skills by actively taking part in the project	SPECIFIC
• More locally grown food available for the pupils	SPECIFIC
• Increased theoretical knowledge on vegetable (plants, gardening, nature) production	SPECIFIC

<ul style="list-style-type: none">• Level of acceptance: newly built place (garden) is used more frequently, differentiate by use on a planned and on a voluntary basis	1. Place: use, comfort, evolution...
<ul style="list-style-type: none">• Evolved curriculum	SPECIFIC
<ul style="list-style-type: none">• More visitors to the space	1.2. Use of space