

GIVE & TAKE

Deliverable: D2.3 Revised and Validated Service Exchange Model

Responsible partner: TUW, Geraldine Fitzpatrick, Katharina Werner

Additional contributors: ITU, Lone Malmberg, Signe Louise Yndigeegn; SSQ, Martin Sønderlev Christensen

Version: v1.0

Due Date: 2017-04-30

Disclaimer: This document contains description of the Give&Take project findings, work and products. Certain parts of it might be under partner Intellectual Property Right (IPR) rules so, prior to using its content please contact the consortium head for approval. The authors of this document have taken any available measure in order for its content to be accurate, consistent and lawful. However, neither the project consortium as a whole nor the individual partners that implicitly or explicitly participated in the creation and publication of this document hold any sort of responsibility that might occur as a result of using its content.

This publication has been produced with the assistance of the European Union under the AAL Joint Programme. The content of this publication is the sole responsibility of the Give&Take consortium and can in no way be taken to reflect the views of the European Union.



SOCIALSQUARE

FREDERIKSBERG
KOMMUNE



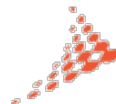
IT UNIVERSITY OF COPENHAGEN



TAKE THE WIND



Innovation Fund Denmark



FFC

FCT

Fundação para a Ciência e a Tecnologia
MINISTÉRIO DA CIÊNCIA, TECNOLOGIA E ENSINO SUPERIOR



Table of Contents

Background	3
Relations to workpackage(s), task(s) and other deliverable(s).....	3
Defining the Give&Take service model.....	3
The overall Give&Take philosophy	4
Who - the 'Onion model' of key participants and stakeholders.....	4
How - steps in setting up and running a Give&Take community.....	7
What types of services can be supported by a Give&Take platform.....	12
Building on 'lessons learnt'	16
Concerns	19
APPENDIX 1. Draft Social Support Survey for G&T Communities	19

Background

In the Give&Take project, workpackage 2 (WP2) defines the general conceptual model of service exchange, independent of any particular technical realisation. The overall goal of the final model is to capture the key components of the service, the notions of exchange, and the processes through which exchanges can happen. It also characterises the key user experience qualities and constraints around this model, as well as key platform qualities and constraints.

This document is the final deliverable of WP2, the Revised and validated Service Exchange Model (D2.3). In this document we define the key components of the Give&Take service model: the who, the how and the what, as well as drawing together key lessons learnt that might inform future Give&Take communities as well as their coordinators and owners.

Relations to workpackage(s), task(s) and other deliverable(s)

D2.3 Revised and validated Service Exchange Model is the follow up documentation to D2.2. Draft Service Exchange Model, which was based on Tasks 2.2-2.4. D2.2 served to survey the current state of the art both in literature and to document other types of sharing communities, identifying initial concepts and anticipated processes, along with open questions and issues.

This Revised and validated Service Exchange Model reflects our updated understanding of what a Give&Take service can be like and how Give&Take reflects new forms of civic engagement. This is based on experiences across 11 different living labs in WP3, especially in year 3, reflecting on the work to develop and grow these communities and on the role of the Give&Take platform to support them. These insights are reflected back to the overall concept of Give&Take and set out as a re-usable resource oriented to researchers and developers, that can be taken forward to build on the Give&Take project, in conjunction with the magazines and game that are more widely targeted.

This general conceptual model of service exchange is instantiated in, and illustrated by, the living lab communities that were part of WP3, and documented in D3.4, and the design and development of the specific technical platform for the living lab engagements (WP3, WP4, WP5). The lived examples of the Give&Take conceptual model are further brought to life in the Magazines, Use Cases, and Game associated with WP3.

Defining the Give&Take service model

In this section, we set out the overall philosophy of the Give&Take model and then go on to characterise the key aspects of the Give&Take model:

- Who - the 'Onion model' of key participants and stakeholders
- How - the broad steps involved in setting up and running a Give&Take community
- What - the types of services supported by a Give&Take platform.

As part of this, we also identify key 'questions to think about' as a starting point for how to engage in building up and running a Give&Take community as part of the Give&Take service.

The overall Give&Take philosophy

Give&Take is fundamentally about 'relational care' and the services that can be built around relational care that strengthen already existing local networks and relations, and allow new ones to emerge. This is about applying a non-monetised community-based digital service to establish a new organisation of care arrangements to empower senior citizens to be able to stay longer in their own homes and to reach out and interact with others as part of a caring community. This care can be part of formal or informal arrangements. This is in sharp contrast to our initial thoughts about Give&Take, which were far more transactional than relational.

A key message that has emerged throughout our research, living labs and product development, is about the importance of building on relations when it comes to informal care giving. Key aspects of these relations include: having or finding some shared reason as motivation for becoming active in a community - there has to be something or someone you can relate to; the importance of building up trust in order to overcome the discomfort or barriers involved in interacting with others either offline or online stems from the lack of relations.

Who - the 'Onion model' of key participants and stakeholders

Starting an ecology of relations is a bit like planting: first you put an onion in some fertile soil, and if conditions are favourable the plant will grow and thrive. A number of stakeholders need to be in play and to play together for everyone to reap the fruits of relational care.

The following 'Onion model' as we term it, captures the various relational stakeholders and the ecology of relations that need to be in play for forming strong Give&Take communities.

THE ONION MODEL

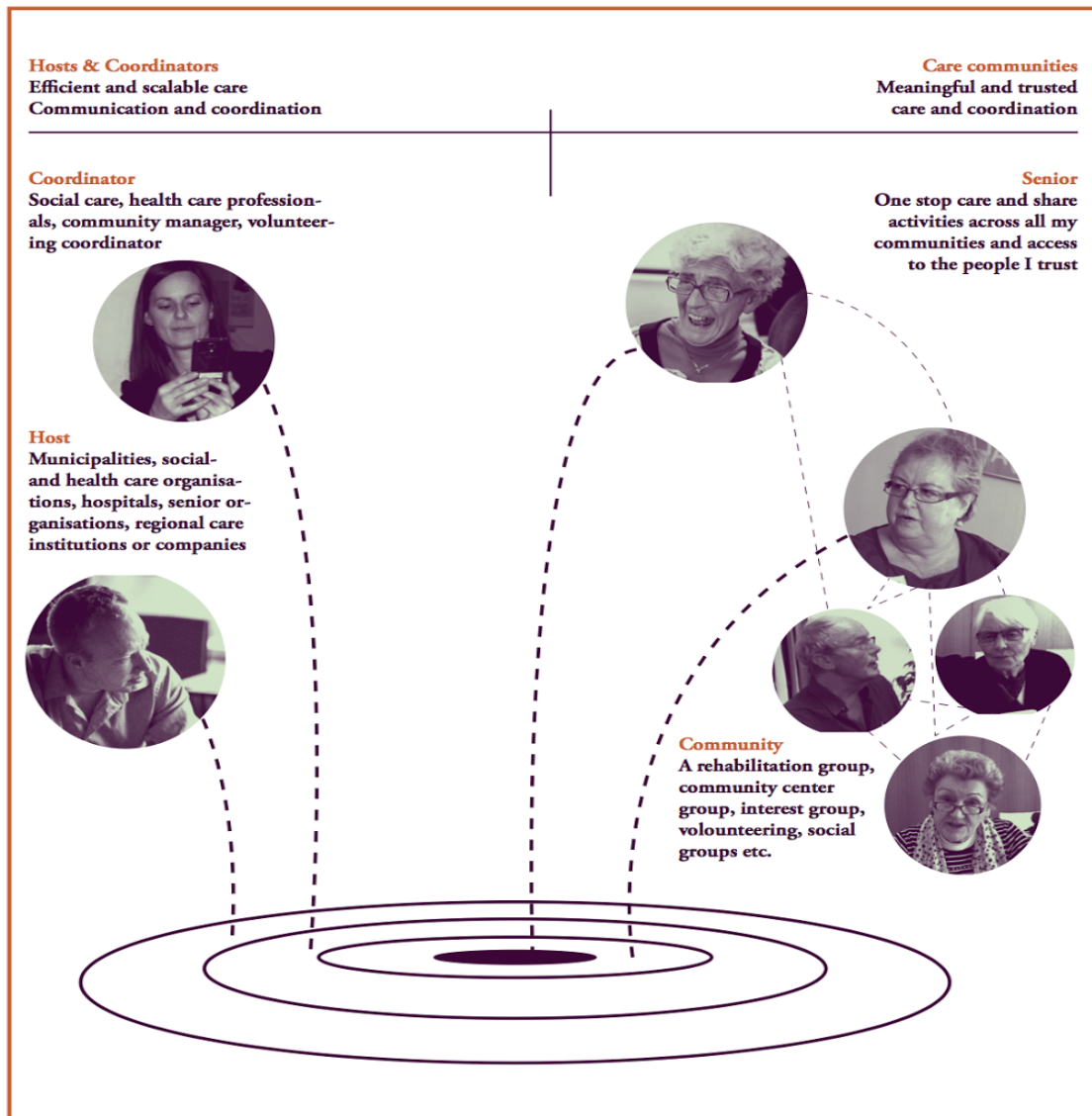


Figure 1: The 'Onion Model' of Give&Take Stakeholders

The onion model is divided into two sides and several layers:

Left side:

- **Host and coordinators** Looking to create efficient and scalable coordination and communication in communities
 - **Hosts** At the outer layer we have the host or owner¹. This is the foundational support and hosting of the community - typically this would be the municipality, social- or health-care organisations, hospitals, senior citizen organisations, regional

¹ The terms “host” and “owner” are being used synonymously throughout the documents developed within the project.

care institutions or companies that are involved in supporting as well as employing workers into community efforts.

- **Coordinators** At the next layer we have the people who typically are hands-on, doing the practical maintenance of the community and have the everyday contact with community members. This could be social care-, health care professionals, community managers, or volunteer coordinators who have contact to and direct support of the community members. The coordinators are often active in suggesting and organising events, tasks and sharing of resources within the community.

Right side:

- **Care communities** Looking for meaningful and trusted coordination and communication between meetings and interactions.
 - **The community** In the community (typically rehabilitation groups, community centre groups, interest groups, volunteering, social groups etc.) we often find active senior citizens or volunteers taking a leading part. They take a lead in activities in the community and have special tasks like being responsible for the key, taking care of email-lists or to make coffee each time. It is often the volunteer who has the link to the coordinator.
 - **The senior** In the core we find the individual members that take part in the community. Often taking part in or are active in activities in one or more communities together with people he or she trust. The members are typically meeting each other in relation to a rehabilitation group or active in an existing community or network - typically, where the members meet psychically in local community centres when taking classes, being part of an interest group, or subscribed to a rehabilitation program. The Give&Take project and online platform are offering them a way to extend and prolong the relationships in these local communities, groups, or programs.

The character and amount of interaction between the different layers depends on the organisation, institution and communities. We imagine exchange among the different layers depending on purposes, wishes and needs, and the Give&Take platform is designed to support this.

The Use Cases and Magazines associated with D3.4 provide examples of how these stakeholder roles practically played out in the different communities. See also section Building on 'lessons learnt' in this document for more discussion on the general challenges of different types of communities.

Questions to think about:

Host / Owner:

- What is the motivation for the host / owner to support a Give&Take community?

- How do they define a community? What is the purpose?
- What is important for them?
- What administrative and reporting functionalities do they require about the Give&Take service?
- Are there particular issues or policies around insurance or data handling or use of volunteers etc that need to be considered?

Coordinator:

- What is the purpose for the coordinator?
- What does the Give&Take platform offer for them in their role?
- How does the owner/coordinator engage the community? Ensure long term engagement?
- Does the coordinator have the time and resources needed to set up and manage the community in an ongoing way?
- What level of mentoring or support do they need to do this?
- What level of technical experience do the members of the community have?
- What level of technical support might they need?

Members:

- What is the purpose for the members?
- Is the community to be formed from scratch or is it already established?
- If new, what would be the motivation for people to come together as community?
- If established, how well established are relations among members?
- What are their existing routines, practices, values, tools, communication/coordination, etc. How would Give&Take fit into or evolve these?
- How do aspects of space and time play out in the community?
- Are there rhythms and routines to their meeting or not?
- Is the community time-bound or open-ended?
- Are particular physical locations important or not?

How - steps in setting up and running a Give&Take community

Setting up and running a Give&Take community can be characterised by five broad process stages. Figure 2 captures an overview of these steps, presented as a blank template that a community can use to either plan or describe the specifics of their processes.

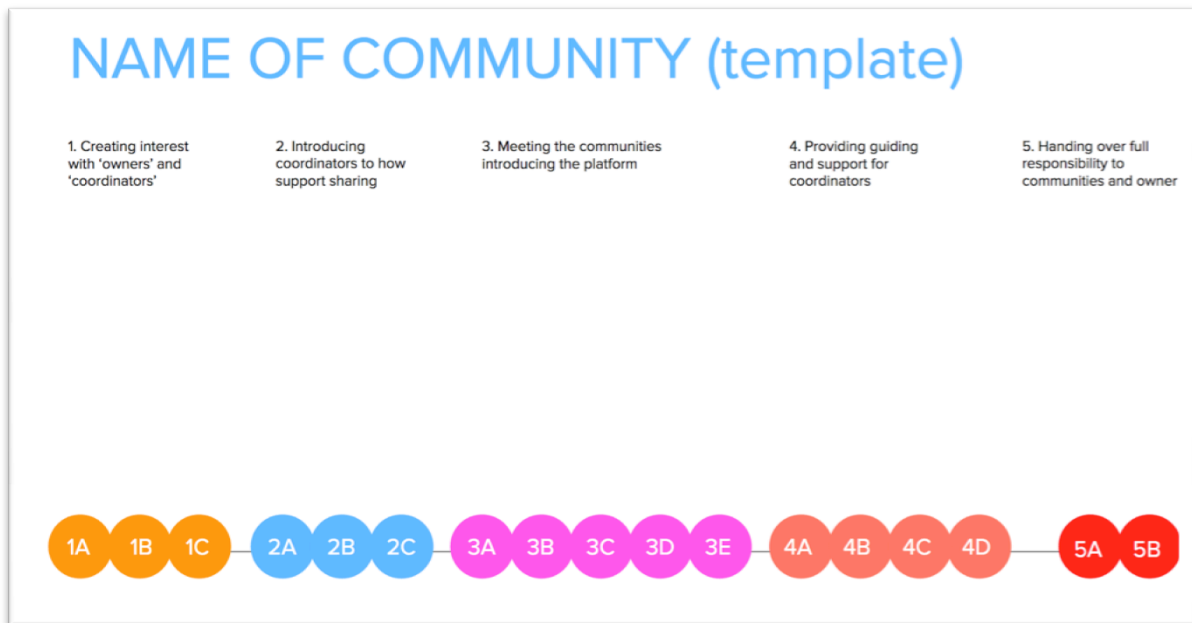


Figure 2: Overview of the Give&Take Process steps

Experiences made within the different steps during the Give&Take project supported by stories from different communities can be found in the article “Not one size fits all” in the 2nd magazine, the Use Cases (see D3.4) and in the section Building on ‘lessons learnt’ within this document.

Here we give a brief description of each of these phases in turn:

1. Exploring interest and relevance

The first step in establishing a Give&Take community is an initial meeting between the Give&Take service team and one or more representatives from the host organisation. During this meeting, possibilities, needs, and strategies are explored to find out in which way the Give&Take platform can be interesting and relevant in the particular context, e.g. a municipality, health centre or other social organisation.

To support this conversation a game (developed as part of the Give&Take project – see D3.4) can be used to map and analyze the characteristics of the existing community/communities. This game could help both parties explore how Give&Take can be a useful resource or tool in the particular context. Within that game questions are addressed like ...

Questions to think about:

- Will Give&Take be used for existing or new communities?
- What brings the community members together?
- What resources will be activated on the platform?
- What is currently exchanged and shared?
- What will be shared and how will it impact the community and the host organization?
- How will the platform affect well-known routines and procedures?

- Should the platform replace current modes of communication or act as an enhancement to them?
- How may ownership be shared?
- Where are the needs and where are the resources regarding different communities?
- How will the different stakeholders benefit from using the platform?
- What is at stake?
- What are the challenges of having a Give&Take type of community? - for the host organisation, the community coordinators, the community itself?
- How do we get the Give & Take platform successfully rolled out?
- Who is going to take on key roles and responsibilities regarding the use of the platform? (administrative / technical / community issues)
- Which reporting features could the host organisation benefit from?

2. Introduction to the platform

The already existing or planned coordinator/s of the group - these might be social workers, integral members of a group, or even volunteers within the host community - are provided instruction about the platform while exploring the platform itself. This instruction helps the coordinators understand how to establish Give&Take communities within their own context and in their own way. The introduction is generally focused on “how to use the platform” and “how to interact with the communities through and ‘around’ it”.

However, to provide a better, more articulate understanding of how the platform’s unique features can be utilized within different communities and contexts, an additional brochure showcasing some use-cases will be provided to the coordinator/s. These additional stories from other cases allow the new coordinator/s to design their community with the tools and experiences uniquely provided by previous Give&Take users and coordinators.

Questions to think about:

- When/how is a first meeting set up?
- Who needs to be present?
- What kind of community is it to be supported by Give&Take? (e.g. location / interest based)
- What type of services or platform features best map to the community’s needs? (see [Section below] for types of services) What is the best way to use these features to support that specific kind of community?
- How will the platform be integrated (or not) with other social media and communication practices within the community?

- Who takes the initiative on the platform? (everyone? mainly coordinators?)
- Do group specific rules need to be set up?
- Does using the Give&Take platform open up the possibility for people to join the community only digitally, in case they are living further away or are homebound for some reasons?
- Should the community collaborate with other / existing communities?

3. Introduction in the community

The Give&Take service team supports the coordinator when introducing the platform to the communities, especially during the process of signing up individuals. This is a very crucial step in the process because the way in which the platform is presented and introduced to the community can determine if its members will accept it or not. The background information helping adapt the presentation to each respective community context is drawn from the preceding steps (i.e. the game and meeting with the coordinator/s). This introductory meeting is also an opportunity for the service team to get further insight into the community for future collaboration with the coordinator/s.

During the meeting, the community members receive a platform manual, guidelines (e.g. how to start a conversation that “activate” the others), and platforms exercises. Prior to the meeting, pre-production of some content on the platform, generally showcasing some possible usage examples specific to the group has been found to be beneficial when preparing for an introductory meeting. These posts can make it more interesting for new users when entering the Give&Take community for the first time.

Questions to think about:

- How will the community/platform be promoted? Does it need to be promoted? - does the community have a limit in size / does it welcome new members?
- What are the reasons / motivations / incentives for people to join Give&Take for the particular community?
- How can accessibility be promoted?
- How can the digital divide be tackled? How can members be included who don't have the technical skills/possibilities needed?
- Which ways are offered to members to seek help (with platform issues)?
- How can members be made aware that joining the platform doesn't mean that they have to spend a lot of time on the platform?
- Do some members have good IT-skills and would they like to step in as 'super-users' for the benefit of the community?

4. Ongoing guidance and support

In regular meetings (these can be weekly, bi-weekly, or monthly - depending on the community's needs) the Give&Take service team collects and exchanges experiences of current usage and the general adaption of the platform alongside the coordinator/s. This helps to address both IT/platform related questions as well as access to advice on how to improve interaction with the community and be present on the platform. This goes for both coordinators' as well as the community members' interaction directly on the platform.

Later on in the community building process, the Give&Take service team will be available through a hotline, providing similar aid. In the initial use period, frequent hints and reminders about the platform are sent to the coordinator/s. This helps and motivates further integration of the platform into their everyday practice.

Questions to think about:

- What will encourage people to come back to the platform, or to check in on the platform at regular intervals?
- How will trust be promoted?
- How will ongoing awareness of, and engagement in, the platform be encouraged?
- What role does the coordinator need to play in seeding ongoing engagement, e.g., through newsletters, digest emails, etc?
- How to keep members and coordinators motivated / engaged?
- Is there a need to show 'objective' benefit from Give&Take? If yes, there is a Draft Questionnaire in Appendix 1 that can be used as a starting point. This was synthesised from a number of different well-being questionnaires to be relevant to Give&Take².

5. Round off and hand over

A final meeting marks the withdrawing of the Give&Take service team. In that meeting the team, different coordinators, owners, and other relevant participants come together to evaluate the

² It starts with the "Multidimensional Scale of Perceived Social Support" extended by a part of the "Chronic Disease Self-Efficacy Scale - Obtain Help from Community, Family and Friends" and complemented by some statements about giving (as the other items are all about receiving)

The second part of the questionnaire deals with Community Participation and the questions are taken from 2 larger surveys ("Survey of Community Participation of Older South Australians" and "Community Life Questionnaire"). Sources:

MSPSS: http://media.wix.com/ugd/5119f9_2f88fadcd382463daf5821e8af94a865.pdf

Chronic Disease Self-Efficacy Scale: <http://patienteducation.stanford.edu/research/secd32.html>

Survey of Community Participation of Older South Australians:

https://www.adelaide.edu.au/churp/news/Community_Participation_Survey.pdf

Community Life Questionnaire:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/331521/Community_Life_questionnaire_2014-15.pdf

service and reflect upon the platform use within the community. This final event often becomes a celebration of the connections made and interesting experiences everyone had through the community building process. Event goes usually close out the event by exchanging recommendations and ideas for future use, showing their excitement for what may come next and where it may lead their community in the future.

Questions to think about:

- Which platform features have actually been used so far?
- Were there members refusing to use the platform? Did they give reasons for that? How can those members be included?
- How did the coordinators / members benefit from using the platform so far?

What types of services can be supported by a Give&Take platform.

The key role of a Give&Take type of platform is to support the relational aspects of the community. Being relational rather than transactional, there is no explicit valuation of exchanges within the system, e.g., as time banking or point accumulation. While there is no monetisation or valuation of interactions on the platform, many of the insurance, taxation and legal issues raised in D2.2 became less relevant.

In doing this, the key areas of functionality on the platform, supporting both the hosts/owners and coordinators and the community, in order of importance as seen in the use patterns across our communities are:

- Conversations
- Events
- Transactions – request and offer
- Administration features

We briefly describe each of these functionalities followed by an example of how the specific feature has been used within the living labs.

Conversations

Strengthening and building up relationships among the community members as well as between members and coordinators is supported by the conversation possibilities the platform offers. Two types of conversations are possible:

- Conversations with and visible to the whole group, which can also be enhanced with pictures and
- Exchange of private messages with specific community members, which can not be seen neither by the rest of the group, nor the coordinator or owner.

The conversations section is by far the most used functionality of the platform in all groups.



Figure 3: Example for a conversation on the Give&Take platform

The above screenshot shows an example of a conversation in the Nachbarschaftszentrum (NBZ) community. The conversation is about teatime with another NBZ community member, in the appended text, the member also discusses newly noticed functionality of the platform.

Events

An event in the sense of Give&Take can comprise lots of different activities. Communities can use the feature to organize their own meetings, but also announce events or activities, which might be of interest for the community members, but are organized by a someone else e.g. the municipality, a museum, the local neighbourhood / community centre, ...

Events in the system mostly relate to happenings in and around the community centres where the G&T groups originated from.



Figure 4: Example for an event on the Give&Take platform

The above screenshot shows a Christmas crafting event organised by one of the community members. Another member offers to bring materials to the meeting, a third member asks for another crafting meeting for Easter.

Transactions - Requests & Offers

Everything related to sharing, seeking and offering help within a community can be dealt with in the transactions feature of the platform (currently called 'marketplace', though this description turned out to be a bit misleading for some participants) As mentioned above it was decided together with our participants that Give&Take will not use any rewarding system. Typical participants in Give&Take communities want to help for the sake of it, hoping that they will get some help in return, if they once need it. In general, sharing turned out to be different than what the project had envisioned from the beginning. Instead of help with handy work, sharing food, etc. - it became an exchange of care and "social help". The communities modified sharing in their own way.

There are only few successful transactions on the platform, however, that is not for lack of interest from other community members but for a lack of requests. Only one serious request was not answered to, either because of no available tools or because of the inexpressive description of the request.

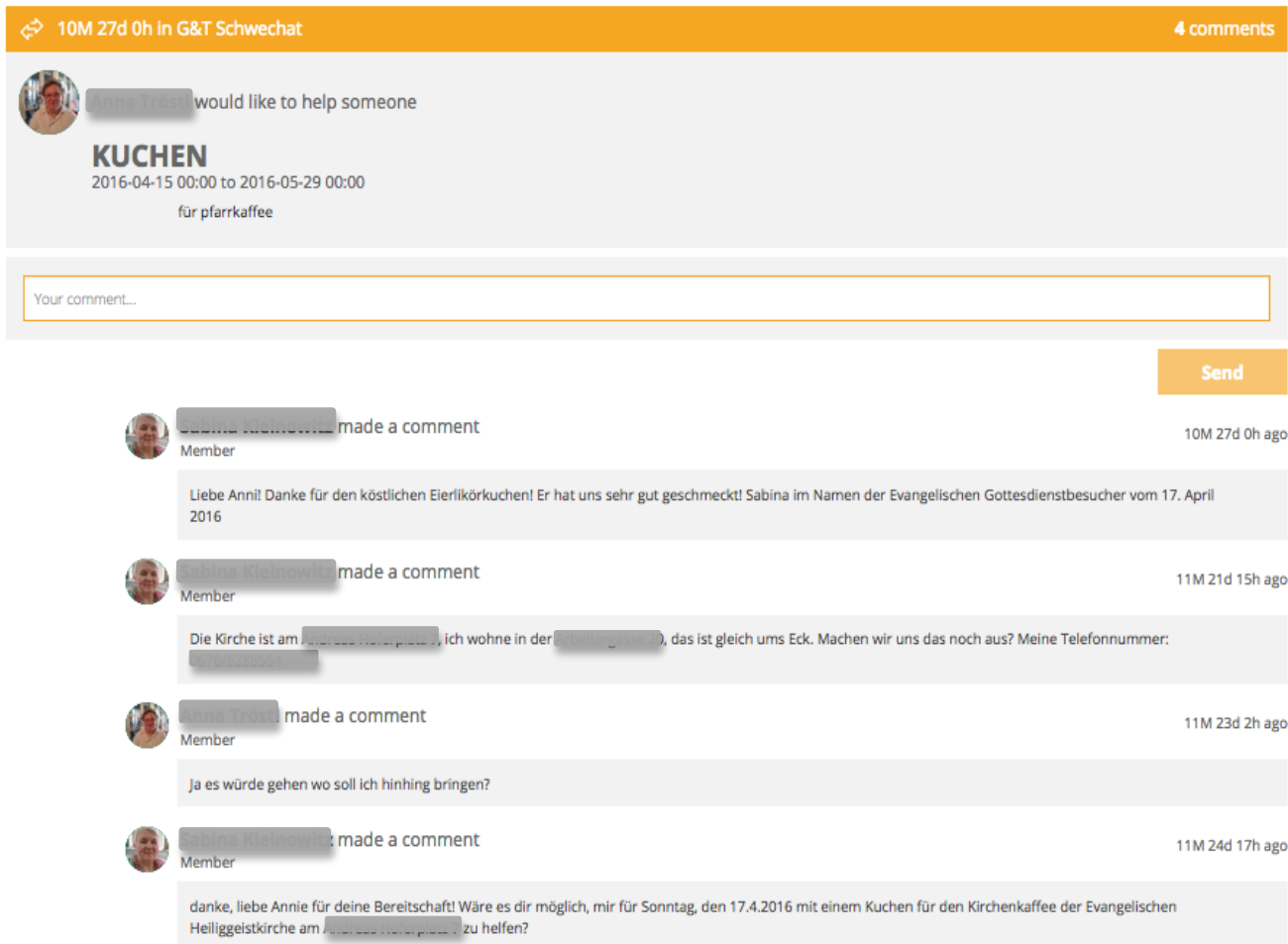


Figure 5: Example of a successful transaction on the Give&Take platform

The above screenshot shows a successful transaction. A member provided a cake for a church meeting. In the interaction the members exchange more information about time, place and contact data for the exchange (blurred out in the screenshot).

Administration features

Depending on the user role (owner / coordinator) the platform offers different opportunities for community administration.

Most of them are gathered within the so-called dashboard. The dashboard shows a set of metrics about one specific community or gives an overview of the characteristics of all communities, making analysis of platform usage and member characteristics as well as extracting reports possible. It contains information like

- Number of members (incl. male / female, average age),
- Number of conversations incl. number of comments and likes,
- Number of requests and offers,
- Number of events and percentage of participation ratio,
- Upcoming events,
- ...

The platform also supports for easy invitation and onboarding of new community members.

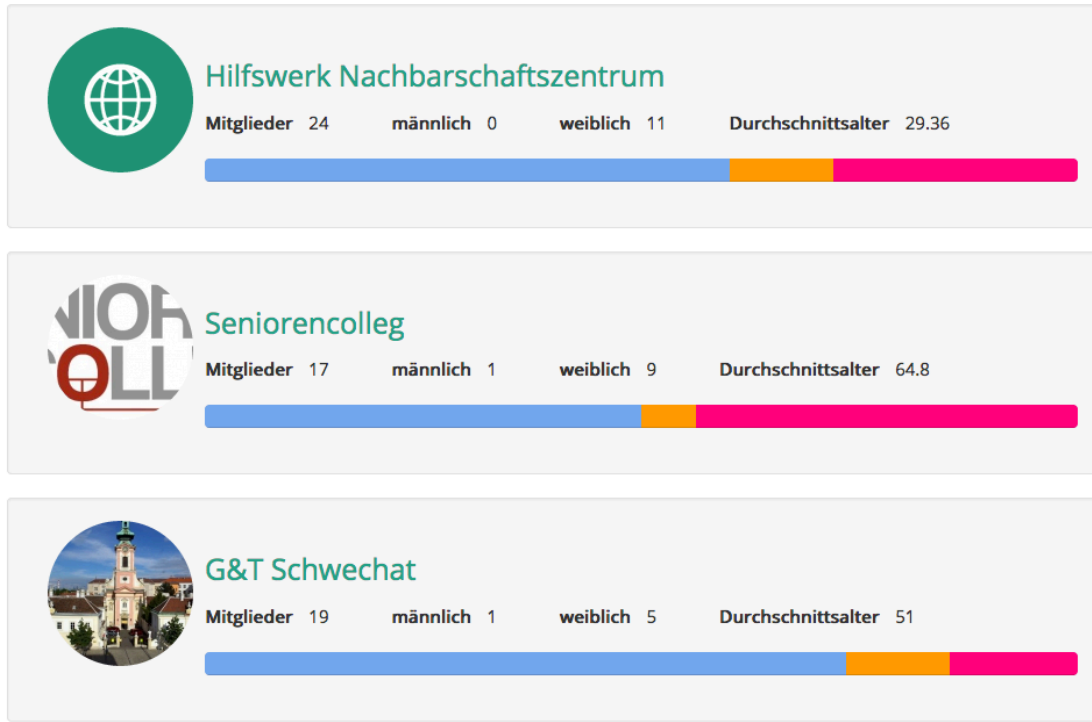


Figure 6: Excerpt of the host's / owner's dashboard showing statistics of 3 communities it owns

Building on 'lessons learnt'

In the previous sections, we have identified 'questions to think about'. The following complements and builds on these questions by drawing on the extensive experience from exploring the Give&Take service model in different contexts and with different communities to identify key 'lessons learnt' around the issues raised by the questions. These can help inform the future development of Give&Take communities.

1. Different types of communities entail different challenges

Table 1 shows the different characteristics of communities and how the communities involved in the Give&Take project maps to these.

<i>Community Name</i>	<i>New</i>	<i>Existing</i>	<i>Interest based</i>	<i>Location based</i>	<i>Coordinator within community</i>	<i>Coordinated by Research Team</i>
NBZ	X			X		X
Schwechat	X			X		X
Computerclub		X	X			X
Seniorencolleg		X	X		X	
CommonRoom		X	X		X	

English Excursion Club	X		X		X	
Jasmin		X		X	X	
Men's Food Club	X		X		X	
Stjerneklubben		X		X	X	
The Walking Group	X		X		X	
Danage		X	X		X	

Table 1: Characteristics of communities involved in the Give&Take project

These characteristics can influence how a Give&Take approach is designed and implemented.

New: Special effort needs to be put into identifying what is the common reason for people to come together into relations as part of this community. Work is also required to identify the key people to play the relevant roles (as identified in the Onion Model)

Existing: Existing communities usually have established routines and practices as well as tools and technologies. Special effort is required to work with the communities to explore what a Give&Take approach can offer that adds value compared to what they currently do. For some communities, the effort of change may be too much (as was the case with the Computerclub and Danage community).

Interest based: In communities where people come together because of a shared interest, it is important to elaborate how this interest can be transferred to and supported by Give&Take. Stories from other communities can help with that process. (see magazines and Use Cases in D3.4 or the experiences from Commonroom in point 3 of this section)

Location based: Participants of these kind of groups have in common that they are living in the same local area. They usually meet and chat about random stuff. These social gatherings are very important to the members and in most cases the reason why they are part of the group. As its members usually are not in contact outside of these gatherings, Give&Take can take on a connecting role, but it has to be explored how this socializing can be transferred, supported and enhanced via the platform for the specific community.

Coordinator within community: A local coordinator is key to the ultimate success of the community. However it is also critical to understand that considerable time and effort is needed from the coordinator to set up, run and grow a local community. It is important to have this as an explicit topic of discussion to plan for how this time and effort can be properly resourced.

Coordination by research team: This case – a community not having a coordinator assigned by its host / owner – takes particular effort to identify and mentor potential community members to step up into the coordinator role so that the community eventually becomes self-sustaining.

2. A community does not work without encouraging engagement

It takes time and resources to transform an initial interest into sustainable communities. Taking on the coordinator role for some of the Give&Take communities, the research team got the opportunity to experience how much effort is needed to build up, run and strengthen a community. This role can be split into two parts:

1. Organisational role

1. Continuous organisation or taking part in events / activities beyond the platform to promote the platform and attract a critical mass. E.g. in the beginning of the NBZ living lab a tablet course was organised for the participants, the research team became an integral part of various local events, ... Still a critical mass has not been reached in all our communities (e.g. in the Schwechat group)
2. Bridging between development issues and participants' everyday by offering fast, reliable and easy to understand help – even outside of office hours.
3. Keeping the platform in the community's members' minds by sending out regular newsletters on the recent activities on the platform.
4. Keeping people involved who don't have the technical skills or possibilities to use the platform.

2. Social role

1. Attending and organising events / meetings within the different Give&Take communities
2. Preparing community meetings in a way that everyone feels comfortable, wants to return to the next meeting and even is encouraged to bring possible new members along → word of mouth is still the best way to advertise
3. As already pointed out, the social aspect of being part of a community is very important to its members. Therefore it is essential to establish a relationship of trust with the participants and not just talk about the platform, but take time to listen to their everyday problems as well.

3. It is hard to change (digital) practises

Whatever the starting point is, existing or new communities, and whether the initiative comes from host organisations, coordinators, volunteers or the seniors wanting to connect, we have found in all cases that motivations and commitments across the network, as well as an alignment of stakeholders, are crucial to get a community building initiative like Give&Take off the ground.

An example of a network where this initial alignment was not successful was the IT-volunteers at Danage Frederiksberg, a group of around 25 people, who help members of DanAge (an organisation for seniors) with IT problems. They run computer cafes, where the members can come by and get help. They also run a home service especially for people with stationary computers, limited mobility or problems with TV or printers. The Give&Take platform was introduced as a way for the IT-volunteers to exchange experience and ask the others for help.

Since the group already had a well-established practice for this, Give&Take never succeeded in becoming a new platform for the IT-volunteers.

Another group (Commonroom) managed to smoothly integrate Give&Take as an additional digital tool to organise their activities. The volunteers of this community use the platform for exchanging organisational tasks, as well as for seeking help for materials they need for the organisation of events. As one of the coordinators mentions: *“One major thing that distinguishes this platform from our Facebook or Whatsapp groups is that, it is open and closed at the same time. This means we can share the effort to put things together, such as organising an event for next week, and we can celebrate the finalisation of our posters, all this you can find out, once you are a part of this [Give&Take] organisation group. It very much fits to our understanding of creating things together, just being able to show the openness of this process”*

Concerns

There are no concerns related to this deliverable.

APPENDIX 1. Draft Social Support Survey for G&T Communities

Social Support Survey

Instructions: We are interested in how you feel about the following statements. Read each statement carefully. Indicate how you feel about each statement.

- Circle the “1” if you **Very Strongly Disagree**
- Circle the “2” if you **Strongly Disagree**
- Circle the “3” if you **Mildly Disagree**
- Circle the “4” if you are **Neutral**
- Circle the “5” if you **Mildly Agree**
- Circle the “6” if you **Strongly Agree**
- Circle the “7” if you **Very Strongly Agree**

	Very Strongly Disagree	Strongly Disagree	Mildly Disagree	Neutral	Mildly Agree	Strongly Agree	Very Strongly Agree
1. There is a special person who is around when I am in need.	1	2	3	4	5	6	7
2. There is a special person with whom I can share joys and sorrows.	1	2	3	4	5	6	7
3. My family really tries to help me.	1	2	3	4	5	6	7
4. I get the emotional help & support I need from my family.	1	2	3	4	5	6	7
5. I have a special person who is a real source of comfort to me.	1	2	3	4	5	6	7

6. My friends really try to help me.	1	2	3	4	5	6	7
7. I can count on my friends when things go wrong	1	2	3	4	5	6	7
8. I can talk about my problems with my family.	1	2	3	4	5	6	7
9. I have friends with whom I can share my joys and sorrows.	1	2	3	4	5	6	7
10. There is a special person in my life who cares about my feelings.	1	2	3	4	5	6	7
11. My family is willing to help me make decisions.	1	2	3	4	5	6	7
12. I can talk about my problems with my friends.	1	2	3	4	5	6	7
13. I can get emotional support from resources other than friends of family, if needed	1	2	3	4	5	6	7
14. I can get help with my daily tasks from resources other than friends or family, if needed	1	2	3	4	5	6	7
15. People can count on me when things go wrong.	1	2	3	4	5	6	7
16. I give emotional help and support to others	1	2	3	4	5	6	7
17. I really try to help other people.	1	2	3	4	5	6	7

Community Participation

1) How strongly do you feel a part of the local community?

Very strongly	Strongly	Feel somewhat part of the community	Have no attachment to the community

2) How strongly do you agree / disagree with the following statement: I borrow things and exchange favours with my neighbours.

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
------------------	---------------	------------------	---------------------

--	--	--	--

3) To what extent would you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree

4) Have you done any of these things, unpaid, for someone who was not a relative and how often have you done these things?

Activity	At least once a week	At least once a month	Once or twice a year	Never
Help with shopping				
Help with daily tasks (e.g. cooking, cleaning,...)				
Being someone to listen and talk to				
Looking after a property or pet				
Giving advice				
Transporting or escorting someone (e.g. to doctor)				

Other (please specify)

5) Over the last 12 months have you been actively involved in any community groups or taken part in an activity they have organized? (y/n)

yes no

a. If yes, can you indicate in what kind of groups or activities and the frequency of your involvement?

Activity	At least once a week	At least once a month	Once or twice a year

6) Has your level of participation in community groups changed over the last 12 months?

Participation increased	Participation decreased	Participation has remained about the same

7) How do you find out about events/groups/clubs or organisations in your community?

8) How satisfied do you feel with your level of community involvement and connectedness?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied

9) On a scale of 0-10, where 0 is not at all worthwhile and 10 is completely worthwhile, overall, to what extent do you feel the things you do in your life are worthwhile?