

Name	Activating survey
Methodology	<p>The activating survey works in three main steps:</p> <ul style="list-style-type: none"> • A preliminary investigation, where key individuals and residents are interviewed, material is evaluated and observations are made. • Information phase, where residents are informed in writing about the actual survey in advance; trained interviewers use an open questions methodology for one-to-one interviews. • Evaluation phase, where the survey is evaluated and the results presented to the residents, with the aim of defining steps toward realization of the action points outlined