



# SCOREwater

Smart City Observatories implement REsilient Water Management

## DELIVERABLE D7.7 SHARING EXPERIENCES AND DEMONSTRATION CASES

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## CONTENT

Project Abstract .....	6
Executive Summary .....	7
1. Introduction .....	8
2. Dashboards .....	9
2.1. Twitter .....	9
2.2. Website .....	11
2.3. LinkedIn .....	12
2.4. Looking towards the future .....	12
3. Events and presentations .....	13
4. Conclusion .....	13
5. References .....	14
Annex 1 - Publications .....	15
Annex 2 - Events .....	16
Annex 3 - Informed Consent Form .....	17
Annex 4 - Stocktaking .....	23

## LIST OF FIGURES

Figure 1 - Twitter stats Q4-2019 + Q1-2020 .....	9
Figure 2 - Total impressions Twitter, trend overview .....	10
Figure 3 - Website stats Q4-2019 + Q1-2020 .....	11
Figure 4 - LinkedIn stats Q4-2019 + Q1-2020 .....	12

## LIST OF TABLES

Table 1. Stocktaking on Deliverable's contribution to reaching the SCOREwater strategic objectives. .	23
Table 2. Stocktaking on Deliverable's contribution to SCOREwater project KPI's. ....	24
Table 3. Stocktaking on Deliverable's treatment of Ethical aspects. ....	24
Table 4. Stocktaking on Deliverable's treatment of Risks. ....	25



## ABBREVIATIONS

Abbreviation	Definition
CKAN	Comprehensive Kerbal Archive Network
ICT	Information and Communications Technology
IoT	Internet of Things
SDG	Sustainable Development Goals
SME	Small and Medium-sized Enterprise
SO	Strategic Objective
KPI	Key Performance Indicators



## PROJECT ABSTRACT

SCOREwater focuses on enhancing the resilience of cities against climate change and urbanization by enabling a water smart society that fulfils SDGs 3, 6, 11, 12 and 13 and secures future ecosystem services. We introduce digital services to improve management of wastewater, stormwater and flooding events. These services are provided by an adaptive digital platform, developed and verified by relevant stakeholders (communities, municipalities, businesses, and civil society) in iterative collaboration with developers, thus tailoring to stakeholders' needs. Existing technical platforms and services (e.g. FIWARE, CKAN) are extended to the water domain by integrating relevant standards, ontologies and vocabularies, and provide an interoperable open-source platform for smart water management. Emerging digital technologies such as IoT, Artificial Intelligence, and Big Data is used to provide accurate real-time predictions and refined information.

We implement three large-scale, cross-cutting innovation demonstrators and enable transfer and upscale by providing harmonized data and services. We initiate a new domain “sewage sociology” mining biomarkers of community-wide lifestyle habits from sewage. We develop new water monitoring techniques and data-adaptive storm water treatment and apply to water resource protection and legal compliance for construction projects. We enhance resilience against flooding by sensing and hydrological modelling coupled to urban water engineering. We will identify best practices for developing and using the digital services, thus addressing water stakeholders beyond the project partners. The project will also develop technologies to increase public engagement in water management.

Moreover, SCOREwater will deliver an innovation ecosystem driven by the financial savings in both maintenance and operation of water systems that are offered using the SCOREwater digital services, providing new business opportunities for water and ICT SMEs.

## EXECUTIVE SUMMARY

D7.7: Sharing experiences and demonstration cases. Sharing the first experience and demonstration cases around the first prototype(s). Prototype content for public outreach in collaboration with, specifically the technology designers in WP1, WP2 and WP3 for the technology programme theme and WP4 large-scale demonstrators for the life below water programme theme.

We successfully reached a specific target group of professionals and citizens interested in the subject, and bit by bit the network is growing. This is supported by the data in the ‘Dashboards’ from Twitter, LinkedIn and the website. We also managed to arrange multiple workshops and the SCOREwater project was presented on different occasions, online and offline during workshops or other events (see ANNEX 2). The attendance for the (online) events was satisfactory. However, due to multiple reasons there are some small delays. To begin with, a delay of 2-3 months, due to COVID-19 influencing the rate in which the sensors are being deployed. Another limiting factor for the communication work package, is that in this phase of prototyping, there isn’t enough to communicate about to really grow a big audience. D7.7 is due in month 12 from the start of the project and we did notice that closer to the 12<sup>th</sup> month, there is more to communicate about. Overall, when we look at all the dashboards, the absolute number of people we are reaching with SCOREwater is growing. So looking towards the future we expect to hold the upward trend in the absolute number of people we reach about SCOREwater. However it’s too early to say how COVID-19 will influence this. We have to wait for the numbers.

The outcomes of the publications, workshops and other events will be logged during the course of the SCOREwater project. All this information will contribute/feed into the bigger themes, among those the technology and life below water programme theme. In this first, exploratory, phase of the project there aren’t much project results yet that would be interesting for a wider audience, such as the citizens from the cities with the large scale demonstrations. However, programs aimed at citizens are scheduled for development in a later stage of the project.

## 1. INTRODUCTION

The team has collected numeric indicators on the usage of our dissemination channels. Included are three dashboards and overview of the communication during the first phase of the SCOREwater project. This data will give insights in how Deliverable 7.7 is completed. Based on the data successful and not so successful practices will be identified.

The dashboards are built on data from Q4 2019 and Q1 2020. The SCOREwater project did start before Q4 2019, but from the first phase we don't have data since during this time all the (social) media channels were being set up. The dashboards contain data from the 3 most important channels we use. We didn't include a dashboard for an external newsletter as one may notice. We did try to gather people for an external newsletter, however there was not enough interest for such a thing to justify the effort we have to put in. So we decided not to go through with it, and rather focus on the more successful outlets.

The dashboards start at October 2019, since that's the first full month that all the three mentioned communication channels were online.

### *The website.*

This is the backbone of the SCOREwater project ([www.scorewater.eu](http://www.scorewater.eu)). It serves as a solid base on which we can upload all the communication material so we can use the other channels (LinkedIn and Twitter) to link back to the website. Furthermore it gives a platform to showcase what we are doing in a controlled way, and to track it over time. (Online since September 24, 2019.)

### *Twitter*

Twitter is a good platform to gather people around the 'water' theme of SCOREwater. Currently we have 160 followers, among which professionals in the water industry and other water related projects. It is great for showcasing what we do and to stay connected with other (EU/H2020) projects out there. (Online since September 6, 2019.)

### *LinkedIn*

LinkedIn focusses on the individual. During this first (exploratory) phase of the SCOREwater project we use it to communicate everything what we already communicate through the website. We currently have less followers on LinkedIn (111) compared to Twitter (160). The expectation is that the reach on LinkedIn will grow, when we are able to communicate more concrete solutions that are developed by the SCOREwater team.



## 2. DASHBOARDS

### 2.1. TWITTER

Days in month	30	31	30	31	31	29	31
	Q4 - 2019				Q1 - 2020		
	2019 sept	2019 oct	2019 nov	2019 dec	2020 jan	2020 feb	2020 mar
total impressions	906	7354	8733	6889	6267	7335	11897
total tweets	1	15	11	10	6	9	12
total engagements	13	223	192	121	115	112	206
total retweets	3	24	25	18	11	15	23
total likes	2	51	61	46	24	45	58
total user profile clicks	7	22	19	14	13	23	42
total url clicks	0	34	11	6	26	1	19
total replies	0	2	0	0	1	4	2
av. Impressions/day	30	237	291	222	202	253	384
av. Impressions/tweet	906	490	794	689	1045	815	991
av. Engagements/tweet	13	15	17	12	19	12	17
av. Likes/tweet	2	3	6	5	4	5	5
New followers	NO DATA	NO DATA	21	15	14	14	23
Total followers end of month			94	109	123	137	160
Growth % followers				16%	13%	11%	17%

#### Explanation of used terms

Impressions:	Times a user is served a Tweet in timeline or search results
Tweets:	Times the SCOREwater account tweets
Engagements:	Total number of times a user interacted with a Tweet. Clicks anywhere on the Tweet, including Retweets, replies, follows, likes, links, cards, hashtags, embedded media, username, profile photo, or Tweet expansion
Retweets:	Times a user retweeted the Tweet
Likes:	Times a user liked the Tweet
User profile clicks:	Clicks on the name, @handle, or profile photo of the Tweet author
Total url clicks:	Clicks on a URL or Card in the Tweet
Replies:	Times a user replied to the Tweet

Twitter account active (since Sept 6 2019)

Figure 1 - Twitter stats Q4-2019 + Q1-2020

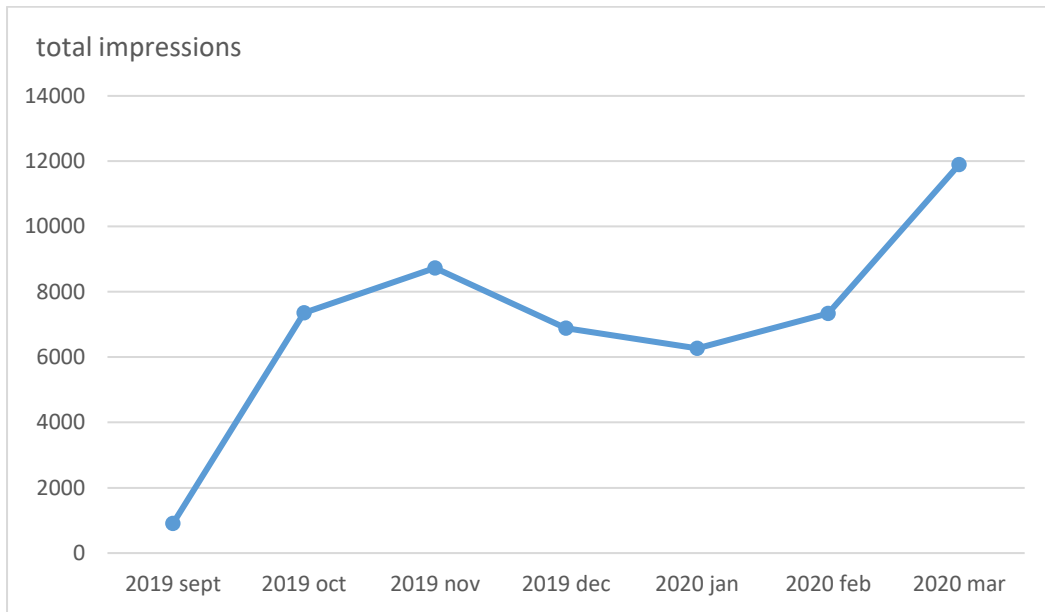


Figure 2 - Total impressions Twitter, trend overview

#### Twitter | 160 followers

- Twitter is the platform we are most successful on at this moment. A total of +- 23.000 impressions during Q4 2019 and +- 25.500 impressions during the Q1 2020. We are keeping the momentum.
- The average amount of impressions a day is steadily climbing to 384 in March 2020. This shows that we are reaching a growing audience. This is supported by an average follower growth of 14% - measured from November 2019.
- At this moment we are gaining 1 new follower every workday (av. 5 a week)

## 2.2. WEBSITE

Days in month	31	30	31	31	29	31	30
	Q4 - 2019			Q1 - 2020			
	2019 oct	2019 nov	2019 dec	2020 jan	2020 feb	2020 mar	2020 apr
Total Hits	199	1.274	993	1.125	537	662	
Hits Spain	41	205	77	111	62	86	
Hits Sweden	0	147	67	96	59	87	
Hits Netherlands	112	726	660	701	278	388	
organic users	27	122	110	115	77	63	
direct users	32	143	111	98	61	56	
referral users	9	38	29	32	16	25	
Users	63	307	258	248	156	148	
Sessions	94	499	388	377	228	259	
av lengt sessions	00:03:36	00:03:24	00:03:36	00:02:49	00:02:29	00:02:50	
pages/sessions	2,11	2,55	2,56	2,69	2,34	2,54	
Nr of new posts	2	2	0	0	1	3	

\* Hits Netherlands could have a margin of error, since the communication team is operating from within the Netherlands

\* Website online since September 24, 2019

### Explanation of used terms

- Organic:** Traffic from search engine results that is earned, not paid.
- Direct:** Any traffic where the referrer or source is unknown
- Referral:** Traffic that occurs when a user finds you through a site other than a major search engine
- Users:** represent individuals that visit your site. If that same User leaves your site and comes back later, Google Analytics will remember them, and their second visit won't increase the number of Users (since they have already been accounted for in the past).
- Sessions:** Represent a single visit to your website. Whether a User lands on one of your web pages and leaves a few seconds later, or spends an hour reading every blog post on your site, it still counts as a single Session. If that User leaves and then comes back later, it wouldn't count as a new User (see above), but it would count as a new Session.

Figure 3 - Website stats Q4-2019 + Q1-2020

### Website

- Although the Total hits is going down, the amount of sessions is going down a little, but on average we still have +- 300 sessions on the website.
- Session length dropped after Q4 2019, but starts to rise again at the end of Q1 2020, possibly related to the increase of posts on the website.
- The majority of the hits is from within the Netherlands. An assumption could be that this is related to the Amersfoort case being featured in Dutch media, we don't have enough data to support this at the moment since the total amount of hits is really small.
- There are still new people finding the website, labelled as 'users' (if the same user leaves the site and comes back the additional visits won't be counted as 'users').

## 2.3. LINKEDIN

Days in month	31	30	31	31	29	31
	Q4 - 2019			Q1 - 2020		
	2019 oct	2019 nov	2019 dec	2020 jan	2020 feb	2020 mar
Total views	▲ 2873	▲ 3380	▲ 2890	▬ 1939	▼ 998	▼ 749
Total views homepage	▲ 113	▲ 122	▬ 65	▬ 90	▼ 42	▼ 26
Unique visitors homepage	53	60	24	43	23	14
Total pageviews	128	133	75	95	47	28
Total unique visitors	53	60	24	43	23	14
Total new posts	14	12	10	4	5	4
Total new followers	16	27	18	24	8	4
Total followers end of month	30	57	75	99	107	111
<b>Locations of visitors LinkedIn</b>						
	<b>Netherlands</b>	<b>Spain</b>	<b>Sweden</b>	<b>Other</b>		
Q4 2019	188	35	58	20		
Q1 2020	58	38	50	16		
Q2 2020						
Q3 2020						
Q4 2020						

Figure 4 - LinkedIn stats Q4-2019 + Q1-2020

LinkedIn | 111 followers

- Total views is declining, possible because establishing a connection with individuals without having much concrete to share (yet) is quite difficult.
- Although the frequency of posting dropped since January, there was still an increase in new followers that month. It is too early to establish the connection between the frequency of posting and new followers. The type of news we have to share could also have a big influence.
- There were a lot more visitors from within the Netherlands in Q4 2019, compared to the other locations (although it's difficult to say if it's significant, considering the low total amount of visitors). This could be related to a SCOREwater post in a big, Dutch, LinkedIn group. This hypothesis can be tested in the next months, when we will shift some focus on getting updates on other LinkedIn pages than our own, for example on sister-project pages.

## 2.4. LOOKING TOWARDS THE FUTURE

For now we have a solid base to expand on. Looking at all the dashboards combined we are steadily growing in the reach we have, albeit not at an exponential rate. The question is, will we be able to grow our reach at a faster rate? To tackle this question ties are being strengthened with other (sister) projects and the idea is to make use of the reach that they already have. Tapping into existing communities, that are already interested in the topic. The first steps have already been taken, contribution to the ICT4water (a sister project) newsletter for example.

### 3. EVENTS AND PRESENTATIONS

Next to sharing the first experiences and demonstration cases there have been multiple occasions in which SCOREwater climbed the (digital) stage. See 'ANNEX 2' for an overview of these events. These events help to really target a specific audience, and audience that is interested in smart water management and resilient cities. Deliverable 7.7 is specifically aimed at sharing information about the first prototypes for the 'technology programme' and the 'life below water' theme. Since the first phase of the project is quite exploratory, the aim of the mentioned events was to establish further interaction between the project team and the possible stakeholders. That is why often the workshop model is being employed. Even now physical events are not feasible during the COVID-19 pandemic the Future City Foundation fosters the interaction between the project team and stakeholders by organizing, among other things, an 'online get-together' in which the Göteborg case gets the stage.

### 4. CONCLUSION

To really see if we are on track, it is good to look back at 'Work plan D7.7', created during Q4 of 2019. We successfully reached a specific target group of professionals and citizens interested in the subject, and bit by bit the network is growing. This is supported by the data in the 'Dashboards' from Twitter, LinkedIn and the website.

An important thing to note is that within the communication team there was a change of staff at the end of Q4 2019, start of Q1 2020. This could explain, among other things, the little decrease in reach on Twitter during this period, see Figure 2 - Total impressions Twitter, trend overview.

In the workplan mentioned above, the critical implementation risks and mitigation actions are also briefly touched upon. To start on a positive note, the attendance for the (online) events was satisfactorily. The project got the stage in multiple occasions (see ANNEX 2). On another note however, in this phase of prototyping, there isn't enough to communicate about to really grow a big audience. D7.7 is due in month 12 from the start of the project and we did notice that closer to the 12th month, there is more to communicate about. This combined with some minor delays within the projects lead to a situation that we could communicate less to the outside than we would have wanted.

Looking back there is an upward trend in the absolute number of people we reach for the project. Mostly do to the reach on Twitter, see:

Days in month	30	31	30	31	31	29	31
	Q4 - 2019				Q1 - 2020		
	2019 sept	2019 oct	2019 nov	2019 dec	2020 jan	2020 feb	2020 mar
total impressions	906	7354	8733	6889	6267	7335	11897
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- Retweets: Times a user retweeted the Tweet
- Likes: Times a user liked the Tweet
- User profile clicks: Clicks on the name, @handle, or profile photo of the Tweet author
- Total url clicks: Clicks on a URL or Card in the Tweet
- Replies: Times a user replied to the Tweet

*Twitter account active (since Sept 6 2019)*

Figure 1 - Twitter stats Q4-2019 + Q1-2020. In normal circumstances we would expect this trend to carry on, however we do not know how the pandemic COVID-19 will influence our reach. It is too early to say at this moment, we have to wait for the numbers.

**5. REFERENCES**

- [www.linkedin.com/company/SCOREwaterEU](http://www.linkedin.com/company/SCOREwaterEU). SCOREwater project on LinkedIn.
- [www.scorewater.eu](http://www.scorewater.eu). SCOREwater project website.
- [www.twitter.com/SCOREwaterEU](http://www.twitter.com/SCOREwaterEU). SCOREwater project on Twitter.



## ANNEX 1 – PUBLICATIONS

Source	Type	Date	Language	Case	Author(s)	Title
Website	Blog	7-4-2020	English	Amersfoort	Amersfoort/FC	Key insights from the workshop on 'Digital Twins'
External	Newsletter	4-4-2020	English	General	Fiware4Water	[mentioning SW in newsletter]
External	Newsletter	3-4-2020	English	Barcelona	ICT4water/ FC	The power of 'sewage sociology'
Website	Blog	30-3-2020	English	General	FC	Breaking down boundaries with FIWARE
Website	Blog	18-3-2020	English	Barcelona	Barcelona/FC	Selection of sampling points for the Barcelona case study
Website	Blog	10-3-2020	English	Göteborg	Göteborg/FC	Milestone reached!
Website	Blog	27-2-2020	English	Barcelona	Barcelona/FC	The 'brown gold' : Why we need to mine sewage
External	Paper	21-2-2020	Spanish	Barcelona	Alejandra Avendaño	
External	Paper	16-2-2020	Spanish	Barcelona	Jordi Fàbregas	
Website	Blog	27-11-2019	English	General	-	s::can is Teaming up with SCOREwater to Establish a Water Smart Society
Website	Blog	5-11-2019	English	General	-	SCOREwater: Water solutions connecting the world of materials and the digital world
Website	Press release	16-10-2019	Dutch	Amersfoort	AD news	Amersfoort is Europese proeftuin voor waterbeheer
External	Press release	15-10-2019	Dutch	Amersfoort	Ruud van Slooten (AD news)	
Website	Blog	14-10-2019	Dutch	Amersfoort		Effectief waterbeheerproject in Amersfoort creëert kansen voor duurzame regionale economie
External	Press release	10-10-2019	Dutch	Amersfoort	EBU	Effectief waterbeheerproject in Amersfoort creëert kansen voor duurzame regionale economie
Website	Blog	24-9-2019	Dutch	General	HydroLogic	SCOREwater zorgt voor veerkracht van Europese steden
External	Blog	24-9-2019	Dutch	General	Hydrologic	SCOREwater zorgt voor veerkracht van Europese steden
Website	Blog	24-9-2019	English	General	Civity	Learn and improve with water data!
External	Blog	15-9-2019	English	General	Civity	Learn and improve with water data!
External	LinkedIn	14-5-2019	Dutch	Amersfoort	LinkedIn Amersfoort business (5.039 followers)	
External	Blog	14-5-2019	Dutch	Amersfoort	FC website	Amersfoort wil leren van water

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AMERSFOORT

BARCELONA

GÖTEBORG





# ANNEX 2 – EVENTS

SCOREwater participation at events												
Event date	-	Event name	Stand/Area	Time	Link website event	City	Country	Original title presentation	Speaker1 full name	Organization	Speaker2 full name	Organization2
9-sep-19		SW workshop Amersfoort	Amersfoort			Amersfoort	NL					
16-sep-19		SW workshop Barcelona	Barcelona			Barcelona	Spain					
7-okt-19		European Week of Regions and Cities	B8 - Utrecht Region		<a href="https://europa.eu/regions-ar">https://europa.eu/regions-ar</a>	Brussels	Belgium	SCOREwater project	Edwin Hubers	Municipality Amersfoort	Lotte Kester	Municipality Amersfoort
10-okt-19		Get Connected 2019 Annual Conference for the Utrecht Reg	Zaal: Waterlinie theater	14:45 - 15:10	<a href="https://www.economicboard">https://www.economicboard</a>	Utrecht	NL	Hoe gebruiken we water-data voor een	Alderman Fatma Koser Kaja	Municipality Amersfoort	Edwin Hubers	Municipality Amersfoort
23-okt-19		Waste & Water	Scen 2	9:45 - 10:30	<a href="https://www.waterandwaste">https://www.waterandwaste</a>	Äbymässan, Göteborg	Sweden	Projektet SCOREwater – Digitalisering	Anton Jacobson	IVL	Fredrik Hallgren	IVL
24-okt-19		FIWARE Global Summit	Front-Runners Smart Cities We	10:00 - 12:30	<a href="https://www.fiware.org/sum">https://www.fiware.org/sum</a>	Berlin	Germany	Enabling a water smart society that en	Jeroen Moonen	Civity		none
29/31 Oct 19		IoT World Congress	Hall 2 E 557	All day	<a href="https://ecatalogue.firabarcel">https://ecatalogue.firabarcel</a>	Barcelona	Spain	none	none	Eurecat		none
5/8-Nov-19		Aquatech Amsterdam	EU Innovation Project Pavilion	16:00 - 17:00	<a href="https://www.aquatechtrade">https://www.aquatechtrade</a>	Amsterdam	NL	none	none	/		none
18-nov-19		WOW DINNER Barcelona	World Trade Center Barcelona	19:00 - 20:00	<a href="https://future-city.nl/wow-di">https://future-city.nl/wow-di</a>	Barcelona	Spain	SCOREwater project	Maria José Chesa Marro	BCASA		none
26-mrt-20	Online	Online get-together with FIWARE	n/a	15:00-16:00	<a href="https://future-city.nl/join-the-ci">https://future-city.nl/join-the-ci</a>	n/a	n/a	none	Ulrich Ahle	FIWARE		
2-apr-20	Online	Workshop Göteborg	na/a		x	Göteborg	Sweden					
16-apr-20	Online	Online get-together with SCOREwater		15:00-16:00	<a href="https://scorewater.eu/news/23">https://scorewater.eu/news/23</a>				Anton Jacobson	IVL		
14-mei-20	Online	Amersfoort workshop		morning	x							

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# ANNEX 3 - INFORMED CONSENT FORM

and Information Sheet

## SCORE WATER

Workshop September 2019

*The purpose of this document is to obtain your informed consent to participate in a SCOREwater workshop and inform you about what your participation entails. Participation is voluntary.*

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### Project Information

<b>Project</b> SCOREwater	<b>Title:</b>	<b>Project</b> 2019-2023	<b>Duration:</b>
<b>Principal Investigator:</b> Johan M. Sanne	<b>Coordinator:</b> IVL Swedish Environment Institute Box 100 31 Stockholm Tel: +46 10-788 65 00 E-mail: <a href="mailto:joan.sanne@ivl.se">joan.sanne@ivl.se</a> <a href="mailto:scat@iit.demokritos.gr">scat@iit.demokritos.gr</a>		21060



## PURPOSE OF THE PROJECT AND WORKSHOP

You are being asked to participate in a workshop conducted as part of the SCOREwater project.

SCOREwater focuses on enhancing the resilience of cities against climate change and urbanization by enabling a water smart society that fulfils SDGs 3, 6, 11, 12 and 13 and secures future ecosystem services. We introduce digital services to improve management of wastewater, stormwater and flooding events.

These services are provided by an adaptive digital platform, developed and verified by relevant stakeholders (communities, municipalities, businesses, and civil society) in iterative collaboration with developers, thus tailoring to stakeholders' needs. Existing technical platforms and services (e.g. FIWARE, CKAN) are extended to the water domain by integrating relevant standards, ontologies and vocabularies, and provide an interoperable open-source platform for smart water management. Emerging digital technologies such as IoT, Artificial Intelligence, and Big Data are used to provide accurate real-time predictions and refined information. We implement three large-scale, cross-cutting innovation demonstrators and enable transfer and upscale by providing harmonized data and services.

### Amersfoort case:

Amersfoort is a riverine city with 155,000 inhabitants in the Utrecht region of the Netherlands. The city has ample experience of co-creation with citizens, including citizen science (e.g. Measure Your City). Various city apps and sensor projects (noise, air quality, and parking) have been developed and tested to engage citizens. Amersfoort city uses several urban ICT platforms (FIWARE, HydroNET, City Innovation Platform, SCADA systems of Platform Water Vallei & Eem). In the Railway Station area, a large underground biking lot is subject to frequent flooding and water nuisance. The Schothorst district is a neighbourhood with low areas that is significantly affected by groundwater flooding, in particular during and after heavy rainfall. Extended droughts lead to deterioration of surface water quality and surface water life in the drainage canals throughout the district.

The objective is to demonstrate how climate and flooding resilience can be achieved with the engagement of citizens and other relevant stakeholders in the co-creation, co-design and co-implementation of urban water management innovations.

## PROCEDURES & PURPOSE

Your participation in this project involves participating in a workshop/a number of workshops to help and contribute with specification for developing of the SCOREwater platform, define user needs and barriers for implementation etc. Your input from the workshop may feed into a report where the preconditions of relevant stakeholders are being described as well as input to specification and implementation of the SCOREwater approach and platform.

Aims with the workshop <Update with specific info relevant for the workshop>:

- Informing (external) stakeholders about the SCOREwater project;
- Verifying current plans;
- Collecting additional opportunities;
- Generating interest for cooperation with potential new partners.

## RISKS

There are no risks associated with your participation in this workshop. No sensitive or personal information will be required or sought from participants.

Any new information developed during the SCOREwater workshop that may affect your willingness to continue participation will be communicated to you.



## OWNERSHIP AND DOCUMENTATION OF INFORMATION

Your personal identity will be kept anonymous in the report. Any and all data gathered as a result of these participatory exercises will be retained in full accordance with the relevant national regulations and legislation regarding data protection. No confidential, sensitive or personal information will be required or sought from participants.

The notes made in connection with workshop will be compiled in a public report as a deliverable to this project. You will if you so wish be given the opportunity to review the results of the workshop, and have the option to amend your input.

By participating in this project, you will be making an important contribution to the goals of SCOREwater which is to develop and test water-smart digital solutions and best practices to strengthen cities' resilience about climate change and urbanization, focusing on wastewater, flooding and stormwater monitoring and management. You may also gain knowledge and insight on innovative approaches that are being developed within the project and in the water sector.

## FINANCIAL CONSIDERATIONS

There is no financial compensation for your participation in this research.

## CONFIDENTIALITY

Information collected by SCOREwater that is not already in the public domain (i.e. workshops) will be fully anonymized. The results of the workshop, including any data, will be published as part of the projects deliverables. But will not give your identity.

Any records or data or information obtained as a result of your participation in the workshop may be inspected by the European Commission, by any relevant agency, by the SCOREwater Steering Committee, or by the persons conducting this workshop (provided that such inspectors are legally obligated to protect any identifiable information from public disclosure, except where disclosure is otherwise required by law or a court of competent jurisdiction.) These records will be kept private in so far as permitted by law.

## TERMINATION OF WORKSHOP PARTICIPATION

If at any time during or after the workshop you wish for your data to be deleted from dataset, you may contact the coordinator:

Associate Professor Johan M. Sanne

IVL Swedish Environment Institute

Box 21060

100 31 Stockholm

Tel: +46 10-788 65 00

E-mail: [johan.sanne@ivl.se](mailto:johan.sanne@ivl.se)

It may be necessary for the sponsor of the project (European Commission) to terminate the SCOREwater project without prior notice to, or consent of, the participants in the event of a loss of funding or other unlikely, exceptional circumstances, such as the failure of the consortium to deliver the deliverables committed as part of the contract and grant agreement.





## AVAILABLE SOURCES OF INFORMATION

Any further questions you have about this project will be answered by the Principal Investigator:

Associate Professor Johan M. Sanne

IVL Swedish Environment Institute

Box 21060

100 31 Stockholm

Tel: +46 10-788 65 00

E-mail: [johan.sanne@ivl.se](mailto:johan.sanne@ivl.se)

Any questions you may have about your rights as a research subject may also be answered by the SCOREwater consortium partner who has contacted you.

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## ANNEX 4 – STOCKTAKING

A final Annex of stocktaking was included in all Deliverables of SCOREwater produced after the first half-year of the project. It provides an easy follow-up of how the work leading up to the Deliverable has addressed and contributed to four important project aspects:

1. Strategic Objectives
2. Project KPI
3. Ethical aspects
4. Risk management

### STRATEGIC OBJECTIVES

Table 1 lists those Strategic Objectives (SO) of SCOREwater that are relevant for this Deliverable and gives a brief explanation on the specific contribution of this Deliverable.

Table 1. Stocktaking on Deliverable’s contribution to reaching the SCOREwater strategic objectives.

Project strategic objective	Contribution by this Deliverable
<b>Sharing Experiences and demonstration cases.</b> In general, for the overall project success.	We successfully reached a specific target group of professionals and citizens interested in the subject, and bit by bit the network is growing. This is supported by the data in the ‘Dashboards’ from Twitter, LinkedIn and the website.
<b>Harmonize and improve interoperability opportunities in the water sector (SO2)</b>	We contribute to this strategic objective by regularly updating the project website with info and progress of the three case studies. For each case study there is a specific section, and over the course of time we are building up an archive of publications that highlight the best practices.
<b>Enable the monetization of water cycle data (SO3)</b>	By participating in events and increasing the number of followers in our social media channels we actively enlarge the network of potential business opportunities.
<b>Demonstrate benefits of smart water management for increased water-system resilience against climate change and urbanisation (SO4)</b>	We contribute to this strategic objective with our posts on the project website and other social media channels.

### PROJECT KPI

Table 2 lists the project KPI that are relevant for this Deliverable and gives a brief explanation on the specific contribution of this Deliverable.

Table 2. Stocktaking on Deliverable’s contribution to SCOREwater project KPI’s.

Project KPI	Contribution by this deliverable
8	Contributed to KPI8 ( <i>Number of standardization guidelines and best practices published</i> ) from Strategic Objective (SO) 2 by writing regular updates on the three case studies on the SCOREwater website. For each case study there is a specific section, and over the course of time we are building up an archive of publications that highlight the best practices.
6	Communication about KPI6 ( <i>In Barcelona, reduce the release of wet wipes and discharge of oils and greases and antibiotics to the sewer systems</i> ) from SO4, published multiple posts on the different social media channels on sewer sociology.
19/20	Contributed to KPI19 ( <i>New markets for application in EU identified and approached</i> ) and KPI20 ( <i>Number of external stakeholder groups identified and approached</i> ) from SO3, by enlarging the network of stakeholders interested in this theme. More people follow what we do, so more potential business opportunities.

## ETHICAL ASPECTS

Table 3 lists the project’s Ethical aspects and gives a brief explanation on the specific treatment in the work leading up to this Deliverable. Ethical aspects are not relevant for all Deliverables. Table 3 indicates “N/A” for aspects that are irrelevant for this Deliverable.

Table 3. Stocktaking on Deliverable’s treatment of Ethical aspects.

Ethical aspect	Treatment in the work on this Deliverable
Justification of ethics data used in project	N/A
Procedures and criteria for identifying research participants	N/A
Informed consent procedures	For the workshops we have an ‘informed consent’ form (Annex 3). For other, online meetings, there is an informed consent procedure when registering for that specific event.
Informed consent procedure in case of legal guardians	N/A
Filing of ethics committee’s opinions/approval	N/A
Technical and organizational measures taken to safeguard data subjects’ rights and freedoms	Secure internal way of sharing information through Sharepoint (created by IVL)
Implemented security measures to prevent unauthorized access to ethics data	N/A
Describe anonymization techniques	N/A
Interaction with the SCOREwater Ethics Advisor	N/A

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## RISK MANAGEMENT

Table 4 lists the risks, from the project's risk log, that have been identified as relevant for the work on this Deliverable and gives a brief explanation on the specific treatment in the work leading up to this Deliverable.

Table 4. Stocktaking on Deliverable's treatment of Risks.

Associated risk	Treatment in the work on this Deliverable
<b>Few Attendance (work plan 7.7)</b>	This risk is mostly related to the events. Until now we managed to keep attendance high, however with COVID-19 being present the physical meetings are off the table. To prevent stagnation we switched to the online channels, and successfully moved some of the events online. The 'new' risk that the online events pose is that it is more difficult to hold the attention of the participants.
<b>Not enough input from case leaders (work plan 7.7)</b>	Since there are some delays in Milestone 2 [prototype acceptance] there is not always enough 'news' to communicate about. When there isn't enough news to communicate about, it's hard to grow the crowd. We tackled this by keeping a structured approach with regular updates on all the social media, to keep the public aware that we exist and to keep expanding the network. When there are more prototypes to share we already have a solid following.



# SCOREWATER

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AMERSFOORT



BARCELONA



GÖTEBORG

