

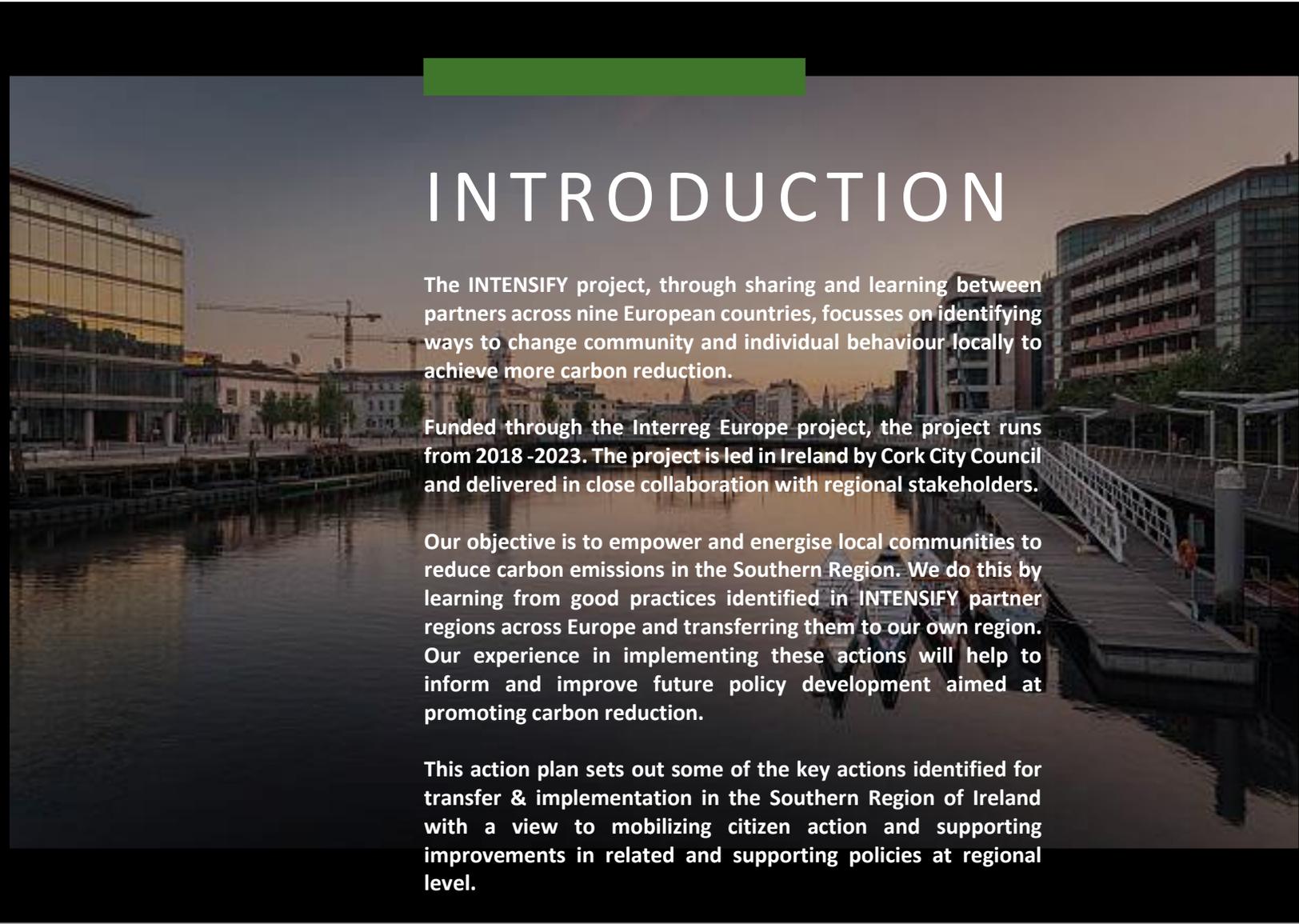


Regional Action Plan for the Southern Region

INTENSIFY – MORE CARBON REDUCTION THROUGH INTENSE COMMUNITY ENGAGEMENT

CORK CITY COUNCIL | City Hall, Cork





INTRODUCTION

The INTENSIFY project, through sharing and learning between partners across nine European countries, focusses on identifying ways to change community and individual behaviour locally to achieve more carbon reduction.

Funded through the Interreg Europe project, the project runs from 2018 -2023. The project is led in Ireland by Cork City Council and delivered in close collaboration with regional stakeholders.

Our objective is to empower and energise local communities to reduce carbon emissions in the Southern Region. We do this by learning from good practices identified in INTENSIFY partner regions across Europe and transferring them to our own region. Our experience in implementing these actions will help to inform and improve future policy development aimed at promoting carbon reduction.

This action plan sets out some of the key actions identified for transfer & implementation in the Southern Region of Ireland with a view to mobilizing citizen action and supporting improvements in related and supporting policies at regional level.

CONTENTS

| | |
|---|-----|
|  | 2 |
| INTRODUCTION | 2 |
| General Information | 4 |
| Policy Context | 5 |
| Target Policy Instrument..... | 5 |
| General Background..... | 5 |
| Policy Context | 6 |
| Policy Improvements | 7 |
| Actions Envisaged | 9 |
| ACTION 1: One stop shop digital platform..... | 9 |
| ACTION 2: Physical One stop shop..... | 9 |
| Main Beneficiaries of the Actions | 10 |
| Relevance to the project..... | 11 |
| Nature of action 1: One Stop Shop Digital Platform | 13 |
| Details of Action 1: One Stop Shop Digital Platform..... | 13 |
| Nature of Action 2: Physical One Stop Shop (OSS) | 166 |
| Details of Action 2: Physical One Stop Shop | 177 |
| Policy Endorsement | 188 |



GENERAL INFORMATION

PROJECT NAME **Interreg Europe INTENSIFY**

PARTNER ORGANISATION **Cork City Council**

COUNTRY **Ireland**

NUTS 2 REGION **Southern Region**

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POLICY CONTEXT

TARGET POLICY INSTRUMENT

The Action Plan aims to impact:

- X Investment for Growth and Jobs programme
- European Territorial Cooperation programme
- Other regional development policy instrument

The main policy instrument to be addressed by this action plan is the Southern and Eastern Regional Operational Programme.

We will target our improvements towards the specific thematic objective no. 4 namely – Low Carbon Economy: *“Shift towards a low-carbon economy, especially energy efficiency in housing, and promoting low-carbon strategies for urban areas.”*

GENERAL BACKGROUND

The Southern & Eastern Regional Operational Programme 2014 – 2020 complements wider investment programmes in targeted high growth and innovative sectors. It aims to support the creation of new quality jobs, boost innovation, and help grow the local economies in the Southern & Eastern region of Ireland. The Operational Programme focuses on specific growth opportunities and targeted growth and innovative sectors identified in Ireland’s smart specialisation strategy, building on the region’s strengths.

The Programme has invested in the S&E region under five priority areas:

1. Strengthening research, technology, development, and innovation
2. ICT Infrastructure
3. SME Supports
- 4. Low Carbon Economy**
5. Sustainable Urban Development

The Southern Regional Assembly is managing the Programme with a funding package of approximately €500 million from the European Regional Development Fund and the Irish Exchequer.

POLICY CONTEXT

The Southern Regional Operational Programme's priority no. 4 – Low Carbon Economy, aims to improve the energy efficiency of the housing stock of the S&E region. There are two schemes supported under Priority 4, the 'Better Energy Warmer Homes' and the 'Social Housing Retrofit' schemes. The 'Better Energy Warmer Homes' scheme aims to improve the energy efficiency of households at risk and help to reduce the amount that is spent on energy. It also aims to improve the health and well-being of occupants and reduce poverty in at-risk households. The 'Social Housing Retrofit' scheme aims to improve the energy efficiency of social housing.

The residential sector in Ireland has been identified as a key target sector to deliver on Ireland's ambition to reduce carbon emissions and develop a sustainable economy. 'The residential sector accounts for a quarter of the energy used in Ireland, and is also responsible for a quarter of the energy-related CO2 emissions. From 2006-2014 there were significant reductions in the amount of emissions from homes, but since 2014 this trend has reversed and carbon dioxide emissions have started to increase. Irish homes emit almost 60% more CO2 than the average EU home.'¹

It is clear that deep energy retrofitting of buildings in the private and public sector therefore holds enormous potential for energy savings in Ireland. Government policy is to reduce the emissions from this sector as close to zero as possible by 2050. This means that Irish homes must become more efficient by reducing the avoidable waste of energy and ensuring that the energy that is used comes from more sustainable sources. This is an extremely challenging target and cannot be delivered without major changes in the way we live and the way we use energy in our homes.

A 2014 report produced by the Department of Communications, Energy and Natural Resources entitled 'A National Renovation Strategy for Ireland' recognised the need for policy supports in this area. 'Given the scale of investment required, it is clear that direct Government assistance will not be sufficient to deliver the ambitious goals. Instead, Government policy must ensure that householders are sufficiently motivated to undertake the improvements themselves and that the tools, mechanisms, supply chains and infrastructure are in place to allow householders to do this.'²

In spite of this, community engagement measures are absent within the Operational Programme objectives which plays an integral role in Ireland's transition towards a low-carbon economy. In the State of Ireland 2020 report written by Engineers Ireland, it highlights the importance of community engagement at the heart of climate projects to empower citizens, build public trust, generate local jobs, boost local economy and political will. The establishment of early engagement with communities particularly in the designing and planning phases of climate action projects is key to securing societal and political support.

Recognising this important policy gap, the Southern region greatly benefits from involvement in the INTENSIFY project and its aim to reduce carbon emissions through intense community engagement. Learning from good practices in our partner regions we have identified actions worth transferring which seek to harness the power of community action in awareness raising, communal behavioural

¹ SEAI (2018); Energy in the Residential Sector. p.2 Available from: www.seai.ie

² DCENR (2014) Better Buildings: A National Renovation Strategy for Ireland Available at: [2014_article4_en_ireland.pdf \(europa.eu\)](https://ec.europa.eu/eip/energy_efficiency/2014_article4_en_ireland.pdf)

change, and through an inclusive approach from the bottom-up in the implementation of low-carbon strategies. Through the project, Cork City Council is supported to empower citizens through knowledge sharing and developing mechanisms which promote co-action, co-creation, and co-delivery. Through our actions we intend to narrow the power-distance relationship in decision-making and delivery. Our actions within this project are rooted in citizen engagement, community leadership and facilitating a just transition that leaves no one behind.

POLICY IMPROVEMENTS

These proposed actions will contribute to the improvement of the Southern Regional Assembly's Regional Operational Program 2014 2020 (ROP), specifically in relation to the measures set out in Priority 4 – Low Carbon Economy.

The actions will contribute to improving this instrument by testing, in cooperation with our stakeholders, the usefulness and impact of an independent, local authority led OSS in its virtual and physical form on (a) the uptake of energy retrofitting solutions and (b) the development of regional energy retrofitting ecosystem improvements and feeding back valuable learning from the pilot action into the policy making process. This is a key element in narrowing the power-distance relationship in decision making and delivery and in evaluating citizen engagement mechanisms in an effort to harness the power of community involvement in this objective.

The managing authority of the policy instrument addressed, the Southern Regional Assembly is a significant stakeholder in the INTENSIFY project, together with the local Climate Action Regional Office, third level educational, training & research institutions (UCC, Tyndall, MTU) local energy cluster (Energy Cork) and the national sustainable energy authority (SEAI).

The managing authority together with our other significant stakeholders will be closely involved in the governance, management, implementation and evaluation of these actions. They will be regularly updated and informed on the learning arising from the actions, based on quantitative and qualitative information gathered during the implementation process. They will be closely informed of what's working well and what's not working well and of the actions' outputs and results.

Cork City Council will seek to influence the Southern Regional Assembly (and therefore the policy instrument) decisions in the following ways:

- **At political level:** the city of Cork is represented in the Assembly by four political members
- **At administrative level:** Cork City Council is a "prescribed body" i.e. a statutory consultee in any amendments to the ROP.
- **At technical level:** the results of these actions will inform funding of related ROP funded actions and the development of a set of related proposal evaluation criteria. It will also improve future ROP policy design e.g. with new measures integrated in the programme text based on the results of the pilot action, in order to support better the energy retrofitting ecosystem and end user needs and requirements.

The **implementation process will ensure** the collective input of these stakeholders in the process of policy instrument improvement. The pilot action evaluation will provide a tangible, practical, hands on example to them of the value of participating in and giving time to evidence based, end-user informed policy making, thus supporting **improvements to the governance** of the operational programme. This will be further enriched through the close collaboration and sharing of experience with PPs 3, 4 & 8 who will act as mentors and advisors not only in the setting up, management and evaluation of the one stop shop (virtual & physical) but also in how the key learning from the action can be embedded in the policy making process and used to strengthen and improve the ROP both in terms of content, structure and governance. We expect improvements arising from this action to include improving how carbon reduction actions are integrated into the different measures of the ROP, contributing to the improved monitoring and evaluation of related measures and improving the management of any related project definition and selection processes.

Together these improvements to content, structure and governance of the policy instrument will ensure that projects financed by the instrument are grounded in an evidenced need and a **robust policy making process** designed for **impact**.





ACTIONS ENVISAGED

Two key actions have been identified for implementation by Cork City Council in collaboration with stakeholders. Monitoring and evaluation of these key actions will help us to inform and improve how carbon reduction activities are supported within the policy framework. Both of the key actions described here have been identified and developed through sharing and learning from our partners in the INTENSIFY project.

ACTION 1: ONE STOP SHOP DIGITAL PLATFORM

The establishment of a one stop shop (OSS) digital platform is essentially a citizen engagement and energy collective action that aligns with the INTENSIFY project. The OSS platform will develop a standard framework for the growth of energy communities in Cork and the S&E region that facilitates citizen participation in the transition to a low-carbon economy. The digital OSS harnesses the power of technology and *the power of community action* to accelerate the energy transition process. The OSS standard framework will not only offer technology advice for local energy communities but also innovative collective business models and recommendations to address policy and regulatory challenges. Users of the OSS platform will be able to get one-on-one advice about deep energy retrofitting, energy efficiency, energy sustainability, and the use of solar and renewable energy.

ACTION 2: PHYSICAL ONE STOP SHOP

This action will focus on the establishment of a physical one stop shop located in the centre of the southern region's largest city, Cork, taking advantage of the location's high footfall and visibility potential and the opportunity to promote face to face dialogue with citizens which has not been possible during the COVID19 crisis.

The OSS will provide for valuable, accessible two-way face to face dialogue between the local authority and the region's private homeowners. The OSS will provide a friendly and impartial human face to support citizens seeking to explore or begin their energy retrofitting journey. The centre staff members will be carefully selected based on their ability to engage with citizens in a friendly and welcoming manner and to communicate sometimes complex technical & financial energy retrofitting jargon into easily understandable and relatable information and advice.

Research shows that long-term attitude and behavioural change requires frequent contact with new information which should be interactive and engaging and make use of different media. This pilot action will allow us to test the effectiveness of a physical one stop shop in attracting the attention of the public, engaging them in dialogue and encouraging them to act.

MAIN BENEFICIARIES OF THE ACTIONS

The main beneficiaries of these actions will include homeowners, suppliers, contractors and service providers, local authorities and stakeholders within the regional energy retrofitting ecosystem.

Homeowners in the southern region: First and foremost, homeowners will benefit from the provision of accessible, trustworthy, independent, simplified and relatable energy retrofitting information, clearly showcasing the practical benefits of making home energy improvements and reducing the complexity of the process for the homeowner. The homeowner has the option of accessing the virtual support platform, or if they prefer they have a physical option. The provision of both options ensures an inclusive and accessible provision of the OSS service. With either option the homeowner has access to local expertise which can guide them through the process and be on hand to support them throughout the journey. Quality and effective service to the homeowner will be ensured as OSS services will be continuously measured, monitored and refined to ensure the OSS is fit for purpose, dynamic and adaptable in order to meet the needs of the end users in the best way possible.

Suppliers, contractors & service providers: Firstly, the physical and virtual OSS will encourage energy retrofitting action by consumers. It will connect consumers with an already existing list of recognised suppliers, contractors and service providers thereby improving connectivity between supply and demand and channelling new business to suppliers, contractors & service providers (all of whom have suffered from a pause in activity as a result of the COVID19 crisis). The list of suppliers with which we will make available are those already available at national level from the Sustainable Energy Authority of Ireland (SEAI) and from the National Standards Authority of Ireland (NSAI) who hold a register of approved contractors. Both of these lists have been formulated in an open and transparent process ensuring equal access to potential suppliers. Secondly the physical OSS will facilitate collaboration between contractors, suppliers and service providers, through bi-monthly networking events, stimulating collaboration and new co-operation opportunities.

Local authorities: The OSS platform and physical space will encourage the uptake of energy retrofitting services and solutions thereby supporting local authorities to achieve their climate and energy targets and boosting the performance of the local green energy economy.

Stakeholders within the regional energy retrofitting ecosystem: Feedback from end users received by the OSS will be recorded and shared with stakeholders in order to continually inform the development and improvement of the regional energy retrofitting ecosystem, including financing models, training, capacity building, service provision and informing the development of effective, supportive and complementary policy measures.

RELEVANCE TO THE PROJECT

The identification and development of these actions has been inspired by the good practices and activities observed, explored and examined during the interregional exchange of experiences with our fellow INTENSIFY partners. Specifically these actions were inspired by our learning from PP8 Zadar & the FIESTA project, PP3 Vitoria-Gasteiz and the Coronacion district energy efficiency improvement works, the Agree project and the Opengela project and from PP4 Milton Keynes Council and the Electric Vehicle Experience Centre.

Learning from Zadar

During our Study visit (Oct '19) and virtual Import Workshop (Nov '20) with our partner City of Zadar, we were introduced to the Family Intelligent Energy Saving Targeted Action (FIESTA) project. The most important lesson we learned from their experience in this project is the need for an **ambassador to encourage people to participate** in actions. We also learned that **promotional materials** in the digital sphere **did little to stimulate community interest**. A top-down approach is received very poorly in the community and is perceived as an imposed project by the local authorities. What worked well in Zadar, was approaching families they already knew and carrying out the project activities with them. This included conducting energy audits, giving energy savings advice, providing budget rewards in the form of discounts for home appliances, etc. The family will then spread the word about the project and the families will see that the project is beneficial to them. We learned how important it was to identify the leaders of the community as an integral approach to bypassing the initial resistance from the local community to create a domino effect. **Learning from this, the OSS will train Implementation Champions to act as the OSS ambassadors and promote the service to energy communities.**

We also closely follow the **implementation of an information centre** as part of the FIESTA project. The Help Desk sits within the local authority and provides informational services by phone or at the counter to give advice on how to use energy efficient appliances, renewable resources, funds for heating and solar PVs, and help families interested in joining the programme. An effective community engagement strategy will ensure our action supports our regional policy instrument in improving the energy efficiency of the housing stock in Cork and the S&E region.

Learning from Vitoria-Gasteiz

The actions also draw inspiration from the virtual Study Visit with our partner Environmental Studies Centre (CEA) of Vitoria-Gasteiz city regarding the Basque Urban Regeneration held on the 2nd July 2020. During the Study Visit, we observed how VISESA, the Basque public social housing agency acted as a representative on behalf of communities of homeowners and **managed the contracting, financing, designing and supervising of retrofitting works carried out on their behalf.** We observed how the VISESA agency managed a variety of administrative tasks from assisting citizens in the application to the monitoring of results. Our action takes **insights from the work of VISESA and their operation as a 'one stop shop agency' and we want to our physical OSS, as well as the digital platform to benefit from their experience.**

Learning from Milton Keynes

The action was influenced by the Thematic Event and Study Visit to our partner Milton Keynes Council. There we visited the Milton Keynes Electric Vehicle Experience Centre. The Thematic Event (October 2018) and Study Visit (September 2019) were organised by Christine Ballard and Jeremy Draper. The Milton Keynes Electric Vehicle (EV) Experience Centre provides independent advice and test drive opportunities to help citizens choose an electric vehicle. During the Study Visit, Brian Cassidy (Senior Executive Engineer, Cork City Council) and Thomas Rogers (Senior Engineer, Cork City Council) took part in the Thematic Event. John Walsh (Energy Engineer) and Cormac O'Sullivan (Senior Executive Engineer) of Cork City Council took part in the Study Visit. They observed first-hand how people could be targeted to learn more about electric vehicles and as a result be motivated to invest in electric vehicles in preference to other forms of transport. They observed the staff advising members of the public on the advantages of electric vehicles. The staff were well-trained in the subject area. **This learning outcome will influence the training programme for the Implementation Champions (the OSS energy advisors).**

NATURE OF ACTION 1: ONE STOP SHOP DIGITAL PLATFORM

| ACTION 1 | | ONE STOP SHOP DIGITAL PLATFORM | |
|---|--|---|--|
| MAIN OBJECTIVE | To develop a one stop shop digital platform which will provide users with advice about deep energy retrofitting, energy efficiency, energy sustainability, and the use of solar and renewable energy. | | |
| LEAD ORGANISATION | Cork City Council | | |
| STAKEHOLDERS INVOLVED & ROLE | <p>International Energy Research Centre (IERC) Tyndall Institute, University College Cork – lead partner UP-STAIRS project.</p> <p>Southern Regional Assembly (SRA) – managing authority for the Southern Regional Operational Programme.</p> <p>Sustainable Energy Communities in the Southern Regional Assembly (SEC-SRA) – Provide network of energy communities and energy experts to explore opportunities for the growth of energy communities in the S&E region and beyond.</p> <p>South West Climate Action Regional Office (SW CARO) –centre of excellence in the region for climate mitigation & adaptation. They will offer guidance & support on the energy efficiency improvement works to domestic buildings.</p> <p>Sustainable Energy Authority of Ireland (SEAI) – will offer guidance and expertise on energy efficiency improvement works and on the supports and grants available to individuals and communities who wish to improve their homes.</p> <p>PP4 Milton Keynes Council – good practice owner that inspired this action</p> | | |
| MONITORING INDICATORS | 1 platform launched & functional 5 Implementation Champions trained 20,000 people aware of platform & services provided | 3,000 registered platform users 2045 MWh/y energy savings through engagement the owners of private residential buildings | |
| INDICATIVE COSTS | €203,200 | | |
| INDICATIVE SOURCE | Horizon 2020 through the UP-STAIRS project | | |
| TIMESCALE | December 2021 – August 2023 | | |

ACTION 1 DETAILS: ONE STOP SHOP DIGITAL PLATFORM

| DESCRIPTION OF ACTIVITIES WITHIN ACTION 1 | | STAKEHOLDERS INVOLVED | TIMEFRAME |
|---|--|--|------------------------|
| 1 | Virtual OSS platform development: Will provide easy to use, accessible information on retrofitting options, related grants & financing options, service providers & supports available to homeowners. Information will be similar to that provided in the physical one stop shop only on a virtual platform. | CCC with advice from IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | Oct 2021 – March 2022 |
| 2 | Call for & Selection of Implementation Champions: Open call for the selection of at least 5 implementation champions who will be trained up to promote retrofitting among private homeowners | CCC, IERC. | Oct 2021 – Dec 2021 |
| 3 | Training of Implementation Champions (ICs): The ICs will be trained on key topics including: Promoting behaviour change, prosumerism, collective actions and their benefit to consumers, and what it means to become an energy citizen in a sustainable energy community. The ICs will act as local energy experts closely working with local authorities and providing advice to local citizens and communities. | CCC, IERC with advice from PP4 | Dec 2021 |
| 4 | Platform Launch: Completed platform will be launched virtually and promoted extensively through CCC and stakeholder communication channels, networks and in local media. It will also be promoted in the physical one stop shop. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | March 2022 |
| 5 | Platform promotional activities: stakeholders will use their extensive existing communication channels & networks, including workshops, events, traditional & social media channels to promote the platform with the aim of reaching 20,000 people. Stakeholders aim to reach a target of 3,000 registered users to the platform. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | March 2022 – June 2022 |
| 6 | Launch digital tool to facilitate collective actions between individual consumers: This additional tool will form part of the platform, providing a facilitatory service to encourage collective actions between individual consumers seeking to gain savings and efficiency by through scale and collective community action. | CCC, IERC with advice from SRA, SEC-SRA, ECC, SW-CARO, SEAI. | May 2022 |

| | | | |
|----|---|--|----------------|
| 7 | Regional One Stop Shop business and financial model developed: A business & financial model will be developed to support the sustainability of the virtual platform service. The model will be scalable and adaptable with potential for replicability in other regions. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | September 2022 |
| 8 | Ex Post Evaluation of OSS platform: User data collected & analysed during the previous months will be analysed to determine the impact & effectiveness of the platform. SWOT analysis will be undertaken to identify potential opportunities & threats. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | December 2022 |
| 9 | Identification of regulatory barriers: User feedback will be gathered and analysed to identify regulatory barriers to collective actions. Potential solutions will be identified collectively by all stakeholders and collated in a summary document. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | January 2023 |
| 10 | Policy recommendations for improvements to collective actions prepared: A set of policy recommendations will be developed aimed at providing evidence for and informing improvements to future policy development particularly within the frame of the ROP. | CCC IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | March 2023 |

NATURE OF ACTION 2: PHYSICAL ONE STOP SHOP (OSS)

| ACTION 2 | | PHYSICAL ONE STOP SHOP | |
|---|---|---|--|
| MAIN OBJECTIVE | To test the impact of a physical home energy retrofitting one stop shop (OSS) based on a business model of facilitation & supporting behaviour change thorough community engagement. | | |
| LEAD ORGANISATION | Cork City Council (CCC) | | |
| STAKEHOLDERS INVOLVED & ROLE | <p>International Energy Research Centre (IERC)(Tyndall Institute) University College Cork - third level education & research partners</p> <p>Southern Regional Assembly (SRA) – managing authority for the Southern Regional Operational Programme.</p> <p>Sustainable Energy Communities in the Southern Regional Assembly (SEC-SRA) – Provide network of energy communities & energy experts to explore opportunities for the growth of energy communities in the region.</p> <p>Energy Cork Cluster (ECC)– local industry-driven cluster pursuing coordinated actions to strengthen enterprise and employment within the energy sector in the Cork region.</p> <p>South West Climate Action Regional Office (SW-CARO) – regional centre of excellence for climate mitigation & adaptation. They will offer guidance & support on the energy efficiency improvement works to domestic buildings.</p> <p>Sustainable Energy Authority of Ireland (SEAI) – offers expertise on energy efficiency improvement works and on the supports and grants available to individuals and communities who wish to improve their homes.</p> <p>PP3 (Environmental Studies Centre, Vitoria-Gasteiz – Spain) – good practice owner that inspired this action</p> <p>PP8 (Zadar City Council, Croatia) – good practice owner that inspired this action</p> | | |
| MONITORING INDICATORS | <ul style="list-style-type: none"> - OSS service delivery plan complete - OSS launched & operational - No. of services offered through the OSS (target 4) | <ul style="list-style-type: none"> - 2,500 people advised & influenced to reduce home energy & access grants - Set of evaluation criteria to assess future OSS applicants | |
| INDICATIVE COSTS | €47,275 | | |
| INDICATIVE SOURCE | INTERREG EUROPE pilot action funding & Cork City Council own resources | | |
| TIMESCALE | September 2021 – February 2023 | | |

ACTION 2 DETAILS: PHYSICAL ONE STOP SHOP

| DESCRIPTION OF ACTIVITIES WITHIN ACTION 2 | STAKEHOLDERS INVOLVED | TIMEFRAME |
|---|--|-------------------------------|
| 1 Undertake ex ante evaluation: comprising a desk study to determine the rate of uptake of energy retrofitting solutions & a needs analysis of contractors, service providers, suppliers & stakeholders | CCC | September 2021 – October 2021 |
| 2 Deep dive virtual study visit to PP3 & PP8: Advice will be sought on how best to engage with the public, how to set up the OSS, how to publicise & promote it and how to support collaboration and project development. | CCC, PP3 & PP8 | October 2021 |
| 3 Fitting out the OSS: The space will be fitted out appropriately in order to become an attractive, welcoming, inviting space for citizens, as well as a functional office space for staff with all the necessary equipment required to allow the space to function as intended. | CCC with advice from IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI, PP3 & PP8 | November 2021 – January 2022 |
| 4 Preparation of service delivery plan for the OSS: The plan will set out the main services to be delivered by the OSS along with targets and KPIs. | CCC with advice from IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI, PP3 & PP8 | December 2021 |
| 5 Recruiting OSS staff: 1 full time equivalent (FTE) technical staff member & 1 FTE administrator, will be recruited in order to support the running and operation of the OSS and the delivery of the related activities. | CCC | January 2022 |
| 6 Launching the OSS: OSS to be launched by a high profile well-known local or national personality with the aim of gaining maximum exposure in the press. Intensify stakeholders will be invited. | CCC with attendance from IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI, | February 2022 |
| 7 Operation of the OSS & Service Delivery: services to include providing advice & information, showcasing & demonstrating solutions, promoting collaboration & project pooling. | CCC with advice & support from IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI, PP3 & PP8 | March 2022 – February 2023 |
| 8 Monitoring of the action, data collection & analysis, collection of results: User feedback will be collected, analysed & compiled into progress reports, shared with stakeholders & used to continually adapt & refine service provision. Final analysis will monitor overall impact & effectiveness of OSS. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | March 2022 – February 2023 |
| 9 Generalisation/mainstreaming of the action: Stakeholders will agree a set of evaluation criteria to inform assessment of future OSS applications. | CCC, IERC, SRA, SEC-SRA, ECC, SW-CARO, SEAI. | Nov '22 - February 2023 |

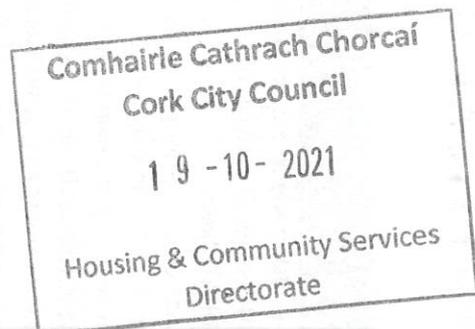
POLICY ENDORSEMENT

I / we hereby agree to contribute to the implementation of the activities within the Action named above in accordance with the current jurisdiction rules.

Date: 19 October 2021

Signature:  *ACTING DIRECTOR OF SERVICES - HOUSING*

Stamp of the organisation (if available):



POLICY ENDORSEMENT

I / we hereby agree to contribute to the implementation of the activities within the Action named above in accordance with the current jurisdiction rules.

Date:

Signature:

Stamp of the organisation (if available):

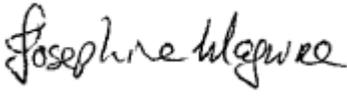




POLICY ENDORSEMENT

I / we hereby agree to contribute to the implementation of the activities within the Action named above in accordance with the current jurisdiction rules.

Date: 1 November 2021

Signature: 

Stamp of the organisation (if available):

Sustainable Energy Authority of Ireland



**INTENSIFY – MORE CARBON REDUCTION THROUGH INTENSE COMMUNITY
ENGAGEMENT**

Mr Brian Cassidy
Senior Executive Engineer
Project Contact: INTENSIFY
Cork City Council
City Hall, Cork

20 December 2021

Dear Brian

I am writing to you in relation to Cork City Council's Interreg INTENSIFY project and its Regional Action Plan for the Southern Region.

My understanding is the INTENSIFY project, led in Ireland by Cork City Council and delivered in collaboration with local stakeholders, has been progressing since 2018 and is now in its Phase 2, running to 2023. Your ambitious project focuses on identifying ways to change community and individual behaviour locally - to achieve more carbon reduction, and it does this through learning between partners across nine European countries.

Here in Ireland, the objective is to empower and energise local communities to reduce carbon emissions in the Southern Region.

I congratulate the Council's endeavours to mobilise citizen action in this regard and wish the Council every success with its implementation of the Regional Action Plan's two key initiatives which are envisaged: a one stop shop (digital platform) for citizen engagement and energy collective action - especially around energy efficiency in housing - and an associated physical one stop shop.

Engineers Ireland as the professional body for engineers in Ireland has made a strategic commitment to sustainability and climate action. I am very pleased to support the intent of this project; namely through the expertise within our voluntary Sector groups, including, for example, through our Energy, Environment and Climate Action Division.

Wishing you every success with the project in the months ahead.

Yours sincerely



Caroline Spillane
Director General, Engineers Ireland