ENERGY SYSTEM TRANSITION THROUGH STAKEHOLDER ACTIVATION, EDUCATION AND SKILLS DEVELOPMENT

ENTRUST

Report on Community Dialogues

Deliverable 5.1

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Table of Contents

About the ENTRUST Project

ENTRUST is mapping Europe's energy system (key actors and their intersections, technologies, markets, policies, innovations) and aims to achieve an in-depth understanding of how human behaviour around energy is shaped by both technological systems and socio-demographic factors (especially gender, age and socio-economic status). New understandings of energy-related practices and an intersectional approach to the socio-demographic factors in energy use will be deployed to enhance stakeholder engagement in Europe's energy transition.

The role of gender will be illuminated by intersectional analyses of energy-related behaviour and attitudes towards energy technologies, which will assess how multiple identities and social positions combine to shape practices. These analyses will be integrated within a transitions management framework, which takes account of the complex meshing of human values and identities with technological systems. The third key paradigm informing the research is the concept of energy citizenship, with a key goal of ENTRUST being to enable individuals to overcome barriers of gender, age and socio-economic status to become active participants in their own energy transitions.

Central to the project will be an in-depth engagement with five very different communities across Europe that will be invited to be co-designers of their own energy transition. The consortium brings a diverse array of expertise to bear in assisting and reflexively monitoring these communities as they work to transform their energy behaviours, generating innovative transition pathways and business models capable of being replicated elsewhere in Europe.

For more information see http://www.entrust-h2020.eu

Project Partners:

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Executive Summary

A key goal of work package 5 of the ENTRUST project has been to establish a cohesive community research environment utilising participatory action research (PAR) techniques that encourage active participant engagement in the project and the issues informing ENTRUST's intersectional, co-design programme. Creating the creative spaces whereby stakeholders can identify, consider, and then deliberate on, the actions and behaviours that influence their own participation and positionality in the energy system and its current transition was an essential component of this process. Therefore, it was important for the research team to this by implementing a range of iterative, multi-scalar dialogues with participants within each case study community, which in turn informed the engagements in the other communities where applicable.

This report presents ENTRUST's approach to meeting these conditions, demonstrating how the research team integrated the essential requirement of achieving gender inclusion in the research actions that were conducted, most notably the community-focused workshops. Very often, past female participation in energy-orientated research has been under-represented. Therefore, every effort was made to facilitate, active female-participation resulting in an approximately gender balanced representation across the six case study communities. This in turn co-validated our findings from the engagements and the reciprocal feedback loops set up with the communities themselves. In all the communities, the ENTRUST team demonstrate that we were not interested in an exclusively male (or female) perspective which in turn fostered greater trust between the participants and the research team. Two concurrent objectives that informed our approach focussed on;

- Improving individual knowledges of the energy system and how the complex social and environmental networks that comprise it pertain to that individual's lived experience;

- And enable participants to imagine and communicate their community energy goals, which in turn go on to feed in to the transition pathways and scenarios developed for WP6.

The report provides an overview of the community and individual stakeholder selection processes that were implemented, along with the suite of collaborative methods deployed across the community engagement programme. A notable innovation in terms of research engagement has been the deployment of deliberative mini-publics in a number of case study communities, which sought to address key energy-related issues of local concern there. Again, achieving gender inclusivity was of crucial importance to this strand of the engagement process and were a strong factor influencing what were very successful encounters.

1 Introduction

1.1 Background

This deliverable provides a report on the civic engagement undertaken within the ENTRUST project. This engagement with six case-communities comprised work package 5 of the project. This WP was designed as a means of refining conceptual and theoretical insights and directly disseminating findings and insights. Utilising the project partners' local knowledge and networks of contacts, six case-study communities were selected for the project, in the five member states across which the ENTRUST partners operate as outlined in Table 1 below. Community selection was informed by the findings of D3.1 'Survey of socio-demographic data on energy practices' (Gaffney, Lennon, O'Connor, & Dunphy, 2015), and by the need to recruit a cohort of participants who were gender balanced and who displayed a range of socio-economic and socio-demographic profiles.

Table 1: Communities of practice recruited for ENTRUST

Name and location	Community profile
La Trapèze, Boulogne-Billancourt, Paris, France	an "eco-neighbourhood"
Stockbridge Village, Knowsley, Liverpool, UK	a public housing development
Secondigliano, Naples, Italy	a "new" community in an urban fringe setting
Gràcia barrio, Barcelona, Catalonia, Spain	an established urban community
Dunmanway, Co. Cork, Ireland	a rural market town
Student cohort, University College Cork, Ireland	a diverse student body (at life stage transition)

This work package WP6, concerned as it is with community engagement is very closely intertwined with WP3, which dealt with the analysis of the collected information. The details of the analyses of the data arising from the engagement can be founded in a number of deliverables produced in WP3, namely:

D3.1 'Survey of socio-demographic data on energy practices' (Gaffney et al., 2015)

D3.2 'Intersectional Analysis of Energy Practices' (Dunphy, Revez, Gaffney, Lennon, Aguilo, et al., 2017)

D3.3 'Intersectional Analysis of Perceptions and Attitudes Towards Energy Technologies' (Dunphy, Revez, Gaffney, & Lennon, 2017)

D3.4 'Synthesis of socio-economic, technical, market and policy analyses' (Dunphy, Revez, Gaffney, Lennon, Sanvicente, et al., 2017)

This objective of this deliverable is to report on the range of engagement activities undertaken as part of the ENTRUST project in each of the abovementioned six case-study communities. This engagement has been central to the research project, which seeks to situate the human factor of the energy system within wider societal understandings of the topic.

The engagements have included both qualitative and quantitative elements. The ENTRUST community dialogues have, in effect, three strands: semi-structured interviews, community workshops, and deliberative mini-publics with each phase iteratively informing the next. The primary method for engaging with participants in the community workshop strand was through focus groups. The three qualitative strands of the community dialogues were augmented with two quantitative surveys: the "energy technology survey", and the "time-use survey". Additionally, a small number of informative and awareness generating activities were held in the communities.

1.2   Task description

"Community workshops will be designed in such a way as to achieve gender inclusion. Specifically, the timing, location, format, processes and support services (e.g., crèches) of the workshops will be chosen to facilitate and encourage female participation. In keeping with energy citizenship concept, community workshops will be held in order to achieve two objectives concurrently: (i) to increase participants' knowledge of the energy system within their local context and more widely and stimulate debate, through a focus on the interaction of new technologies and social practices; (ii) to allow participants imagine and communicate their desired community energy goals, thereby contributing to the development of transition scenarios and pathways in WP6, which will then be fed back to the workshops for consideration. Additionally, the project will use a series of 'deliberative mini-publics' to augment the workshops. These will consist of randomly selected participants (stratified to provide approximate gender, age, socio-economic, etc. representation). The format will involve brief accessible 'expert' presentations followed by moderated small group discussion, with final decisions by consensus or secret ballot. The processes adopted for the mini publics will be designed to ensure women have an equal voice."

-   T5.2 'Community Workshops and Public Engagement', ENTRUST 'Description of Action'

1.3   Deliverable Structure

In addition to this introductory section, this report comprises three sections. Section 2 outlines the engagement methodology: it outlines the approach to community engagement; describes the selection process for the communities and subsequently for the individual participants; discusses the methods used in the engagement; and details the collaborative nature of the engagement. Section 3 provides details of the engagement as it pertained to each of the six case-study communities in France, Italy, Ireland (x2), Spain and the United Kingdom. Finally, Section 4 draws some lessons from the engagement process.

2   Methodology

2.1   Approach to community engagement

As set out in the DoA, the approach of ENTRUST to community engagement draws strongly on Participatory Action Research (PAR). Reason and Bradbury (2008) clarify that PAR is:

> *an orientation to inquiry that seeks to create participative communities of inquiry in which qualities of engagement, curiosity and question posing are brought to bear on significant practical issues. Action research challenges much received wisdom in both academia and among social change and development practitioners, not least because it is a practice of participation, engaging those who might otherwise be subjects of research or recipients of interventions to a greater of less extent as inquiring co-researchers*

The aim of PAR is to facilitate and empower people to take action. PAR challenges the usual hierarchies of the distribution of power. Rather than assuming that the power [to act] and to bring about change resides in the traditional offices of power—whether in the EU or governments, or with bodies of "experts"—so that, in effect, the "direction" of power moves from the "top" down, or extends out from the centre to the peripheries; instead PAR recognises that the power to act is dispersed among the "many" and is located in communities themselves.

Amongst other elements, action research "calls for engagement *with* people in collaborative relationships, opening new 'communicative spaces' in which dialogue and development can flourish; draws on many ways of knowing" (Reason & Bradbury, 2008). They point out that it is an evolving, emergent process that develops organically "as those engaged deepen their understanding of the issues to be addressed and develop their capacity as co-inquirers both individually and collectively".

In community research, it is important to maintain flexibility both when engaging with the communities, and in how the methods, described below, are utilised. The research process is grounded in the narratives that the participants produce in semi-structured interviews and focus groups. These provide the core primary data that inform the on-going engagements with the communities; as well as the relevant deliverables for the project. The commitment to PAR was most strongly realised through the *fora* of "community workshops" and "deliberative mini-publics" where understandings of the energy system and scenarios and pathways for the energy transition to sustainability were collaboratively developed.

PAR is fundamentally reflexive. It requires both researcher and participant to reflect upon their sense of self, their understandings and their practices. A reflexive and respectful attitude toward the participants on the part of the researcher is also a requirement of good practice. Not only is this ethical, it will also produce better research outcomes. This necessitates a degree of flexibility when engaging with participants as it is not possible to have foreknowledge of what the participants might say, nor should such foreknowledge be presumed. Over the duration of the project the researchers continue to maintain a constant reflexive stance toward the research process, community engagements, and the analyses of the data.

Building trust between the research team and the members of the communities is essential in order to ensure the success of the community engagements. Building on already established relationships has been

useful in this respect, with care being taken to further develop and deepen those relationships in a respectful manner, contributing to the successes of our ongoing engagements. A number of different approaches to engaging with the communities has been utilised across the communities and these will be outlined below on a community by community basis.

2.2   Overview of the community selection process

The ENTRUST project description of action (DoA) called for the selection of communities as arenas for energy citizenship action-research ensuring that the participants were gender balanced, as well as displaying a range of socio-economic, geographic and energy use profiles. A dual-aspected approach to participant recruitment was taken in order to facilitate the selection of participants that reflect a broad range of key socio-demographic attributes – first of all, the communities themselves were selected on the basis that on the macro level they broadly represent contrasting geographic and demographic populations; then, following the community selection, as diverse a range of participants as possible were recruited within each individual community. Incorporating these considerations into the selection process was done to maximise the potential for selecting a research cohort that represent a wide socio-demographic range of attributes with particular reference to the attributes of gender, age, and levels of socioeconomic privilege, as indicated in the DoA. In addition, it was ensured that, in as far as was practicable, an intersectional approach recognising the multi-aspected nature of socio-demographic attributes was applied to participant selection. This selection process enhanced the potential for achieving the desired inclusivity of participants across the different methods of community engagement. However, it should be noted that while the research participants were selected to maximise diversity and to be broadly representative of communities, as well giving particular attention to consideration of gender, age and socio-economic privilege, in keeping with the majority of qualitative research, the research cohorts are not claimed, nor intended, to be statistically representative of larger populations – either of the communities themselves, Member States, or the EU as a whole.

In D3.1 'Initial Mapping of Available Socio-demographic Data on Energy Practices' (Gaffney et al., 2015), a mapping exercise was conducted to assess the available information on socio-demographic factors which influence energy behaviours and practices in six European countries: France, Germany, Ireland, Italy, Spain and the United Kingdom. That report catalogued and characterised the available datasets available and research projects that provide information on the socioeconomic and socio-demographic aspects of energy behaviour. That assessment demonstrated the particular relevance of gender, age, and socio-economic privilege for energy consumption affirming the appropriateness of using those criteria as key attributes to be considered for the participant selection process.

As mentioned above, with the ambition of being as broadly representative as possible, the ENTRUST team selected six diverse communities: An 'eco-neighbourhood' in Boulogne-Billancourt in the suburbs of Paris, France – Le Trapèze; A public housing development in Knowsley outside Liverpool, UK – Stockbridge Village; A 'new' community in an urban fringe setting in Naples, Italy – Secondigliano; An established urban community in the city of Barcelona, Catalonia, Spain – Gràcia; A rural market town and its environs outside

Cork, Ireland – Dunmanway; and finally, representing a group in 'life-stage transition', a diverse student body from a university in Cork, Ireland – UCC Student cohort.

2.3   Overview of the participant selection process

As set out in the DoA, gender, age, and socioeconomic privilege are three of the key socio-demographic factors that have an impact on human behaviour around energy. In addition, intersectionality is a key concept that informs all aspects of the research process. Intersectionality was explored in detail in D3.2 Intersectional Analysis of Energy Practices (Dunphy, Revez, Gaffney, Lennon, Aguilo, et al., 2017), D3.3 Intersectional Analysis of Perceptions and Attitudes towards Energy Technologies (Dunphy, Revez, Gaffney, & Lennon, 2017), and D3.4 Synthesis Report on Socio-demographic, Technical, Market and Policy Analyses (Dunphy, Revez, Gaffney, Lennon, Sanvicente, et al., 2017), and has been integrated as both concept and method throughout the community dialogues.

Adopting an intersectional approach to participant recruitment gives recognition to the fact that while people are classed according to gender, age, and level of socioeconomic privilege, for example, each individual occupies not just one, but multiple social positions; and that living at the locus of diverse social positions has an effect on people's lived experience. An intersectional approach also entails remaining consciously resistant to stereotyping individuals, and so enables the development of fresh insights into the human factor in the energy system. Addressing the criterion of intersectionality in the selection process, both women and men from a range of ages and from diverse socio-economic backgrounds were recruited in each community – as far as was practicable.

2.4   Engaging communities – methods

A mixed-method approach to community engagement was used across the communities, these engagements included both qualitative and quantitative methods. The methods of engagement have been primarily qualitative – semi-structured interviews, focus groups, and citizen juries – complimented by two quantitative surveys – a time-use survey (See Appendix 5 in D3.2) and a technologies survey (See Appendix 5 in D3.3), and were supplemented by a number of community activities. It should be acknowledged that there are very significant differences between qualitative and quantitative approaches to research. Meaningful qualitative research aims to capture a rich, 'thick', description of the subject matter at hand. According to Denzin (1989) 'thick description' gives context, elaborates on intentions and meanings, and 'traces the evolution and development' of phenomena. Whereas 'thin' description – often provided by quantitative research methods, or by less substantial, positivist, forms of qualitative research – merely reports facts, and lacks significant context. Put simply, thick description provides context and meaning – rather than simple fact-gathering.

In qualitative research, the focus is on generating 'rich' data that is detailed enough so that the appropriate multi-layered thematic analyses can be performed with it: this data is generated primarily by means of appropriately designed and conducted semi-structured interviews and focus groups. The questions that are asked are very open-ended – asking for participants' opinions and observations, and encouraging the participants to be expansive in their answers – rather than offering a limited number of choices to pick

from, or narrowly focussing on specific practices and behaviours. This approach allows meaningful insight into people's opinions and attitudes towards the energy system, and the conduct and meaning of energy practices in their everyday lives to emerge from the participant narratives. The benefits of the qualitative approach to developing an understanding of the 'human factor' in the energy system have been clearly demonstrated in the richness of the findings on people's attitudes towards the energy system, and to understanding their everyday domestic energy practices as explored in deliverables 3.2, 3.3, and 3.4. This rich descriptive data has been complimented by the limited use of quantitative methods in the form of two surveys, as described below. These surveys allowed us to capture specific attitudes towards specific technologies, as well as to identify socio-demographic time-use patterns of consumption. One of the obvious advantages of complimenting the qualitative research with quantitative methods was that, where relevant, the quantitative findings confirmed the findings developed through the thematic analysis of the data produced by means of the qualitative engagements, thereby demonstrating their robustness.

2.4.1 Semi-structured interviews

Semi-structured interviews were chosen as a method as it is the obvious vehicle to engage with community members on their views and opinions of the energy system, and its transition to sustainability. In brief, the semi-structured interview is essentially a dialogue that is designed to facilitate the participant in expressing their opinion of the system, and to describe their interactions with it. The use of this method can be described as pedagogical in nature, allowing the researchers to learn from the participants in order to gain knowledge about the participants' engagement with the energy system. Approaching the analysis of the data from these interviews—the data being the narratives of the participants—allowed ENTRUST to develop a multi-layered thematic analysis, thus capturing not only information about energy "practices" but also situating those practices into a broader, and deeper, socio-cultural schema as explored in D3.2, D3.3 and D3.4, in particular. A fuller treatment of the method of semi-structured interviews is provided in D3.2; and the interview schedule is provided as Appendix 3 in D3.2.

2.4.2 Focus Groups

Focus groups were chosen as another key method that is appropriate for the methodological requirements of the project. Focus groups generate an interactive discussion amongst community members allowing the researchers to develop further insight into their engagement with the energy system, as well as facilitating the generation of a more in-depth discussion on significant issues concerning the system and the transition amongst the community members themselves.

The research team also produced a 'ranking exercise' (see Appendix 1) that focus group participants were asked to carry out. This exercise was designed to encourage the participants to think about energy consumption, and also, potentially, to help move the discussion along in the event that the dialogue had stalled.

The insights and information gained from the interviews and the focus groups informed our subsequent community engagements through mini-publics — providing feedback to the community, and to further the development of their energy transition. Again, in turn the feedback from the community has been used to develop knowledge and insight into their interactions with the energy system.

2.4.3 Citizen Juries

The insights and information gained from the interviews and the focus groups informed our subsequent community engagement through mini-publics/citizen juries — providing feedback to the community, and to further the development of their energy transition. The citizen juries are the final stage of feedback of empirical insights gained from the previous two phases. A notable aim of this type of engagement has been to increase knowledge of the energy system within the local context, as well as demonstrating pathways whereby individuals can be empowered to lead their own energy transition. In brief, the citizen jury takes the form of an 'expert' presentation followed by small group discussions.

The development of the mini-public is a practical expression of the turn towards deliberative democracy that has emerged in the 21st Century and has been motivated by meeting the challenges presented by the types of governance arrangements required for a complex networked society (Marian Barnes, Newman, & Sullivan, 2007). As deliberative democracy research has entered its 'third generation' (Elstub & McLaverty, 2014, p. 2) we have witnessed the emergence of democratic innovations, in particular 'mini-publics' that endeavour to operationalise citizen deliberation into political processes.

Mini-publics have been applied to capture the views and ideas of citizens on topics of public and social interest. They consist of groups of randomly selected citizens, each of which is 'small enough to be genuinely deliberative, and representative enough to be genuinely democratic' (Goodin & Dryzek, 2006, p. 238). Bridging the gap between deliberative theory and practice, mini-publics have been described by Elstub and McLaverty (2014). as 'the most advocated method to institutionalise deliberative democracy'. It is argued that deliberative innovations such as citizens' assemblies, citizens' juries and consensus conferences that have been used across a range of policy areas have 'delivered' deliberatively. In his analysis of such mini-publics, Smith notes that they can be a 'powerful way of motivating "ordinary" citizens to participate in political processes and realise inclusiveness and considered judgment to an impressive extent' (Smith, 2009, p. 110).

Recognising the contested nature of mini-publics, Ryan and Smith (2014, p. 20) offer a broad definition that characterises them as inclusive, representative 'sub-groups' that involve structured, facilitated deliberation. Fung argues that more attention should be paid to mini-publics particularly by those with an interest in enhancing the public sphere as: (1) they are 'promising actual constructive efforts for civic engagement and public deliberation'; (2) more good mini-publics may be more effective than improving one large public and; (3) they can increase our understanding of institutional designs for 'effective public deliberation' (Fung, 2003, p. 339).

Mini-publics have a number of different forms, however they all share some features in common when it comes to format. All involve expert presentations, the questioning of experts, and small group-moderated deliberations. One of the most significant difference between the different forms of mini-publics is one of size. For example, citizens' juries (with 12-24 participants) are smaller than citizen assemblies (over 100 participants). In summary, mini-publics share the following features:

- Random selection of citizens: For smaller mini-publics this is usually stratified in terms of gender, age, socio-economic status and in some cases geography to ensure they are broadly representative of wider society.

- A mixture of information and deliberation: The citizens' jury/assembly/conference invite 'experts' to give evidence in a public, plenary session. This is followed by in camera, facilitated small group deliberations on the matter.

- Recommendations: Recommendations are publicly presented to the body that commissioned the process and wider society.

The Community Workshops and public engagement have two core objectives: to increase participants' knowledge of the energy system within their local context and more widely and stimulate debate through a focus on the interaction of new technologies and social practices; and to allow participants imagine and communicate their desired energy goals. The 'imaginings' and/or findings from the community workshops informs the discussions in the citizen juries, which are presented either through the form of invited expertise. Tasks 5.2 and 5.3 (Feedback and reflexive analysis of community dialogue outcomes) will inform and be informed by each other in an iterative feedback loop. Their output will contribute content for the project's Knowledge Platform. Both of these tasks also work in tandem with Task 6.1 (Energy system visioning and low-carbon configuration) and Task 6.4 (Reflexive and action approach testing of innovation pathways) to develop tangible new and effective means to best support a transition to a low carbon energy system.

To augment the interviews and workshops. deliberative citizen juries have been organised in three communities, namely: Gràcia (ES), Stockbridge (UK), and Le Trapèze (FR). All three proved very successful. Participants were greatly engaged with the process, the presentations, the deliberations, and to visioning the potential for developing energy pathways. The citizen juries also provided a community building exercise with the participants networking with each other, building relationships and establishing potential collaborations between participants, and in the case of Gràcia, between community organisations. The community members who took part were genuinely enthusiastic about participating, and really appreciated the opportunity to discuss the energy system in their community with others. Overall the sense was that they felt empowered by the process, that their opinion mattered, and that there is potential for communities to develop a sense of ownership over energy issues – in contrast to the strongly expressed feelings of disenfranchisement from the energy system that was expressed in the earlier phases of community engagement. In fact, the very positive feedback from all three citizen juries, and their success in bringing participants further along in their engagement with the energy system has been such that it is intended to extend this strand of community engagement to the remaining communities – where possible.

2.4.4 Surveys: Technologies Survey and Time-Use Survey

The two surveys that complimented the qualitative research engagements in all six communities comprised an Energy Technologies Survey for D3.3 Intersectional Analysis of Perceptions and Attitudes Towards Energy Technologies and a Time-Use Survey for D3.2 Intersectional Analysis of Energy Practices. Groves *et*

al. (2009) describe a survey as "*a systematic method for gathering information from (a sample) of entities for the purpose of constructing quantitative descriptors of the attributes of the larger population of which the entities are members*". While the term 'qualitative survey' is often used to indicate information through a series of open-ended questions (Jansen, 2010), the term 'survey' used without any qualifier inherently indicates a quantitative data collection method. The surveys carried out in this study were (in the main) in-person, face-to-face surveys, which offered the advantage of a greatly improved response rate, when compared to more static types of engagement, though admittedly they can be substantially more expensive to conduct. Electronic surveys were also distributed via social media, on the community Facebook pages set up for each community, and email to those expressing an interest in the project at one of the earlier community engagements the research team had hosted.

How these methods complimented the suite of qualitative techniques that were applied can be seen as follows. The Energy Technologies Survey, for example, suggested that people were generally quite optimistic about renewable technologies' capacity to produce an adequate and sustainable energy system. However, while this insight into people's attitudes was mirrored somewhat in the qualitative engagements, when interviewed people qualified those sentiments by describing where they saw weakness in current technological configurations and their perceived capacity to effect change. Many went on to express their feelings of having little or no control over how they would like to see the energy system transition. into the future. A deeper analysis of findings from the *Energy Technologies Survey* can be found in D3.3 Intersectional Analysis of Perceptions and Attitudes Towards Energy Technologies (Dunphy, Revez, Gaffney, & Lennon, 2017). Findings from the Time-Use survey also contributed to backing up empirical data members of the research team captured over the course of the qualitative engagements, namely that gender continues to play a role in stratifying how individuals carry out energy-related practices in the home. Women for example still appear to do the lion's share of cleaning across all age and socio-economic profiles. A deeper analysis of findings from the *Time-Use Survey* can be found in D3.2 Intersectional Analysis of Energy Practices (Dunphy, Revez, Gaffney, Lennon, Aguilo, et al., 2017).

2.4.5   Other community engagements

Where the opportunity arose, the research team engaged in supplementary activities in the communities both to raise awareness of the project and to recruit participants for the community dialogues, examples include:

Energy Games at the Dunmanway Street Feast

In Dunmanway, in conjunction with their annual "Street Feast", the ENTRUST team hosted Energy Games — a garden-fête style event. A colourful stand was set up at the Dunmanway Community Garden — the location for the Street Feast and Energy Games. The project "roll-up" was displayed prominently, and amongst the many activities, an "energy quiz" was held, with questions directly related to the energy system to engage the children, and to also give them important information about energy consumption. Community engagement of this type help to build ties, establish trust and strengthening communication with the communities of practice, as well as bringing visibility to the project itself.

Stockbridge Energy Quiz

ENTRUST researchers also hosted an energy quiz and community engagement workshop in Stockbridge Village. The primary aim of this event, and two additional community workshops, was to introduce the project to wider members of the Stockbridge community while at the same time capturing residents' perspectives of the energy system and the future of sustainable energy. The two workshops were held in the afternoon and evening on the same day.

Activities deployed for both workshops included an "energy quiz" and a short focus group on the nature and future of the energy system. These workshops received positive feedback from residents, especially with regards to the interactive nature of both events. The successful interactions from these workshops were further built upon with subsequent "drop-in" style community events and focus groups organised at later dates.

Carbon Calculator Game – UCC students

ENTRUST's initial engagement with the university student cohort was through playing the Carbon Calculator Game which raised awareness of the project with students, served as a vehicle for recruitment, and raised awareness of energy consumption amongst the participants (See Appendix 3). In this game, the students were invited to take the role of fictional characters that were created for the purpose of calculating their carbon footprint. The characters represented a range of different socio-demographic backgrounds, and were gender balanced. Using questions that have been used by Friends of the Earth and the World Wide Fund for Nature (WWF) in their online carbon calculators, the students had to step forward or backward based on the carbon footprint of the character they were roleplaying. In addition to getting them engaged with the research project, participating in the game gave them some insight into the intersectionality of energy use. After completing the game, the students were invited to participate in the project through interview, focus group, and mini public (citizen jury).

2.5 Engaging communities – location

Careful consideration of choice of location in which qualitative engagements are carried out can have a positive contribution to the successful outcomes of the engagements, and in particular, the comfort of the participant should always be the foremost consideration. However, local considerations and availabilities can vary considerably from community to community, and the considerable logistics involved in coordinating and facilitating engagements across six communities had to be taken into consideration.

In the case of semi-structured interviews, where possible, participants were asked for their preference with regard to the choice of venue from a range of locations, including their own homes, and their preferences were accommodated as far as was practicable; and the focus groups were held in a range of settings within the local communities also. Across the communities the locations for these community engagements included community centres, hotels, restaurants, business premises, as well as participants' own homes.

2.6   *Engaging communities – collaborative practices of engagement*

At all stages of the research process the collaborative approach, that is foundational to the research process that ENTRUST is committed to, was maintained. This includes collaboration amongst the members of the project consortium, as well as the on-going collaboration with the communities of practice. The broad range of expertise in diverse domains of experience that the composition of the ENTRUST consortium brings to the project has enhanced and broadened the breadth and scope of the analysis of the energy system as a whole, and the human factor in the energy system, in particular. Given the diversity of expertise and backgrounds of the ENTRUST team, it was considered of the utmost importance that a deeper understanding and appreciation of the complexity of the intersections between individuals, social systems, the energy system, and everyday energy practices was shared by all partners. A series of workshops was conducted for the partners explaining and expanding upon the methodological paradigm which frames the research, and exploring intersectionality, in particular, as a key concept guiding the research process.

The thematic analyses that were conducted in tandem with project partners, and the outcomes of those analyses were shared with the communities of practice, and their feedback was integrated into the findings, and is in the ongoing process of being re-shared with the communities in order to optimise the ultimate outcomes of ENTRUST, particularly through the medium of the citizen jury. The success of the citizen juries held – in Gràcia, Stockbridge, and Le Trapèze – in furthering community visioning of the future of the energy system, and building community networks has been such that it is intended to expand these engagements to more of the communities beyond the original stated intentions of the project.

Participant consent

Prior to commencing all community engagements – interviews, focus groups, mini-publics – information about ENTRUST and its rationale was shared with participants, both verbally and in a printed format. The participants were given a short Participant Briefing Document outlining the project, and a consent form to sign (See Appendix 2).

2.7   *Engaging communities – data analysis*

Both the semi-structured interviews, and the focus groups, were recorded and transcribed, and where necessary, translated into English. The transcripts of the narratives and discussions that are produced from these methods provided the data that was analysed in order to develop understanding of the communities of practice that we are engaging with. The transcripts from the interviews and focus groups that are through a language other than English were transcribed and then translated into English prior to analysis.

In order to produce in-depth analyses of the data ENTRUST utilised two complementary approaches — one software [and human] based, and the other entirely 'human' based. The data was coded and analysed using the qualitative data analysis (QDA) software, NVivo. Coding data using NVivo was useful for structuring and arranging unstructured data into categories which can then be further organised into more discrete categories and their intersections identified. NVivo also facilitated the interlinking of categories to identify trends, to test theories, and to identify relationships between different categories of data.

Additional layers of analysis, utilising an approach informed by "narrative inquiry", and "critical discourse analysis" were also applied. These approaches are sensitive to the interplay between social discourses and practices, and to how discourses shape practices, and identities. This focus of these somewhat deeper thematic analyses was to identify the more subtle interplay between social discourses, everyday practices, and identities that emerge through close, reflexive, sociologically informed reading and analysis of the data. The two complementary approaches to analysing the data were used to develop our understanding of the communities' engagement with the energy system, and so our knowledge of the human factor in the energy system. The findings that were developed from the analyses of this data have been reported in the following deliverables:

D3.2 'Intersectional Analysis of Energy Practices' (Dunphy, Revez, Gaffney, Lennon, Aguilo, et al., 2017)

D3.3 'Intersectional Analysis of Perceptions and Attitudes Towards Energy Technologies' (Dunphy, Revez, Gaffney, & Lennon, 2017)

D3.4 'Synthesis of socio-economic, technical, market and policy analyses' (Dunphy, Revez, Gaffney, Lennon, Sanvicente, et al., 2017)

3   Community Engagements

3.1   *Dunmanway*

3.1.1   *Community Description*

Dunmanway is an historic Irish inland market town located 61 kilometres northwest of Cork city, and is the commercial and cultural centre for its rural environs. Dunmanway was identified as a suitable potential community to engage with due to its location and demographic breakdown which is typical of a rural community in Ireland. The issues facing people living in Dunmanway are those that can be identified in rural communities across Europe: these include rural de-population with the resulting demographic shifts to an increasingly older resident population, changing land use patterns, shrinking local employment opportunities, and the inability of local small business to survive against competition from larger urban competition. A more comprehensive description of Dunmanway can be found in D3.2, D3.3, and D3.4.

3.1.2   *Recruitment of Dunmanway participants*

Drawing on local knowledge of the community the Dunmanway Family Resource Centre (DFRC) – a State-funded community centre offering a range of services to the local population – was identified as offering a gateway into the community, and the coordinator of the DFRC as an ideal gatekeeper. Initial contact was made with the coordinator of the DFRC to outline the project and to ascertain her willingness to be a gatekeeper into the community. An introductory meeting was held where the project was described and our aims were explained. The fact that Participatory Action Research (PAR) underpins our methodological approach, and our commitment to intersectionality and a reflexive engagement with communities, were key to gaining the "buy-in" of the gatekeeper and her agreeing to facilitate our engagement with the community.

The coordinator identified two key members of the community as potential participants, a man and a woman. A "meet and greet" was arranged to introduce the members of the research team to the community members, to describe the project in outline terms, and to gain their participation in ENTRUST. This meeting was very successful generating not only an enthusiastic commitment from the community members to participate in semi-structured interviews, and focus groups, it also generated useful data regarding their perspectives on the energy system — which, with their permission — we recorded. Both the two community members, and the coordinator identified more participants; with the coordinator further volunteering to participate in an interview herself. Through the DFRC contact was also established with a local school where we successfully engaged with children and parents.

The research team also posted leaflets on local notice boards advertising the project and asking for community members to participate. The team also went into local businesses, talking to business owners about the project to encourage participation; and finally, the local library proved a valuable resource putting the team in contact with local residents who were members there.

Table 2: Community Dialogues – Dunmanway metrics

	Number	Recording length	Notes
Interviews:	8	9 h 59 min	Transcription time *c.* x 9 audio recording
Focus Groups:	3	4 h 6 min	Transcription time *c.* x 9 audio recording
Other engagements:	3		Technologies Survey, Time-Use Survey, Energy Games

Recruitment: Challenges

Dunmanway has been at the centre of some locally unpopular planning decisions with regard to the installation of wind turbines. The controversy regarding wind RES had the result that some community members were initially reluctant to engage with ENTRUST viewing the team with mistrust, and concerned that the team were perhaps connected to the RES industry, and had a hidden agenda. Establishing the *bona fides* of the team was a significant element in gaining the trust of the participants and progressing the community engagements. Establishing the relationship with the gatekeeper, and through her with other key community members was key to the success of the recruitment strategy.

Community Dialogues: Locations

The Dunmanway Family Resource Centre, which consists of two separate buildings, including facilities for senior citizens, a men's shed, as well as a community garden was the base for most of the community engagements. At their request, three of the interviews took place in the participants' homes, and one interview and one focus group took place in a local hotel. The "Energy Games" took place in the DFRC community garden. The Time-Use Survey was distributed to families through a local primary school; and the Technologies Survey was primarily carried out face-to-face in people's homes, as well as online.

3.2 Gràcia

3.2.1 Community Description

Gràcia, in the City of Barcelona, is one of the city's main historical quarters and comprises the neighbourhoods of Vila de Gràcia, Camp d'en Grassot i Gràcia Nova – both of which constitute the historical core of the district – Vallcarca i els Penitents, and El Coll, La Salut. Gràcia is an historic, cohesive and socio-economically diverse urban community whose population demonstrates a rich socio-demographic spread with well-established social groups mixing with newer more ethnically diverse and bohemian residents. There is a strong commitment to local involvement amongst many in the neighbourhood that is particularly evident from their strong level of participation in the numerous socio-cultural events hosted there each year. There is a strong sense of community and community identity, and the neighbourhood is famous for its local commerce and the broad range of associations and collectives including those with a lot of cultural and political tendencies (popular street organisations, folkloric-independentist organisations, anarchists, radical left independentists). A more comprehensive description of Gràcia can be found in D3.2, D3.3, D3.4.

3.2.2 Recruitment of Gràcia participants

Despite the strong presence of a range of community organisations in the neighbourhood, attempts at recruiting participants through these organisations proved difficult – phone calls went unreturned and emails went unanswered. Face to face engagements proved the most successful method to recruit participants, as well as networking through friends and acquaintances once local gatekeepers were identified and engaged with. Snowballing from existing participants was another successful method for recruitment. Social media also proved a useful tool to disseminate information about the project, and facilitated the sharing of information about ENTRUST with other potential participants.

Table 3: Community Dialogues – Gràcia metrics

	Number	Recording length	Notes
Interviews:	7	5 h 11 min	Transcription time *c.* x 9 audio recording
Focus Groups:	2	3 h 2 min	Transcription time *c.* x 9 audio recording
Other engagements:	3		Technologies Survey, Time-Use Survey, Citizen jury

Recruitment: Challenges

In addition to the conventional challenges posed in all communities, participants recruitment in Gràcia was also made more difficult by the termination of the local partner's participation in the project at a key time for engagement. This was overcome by the project coordinator, UCC taking over the role of "local" partner, including hiring local staff and investing a lot of time in making contacts and developing relationships with members of the community.

Community Dialogues: Locations

The community engagements took place in a number of locations: in bars and restaurants; an adult care centre; in the offices of an NGO – where the citizen jury was also held; and one interview via Skype.

3.3   Le Trapèze

3.3.1   Community Description

Le Trapèze is an eco-neighbourhood situated in District 3 of Boulogne-Billancourt, and is essentially one of the wealthier suburbs of Paris. It is also considered a strategic centre of socioeconomic activity and is one of the wealthiest districts in France with the average annual income of residents there nearly twice the national average (SalaireMoyen.com, n.d.).

It is designated an eco-neighbourhood because of the environmental considerations made by the planners involved in its construction. Efforts are made to preserve green spaces and to recover rain water, as well as to produce sustainable energy using geothermal energy and by burning waste instead of relying entirely on electricity generated by nuclear power. However, the promised transport infrastructure – extension to the metro and electric busses have not been delivered. A more comprehensive description of Le Trapèze can be found in **D3.2**, **D3.3**, and **D3.4**.

3.3.2   Recruitment of Le Trapèze participants

As with other communities in the project, recruitment in Le Trapèze appeared to generate sometimes mixed results for the researchers. There is an active digital network of residents based online in Le Trapèze which offered a first port of call to enrol community members, and this forum did provide some participants. Different types of recruitment methods were used. The ENTRUST team took the face to face approach and distributed flyers in the neighbourhood – they approached people with the flyers in number of metro stations in Boulogne, at the Paris Descartes University, in a park, and in front of schools.

The team also posted online messages on different media (Facebook, LinkedIn, Le Trapèze's forum), as well as making contact with local associations, and finally through the team's personal networks.

In the end, it was a combination of established local and personal networks, along with face-to-face recruitment that generated local interest in the project. The following account demonstrates the amount of work involved in recruiting.

Table 4: Community Dialogues – Le Trapèze metrics

	Number	Recording length	Notes
Interviews:	7	8 h 27 min	Transcription time *c.* x 9 audio recording
Focus Groups:	2	3 h 27 min	Transcription time *c.* x 9 audio recording
Other engagements:	3		Technologies Survey, Time-Use Survey, Citizen jury

Recruitment: Challenges

The ENTRUST team felt that the lack of a cohesive community hindered the recruitment process. They noted that many of the residents appeared to be somewhat isolated from their neighbours. This limited the potential of recruiting through networking and snowballing other participants for the community engagements.

3.4   Stockbridge

3.4.1   Community Description

Stockbridge Located 6 miles east of Liverpool, in the Metropolitan Borough of Knowsley, Stockbridge Village is considered one of United Kingdom's most socio-economically deprived communities. Similar to what occurred in Secondigliano, it was built in response to Liverpool's inner-city housing crisis of the 1950s and 1960s which saw some 200,000 people move to new residential areas outside the city's boundaries.

3.4.2   Recruitment of Stockbridge participants

Researchers working with the community in Stockbridge had rather mixed experiences of the area. A number of researchers noted how difficult it was to recruit participants to work with the project, citing research fatigue on the part of a number of community members and the bad experiences many were having with a new energy system introduced by the local landlord. The local landlord, which is also the local housing association, acted as an initial gatekeeper. This had mixed results with some residents being more open to engaging with the projet on the back of this relationship. Other residents had a more circumspect view as a result.

Table 5: Community Dialogues – Stockbridge metrics

	Number	Recording length	Notes
Interviews:	7	7 h 46 min	Transcription time *c.* x 9 audio recording
Focus Groups:	2	2 h 27 min	Transcription time *c.* x 9 audio recording
Other engagements:	4		Technologies Survey, Time-Use Survey, Citizen jury, energy quiz(es)

Recruitment: Challenges

In addition to the ongoing tensions with regards to the new energy system and, more controversially, the subsequent detrimental changes to the pricing structures for many residents, there was also a perception of mistrust exhibited by some community members who chose to actively avoid engaging with the research team making recruitment a challenging task at times. The geographic constraints of the area were also more apparent than in the other case study communities. Given the nature of the types of built environment in Stockbridge much of the research activity gravitated towards the local community centre. The open plan communal areas outside did not afford privacy or comfort as it may have done elsewhere.

Community Dialogues: Locations

The community engagements took place mainly at one location, namely the meeting room facilities in the local community centre.

3.5 Secondigliano

3.5.1 Community Description

Secondiglinao is situated on the outskirts of the historical city of Naples. It was still a largely rural town up until as recently as the 1960s. The 1970s and 1980s saw extensive construction take place, including massive social housing developments (here and in the adjacent neighbourhood of Scampia) when a devastating earthquake in 1980 resulted in an additional 35,000 families from the historic city requiring new housing. These families (some bringing with them significant social and criminal problems) were moved from the historic and central parts of Naples into areas like Secondigliano. A more comprehensive description of Secondigliano can be found in deliverables D3.2, D3.3, and D3.4.

3.5.2 Recruitment of Secondigliano participants

In terms of recruitment in Secondigliano was considered to be considerably more straightforward than say in Stockbridge, a community with similar social disadvantage problems. After the local partner had recruited a number of strategic gatekeepers, from both civic and church-based organisations, gaining access to community members was relatively easy. Though it should be noted that engagements in Secondigliano were less "organic" and more hierarchical than in the other case study communities. Working with the church-run organisations proved especially fruitful for recruiting members of the community who were church-orientated. Recruiting from other sections of the community, especially those engaged in organised criminal activity was a harder task. Having said that, an ex-prisoner was recruited and did contribute to one of the focus groups.

Table 6: Community Dialogues – Secondigliano metrics

	Number	Recording length	Notes
Interviews:	7	3 h 42 min	Transcription time *c.* x 9 audio recording
Focus Groups:	3	2 h 28 min	Transcription time *c.* x 9 audio recording
Other engagements:	3		Technologies Survey, Time-Use Survey, Photographic Exhibition

Recruitment: Challenges

Secondigliano presented a number of challenges to the research team. Given the hierarchical nature to how access to the community was negotiated there was little opportunity to engage in the more "organic" approaches adopted in most of the other case study communities. The deep impact organised crime syndicates have on the area meant that we had to constantly vigilant that we did not put any participant in a vulnerable position or expose them negative scrutiny from others within the community. Therefore, interviews were conducted in private and all group discussions were strictly regulated to ensure optimal group cohesion.

Community Dialogues: Locations

The community engagements took place in a number of locations: including the meeting facilities of a local church, the community theatre space of a local theatre group, and the annex of one of the churches situated on Corso Secondigliano.

3.6   Student Cohort

3.6.1   Community Description

The students attending University College Cork (UCC) have been primarily undergraduates who normally reside in Ireland. This mixed-gender, mixed-age group provides an interesting, broadly representative sample of the types of student living in Cork city. Third level students undergo a significant life stage transition. During this transition period, new experiences and newly-learnt knowledges tend to either challenge or reinforce long-held assumptions and beliefs that an individual may have. Consequentially, this can be a formative time as far as attitudes to energy are concerned and attitudes may not be as entrenched as those found within the general population. Research in this, somewhat transient, community provides an interesting comparative context to the other communities within the project. A more comprehensive description of the Student Cohort can be found in D3.2, D3.3, and D3.4.

3.6.2   Recruitment of the Student participants

Access to the student cohort involved to strands of engagement. The first strand was, as in the other communities, to carry out face-to-face recruitment on-campus. These were done when the research team knew there would be large numbers of students present on-campus. Consequently, the greatest levels of engagement were experienced during term-time and between noon and three o'clock in the afternoon when students were moving between lectures or having their lunchtime meal. Engagements with the student cohort had thus co-ordinated accordingly. The second strand of engagement involved approaching students through their departmental gatekeepers, where the research team requested short timeslots from lecturers to speak to the students before their lectures began. This would involve a short presentation of the project and its goals, followed by the distribution of project literature and collecting expressions of interest from students to open the opportunity to engage with them again at a later date.

Initial contact was made with the director of the BSc Government in UCC in order to inform him of the Entrust research project, and to see if he would be willing to allow us to engage with a student cohort from the Department of Government. Working with these departmental gatekeepers, we were given a two-hour slot in which to begin the initial engagement with students in module GV2231. We described the project to the group through a combination of PowerPoint presentation and freestyle communication explaining our goals, in particular our focus on a community-based, "bottom-up approach" to the energy transition. Prior to this engagement, we prepared a project briefing document and a student participation form, which we shared with the group.

Table 7: Community Dialogues – UCC student metrics

	Number	Recording length	Notes
Interviews:	8	5 h 14 min	Transcription time *c.* x 9 audio recording
Focus Groups:	3	2 h 4 min	Transcription time *c.* x 9 audio recording
Other engagements:	3		Technologies Survey, Time-Use Survey, Carbon Calculator Game

Recruitment: Challenges

Recruiting participants from the student cohort presented similar challenges to those experienced in the other case study communities. While initial interest was often expressed by many individuals, as was the case elsewhere, the actual number of participants who actively engaged in the project was always less than those initial figures. In some instances, some individuals who had expressed interest and committed to attending an ENTRUST organised workshop would not turn up on the day. Every effort was made to overcome this type of non-participation by establishing good relationships with individuals where possible and sending out reminders prior to events.

Community Dialogues: Locations

All the engagements with the student cohort took place on the UCC campus either in meeting rooms or the numerous public spaces available.

4 Conclusions

People want to speak. People want to speak and they want to be heard. Yet, ironically, it can be hard to get people to "speak" by participating in research projects, even projects such as ENTRUST, which are focussed on putting their voices at the centre of the work – clearly this reluctance to participate poses considerable difficulties for the development of community dialogues. The work to encourage people to be involved in the community dialogues was one of the most difficult aspects of the research process. The findings demonstrate why this is such a difficulty, people are reluctant to give up their time when they feel that it is being wasted, or when they believe that their participation will have no effect as they believe that they will not be heard. As the findings in D3.2, D3.3, and D3.4 show there is a strong sense of people feeling disempowered by the way the energy system, and the wider social system with which it is intertwined, operates – on all levels. This feeling of disenfranchisement is strongest in communities which have been most adversely affected by, for them, the negative impact of the transition of the energy system to sustainability – primarily as a result of changes which had a palpably negative impact on them. These changes were (perceived to be) imposed without real or meaningful community consultation in each case: Dunmanway – wind turbines; Gràcia – sun tax; Stockbridge – biomass system.

The key to successful engagement with communities is through face to face engagement, valuing the contribution that participants make, and the building of trust. As mentioned above, trying to involve people in the community dialogues was one of the most difficult aspects of the research process; one of the other

difficult aspects was dealing with the amount of data that was generated when that dialogue was successful. As the findings produced in the reports from WP3 demonstrate, the seamless integration of the energy system with the living of people's everyday lives renders energy, especially electricity, largely invisible. What became clear over the course of the community dialogues was that with prompting people came to recognise very quickly how interwoven the energy system is with how people live their everyday lives.

It was very interesting to observe how people once they became really engaged in the research process deepened both their awareness and their interest in the energy system, and many expressed genuine interest in knowing how what the findings would be, and a desire to see increased community involvement in the energy system, especially in the development of local and/or domestic energy production.

The experience of the participants in the three "mini-public" events that ENTRUST has held to date – the citizen juries – is particularly noteworthy. There were a number of significant positive outcomes from all three citizen juries that were held – Gràcia, Stockbridge, and Le Trapèze – in particular they built upon the interest in the energy system already developing through the earlier community dialogues.

Participants were greatly engaged with the citizen jury process, the presentations, the deliberations, and visioning the potential for developing energy pathways. The citizen juries also provided a community building exercise with the participants networking with each other, building relationships and establishing potential collaborations between participants, and in the case of Gràcia, between community organisations. The community members who took part were genuinely enthusiastic about participating, and really appreciated the opportunity to discuss the energy system in their community with others. Overall the sense was that they felt empowered by the process, that their opinion mattered, and that there is potential for communities to develop a sense of ownership over energy issues – in contrast to the strongly expressed feelings of disenfranchisement from the energy system that was expressed in the earlier phases of community engagement. In fact, the very positive feedback from all three citizen juries, and their success in bringing participants further in their engagement with the energy system has been such that it is intended to extend this strand of community engagement to the remaining communities – where possible.

The importance of networking, both personal and professional cannot be over-emphasised: Networking was key to successfully recruiting participants across all communities. The respectful, and ethical, approach towards the communities of practice that the research team brought to the research process, building on community and professional connections, personal networks, as well as face to face, on the street enrolment of participants, developed the trust which was vital for producing successful community dialogues capable of generating the rich data which is necessary for the substantial analyses that have been (and continue to be) produced by ENTRUST.

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Appendix 1: Focus group exercise

Think about **your own** energy consumption and rank the categories below in terms of their importance for your energy use. (Please rank from 1 to 8 – with 1 being the most important and 8 the least important.

- House Size ☐

- Occupation/Employment ☐

- Lifestyle ☐

- Travel (*e.g.* car, air, public transport etc.) ☐

- Family Size ☐

- Location (*e.g.* rural, urban) ☐

- Technology ☐

- Education ☐

- Hygiene habits ☐

Think about **your community's** energy consumption and rank the categories below in terms of their importance for your energy use. (Please rank from 1 to 8 – with 1 being the most important and 8 the least important.

- House Size ☐

- Occupation/Employment ☐

- Lifestyle ☐

- Travel (*e.g.* car, air, public transport etc.) ☐

- Family Size ☐

- Location (*e.g.* rural, urban) ☐

- Technology ☐

- Education ☐

- Hygiene habits ☐

Appendix 2: Participant documents

Briefing Document

Project Overview: The ENTRUST project aims to develop an in-depth understanding of how human behaviour around energy is shaped by both technological systems and socio-demographic factors (in particular gender, age and socio-economic status). Central to the project will be an in-depth engagement with six very different communities across Europe, who are invited to be co-designers of their own energy transition. Our multinational project consortium will assist the communities as they work to transform their energy behaviours, generating innovative transition pathways and business models capable of being replicated elsewhere in Europe. ENTRUST will result in a number of outputs including

- a research report and recommendations;
- a policy tool-kit incorporating contemporary best practice in promoting energy transitions at a Europe-wide level;
- a suite of innovative transition pathways and community engagement tools designed to break down barriers to behaviour change and the adoption of new technologies at a community level;
- innovative business models aimed at overcoming barriers to the adoption of new technologies, such as split incentives;
- a set of public engagement tools to disseminate the results of the research.

Potential involvement: the project is recruiting up to six communities to act as arenas for energy citizenship action-research. It is envisaged that the research team will engage in co-creation of knowledge with these communities over the 36-month life of the project. Members of the selected communities will be invited to participate in the research, which will include: time-use survey, series of workshops, participant observation, and interviews.

What does it mean for me?

- Participation in the study is entirely voluntary and nobody 'has to take part' just because their community is involved.
- All data will be anonymised before it is analysed. The aim of the analysis will be to identify explicit practices and attitudes, and also the underlying feelings, assumptions, associations and values that shape them.
- Confidentiality will be maintained in so far as possible. Where public workshops and other forums are used, confidentiality issues will be discussed and agreed prior to the session.
- Participants retain the right to withdraw from the study at any time in the process. Where data can be linked to a specific participant (*e.g.,* audio-recordings), participants can withdraw consent at any time during and up to two weeks after the collection of the data – in which case the material will be deleted; where data has been gathered anonymously participants can withdraw any time until the data is submitted.
- Data collected will be stored securely and not made available to anybody outside of the research group. Security will include: password protection of audio-recordings; encryption of laptops; non-use of USB memory keys; and use of secure network file storage. The data will be securely stored for seven years before disposal.

Consent Form

I...agree to participate in the ENTRUST research programme.

The purpose and nature of the study has been explained to me in writing.

I am participating voluntarily.

I give permission for my interview with ENTRUST researchers to be audio-recorded.

I understand that I can withdraw from the study, without repercussions, at any time, whether before it starts or while I am participating.

I understand that I can withdraw permission to use data within two weeks of data collection, in which case the material will be deleted.

I understand that anonymity will be ensured in the write-up by disguising my identity.

I agree to respect the confidentiality of other participants concerning any information I learn during group discussions

I understand that disguised extracts from my interview may be quoted any subsequent publications if I give permission below:

   (Please tick one box:)

   ❑ I agree to quotation/publication of extracts from my interview
   ❑ I do not agree to quotation/publication of extracts from my interview

Signed: ....   Date: ....

PRINT NAME: ....

You will receive a copy of this form for your records.

Appendix 3: Focus group exercise

Answer 1

Detached	2
End Terrace/Semi-Detached	1
Terrace	0
Flat/Sub-divided House	-1
Purpose built apartment	-2

Question 2

How warm do you keep your house?

Answer 2

Very Warm	2
Warm	1
Comfortable	0
Cool, with warmer clothes	-1
Don't use heating	-2

Question 3

What best describes your home?

Answer 3

More than 10 years old	2
More than 10 years old with some retrofitting	1
Less than 10 years old/More than 10 years old with extensive retrofitting	0
Less than 10 years old, with added insulation	-1
Eco/passive house	-2

Question 4

How often do you have a bath/shower?

Answer 4

More than once a day	2
Once a day	1
More than once a week	0
Once a week	-1
Less than once a week	-2

Question 5

What is the main fuel used for heating your house?

Answer 5

Coal/Electricity	2
Oil	1
Green electricity	0
Gas	-1
wood	-2

Question 6

Do you buy your electricity from a green tariff?

Answer 6

No	1
Yes	-1

Question 7

Do you have low energy lightbulbs?

Answer 7

None	1
Some	0
All	-1

Question 8

Do you regularly use a tumble dryer?

Answer 8

No	-1
Yes	1

Question 9

What cold appliances do you have?

Answer 9

Separate Fridge & Freezer	1
Fridge-freezer	0
Fridge	-1
None	-2

Question 10

What is your main mode of transport?

Answer 10

Car	2
Motorbike	1
Public Transport	0
Walking/Cycling	-2

Question 11

What distance do you travel by **car** each **week** (driver/passenger?)

Answer 11

50km+	2
20-50km	1
10-20km	0
5-10km	-1
0-5km	-2

Question 12

What distance do you travel on public transport per **month**?

Answer 12

200km+	2
100-200km	1
50-100km	0
20-50km	-1
0-20km	-2

Question 13

What flights do you take each year?

Answer 13

	1
	2
	3
	4
	5
	6
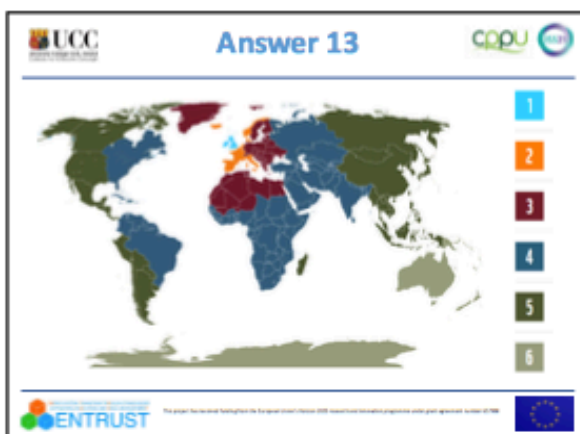
Question 14

What kind of diet do you have?

Answer 14

Meat with most meals	2
Meat with some meals	1
Meat Very Occasionally	0
Vegetarian	-1
Vegan	-2

Question 15

How much do you spend on takeaways/restaurants per week?

Answer 15

€50+	2
€25-50	1
€10-25	0
€1-10	-1
0	-2

Question 16

How much of the food you eat is sourced locally?

Answer 16

None	2
Very little	1
Some	0
Most	-1
All	-2

Question 17

How much of the food you buy is wasted?

Answer 17

30%+	2
20-30%	1
10-20%	0
5-10%	-1
Less than 5%	-2

Question 18

How much do you spend per month on new clothes/shoes?

Answer 18

€100+	2
€50-100	1
€25-50	0
€1-25	-1
0	-2

Question 19

How much do you spend per month on phone/internet/tv bills?

Answer 19

€60+	2
€30-60	1
€15-30	0
€1-15	-1
0	-2

Question 20

What electrical items do you have at home?

Answer 20

+1 per item (TV, laptop, PC, washing machine, dishwasher, dryer, fridge, tablet, smartphone)
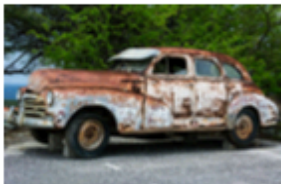
Question 21

What items do you recycle?

UCC **Answer 21** cøpu

-1 per type of waste (paper, food,
tin cans, plastic, glass)

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UCC **Question 22** cøpu

How often do you replace your car?

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UCC **Answer 22** cøpu

Every 5 years or less	2
Every 5-10 years	1
Every 15-20 years	0
20+ years	-1
I don't own a car	-2

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