

(Projects funded under the Call 2014 onwards must use this format)



LIFE Project Number
<LIFE15 GIC/AT/000092>

Final Report
Covering the project activities from 01/10/2016¹ to 30/04/2021

Reporting Date²
<30/07/2021>

LIFE PROJECT NAME or Acronym
LIFE – DoppelPlus
Climate action campaign for low-income households

Data Project

Project location:	Tyrol, Austria
Project start date:	<01/10/2016>
Project end date:	<30/06/2020> Extension date: <30/04/2021 >
Total budget:	€ 996.716
EU contribution:	€ 596.025
(%) of eligible costs:	59,78%

Data Beneficiary

Name Beneficiary:	Klimabündnis Tirol / Climate Alliance Tyrol
Contact person:	Mr. Andrä Stigger
Postal address:	Müllerstraße 7, 6020 Innsbruck, Austria
Telephone:	+43-512-583558-0
E-mail:	tirol@klimabuendnis.at

¹ Project start date

² Include the reporting date as foreseen in part C2 of Annex II of the Grant Agreement

Project Website:

www.doppelplus.tirol

This table comprises an essential part of the report and should be filled in before submission

Please note that the evaluation of your report may only commence if the package complies with all the elements in this receivability check. The evaluation will be stopped if any obligatory elements are missing.

Package completeness and correctness check	
Obligatory elements	✓ or N/A
Technical report	
The correct latest template for the type of project (e.g. traditional) has been followed and all sections have been filled in, in English <i>In electronic version only</i>	✓
Index of deliverables with short description annexed, in English <i>In electronic version only</i>	✓
<u>Mid-term report</u> : Deliverables due in the reporting period (from project start) annexed <u>Final report</u> : Deliverables not already submitted with the MTR annexed including the Layman's report and after-LIFE plan Deliverables in language(s) other than English include a summary in English <i>In electronic version only</i>	✓
Financial report	
The reporting period in the financial report (consolidated financial statement and financial statement of each Individual Beneficiary) is the same as in the technical report with the exception of any terminated beneficiary for which the end period should be the date of the termination.	✓
Consolidated Financial Statement with all 5 forms duly filled in and signed and dated <i>On paper (signed and dated originals*) and in electronic version (pdfs of signed sheets + full Excel file)</i>	✓
Financial Statement(s) of the Coordinating Beneficiary, of each Associated Beneficiary and of each affiliate (if involved), with all forms duly filled in (signed and dated). The Financial Statement(s) of Beneficiaries with affiliate(s) include the total cost of each affiliate in 1 line per cost category. <i>In electronic version (pdfs of signed sheets + full Excel files) + in the case of the Final report the overall summary forms of each beneficiary on paper (signed and dated originals*)</i>	✓
Amounts, names and other data (e.g. bank account) are correct and consistent with the Grant Agreement / across the different forms (e.g. figures from the individual statements are the same as those reported in the consolidated statement)	✓
Mid-term report (for all projects except IPs): the threshold for the second pre-financing payment has been reached	✓
Beneficiary's certificate for Durable Goods included (if required, i.e. beneficiaries claiming 100% cost for durable goods) <i>On paper (signed and dated originals*) and in electronic version (pdfs of signed sheets)</i>	N/A
Certificate on financial statements (if required, i.e. for beneficiaries with EU contribution ≥750,000 € in the budget) <i>On paper (signed original) and in electronic version (pdf)</i>	N/A
Other checks	
Additional information / clarifications and supporting documents requested in previous EASME letters (unless already submitted or not yet due) <i>In electronic version only</i>	✓
This table, page 2 of the Mid-term / Final report, is completed - each tick box is filled in <i>In electronic version only</i>	✓

**original signature by a legal or statutory representative of the beneficiary / affiliate concerned*

Instructions:

Please refer to the General Conditions annexed to your grant agreement for the contractual requirements concerning a Mid-term/Final Report.

Both Mid-term and Final Technical Reports shall report on progress from the project start-date. The Final Report must be submitted to the EASME no later than 3 months after the project end date.

Please follow the reporting instructions concerning your technical report, deliverables and financial report that are described in the document “Guidance on how to report on your LIFE 2014-2020 project”, available on the LIFE website at: <https://ec.europa.eu/easme/sites/easme-site/files/report-your-life-project.pdf>. Please check if you have the latest version of the guidance as it is regularly updated. Additional guidance concerning deliverables, including the layman’s report and after-LIFE plan, are given at the end of this reporting template.

Regarding the length of your report, try to adhere to the suggested number of pages while providing all the required information as described in the guidance per section within this template.

1. Table of contents

- 1. Table of contents 5
- 2. List of key-words and abbreviations 6
- 3. Executive Summary 7
- 4. Introduction 9
- 5. Administrative part..... 11
- 6. Technical part..... 13
 - 6.2. Main deviations, problems and corrective actions implemented 40
 - 6.3. Evaluation of Project Implementation 41
 - 6.4. Analysis of benefits 47
- 7. Key Project-level Indicators..... 53
- 8. Comments on the financial report 54
 - 8.1. Summary of Costs Incurred 54
 - 8.2. Accounting system 55
 - 8.3. Partnership arrangements 56

2. List of key-words and abbreviations

TSD Tiroler Soziale Dienste (Tyrolean Social Services)

NHT Neue Heimat Tirol (non-profit housing developers)

IIG Innsbrucker Immobiliengesellschaft (non-profit housing developers)

WE Wohnungseigentum (non-profit housing developers)

TIGEWOSI Tiroler Gemeinnützige Wohnungsbau- und Siedlungs GesmbH (non-profit housing developers)

3. Executive Summary

Approximately 1 million people in Austria are threatened or affected by poverty. Among these, between 250,000 and 300,000 people are affected by so-called energy poverty. The affected low-income households spend around 23 % of their monthly budget on energy supply, whereas an average Austrian household only needs 5 % of its budget. In Tyrol, the project area, about 100,000 people are threatened by poverty and estimated **10,000 households** are affected by **energy poverty**. In addition to low income and poor living conditions, personal behaviour on energy usage often plays a major role. This opens up new potential in terms of saving energy in private households as this target group has hardly been taken into account regarding existing climate-protection-campaigns. There is a lack of practical knowledge about the possibilities to engage in climate protection among these households.

The DoppelPlus project enables low-income households to take measures themselves, based on target group-oriented advice that is carried out by people with similar living conditions. It presents easily implementable possibilities to take action for climate protection and develops awareness of the topic within the target group. The key message of the counselling sessions is to **improve life standards** and **lower everyday costs** of the respective households. Taking social justice into account, it is of high importance to include low-income households to reach the climate target, as this is only reasonable and productive. Various factors are important for climate-friendly behaviour: besides personal predisposition, there is not only social status and knowledge, but also the existing infrastructure and other prevailing conditions decisive. Therefore, the project also focuses on a significant gain of competences and training of employees from various institutions who are in contact with low-income households in order to provide target group-specific counselling. Another of the project's targets is to show and push instruments with decision-makers to promote climate friendly offers and to support low-income households. Networking, exchange and cooperation with various stakeholders, as well as formation of social and intercultural competences and capacities can be regarded as central. This paves the way for a long-term implementation of free energy and climate coaching's, which is a major objective of the project.

91 people have been trained for this and are currently and in future available as volunteer coaches for the DoppelPlus initiative. Two of them even found their way into permanent employment as energy and climate coaches in Tyrolean residential care facilities. All of the volunteer coaches carried out **806 individual energy and climate consultations**, which means that the targeted number of 1,080 consultations could only be fulfilled by 75 %. This circumstance is primarily due to the corona pandemic, which severely restricted the possibility of personal meetings and thus led to a drop in requests and, subsequently, to a decrease in the number of coaching sessions carried out in 2020 compared to the years before. Nevertheless, most of the other milestones were reached, a great number of aimed goals could even be exceeded.

Many DoppelPlus tasks could and had to be relocated to the digital space. **Digital offers** facilitate access to peripheral regions and enable fast, low-threshold exchange with project partners or other stakeholders. Most of the workshops could also be carried out online during the crisis. Even a simplified version for online consultations has been devised to meet these

challenges. In combination with additional measures like the brochure “Climate protection even on the tightest budget”, which was set to sound in various languages, a broad offer of digital services could be established. However, the options for individual online advice are limited. Technical infrastructure and know-how are often inadequate for both the target group and the DoppelPlus coaches. In addition, the coaches lack insight into the respective living situation, which makes it difficult to provide individual, high-quality consultations. Nevertheless, most envisaged numbers of workshops, seminars, project presentations and network meetings could be fulfilled. The combination of digital measures, print media and personal in-situ offers turns out to be the recipe for success for the DoppelPlus initiative. More than **15,000 people** were reached directly with the DoppelPlus content, which in turn led to broad raising of awareness with regard to climate protection activities in private households.

The DoppelPlus project is also a success with regard to the energy savings expected in advance. The decline in coaching requests was cushioned by a balanced overall package of additional measures. The monitoring shows that each household which was reached through climate and energy coaching’s was able to save an average of **2,091 kWh** of household energy per year. This corresponds to a reduction of **667 kg CO₂-eq.**

These results illustrate the importance of DoppelPlus as a valuable link between the fight against energy poverty and climate protection.

Due to the success of the project and its great importance, the government of Tyrol, the former co-financier of the LIFE project DoppelPlus, has agreed to continue financing the project. So further efforts can be made to contribute to a climate-neutral and fair state of Tyrol.

4. Introduction

Great efforts are needed in order to reach European climate neutrality by 2050. The project DoppelPlus contributes to these ambitious goals and supports the Austrian and the Tyrolean strategies on the way to a sustainable future. It focuses on the fields of **climate protection** and energy but also takes **social issues** into account.

The participation of “low-income households”, a target group, which has up to now not been taken into account concerning climate protection and change of energy transition, means an important contribution.

In Tyrol approximately 100,000 people are threatened by poverty, which means earning less than 60 % of the median income of the whole population. Approximately 15,000 people are recipients of the needs-based minimum benefit system. Around 12,000 people are recipients of the heating allowance, which is granted once a year. People who receive the needs-based minimum benefit are excluded from receiving the heating allowance. In Tyrol with conservative estimation around 10,000 households are affected by energy poverty.

E-Control, the regulating authority of the Austrian energy sector, defines energy poverty in 2013 as follows: If the income is below the risk of poverty line (60 % median income) by simultaneously surpassing energy costs (140 % of median expenses).

One of the best and sustainable action to fight energy poverty is to lower the overall energy consumption through consulting and thus raising the **awareness** of energy costs. The project focuses on showing how to lower energy expenditures without getting the feeling of sacrifice. By raising the awareness to use energy and all our resources consciously and prudently, an overall improvement of the living situation can be reached in every advised household. It is important to show that certain climate protection measures do not cost money but save money and improve the living situation at the same time.

By the sensitisation and stabilisation of competences of the target group regarding climate protection and realisation of the gained knowledge in everyday life, a strong effect of multiplier is reached. Since there are inhibitions and barriers to classic educational formats within the target group, the content of DoppelPlus should be conveyed as easily as possible. Therefore, DoppelPlus relies on a network of volunteer coaches who can understand the individual situations of the target group and thus find low-threshold access.

The coaches were trained in a specially developed **basic course** by experts from the project partner organizations. Future energy and climate coaches will be trained based on this curriculum.

Moreover, the education and training of stakeholders of different sectors of institutions and political areas in Tyrol lead to a wide dissemination of the project contents. In addition, it raises their awareness of the target group’s challenges posed by their precarious financial situation.

As expected, energy consumption in those households that received advice decreased by an average of around 2,091 kWh annually. This reflects the great potential that lies within this group. Furthermore, the tips submitted by DoppelPlus led to a sustainable improvement in the target group’s situation, both in terms of financial aspects and quality of life.

As DoppelPlus addresses climate protection and the reduction of inequality at the same time, the project will be continued throughout Tyrol. The implementation of DoppelPlus in the vision TIROL 2050 energieautonom has already been started and is still in progress.

By communicating the project results, DoppelPlus is intended as a model example to encourage other regions to tackle the issues of climate protection and social inequality in a combined way. The dissemination of the developed curriculum, methodical toolboxes and various contents will support potential imitators by implementing a volunteer energy and climate coaching network.

5. Administrative part

The project management and project coordination is up to Klimabündnis Tirol. Once a month, the so-called core team (one person of each project partner) convened. This regular meeting gave every partner an actual update about the progress and allowed an easier coordination of the single actions of the partners. The agenda and the protocol was written by Klimabündnis Tirol. Since the emergence of the Corona pandemic, the meetings have been held online.

The **steering committee** consisted of the heads of the company and the core team. The steering committee can put a veto on decisions made in the core team and was informed on a regular basis about the steps which were taken in relation to the project.



The **advisory board** assembled once a year. Members of the advisory board were scientists, politicians and representatives from provincial energy suppliers. The advisory board has no decision-making power but only advisory function. All meetings mentioned above were organised and held by Klimabündnis Tirol.

All project partners gave status reports about their activities to the project coordinator. For this, the partners deliver their timesheets and accounts quarterly. Regularly the project management gave an overview about the financial situation of the project. Klimabündnis Tirol was also responsible for dissemination of project funds.

Once a year a personal meeting with the Monitoring Agency NEEMO took place. Primarily to gain an overview and assess the current status of the project. Most of the time it was e-mail correspondence and if needed a telephone conversation. During the project terms two Progress Reports (09/2019 and 09/2020) and the Mid-term Report (03/2018) were submitted, to inform EASME and the Monitoring team about the current situation.

One project partner, alpS GmbH, asked for a budget shift from *direct personnel costs* and *travel and subsistence costs* to *external assistance costs* in the amount of EUR 7,375.00 which has already approved by EASME (in September 2017). During the development of the monitoring

concept, CATI (Computer Assisted Telephone Interview) turned out as the best method. The households were informed during the coaching, that they should participate in a CATI and will be called several weeks after the coaching took place. Due to inappropriate technical and spatial resources of alpS, who was responsible for the action task D2, an external expert should be responsible to carry out the CATI. The travel costs were not needed because no personal interviews with households took place.

Cooperation Agreements were set up with **Stadtwerke Wörgl** and the **provincial government of Tyrol** who are co-financier of the project. Together they supported the project with EUR 200,000. Further cooperations exists with Innsbrucker Kommunalbetriebe AG and TIWAG-Tiroler Wasserkraft AG, local energy suppliers who sponsored LED lamps and method bags for the energy and climate coaches. They also financed the reprint of the brochure “climate protection even on the tightest budget” in German language.

6. Technical part

6.1. Technical progress, per Action

This part is describing what and how progress has been achieved regarding the different technical/ substantial components of the project.

<u>Action Number A1</u>	Recherche und Umfeldanalyse/ Bedarfsanalyse der Zielgruppe Research and field analysis/ needs analysis of the target group		
Foreseen start date:	10/2016	Actual start date:	10/2016
Foreseen end date:	12/2016	Actual (or anticipated) end date:	01/2017

Several different data, like statistical data material regarding the **level of income** which the population of the region has, data of different forms of **living situations** or **migration** data and the inquiry on **social benefits** were collected and analysed. Further data were collected through conversations with members of social facilities, energy suppliers and other organizations directly working with the target group. The data collection was completed through the research of similar project evaluations and contacting other similar projects like the German prestige project 'stromspar-check' and Austrian based projects in other federal states from i.e. Vienna and Lower Austria. On the basis of this data, a comprehensive analysis of the target group, their quantity, their needs and an analysis of all the stakeholders was made.

The whole research was made by the project partners Klimabündnis Tirol, Energie Tirol and komm!unity Wörgl. After first research by the project partner Energie Tirol a meeting took place at the office of komm!unity in Wörgl to further analyse the target group by the method of brainstorming and to divide the additional research actions to each partner. Klimabündnis Tirol made further research of the specific group of women without pension and single parent households, whereas komm!unity collected data from households with migration backgrounds where they have a great expertise. Energie Tirol made special research of households with long term unemployed people and an overall summary of the households with risk of poverty. Simultaneously Energie Tirol made researches concerning all the other contents of the needs analysis which then brought together on a data sharing platform (Google Drive).

The whole process was very essential to get an **overview** of the situation and the potential of the project. All available person hours were used by the project partners Klimabündnis Tirol, Energie Tirol and komm!unity Wörgl. The final field and needs analysis gave an even bigger overview of the situation and was furthermore an action task where each project partner got an insight into the know-how of one another.

<u>Action Number C1</u>	Erarbeitung Konzepte, Unterlagen, Infomaterialien, Schulung und Beratungen Development of concepts, corresponding documents, info materials for trainings and coachings		
Foreseen start date:	12/2016	Actual start date:	12/2016
Foreseen end date:	06/17	Actual (or anticipated) end date:	01/2018

Klimabündnis Tirol was responsible for the implementation and coordinated the tasks. Energie Tirol supplied a lot of technical expertise and overtook the communication with the external agency for graphic design concerning the documents for the training and the brochure. komm!unity Wörgl was responsible for the development of the documentation tool. Caritas participated at the action C1 specially with its expertise in the social sector. Klimabündnis Tirol, Energie Tirol, komm!unity Wörgl and Caritas were involved in developing the **concept** for the **basic training**, the training documents and visual materials. Energie Tirol and Klimabündnis Tirol made the **pilot coaching's**. In addition to the person days by employees of the project partner, other employees, who are in a service contract with Energie Tirol also took part in the creation of this action number. Specially for the development of the general part and the energy part, the curriculum and the pilot coaching's. The reason for the involvement of external parties on the part of Energie Tirol was that these external persons brought with them a wealth of experience from similar previous projects and thus had a significant positive impact on the quality and success of DoppelPlus.

For example, experienced energy consultants from Energie Tirol's external network were used to carry out the pilot consultations that took place in advance. They already helped to develop previous projects like Caritas Energiesparhelfer and EIF-Wörgl. Energie Tirol briefed the external experts on the basis of the theoretical preparatory work for the DoppelPlus project.

The **test consultations** were split into two phases: two test coaching's were made as **input** for the curriculum, the starter-kit and the monitoring tool. They took place in May and July 2017. Three consultations took place between January and March 2018. They were carried out by trained energy and climate coaches to **validate** and **adapt** the basic training, the updated starter-kit and the updated monitoring tool.

Employees of the DoppelPlus project from Energie Tirol and komm!unity Wörgl accompanied the first three pilot consultations. The experiences gained in each case were included in the next pilot consultation, i.e. linguistic challenges, the presence of third parties such as the landlord, etc.. Afterwards, the practical content gained from this was brought together again with the theoretical preliminary research. The final process was designed based on this knowledge and practical experience. This was conveyed to the volunteers in the training courses. Two further pilot consultations took place after the basic training. There, the knowledge imparted to the volunteers and its implementation was checked. In these two coaching sessions, external experts (e.g. from a common housing provider for affordable housing) were coached in their own apartments by the volunteers without the knowledge of the volunteers. The feedback gained from this was used for another practical training workshop for the volunteers as part of the mentoring program on December 18, 2017 in Wörgl and December 20, 2017 in Innsbruck. All in all five pilote coachings were carried out.

The guideline for the Energy & Climate Coaching's (save energy and protect climate coaching's) and the method bag for the volunteers were finished in September 2017. The online documentation tool which was coordinated by komm!unity Wörgl was finished in January

2018. Therefore in advance the questionnaire in paper form was optimised and tested together with the volunteers during the basic training course. The revised final version of the questionnaire was the template for designing and programming the documentation tool. Therefore, the finalisation of the documentation tool was in January 2018.

Energie Tirol created the brochure “**Climate protection even on the tightest budget**”. Klimabündnis Tirol translated it into four languages and not as foreseen in the description of tasks in two languages – besides German. Due to the migration situation, the languages Farsi and Arabic were seen as important too. Therefore, the brochures exists in the languages German, English, Turkish, Farsi and Arabic.

<u>Action Number C2</u>	Anwerbung von BeraterInnen Klimaschutz- & EnergieSpar Check		
	Application of voluntary energy and climate coaches		
Foreseen start date:	01/2017	Actual start date:	01/2017
Foreseen end date:	09/2017	Actual (or anticipated) end date:	09/2017

Klimabündnis Tirol was responsible for the coordination of the task C2. The communication with different networks was overtaken by all partners. komm!unity Wörgl and Caritas were focused on communication with social partners. Klimabündnis Tirol and Energie Tirol communicated with energy and climate partners, like local energy suppliers or social housing companies. alpS distributed the application throughout the local science partners. The criteria for being a voluntary energy and climate coach were chosen by all partners.

The project partners got in touch with municipalities, social institutions, cultural associations, environmental organisations, volunteer centres, energy supply companies, public transport companies, social housing companies and suppliers of German courses. The team promoted the project with articles in local and regional **print media** as well as in **online media**. The project partners created their own **website, Facebook page** and used the intranet of the University of Innsbruck to look for volunteers. The project partners also made advertisements for the project on a provincial **radio** station. komm!unity organized two **info-meetings** with social organizations, migrant clubs and volunteers in Kufstein and Wörgl.

Due to the personal change in the project management, the application phase started in June and not as foreseen in the description of tasks in March and started with the press conference. The flyer and posters as information materials for the application phase were finished in July. The delay in the application phase results in no major problems.

33 instead of 30 meetings were documented with a total of 296 people reached. A complete list of all documented conversations is enclosed with the deliverables.

<u>Action Number C3</u>	Ausbildung und Fortbildung der BeraterInnen „Klimaschutz & EnergieSpar Check“		
	Basic and advanced training of the energy & climate coaches		
Foreseen start date:	07/2017	Actual start date:	10/2017

Foreseen end date: 07/2018

Actual (or anticipated) end date: 07/2018

Klimabündnis Tirol, Energie Tirol and komm!unity Wörgl organized six instead of two planned basic trainings in the cities of Innsbruck, Wörgl and Kufstein. Caritas Tirol was participating as speaker on three basic trainings. Due to the changing needs and requirements, the basic training was adapted three times to the changing circumstances. From the original 6-day presentation event, the basic training was reduced to a one day classroom training and additional a self-study part. For which the entire subject content was prepared in a structured manner. The practical part was conveyed by on site appointments in the households.

For a final qualification assessment, topics for a standardized final interview (criteria catalogue, case studies, knowledge questions), which take place after the end of the basic training, were developed. Klimabündnis Tirol subsequently carried out the final talks.

Because of the high interest in becoming an energy and climate coach more than **90** volunteers instead of the planned 60 could be trained.

Date	Name	Topic	Place	Number of participants	Partners involved	
06.10.2017 07.10.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Block 1	Tagungshaus Wörgl	13	komm!unity, Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	1. Grundausbildung
13.10.2017 14.10.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Block 2	Tagungshaus Wörgl	13	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	
15.10.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Projektarbeit	Tagungshaus Wörgl	13	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	
20.10.2017 21.10.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Block 3	Tagungshaus Wörgl	13	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	
03.11.2017 04.11.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Block 1	Caritas Tirol	12	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	
10.11.2017 11.11.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Block 2	Caritas Tirol	12	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	2. Grundausbildung
12.11.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Projektarbeit	Caritas Tirol	12	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity,	
17.11.2017 18.11.2017	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Block 3	Caritas Tirol	12	Klimabündnis Tirol, Energie Tirol, Caritas komm!unity Wörgl,	
27.01.2018 28.01.2018	Basic training for "Energiesparhelfer"	Block 1+ Block 3 Block 2 + Projektarbeit	komm!unity Wörgl komm!unity Wörgl	6 6	Energie Tirol, Klimabündnis Tirol komm!unity Wörgl, Klimabündnis Tirol	3. Grundausbildung
04.05.2018 05.05.2018	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Tag 1/2 Tag 2/2	Caritas Tirol Caritas Tirol	11 11	Klimabündnis Tirol, Energie Tirol, Caritas Klimabündnis Tirol, Energie Tirol, Caritas	4. Grundausbildung
06.04.2019	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Tag 1/1	Energie Tirol	12	Energie Tirol, Klimabündnis Tirol	5. Grundausbildung
11.07.2020	DoppelPlus - Grundkurs zum ehrenamtl. Energie- & Klimacoach	Tag 1/1	Stadtwerke Kufstein	18	Energie Tirol, Klimabündnis Tirol	6. Grundausbildung

The awards ceremony in Wörgl and Innsbruck was organised and moderated by Klimabündnis Tirol.



For the development and initial implementation of the basic training, due to the efficiency and quality assurance, Energie Tirol used an external expert - Ms. Brigitte Tassenbacher - who was already involved in the development and implementation of the training program of previous projects (Caritas and EIF Wörgl) and the ARGE Energy consultant A and F course and therefore had expertise that was not available elsewhere. Due to the experience in the field of consulting services and training, Energie Tirol implemented more than $\frac{2}{3}$ of the original content of the first two basic training courses. This experience ensured the DoppelPlus project a considerable advance in knowledge from the start, not only in the area of training volunteers, but also in the area of the practical implementation of the energy and climate coaching's. This was reflected by the rapid development and conception as well as in quality of the project.

Action Number C4

Durchführung der Klimaschutz- & EnergieSpar-Checks

Execution of the energy- saving and climate- protection coachings

Foreseen start date:

10/ 2017

Actual start date:

10/2017

Foreseen end date:

03/2021

Actual (or anticipated) end date:

04/2021

A total of **806** (state of 12.02.2021) instead of the 1080 energy & climate coaching's were carried out. Of these 42 in 2017, another 285 in 2018 and another 313 in 2019. From 2018 to 2019 around 10 % more households could be reached. Partly due to the increased awareness and the strengthened network. In 2020, many of the efforts were canceled due to the Corona crisis and the associated protective measures. It continued in a similar way in the remaining four months of 2021. Nevertheless, 151 households could be reached with the offer of energy & climate coaching's in 2020. Without the corona crisis and assuming a theoretical increase of 10 % in the year 2020 and 2021, the project would most likely have exceeded the required target.

All project partners worked closely together in action number C4 by acquisition and allocation of energy and climate coaching's for and to the respective volunteers. komm!unity was responsible for the execution of the energy-saving and climate-protection coaching's in the Tyrolean lowlands, Klimabündnis Tirol in the Tyrolean uplands, central area of Innsbruck and East Tyrol.

Once the appointment between the volunteer and the household was agreed and the contact established, an energy and climate coaching looked like this: The volunteers, usually two per coaching appointment, fully equipped with tool cases and starter packs, usually travelled to the households by public transport, by bike or on foot. An energy and climate coaching, it was agreed, lasted a maximum of **1.5 hours**. Most of the time, this time was also maxed out. After the greeting and introduction of the people and the **content of the project**, it was mostly up to the table to carry out an initial **problem assessment** to complete existing data from the telephone-appointment registration-procedure. In the course of this conversation, the first contents of the **starter package** were explained and if necessary, positioned, e.g. the temperature and humidity measuring device. Following the first data and problem identification, an **inspection** of the apartment took place in order to merge observations made with the data provided. The first **efficiency measures** such as exchanging a light bulb for an LED or installing items to save water were also **jointly installed**. At the end of the tour, further, individually derived efficiency measures - tailored to the budget - were discussed. These were marked in the brochure "Climate protection even on the tightest budget" for a more sustainable conveyance of the information. This method already enabled active use of the brochure and provided the 'written' communication of further recommended changes in behaviour. After answering all crucial questions the volunteers said goodbye and pointed out that anyone can turn to the DoppelPlus initiative again if they have any questions.

In most cases, second inquiries could be clarified by telephone or a shorter visit. In several cases, a second visit by the volunteers was complete self-organized.

Due to the central location in Innsbruck and the available storage facilities Energie Tirol acted as the issuing point for the starter-packages to the volunteers in the central Tyrol area. Komm!unity, situated in the lowlands, also had a small storage for starter kits and other DoppelPlus material in the head office in Wörgl. At personal meetings, the necessary material was handed over to the DoppelPlus coaches. The volunteers were also able to hand over their completed documentation sheets at these regular handover meetings, which afterwards were entered into the documentation tool.

As a social organization with its own volunteer center, it was the task of Caritas to acquire volunteers together with the other project partners and to ensure the legal framework for their work for DoppelPlus. Especially the registration for the **volunteer insurance** and standards in dealing with the volunteers were very important to enable quality work. There was also the possibility to hand over the documentation sheets and starter kits at the office of Caritas.

Each of the volunteers worked at least two to three times as an **assistant** to another volunteer during their basic training before taking on the active role in a coaching session. 34 volunteers have taken an **executing role** in the implementation of energy and climate coaching's. They carried out this coaching accompanied either of another assisting volunteer or on their own.

Some of the volunteers never wanted to take on the leading role in an on-site energy and climate coaching despite having completed their basic training. Nevertheless, for quality assurance it was advised always carry out an energy and climate coaching with two volunteers. So it always

needed both a leading and an assisting volunteer. About ten very committed and therefore experienced volunteers carried out energy and climate coaching's on their own when no one was available to assist. The twelve most committed volunteers have carried out around 60 % of all energy and climate coaching's conducted by volunteers.

<u>Action Number</u> <u>C4.1.</u>	Bewerbung „Klimaschutz- & EnergieSpar-Check /Netzwerkpflege Gesprächsprotokolle Netzwerk: mind. 30 persönliche Gespräche Application 'Climate Protection & Energy Saving Check / Network Maintenance Protocols Network: at least 30 personal conversations		
Foreseen start date:	10/ 2017	Actual start date:	04/2017
Foreseen end date:	03/2021	Actual (or anticipated) end date:	04/2021

Right from the start, intensive discussions were held with various stakeholders with focus on reaching the target group of low-income households. The provision of various documents such as information and registration flyer for the households supported the application of the project. Primary the flyer were handed over personally. About **100** such discussions took place during the course of the project, with 40 protocols were being kept.

Many of these mostly personal encounters with representatives of **social institutions, housing cooperatives, energy supply companies** and **politics** led, in addition to addressing the target group directly, to further cooperation such as workshops, etc..

The following results are particularly noteworthy:

- Cooperation via an employment promotion program with a non-profit housing association (20.07.2017)
- Workshop offers in refugee homes (01.03.2018)
- Promotion of the offer through information material at a large number of social institutions (19.03.2018)
- Cooperation with a housing allocation office for low-income households and initiation of a move-in advice (05.05.2018)
- Postal advertising of the offer via energy supplier to more than 2,800 households from the target group (04.08.2019)
- Cooperation with the city of Innsbruck in the course of a project to assist low-income tenants with moving in advices (10.08.2019)

In addition, numerous discussions took place with representatives from the social welfare office, labour market service, energy suppliers, senior citizens, social counselling institutions, political decision-makers, aid organizations and communities. **40** instead of the 30 protocols of the conversation were made which led to more than 76 contacts being reached personally. A complete list of all documented conversations is enclosed with the deliverables.

<u>Action Number</u> <u>C4.2.</u>	Spezialberatungen Protokolle: 30 Spezialberatungen
--------------------------------------	---

Special consultations

Protocols: 30 special consultations

Foreseen start date:	10/ 2017	Actual start date:	11/2017
Foreseen end date:	03/2021	Actual (or anticipated) end date:	04/2021

In the end, 86 special consultations have been carried out by experienced Energie Tirol energy consultants. Another five had already been agreed, but the customers did not meet the deadline and were no longer available afterwards. Thirty special consultations would have been planned according to the proposal. Reasons that more special energy advice from Energie Tirol experts were carried out than originally planned are:

- Acute cases (imminent or already implemented energy blocks), these energy consultations are usually commissioned for the target group households by cooperating social counselling institutions and energy providers to guarantee further financial support. Those counselling require more intensive reporting and quick action, which is most of the times not covered by volunteers.
- When it was already apparent in the initial data collection that the appointment requires special expert knowledge and an associated more extensive reporting that goes beyond the basic knowledge of the available volunteers (i.e. extreme mould which often results in legal disputes between the landlord and the tenant)
- If it has been expressly pointed out that the appointment will also be accompanied by social advisors. These dates were then used at the same time to discuss further cooperation within the scope of DoppelPlus with the social institutions (important information transfers, allocation of households, workshops for employees and clients, ...).
- If there were no available resources among the volunteers. Households whose registrations were months ago and then asked themselves or through intermediary agencies (energy suppliers, social facilities) again whether the offer was still up, an appointment has been immediately arranged and carried out by Energie Tirol.
- When social institutions showed concerns about data privacy and their reputation. Because of this, they did not want any third parties (i.e. volunteers) involved.
- For training purposes for new employees and volunteers, as part of a quality-check or for further education and deepening of the consulting service.
- During the time of the corona lockdown, when, for security reasons, only permanent employees, but not volunteers, were legally allowed to visit the households, that couldn't be postponed in the course of work.

The special consultations, carried out by professional energy consultants, include more detailed reporting, some of them include photos, thermal imaging camera recordings and other measures such as data logger. Some of the appointments were made after a first visit by volunteers because the knowledge of the volunteers was insufficient. In some of the inquiries, it was, based on the experience, clear from the first data collection (recording the household problem) that an expert is required. Previous voluntary energy and climate consultations on the subject of proper heating and ventilation when the heating was officially switched off was not considered reasonable for the household. During these dates, attempts were made to give volunteers the opportunity to accompany the experts. Since the consultations took place during business hours,

the volunteers often had no opportunity to participate due to lack of time. Nonetheless, in 22 % of the cases they took the opportunity of assistance.

In some cases with significant mould growth on the walls and other objects, it was essential to fall back on certified mould specialists who have been working with Energie Tirol on a service contract basis for years. For this reason, Energie Tirol incurred costs in the ‘external assistance’ category that were not originally planned.

In total, the project partner Energie Tirol needed more than the envisaged person days. Due to the overlap with the mentoring program, staff hours from the C5 mentoring program were used for this Action. A complete overview of all special consultations is enclosed with the deliverables.

<u>Action Number C5</u>	Mentoringprogramm und Austauschtreffen der regionalen Teams BeraterInnen „Klimaschutz- & EnergieSpar-Check“ Mentoring program and exchange between the regional teams of the energy and climate coaches		
Foreseen start date:	06/2017	Actual start date:	12/2017
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

Caritas Tirol, Energie Tirol and Klimabündnis Tirol organized together the information events for the voluntary energy and climate coaches in the area of Innsbruck and also when needed some of the information events taking place in the Tyrolean lowlands. These exchange meetings took place regularly and were held in the Caritas premises. The detailed dates and topics of the meetings were listed in the Deliverables.

Caritas was information carrier of social content, especially what to look out for in consultations, such as **social competences**, **cultural differences** and **personal demarcation**. Due to the target group and the different personal backgrounds of the volunteers, it was important to make sure that the volunteers focus on the content of DoppelPlus and not on possible occurring social problems in the households.

Sometimes it was necessary to accompany volunteers to find out how they act in households and to give them good advice. Volunteers, with whom it was possible to establish good contact as a mentor, have been with us since the beginning of the project and are still active. Even though this was very time-consuming, it was necessary for the safety and ongoing quality of the volunteers. Without **permanent support** and **contact**, the fluctuation would have been increased considerably.

At the request of the volunteers, Caritas and Klimabündnis Tirol were administrators of a WhatsApp group, which offered good contact to the volunteers but also between the volunteers themselves. It also facilitated the very time-consuming placement of the household appointments to the volunteers. Only one volunteer was willing to pass on phone numbers directly to make an appointment. For everyone else, it was necessary to first make an appointment with the **household**, then to contact the **volunteer** and then to confirm the

appointment. If no one of the volunteers had time for an energy and climate check, a new date has to be arranged. That is the reason why a placement often took a longer period of time.

At the beginning of the lockdown because of the COVID-19 pandemic, we developed strategies based on the expertise of the volunteer center, in which form direct advice for volunteers were possible. Finally, we had to stop the consultations. Together with the volunteers, digital forms of consultation and knowledge transfer were developed. So we tried to maintain contact to the voluntary energy and climate coaches during the pandemic and simultaneously offered options to the households that were already registered.

Since the requirements on the DoppelPlus volunteers are special, a careful preselection was of great importance. In order to continue to meet these challenges also in the future, two employees of Klimabündnis Tirol have been trained as volunteer coordinators. The aim is to ensure a good preselection, smooth coordination and professional support for the volunteers.

Komm!unity was responsible for the mentoring program in the Tyrolean lowlands. Due to the very good personal contact between the team of komm!unity and the DoppelPlus-coaches, the mentoring took place primarily through individual contacts – either by telephone and email or through personal meetings in the office of komm!unity in Wörgl. A main and central part of the mentoring program in the lowlands were the quarterly regular tables. Each of these meetings focused on a specific DoppelPlus-topic, that was discussed with invited experts. The lunches after each regular table contributed a lot to the team building as well as to the team spirit of the DoppelPlus-coaches in the lowlands. Komm!unity also organized one or another interesting excursion for the volunteers, such as the tour to the water supply and the power plants of the local energy supplier Stadtwerke Wörgl. The excellent cooperation with the project partners made it possible for the mentoring program in the Tyrolean lowlands to have high quality in terms of content.

In the case of more complex energy consultations, the volunteers were given the best possible opportunity to accompany Energie Tirol employees and to take an active role in the consultation themselves. Employees who found a job through the activity as DoppelPlus coaches were accompanied several times at their own request to improve quality. Personal employee development interviews were also carried out and they were offered training courses (energy consultant A-course), in order to promote their professional advancement.

All exchange meetings of the volunteers also gave the opportunity for informal exchange. If a certain number (16) of **exchange meetings** with knowledge transfer was reached, the **advanced course** was completed. This method ensured that the volunteers were continuously trained and that they could join the ongoing qualification program at any time. In some cases, external specialists had to be used, which resulted in costs in work package C5 that were not originally planned.

Exchange meetings with knowledge transfer took place on the following topics: **mould prevention** (10), **practical** knowledge on the process and implementation of the counselling (6), **mobility** (5), field trips to different topics (5), **heating** and **energy bills** (5), **sustainable**

consumption and **waste** management (3), saving energy (3), renewable energies, (2), **nutrition** (2), corona security measures (2), passive house (2), online-coaching (2), social issues (1), smart cities (1) and evaluation and data collection (1).

A complete overview of all exchange meetings is enclosed with the deliverables.

<u>Action Number C6</u>	Workshop Klimaschutz für Kurse „Deutsch als Fremdsprache“ Workshops climate protection for “German as foreign language” course		
Foreseen start date:	07/2018	Actual start date:	12/2017
Foreseen end date:	03/2021	Actual (or anticipated) end date:	04/2021

There are two different workshops for the target group: one about **sustainable consumption and nutrition** and one about **energy saving measures in households**.

A total of 40 workshops with 600 participants were planned. In the course of the project, however, **38** workshops with a total of 603 participants were carried out. In the Corona-years 2020/2021, numerous workshops were canceled, which meant that the full number of 40 was not reached. Nevertheless, the content could be conveyed to more people than originally planned.

In order to react to the refugee crisis that took place in 2015/2016, the development of the workshop offer ‘German as a foreign language’ was brought forward and did not take place as planned for the beginning of 2019, but rather in 2017. The first pilot workshop ‘energy in the living area’ was held in December 2017.

In close consultation with the institutions supporting the target group, the workshops were continuously adapted and optimized. Due to the very informal structures and different spaces offered by partners such as refugee homes and housing advice institutions, the workshops were often attended very differently. The number of participants fluctuated between 5 and 44 participants. In 2019, the demand for these topic-specific German courses ebbed.

At the same time, **senior citizens get-togethers** and tenant assemblies of **non-profit housing** developers were interested in such workshop offers. Building on the experiences of the workshops for German courses to convey these topics to the target group in simple language, the offer was quickly adapted and geared to the ‘new’ target group.

In January 2020, the first workshop for a senior citizens meeting with 25 participants could be held. Four more workshops were planned, but could no longer be held due to the corona pandemic. Since the senior citizens are a target group whose health is very badly affected by the pandemic, the workshops have not yet been made up for. Two further workshops in residential care facilities also had to be cancelled due to the pandemic.

Klimabündnis Tirol was in close contact with the city of Innsbruck who established the project ‘[Einzugsbegleitung XL](#)’, a move-in accompaniment of municipal housing. The aim of the project is to raise awareness for sustainability in residential complexes of subsidized housing. Furthermore it will strengthen companionship between the tenants. DoppelPlus performed in

July 2020 workshops about sustainable consumption and nutrition, the use of energy and water as well as soft mobility with approximately 30 participants each of them. Due to this workshop, more than 20 households signed up for a complementary energy and climate coaching. After the official LIFE funding period further events with the participation of DoppelPlus are planned.

The workshops ‘sustainable consumption’ for German as a foreign language were carried out by Klimabündnis Tirol. The workshop contains low-threshold information in easy language on ecological and financial impacts of different consumption habits. It shows possibilities how people can consume environmentally friendly and save money all at once. As with the courses on the subject of ‘energy in the living area’, refugee homes were served in these workshops in the first place. As demand from refugee homes in 2019 fell, the workshop was adapted so that other target groups could be reached with this content. A further identified target group for the workshops were **long-term unemployed women** and **women with migration background**. Unfortunately, the adapted workshops just started as the plans had to be revised again. As the COVID pandemic hit Austria during 2020 and 2021, some of the planned workshops had to be postponed and were finally cancelled. A complete overview of all workshops which were carried out is enclosed with the deliverables.

In the course of developing work package C6 it has proven to be rational that Energie Tirol also actively implements the workshop on the subject of energy in the living area. For this reason, travel expenses in work package C6 also arose for Energie Tirol.

In the course of work package C7, a voluntary employee of a residential care facility was trained to hold a workshop on ‘energy in the living area’ in his native language ‘Arabic’. Two of these workshops were documented with a list of participants. It was reported that other such workshops took place.

<u>Action Number C7</u>	Ableitung und Entwicklung zielgruppengerechter Angebote		
	Derivation and development of target-group-specific services		
Foreseen start date:	07/2018	Actual start date:	07/2017
Foreseen end date:	04/2020	Actual (or anticipated) end date:	01/2021

Under action number C7, five additional offers were originally planned. Due to the constantly changing framework conditions (refugee crisis, COVID-19 pandemic, ...) and the expansion of the network (senior citizens, housing advice institutions, ...), a total of **eleven** additional offers were developed. The eleven additional offers are described in more detail below.

Sustainable job creation / ET-KBT (2017 ongoing):

The 20,000 campaign (Aktion 20.000), which was decided in June 2017 and limited until the end of June 2019, was intended to create a total of 20,000 state-funded and collective-contract-paid jobs for long-term unemployed people over 50 years of age. Unfortunately, the then newly elected turquoise-blue federal government ended the program early. As a result, only 4,000 jobs could be created. Approximately half continued to be employed even after the funding ended. One of them was also able to find a long-term job through the DoppelPlus campaign. He was

originally hired as an energy and climate coach in a non-profit housing association and has coached around 179 selected households with content from DoppelPlus that are appropriate for the target group. Due to the efforts on the part of DoppelPlus and the support and cooperation of the city of Innsbruck, Mr. Pantelis Tolis will continue to work in this company in the area of tenant support until he retires. The cooperation with DoppelPlus was paused in June 2019 after the state funding expired. At the end of 2020, renewed talks took place to resume cooperation with the non-profit housing developer. Unfortunately, due to Corona and the resulting difficulties in personal contact with the tenants, these were paused until after the pandemic.

Energy diary / ET (2018):

An electricity and gas diary specially adapted for the target group was created. This document enables residents to document their daily weekly and/or monthly energy consumption in order to easily track down large energy consumers and to raise awareness of energy consumption and costs. The energy diary was part of the starter package and was handed over to every household as part of the energy and climate coaching. The task for the volunteers was to fill out these energy diaries for the first time together with the residents of the household as part of the on-site coaching. The hope was that also the volunteers would have more accurate records to the current meter readings, so that they could subsequently draw better conclusions about the actual energy consumption of the households.

Seasonal calendar / ET (2018):

As a further step in getting the topics of nutrition and sustainable consumption more into the content of the DoppelPlus energy and climate coaching, a clear seasonal calendar was created in cooperation with a regional food retailer. This seasonal calendar is part of the starter package. It is intended, among other things, to raise awareness of regional consumption, seasonality of fruits and vegetables and emphasize the importance of healthy nutrition.

Bicycle Workshop /Klimabündnis Tirol (2018)

In December 2018 a bike upcycling workshop took place in Innsbruck, where the climate coaches received the necessary basic knowledge to repair bikes. Experts from the “Bikerei” demonstrated how they make the bikes fully functional and roadworthy. The bikes with need of repair were provided by the city of Innsbruck and afterwards donated to the volunteers.

Moving in accompaniment / ET (2018 ongoing):

Another volunteer got a permanent job with a non-profit home care facility (Diakonie) even without a support program. As part of his work, he conducted around 30 on-site energy and climate coaching sessions and at least two workshops in Arabic within the framework of DoppelPlus. He also acted as a multiplier or mediator between the households and the DoppelPlus initiative. In January 2020, Mr. Firas Bitar’s employment shifted only to the area of social counselling. Mr. Ali Aziz, house supervisor of Diakonie, continued his work as energy and climate coach and carried out the moving in accompaniment counselling. The energy and climate coaching of the DoppelPlus initiative has established itself as an important measure in the area of preventing energy debts and mould and will continue to do so in the future. By January 2021 approximately 49 energy and climate coaching sessions were carried out by employees of Diakonie and a further 26 households were placed in voluntary work.

Vouchers / ET (2019):

The city of Hall in Tirol, representing Hall AG, requested for the target group clients of the energy supplier its own energy vouchers for advertising free energy and climate coaching's. Hall AG employees issued these vouchers as part of the electricity meter reading especially to households with low incomes (partial exemption from green electricity costs). The vouchers were specially designed in business card format on request of Hall AG. The small format is because the employees of the energy supplier always have vouchers and thus information about the DoppelPlus project with them, without having to carry heavy and unwieldy print media and brochures with them.

Workshop in Arabic / ET (2019):

A volunteer from the DoppelPlus initiative, who is also employed as a social advisor at Diakonie, a non-profit home care facility, was enabled during a two times 3-hour additional training course to independently offer a workshop – energy in the living area – in his native language Arabic. In addition, he was equipped with all workshop materials. Detectable there were two workshops in Arabic language in Innsbruck and Wörgl, with a total of 14 participants. An indefinite number of other such workshops were offered, but without the transmission of the lists of participants.

Mould information sheet / ET (2019)

Usually, energy and climate coaching's were only requested when mould was already found in large areas in the apartments and it could no longer be removed with simple aids. Due to the feedback from volunteers and increasing demand from the target group of household residents, who were mostly in the care relationship of social institutions, a separate mould information sheet was designed, primarily for the target group of volunteers and employees of social institutions / moving-in support. The aim was to convey the attention and knowledge about how to avoid mould directly to institutions. This approach should help prevent mould from developing in the first place.

Cookbook / Klimabündnis Tirol (2019)

A cookbook with regional, seasonal and organic ingredients has been created by Klimabündnis Tirol. The booklet includes 28 environmentally and climate friendly recipes and is available in a printed and online version. Furthermore it provides valuable tips about conscious purchase, the appropriate storage of food and nutritional benefits of local products. As regional and seasonal foodstuffs not only raise the added value in agriculture it also protects the environment. In addition to the distribution via the starter package, the DoppelPlus cookbooks were issued via fairs, exchange meetings and network events.

The cookbook was presented within a press conference on 12 July 2019. Besides deputy governor Ingrid Felipe - responsible for environment and climate protection of the province of Tyrol and the project leader Tamara Baumgartner, an energy- and climate coach as well as the cook answered the questions from the press.

Soundtrack for the brochure 'Climate Protection even on the tightest budget' / ET-KBT-K!U (2020)

Due to the corona pandemic and the dwindling opportunities to reach the target group personally, the DoppelPlus brochure was set to a tune in numerous languages with the help of volunteers and made available to the public via [YouTube](#). Among other things, those who were previously excluded from it due to language barriers or even illiteracy can now benefit from the content. Finally, the brochure was set to tune in German, English, Arabic, Turkish, Portuguese, French and Russian. Other languages such as Dari, Farsi and Somali are still being planned. In the first 7 months, the specially set up YouTube channel already had over 1,300 hits.

Online Coaching / ET (2020)

In October 2020, the volunteer centre Tyrol gave a clear recommendation, based on the legal provisions for COVID-19 measures regulation and the increasing and persistent COVID-19 infection numbers, to convert personal visiting services that are carried out by volunteers to digital contact where it is not urgently needed. Derived from this, the option of online energy and climate coaching's was created at DoppelPlus. For the volunteers and for the purpose of standardization, a separate tool was developed in the form of an online flow chart. After the volunteers had been trained to use all the necessary technical aids, the first online coaching session was held in December 2020. Not every household and not every volunteer is suitable for this, but we learned with experience and constantly developed the online offer.

Action Number C8	Train the trainer-Programm: Fortbildung		
	Train the trainer- program: further training		
Foreseen start date:	04/2018	Actual start date:	07/2017
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

To sum up, two seminars in the **energy sector**, ten seminars at **social and counselling institutions**, two seminars for **German course trainers**, two seminars in the **real estate sector**, and three seminars for **politics, administration and business** with a total of 516 participants took place. The aimed goal of 210 reached stakeholder was reached easily.

The largest of these meetings was the community forum in 2018, organized by Klimabündnis Tirol with a total of 123 participants. In the course of this event, the DoppelPlus project and its contents were presented to the majority of the mayors and administrative bodies from all over Tyrol. Easy to implement measures related to sustainability and energy in private and public (residential) buildings were presented. In addition, the importance of the implementation as well as the dissemination of these measures and the DoppelPlus initiative itself was emphasized.

In the course of the meeting of the Tyrolean Social Policy Working Group, organized by the Tyrol Chamber of Labour, the DoppelPlus project was presented to the majority of those responsible in the social field for three consecutive years. At each of these meetings, more than 50 organizations from the social sector were informed about the DoppelPlus project. There were also decisive, personal conversations for later collaborations.

Numerous discussions also took place with representatives of all energy supply companies in Tyrol. The DoppelPlus project was also presented as part of the training to become a certified

energy consultant organized by Energie Tirol. In addition, the entire Tyrolean energy consultant network was informed about the content, measures and the target group of the DoppelPlus project. In total, around 80 key people from the energy sector were briefed on DoppelPlus in several appointments.

Tyrol's four largest non-profit affordable housing developers (NHT, IIG, WE, TIGEWOSI) and the social housing agency were informed in several personal meetings about the content and measures of the DoppelPlus initiative and about possible collaborations. In addition, their employees were trained in two seminars with a total of 29 participants on the content of DoppelPlus. Through further cooperation resulting from this, almost 200 tenants could be addressed directly by employees of DoppelPlus and their volunteers at five tenant meetings. The housing developers were not so receptive to employee seminars but preferred to address the tenants directly through the DoppelPlus initiative. With the help of the housing developers, more than 16,000 households were informed about the DoppelPlus offer by direct mail.

In May 2019 a meeting with the local politicians of Innsbruck and the project partner Klimabündnis Tirol, Caritas und Energie Tirol took place. Besides the presentation of the project and its content, the meeting focused on how the offer of DoppelPlus can be made available to the target group for the long term and how synergies can be optimally exploited.

Further talks followed with the department manager of the social welfare office, the manager of the Innsbrucker Soziale Dienste and the head of the agency for needs based minimum benefit systems. The objective of the meeting was to demonstrate the benefits for the different departments by supporting the initiative DoppelPlus as well as to identify how the offer of the project can be provided to the target group.

In March 2019 a meeting with Gabriele Fischer, Minister for Social Matters and Integration took place, to explore the possibilities for cooperation. The meeting was organised by Klimabündnis Tirol.

Two seminars for German course trainers with a total of 35 participants were carried out online, as the COVID-19 pandemic led to the first public lockdown. The prospective teachers were informed about the project DoppelPlus, the necessity of sustainability and the problem of energy poverty of low income households all over Tyrol. Further they learned how to implement topics of energy saving and sustainable consumption into their future work.

Further there were discussions about the participation of DoppelPlus at the teacher seminar 'SDG's and Global Learning' – what can be done in school for sustainable development. The seminar was organized by Südwind Tirol and the Pedagogical University Tirol. Unfortunately, in the end they couldn't take us into account because of the other already fixed speakers.

Two workshops took place at the Lebenshilfe Kufstein, a social dwelling and working support for people with disabilities. One of the workshops was carried out by Energie Tirol and gave information about energy topics. The other workshop was carried out by Klimabündnis Tirol. It gave information and support for the employees on how to implement sustainability topics in

their daily work and therefore in the life of all their clients. 31 participants of the train-the-trainer-programme evaluated the workshops right after, which led to a commonly positive feedback. Detailed information on the results can be found in the monitoring-section of this report.

Due to the Caritas counselling facilities in all parts of Tyrol and good contacts to other organizations that work with the target group of coaches as well as households, the main task of Caritas was to convey the content and goals in team meetings, networking meetings and, above all, individual contacts with social workers. The hard work at the beginning ultimately led to the fact that more and more institutions were prepared to deal more intensively with the contents due to the better insight into the overall situation of the households and the actual benefits for all involved.

The regional and international exchange meetings organized by the DoppelPlus initiative also made it possible to use platforms through which representatives of different sectors could exchange information directly.

All of these events have resulted in numerous collaborations through which the target group of low-income households could be efficiently and specifically informed and reached via the DoppelPlus initiative. Another positive finding is that it has been possible to cover the entire target group of this work package and to reach it through various offers. This was only possible through the constant adaptation and revision of the workshop-content and the DoppelPlus-offers. In more than 50 recorded, personal conversations, further strategically important cooperation could be entered into, 15 were documented. More than 91 participants could be reached personally. A complete list of all recorded, personal conversations and seminars which took place is enclosed in the appendix.

<u>Action Number C9</u>	LIFE-Strategie Verbreitung / Übernahme der Maßnahmen		
	LIFE-spreading of the strategy / assumption of the actions		
Foreseen start date:	10/2016	Actual start date:	03/2017
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

In May 2019 the DoppelPlus **strategy paper**: foundations for decision-makers to avoid energy poverty in Tyrol, was completed. In addition to basic information on the topic of energy poverty, it contains a list of 15 different measures to combat energy poverty in Tyrol. From the current point of view, politicians and energy suppliers could easily implement these proposed measures in addition to the measures already in place. It concludes with a list of various successful projects in the fight against energy poverty that are currently being implemented or carried out in Europe. The mix of theory and practice should motivate decision-makers to actively implement them.

When distributing the strategy and discussion paper, the actors were specifically asked to provide feedback on the proposed measures. On the one hand to measure not only the distribution, but also the actual intake of information, on the other hand to incorporate the

feedback received in a second, revised version of the strategy paper and to adapt it to the actual possibilities of politicians and energy suppliers.

The strategy paper was distributed in the course of personal meetings but also in the course of e-mails to political decision-makers, representatives of energy supply companies, non-profit housing developers and social institutions. There is also a publicly available download version on the DoppelPlus homepage. Political representatives of the city of Innsbruck in particular were very interested in this strategy paper and helped with the targeted distribution to decision-makers responsible for the topic.

Until May 2020 only feedback from one Tyrolean energy supply company was received. The conclusion was that there is broad agreement with the proposed measures. It is also obvious that there must be a clear political mandate so that the takeover of measures to combat energy poverty can be fairly divided among all energy suppliers, right down to non-profit housing developers and the society as a whole. Due to a lack of feedback, no second revised version of the strategy paper was created. An overview of the distribution of the C9 policy strategy paper, target group-specific strategies, awards and funding programs, is enclosed in the appendix.

The **1st network event**, planned for 2016 was held in April 2017 at ‘Landhaus Innsbruck’. Main part of the event was the world café with the attendant stakeholders. Three questions were discussed:

- Where are points of intersections between my daily work and DoppelPlus and what could be the benefit for my target group?
- What could be challenges and difficulties within this initiative and how can they be solved?
- How can my organisation/I contribute to the success of DoppelPlus?

The **2nd network** event was held in November 2019. The main focus of the conference was to find ways on tackling energy poverty in Tyrol. The first part of the event concentrated on the impulse lectures of three successful projects in fighting against energy poverty from Graz, Vienna and Berlin. This includes the *Stromspar-Check Aktiv* by Berlinger Energieagentur, *Energie gegen Armut* by Energie Graz and *Energieunterstützung* by City of Vienna. In the second part of the event the participants discussed in small groups the questions:

- What is my motivation to support the initiative DoppelPlus?
- How and where can the target audience be reached and influenced? And which framework conditions could be helpful?
- Energy and climate consultations by experts or volunteers. Who could provide certified energy consultants and who finance them?
- Which of the presented best practice examples could be transferable to Tyrol? How could it be organised and financed in Tyrol?

At the end of the event the results and key messages have been presented to the 32 attendees.

The method box as well as the Curriculum to the basic course ‘save energy and protect climate’ was **spread** to different partners and organisations to **adopt** the measures out of the project DoppelPlus. Amongst others, the contents were distributed to Caritas Graz, TSD, Beratungszentrum Dresden within the project ‘Nachhaltige Johannstadt 2025’, Diakonie, Klimabündnis Salzburg and to different energy suppliers.

Furthermore the method bag supports the volunteers at the energy and climate coaching’s. It also serves as a showpiece at seminars and project presentations to all project partners. The contents of the method box for workshops in German courses were spread mostly to the same organisations to support them by initiating similar workshops.

We have no written evidence that individual project contents were taken over by third parties, but we are in constant contact with third-party organizations. The city of Innsbruck has initiated the XL move-in support project, in which tenants offered workshops on various topics. The workshops of the DoppelPlus initiative are also after the LIFE funding period part of this offer.

The residential care facility Diakonie also runs an independent move-in support program. An employee of this facility received the training and the tools to be able to carry out these consultations as a DoppelPlus energy and climate coach. There is constant contact and exchange of information.

Representatives of other Austrian federal states have already called up the contents of the DoppelPlus initiative several times, with the aim of including them in their county-specific offers. In Germany there was contact with the Stromspar-Check project, which was also very interested in the mobility and sustainable consumption content of the DoppelPlus initiative. There is also a lively exchange with the network ‘Social Watt’ to combat energy poverty. Here too, content could be passed on and improvements made in the DoppelPlus project based on their experience.

<u>Action Number D1</u>	Ausarbeitung des Monitoring Framework/ Indikatorenliste		
	Developing the monitoring framework/ Indicator-list		
Foreseen start date:	10/2016	Actual start date:	01/2017
Foreseen end date:	03/2021	Actual (or anticipated) end date:	04/2021

The monitoring framework includes shared Excel lists (i.e. monitoring list Google Docs), the use of data from an online documentation tool (cf. Action C1) questionnaires and interviews measuring the impact of the measures and project activities set.

In this context, it was of particular importance to have an accessible monitoring tool for all project partners in order to fully document all actions. All activities of the project were summarised in the list of indicators which contains a **quantitative comparison** of target values and achieved results. Thus, this analysis monitors the progress of the project of the majority of the selected indicators.

Furthermore, the results of the various monitoring approaches show that the target group can be reached and that the consultations result in actual savings. The main objective of the project was thus achieved. The list of indicators can be found in the annex. As the list of indicators is very detailed, reference is made here to Work Package D2 ‘Final Monitoring Report’ where all processed results are listed.

<u>Action Number D2</u>	Monitoring Projekterfolg und Reichweite/ Monitoring Endbericht		
	Monitoring project success and scope/ Final Monitoring Report		
Foreseen start date:	10/2017	Actual start date:	01/2018
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

The final monitoring report contains a detailed elaboration of the monitoring results which means that the detailed documentation as well as the breakdown of the results can be found in the final monitoring report in the annex.

Anyhow, the most important results can be summarized as following:

Since the project addresses energy efficiency, mould prevention, the reduction of food waste, awareness raising for renewables and environmentally friendly transport and mobility, it achieved an impact in the respect of environment and resource efficiency and, primarily, in the context of climate action. Accordingly, the final results of the monitoring show an increasing sensitisation of the target group of low income households.

Thus, based on the results of the monitoring the following key statements can be made.

- Firstly, the majority of people who participated in different project activities were very satisfied with the offer. 68.9 % of the consulted households were very satisfied and 27.7 % were satisfied with the **household coaching**. 68 % of the consulted persons who participated in a workshop on the topic of climate mitigation in **courses for German** as a foreign language were very satisfied and 25 % satisfied. The same picture emerged in the evaluation of **train-the trainer-activities**, where about 90 % of the survey participants were satisfied or very satisfied.
- Secondly, the results of the survey with participants of the household coaching show that the project has a positive influence on people's attitude towards the importance of energy saving and climate mitigation. More than 72 % are sure that the behavioural tips they were given contribute to reducing their energy consumption. More than 72% were motivated by the advice to pay more attention to the topics of energy consumption and climate protection. Approximately 67 % stated that the installed immediate help (climate protection starter package) reduced the energy costs in the household.
- Thirdly, the results of the multiplier survey show that around 38 % of respondents pass on tips on saving electricity, around 27 % tips on proper ventilation and just under 25 % tips on proper heating to people in their personal environment. It can be assumed that this results in optimized user behaviour by at least some of these people. Under the conservative

assumption of a spill-over effect of 1.1 for all consultations carried out, this results in an additional total energy saving of 10 %. With 806 coaching sessions carried out (as of March 2021), this corresponds to an additional saving of 76,651 kWh and 19.8 t CO₂-eq (duration of effect = 1 year).

Regarding different types of support the following information can be provided:

Climate and energy saving checks (coachings)

806 out of 1080 targeted coachings were reached within the project. This was due to the fact that from March 2020 onwards, nearly all project activities were ‘negatively’ influenced by the pandemic such as events, workshops or consultations.

Nevertheless, comparing the amount of coachings from 2018 with 2019, there has been an increase of 10 %. If this increase would be applied to 2020 this would mean that instead of 121 contact requests, approx. 344 contact requests would have been generated. If this figure is applied to the year 2021, there would be a further 115 contact requests in the last 4 months of project duration (April 2021). However, the 1,099 theoretically achieved contact requests are rather on the lower imaginable limit and this is a moderate estimate, since some announced co-operations were postponed or cancelled indefinitely due to the pandemic. Thus, it can be assumed that the project goal could be achieved without the influence of the pandemic.

Using the default formula (Austrian Energy Audit Standard) the extent of saved kilowatt hours of energy and CO₂-eq are estimated.

The following savings can be achieved – 806 coachings: 766,506 kWh (min. 1,112,670 kWh – 140 %) and 197.8 t CO₂-eq (min. 358.5 CO₂ – 110 %) (eQ3; duration of effect = 1 year).

Starter packages

It can be assumed that through the allocation and use of the energy-saving devices like LED lamps, thermometers or hygrometers, refrigerator thermometers and hourglass shower coaches, the 806 (as of February 2021) starter packs issued will save almost € 119,075 or 339.8 t of CO₂-eq per year (or approximately € 556,626 and 1,689 t of CO₂-eq over the entire useful life of the energy-saving devices).

In Tyrol, about 116,412 people are considered to be at risk of poverty. This corresponds to 15 % of the resident population. In the project, approx. 2,340 people were reached directly during counselling sessions in households. This corresponds to 2 % of the people at risk of poverty in Tyrol. In the process, **2,091 kWh** or **667 kg of CO₂-eq** were saved per household. In Austria, 3.1% of all households are energy poor. These households spend about 20 % of their total disposable income on energy. This is almost five times as much as an average household spends on energy (4.2 % of income). The annual costs for electricity for energy-poor households amount to approx. € 1,170. If one compares the savings through the consultations (+ starter package) amounting to € 209 (€ 0.0435 (25 % electricity) + € 0.056 (75 % heating energy) = € 0.10 (Note: all prices vary slightly depending on the amount purchased and the energy supplier,

also some of the households have a lower share of electricity heating, which is not taken into consideration). So 18 % of the electricity costs can be saved through the services in the project. This results in a noticeable relief for the households and the figures show that the project has a great impact on an individual household level.

Courses for German and Train-the-Trainer

With regard to the integration of people with a migration background, the experts interviewed rated the impact of DoppelPlus as high. Migrants and people with a migration background make up a large proportion of the project's primary target group and were not addressed in previous comparable offers. They were included in the project on an individual level both through household consultations and through the German courses offered. In order to promote interculturally relevant processes of change, as many system partners and multipliers as possible were recruited within the framework of train-the-trainer seminars, who support or promote integration-promoting measures in their own interest and with their own commitment. In addition, many volunteer counsellors with a migration background were themselves active in the project and were able to provide counselling in their mother tongue (mainly Dari, Farsi and Somali).

The project aimed at 40 workshops with about 600 participants on the topic of climate protection in German courses. The goal was achieved with a total of 603 participants.

The following savings can be achieved: 47,788 kWh. This corresponds to a value in the order of 12.3 t CO₂-eq (duration of effect = 1 year).

In addition to the consultations, the project was accompanied by an extensive train-the-trainer programme. Various training seminars for multipliers and stakeholders were part of the project plan. Within the framework of the train-the-trainer action, it was planned to reach 210 stakeholders. In the end a total of 516 participants took part in the train-the-trainer action.

The following savings can be achieved: 163,572 kWh. This corresponds to a value in the order of 42.2 t CO₂-eq (duration of effect = 1 year).

The promotion of voluntary commitment is currently the focus of sustainable social development in Tyrol. During their household visits, the climate protection and energy-saving coaches addressed various social issues in addition to providing advice and tips on how to save energy. In this way, they have taken on a mediating social function and made a contribution to motivate low-income households to live. This also led to the sustainable social integration of socially disadvantaged population groups and increased social contacts. Thus, a positive contribution to social cohesion was made through the use of voluntary work.

However, it must also be emphasised that the mobilisation and support of volunteers required a relatively large amount of time for the project partners. In special cases of 'hardship' (e.g. household consultations in highly precarious housing situations with severe mould infestation,

etc.), the consultations were taken over by professional employees of Energie Tirol. A total of 86 such so-called special consultations were carried out in the project.

In the end a large number of individuals have been reached through multiple activities. In total, the sum of all calculated saving items of the duration of effect of 1 year are **2,071,573 kWh** and **637.4 t CO₂-eq.**

Although the Pandemic had a significant impact on the project, the results of the various monitoring approaches underline that the target group can be reached and that the consultations result in actual savings. The main objective of the project was thus achieved.

The cut-off date for all figures indicated in the final monitoring report was the end of February.

<u>Action Number D3</u>	Bewertung der sozio-ökonomischen Auswirkungen		
	Evaluate the socio-economic impact		
Foreseen start date:	06/2018	Actual start date:	01/2020
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

During the project period, a master student was aimed at supporting alpS in order to record the socio-economic effects of DoppelPlus. Due to severe health reasons of the student the master theses could not be finalised within project duration. In order to replace the missing information, alpS has conducted a survey to assess experts' views on the socio-economic impact of the project.

The assessment of the socio-economic impact was based on **expert interviews** or interviews with people who know the project and are able to make an appropriate assessment due to their professional background or position and experience. In addition, the results of other evaluations carried out in the project were used to assess the socio-economic impact. Four experts involved in the project were interviewed by telephone using guided interviews, including two executives in Tyrolean energy supply companies, one employee of an Innsbruck social institution and one employee of the Innsbruck city administration. A detailed elaboration of the results can be found in work package D2 Monitoring Final Report.

Apart from this, the most important results can be summarized as following:

The project was rated very good or good by all respondents, the benefit for personal work was also rated as very high or high. Among the reasons given for the positive evaluation was the **wide range** of sustainability aspects conveyed by the project. Although the focus of the consultations is on saving electricity and heating energy through behavioural changes, topics such as mobility or nutrition are also addressed and corresponding possibilities for reducing costs and energy are shown.

The project addresses and supports a population group that is difficult to reach, which, according to the experts, has great potential for reducing energy consumption and relieving the burden on households. There have been no comparable offers so far.

The evaluation of the benefit of the project for the target group was also between very good and good. DoppelPlus is mentioned as a target-oriented approach, since the counselling takes place directly in the households and is specifically adapted to the needs of the residents. Counselling at eye level in the private environment is seen as a success factor for actually implementing the communicated behavioural tips.

For the experts, there is no question that there is a need for programs and initiatives for the target group in the future and that corresponding financial resources will have to be made available. The offer of the DoppelPlus project is important and promising. Most of the experiences made with the energy and climate checks have been positive. According to the experts interviewed, the consultations should be continued beyond the project period.

Action Number E1

Kommunikation und Verbreitung der Projektergebnisse Communication and dissemination of the project outcome

Foreseen start date:	10/2016	Actual start date:	01/2017
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

Klimabündnis Tirol was responsible for public relations and organised the press conference with regional politicians and all the executives of the partner organisations. The press releases were also made by Klimabündnis Tirol (in consultation with the other partners).

In July 2017 Klimabündnis Tirol organised the photoshooting for the subject photos for all PR media. These pictures are used primarily for the brochure ‘Climate protection even on the tightest budget’, the homepage, invitations and other print media.

The international replication and dissemination plan was developed and finished by Klimabündnis Tirol in October 2017 in consultation with Energie Tirol.

Energie Tirol worked closely together with the graphic agency ‘die west’ and created the [CI manual](#) with all logos, graphics and colours. Due to the close cooperation with TIROL 2050 energieautonom and with the idea of the later implementation of DoppelPlus as part of the energy strategy of the state of Tyrol, its Corporate Identity inspired the manual. Energie Tirol also created the [homepage](#), the [Facebook-Page](#) and the [YouTube-channel](#).

The homepage was planned as a subpage of the already existing homepage of TIROL 2050 energieautonom, the so-called energy strategy of the state of Tyrol. Because of the scale of the project DoppelPlus and the own social media channels, the planned special contact possibilities (online-registration form, e-mail registration, ...) for the target group as well as the amount of information concerning the project e.g. the download section, in a 2nd step an own homepage was made for the project DoppelPlus: <http://www.doppelplus.tirol>. The maintenance of the homepage slightly increased the person hours by the project partner Energie Tirol as well as the cost of the homepage because of an own content-management tool and own domain. The homepage was also translated in English.

Instead of the four planned newsletters, eight [newsletters](#) have already been published. At the end of the LIFE funding period, and to announce the continuation of the project beyond April 2021, another newsletter was sent out in April.

Energie Tirol also commissioned the Roll Ups, Project Info folder, the notice boards, templates for various documents like PowerPoint-presentations and posters.

During the project term, we had a lot of media coverage. There were approximately 20 reports each year about DoppelPlus. Four press releases were planned in the proposal though the project partners implemented much more. DoppelPlus had regular press releases to fuel allowances and basic courses for energy and climate coachings. In July 2019 DoppelPlus made a press release to the published DoppelPlus cookbook The last one will was published in April 2021 with focus on the final project event.

Klimabündnis Tirol was responsible for the elaboration of the [information toolkit for implementers](#). This includes relevant information about the DoppelPlus initiative, such as introduction and conception of the project as well as step by step guidance on how to implement climate action for low income households in other regions than Tyrol. One of the main objectives was activating the target group's potential for climate protection through changes in everyday practices, and creating awareness for climate topics. The target group benefits through financial reliefs, which subsequently leads to an increase of their scope of actions as well as encouragement of their possibilities for personal empowerment. The information toolkit emphasizes the importance of a strong and diverse network. This includes organizations and institutions of administration, housing, social welfare, energy, mobility and climate protection as well as partnerships for funding and sponsoring. Furthermore, the toolkit includes information, for example about the acquisition and training of the volunteer energy- and climate-coaches, the contents of starter-kits for the target group, personnel and financial resources as well as continuative measures.

The [Layperson's Report](#) was drawn up by Klimabündnis Tirol. It gives a brief overview of the project and stresses out some of the most important cornerstones of DoppelPlus. It includes the introduction of the project partners, the main financiers and the organization of the whole DoppelPlus network. Furthermore it summarizes the different project activities, the measures taken and their outcomes. Finally, the report gives a short outlook on how the project will be continued in the future. The whole Layperson's Report is written in easy and understandable language, one version in German, another version in English. Every Tyrolean community got a printed copy, in order to promote DoppelPlus, its outcomes, its future continuation and the benefits for the whole state of Tyrol. Other copies were sent to different stakeholders of the DoppelPlus network. Additionally, the English as well as the German version were spread digitally via email and the DoppelPlus homepage.

After the project ending, all materials which were developed within the project duration, will be disseminated by the partners and their communication channels. The website www.doppelplus.tirol will stay online after the LIFE funding period and also spreading the brochures 'Climate protection even on the tightest budget' will continue after the project ends.

Action Number E2

Projektpräsentationen project presentations

Foreseen start date:	01/2020	Actual start date:	12/2020
Foreseen end date:	11/2020	Actual (or anticipated) end date:	04/2021

In order to promote and present DoppelPlus to potential network partners, to potential clients and to the public in general, more than 75 events have been visited or organized by the project team. The majority of the events took place on a regional or national basis. Among these events, the ÖKO FAIR Innsbruck in August 2019 was the biggest with approximately 4000 visitors. DoppelPlus had an exhibition stand and, in addition, a stage presentation about the project and measures how each person can contribute to energy efficiency and climate protection. In total, more than 6,200 people could be reached by presentations and information events. Depending on the events' topics and locations, the appropriate project partner was chosen to represent the DoppelPlus initiative. Furthermore, the content of the presentations was individually adapted to the respective target audience.

An information stand was also purchased for this purpose in order to present DoppelPlus professionally in public and to strengthen the recognition value. It is lightweight, easy to travel with and allows quick assembly and disassembly.

At the end of the LIFE funding period, an international closing event of the DoppelPlus initiative was organized. Due to the ongoing Corona security precautions, a hybrid online event was targeted. The best possible promotion of the event in national and international space was guaranteed through external cooperation. The event was broadcasted on YouTube in order to guarantee an unlimited number of participants. The entire event was translated into English.

There were a total of 107 registrations from 9 European countries. In this way, the DoppelPlus project was brought closer to a broad group of experts. Mention should be made here of representatives from the Austrian Federal Ministry for Climate Protection, the Austrian Energy Regulatory Authority, the Federal Audit Office, energy suppliers, social institutions, energy agencies, universities, interest groups and representatives of other similar projects at European level. At the time it was broadcasted, the event was called up by more than 100 interested parties. Because the event was recorded and can still be accessed via [YouTube](#), numerous other interested parties were reached in the course of the [follow-up reporting](#). To date, at the end of April 2021, the recording of the event has already been viewed 480 times.

In the course of the digitalization of the event, the follow-up reporting, the so called conference proceedings, was made available in digital form and sent to all registered persons and those in the DoppelPlus network via email. The digital version will remain available to a broad target group in the future via the DoppelPlus homepage.

One result of the event, as well as the energy that has been invested in the project in previous years, is that it is being continued by the state of Tyrol as one of the flagship projects of the

state’s sustainability strategy. This step paves the way from annual project financing to a sustainably established program status.

<u>Action Number F1</u>	Projektmanagement durch das Klimabündnis Tirol		
	project management by Klimabündnis Tirol		
Foreseen start date:	10/2016	Actual start date:	10/2016
Foreseen end date:	04/2021	Actual (or anticipated) end date:	04/2021

The project team met each other once a month to gave every partner an actual update about the progress and to develop strategies and create the conditions for their implementation. It also allowed an easier coordination of the single actions. The agenda and the protocol was written by Klimabündnis Tirol. Since the emergence of the Corona pandemic, the meetings have been held online.

Once a year a personal meeting with the Monitoring Agency NEEMO took place. Primarily to gain an overview and assess the current status of the project. Most of the time it was e-mail correspondence and telephone conversations. During the project term two Progress Reports (09/2019 and 09/2020) and the Mid-term Report (03/2018) were submitted to inform EASME and the Monitoring team at NEEMO about the current situation within the project and the targets which were already reached. At the end of the LIFE funding period, the final report including the financial report and the deliverables will be sent to CINEA. The final report should present the measures taken and the results of the project in detail.

Klimabündnis Tirol, as project lead organisation, was responsible for the overall project management, controlling and reporting of the project. It was also responsible for the distribution of the project funds. Between Klimabündnis Tirol and Energie Tirol existed a regular jour fixe for close coordination. The responsibilities for the different action numbers were clearly stated in the description of work. Detailed planning of the single tasks were made together in the core team.

The list of participants of the Expert Advisory Board was already submitted in the midterm report. The Expert Advisory Board met once a year to bring in their inputs to the project.

<u>Action Number F2</u>	After-LIFE Plan		
	After-LIFE plan		
Foreseen start date:	01/2021	Actual start date:	01/2021
Foreseen end date:	03/2021	Actual (or anticipated) end date:	04/2021

In the eyes of the project partners and the co-financiers, DoppelPlus and its project activities were a great success. As DoppelPlus contributes to the goals of the vision TIROL 2050 energieautonom and the Paris Agreement, a continuation of the project is reasonable from an ecological point of view. Furthermore, DoppelPlus makes a contribution to the reduction of energy poverty, which makes the continuation even more meaningful from a social and economical perspective.

Therefore, a follow-up was elaborated by the project partners Klimabündnis Tirol, Energie Tirol and komm!unity Wörgl. The new project will run under the name of **DoppelPlus 2.0** and will mainly focus on free and low-threshold energy and climate consultations for the target group of households which are threatened by energy poverty. As the project partners identified the importance of local proximity and personal relations between the coordinators and the volunteer coaches, the project area was divided between the partners in terms of space and content. Klimabündnis Tirol will be in charge of the coordination of Central Tyrol and the Tyrolean Highlands, komm!unity Wörgl will take care of the Tyrolean Lowlands. Klimabündnis Tirol and komm!unity Wörgl are both planning to start the follow-up with the support of the volunteers which are already certified energy and climate coaches. As the demand for special consultations rose over the last years, Energie Tirol is planning to continue the special consultation with its professional energy advisors.

In addition, Klimabündnis Tirol is responsible for the overall project management, reporting and support for media and public relations. Further educational and workshop offers will be elaborated, coordinated and carried out by Klimabündnis Tirol, supported by the other project partners, depending on topic and region.

The established network of volunteers, project participants and other patrons or sponsors will be included in the follow-up project as well. Especially the Tyrolean energy suppliers have shown great interest in continuing to be involved in the project. Stadtwerke Wörgl and TIWAG in particular have already indicated that they will participate in follow-up financing.

Main financier will be the state of Tyrol, in particular the department of environment and climate protection and the department of energy. The government of Tyrol has already decided to support the continuation of the project with a total amount of around € 100,000 for the next year. After this transition period the plan is to anchor DoppelPlus as a permanent part of the Tyrolean climate strategy.

6.2. Main deviations, problems and corrective actions implemented

The first difficulty for the project occurred during the first acquisition of the volunteer energy and climate coaches. The training format was adapted due to the insufficient number of interested people. Instead of the six-day training, the workshop was reduced to a two day and later on to one day. Additional content was conveyed through self-study and a practical part in which the prospective coaches accompany trained coaches in a total of three household consultations. This means not only less effort, but above all more flexibility and practical relevance. Annual repetitions and regional distribution also resulted in a very extensive pool of volunteer energy and climate coaches.

In the following, the challenges for working with volunteers also became apparent. This kind of work is very extensive, in terms of time and personal resources, and sometimes also psychological qualifications. It takes a lot of sensitivity, as the volunteers devote their personal spare time and are therefore often headstrong in their decisions. Clear guidelines were often not

implemented as expected. Even if the personal background and motivation of each volunteer has to be taken into account, uniformity and reliability must be demanded in order to guarantee consistent quality throughout the entire project. Linguistic and cultural barriers can arise, especially with volunteers from the target group, who often have a migration background. Since the requirements on the DoppelPlus volunteers are special, a careful preselection is of great importance. In order to adapt to new requirements and continue to meet these challenges also in the future, two employees of Klimabündnis Tirol have been trained as volunteer coordinators. The aim is to ensure a good preselection, smooth coordination and professional support for the volunteers.

Another challenge was reaching the target group, which has only had little effect on conventional channels such as social media, newsletters and information events. In addition to direct mail in residential areas with a well-known high proportion of migrants or unemployed, networking was particularly important in meeting this challenge. Institutions that are in regular contact with the target group of DoppelPlus were contacted, provided with information about the project and pointed out to possible synergies. In further steps, it is planned to link certain public sector support services to the advice offered by DoppelPlus.

The biggest limitation for the project was the COVID-19 pandemic, which reached Tyrol in february 2020. This primarily affected the counselling sessions offered by DoppelPlus. In addition to the official restrictions and bans on unnecessary face-to-face meetings, the target group's reservations about strangers in their own household also increased in the course of the pandemic. As a result, this also caused a decrease in the demand for advice. Not least because of the responsibility towards clients and volunteers, the project partners decided to repeatedly suspend the energy and climate coaching's during 2020/2021. The health of everyone involved has top priority in this decision. Considering the steadily growing demand over the course of the project, the project partners believe that the targeted goal of 1080 consultations could easily have been met without this pandemic.

In order to counter these restrictions, a lot of time and effort was invested in digitizing the DoppelPlus offer. Monthly online meetings maintained contact between the project partners and the voluntary energy and climate coaches in order to keep everybody up to date. Another digital offer is the DoppelPlus YouTube channel, on which the brochure 'Climate protection even on the tightest budget' is edited as a video and can be found in various languages. In addition, many workshops with various stakeholders were brought into a digital format. Also online-coaching sessions complement the new digital DoppelPlus offer. Even if the household consultations can only be carried out online to a limited extent, they still provide valuable tips and initiate an awareness-raising process. In summary, it can be said that the expansion of DoppelPlus with digital components makes the offer more accessible, especially for peripheral regions.

6.3.Evaluation of Project Implementation

In the following the methodology and gained results are compared and evaluated

Action	Foreseen in the revised proposal	Achieved	Evaluation
A.1 Research and field analysis/ needs analysis of the target group	<p><u>Objectives:</u> Obtain insight into the needs of the target group and the legal and social frameworks.</p> <p><u>Expected results:</u> > mind map > environment and needs analysis</p>	The deliverable A1 reports the gained knowledge.	Has been successfully completed.
C.1 Development of concepts, corresponding documents, info materials for trainings and coaching's	<p><u>Objectives:</u> The overall objective of this action number is to be prepared to search for volunteers and to start the training courses.</p> <p><u>Expected results:</u> pilot coaching's, curriculum and documents for the basic training course, online documentations tool, method bags for the volunteers, info materials, brochures and starter kit for the households</p>	The deliverables within this action number shows the achieved results.	The project partners worked together to establish the necessary materials. Expert's knowledge was necessary to justify the materials for the method bag and the starter kits. The online documentation tool was finalized. All milestones were achieved.
C.2 Application of voluntary energy and climate coaches	<p><u>Objectives:</u> Acquire 60 voluntary energy and climate coaches.</p> <p><u>Expected results:</u> press releases and networking with different organisations; info materials for different organisations, criteria for becoming energy and climate coaches</p>	91 energy and climate coaches were trained, many organisations were interested in the offer of free energy- & climate coaching's.	Organisations from different subject areas were contacted, which were very interested. The contact to the social housing companies and volunteer centres were most successful in finding volunteers. Coaches out of the target group itself are very difficult to handle. Most of the volunteers out of the target group didn't manage to do one coaching by themselves. To set up a sustainable structure and enough reliable coaches, it is important also to have coaches not out of the target group. The best coaches are retired people or people with technical background knowledge. Due to the high turnover of volunteers, training has to take place again and again. From 91 volunteers, about 29 were active in the last two years and managed to do the coaching all by themselves or with the help of another coach.
C.3 Basic & advanced training of the energy and climate coaches	<p><u>Objectives:</u> well-trained energy and climate coaches all over Tyrol.</p> <p><u>Expected results:</u> basic training courses and regional mentoring teams</p>	The basic training courses were held in Innsbruck and Wörgl, due to the places of origin of the coaches. There are coaches all over Tyrol (even from East Tyrol)	Basically the dates of the basic training course was planned to be not only on weekends but also during the week, due to the fact that people out of the target group are more flexible in terms of time. It turned out that Friday and Saturday were the best dates for holding a basic training course, for all of the interested people (no matter from which social background they come). Due to the high turnover of

			volunteers, training has to take place repeatedly. From 91 volunteers, about 29 were active in the last two years and managed to do the coaching all by themselves or with the help of another coach. The exit rate per year is around 66%.
C.4 Execution of the energy and climate coaching's	<p><u>Objectives:</u> Because of the energy and climate coaching, households change their behaviour regarding energy and climate topics and so save some money and improve their quality of life.</p> <p><u>Expected results:</u> 1080 Energy and climate coaching's, 30 special coaching's</p>	<p>The coaching in the households started in November 2017. Until the end of the project, 806 contacts were made.</p> <p>At the end of January 2021 86 special coaching's were made, nearly three times more than foreseen.</p>	<p>All project partners informed their network about the energy and climate coaching. Press releases were made. Flyers and posters for advertising the energy and climate coaching's were produced (22.000 flyers, 2000 posters). Meetings with several stakeholders from the fields of energy, housing, social and politics helped to reach the target group. Without a central office in the social sector with a clear mandate for referral or financial support that is only accessible after the consultation has taken place, the staff-intensive discussions and support of the advice centers visited by the target group are still required.</p>
C.5 Mentoring program and exchange meeting of the regional teams consultants 'energy- & climate coaching'	<p><u>Objectives:</u> efficient, structured personal support and knowledge transfer program for the volunteers, households project partners and third parties by special assigned experts from the project partners</p> <p><u>Expected results:</u> 20 exchange meetings, distribution of the starter packages, several personal one-to-one meetings and phone calls</p>	<p>From November 12th 2017 until the end of the project, a total of 38 group meetings took place with the volunteers, at which, in addition to personal exchange, knowledge transfer and motivational content were offered. Numerous face-to-face meetings as well as online meetings took place. At the request of the volunteers, social media / WhatsApp was also used as a further communication channel. The placement of the households to the volunteers and the distribution of the starter packages were also handled</p>	<p>Looking after volunteers, especially those belonging to the target group, was very time-consuming. Volunteers who were more active in their work asked for more personal group exchange meetings than originally planned. A less intensive care offer at the same time increased the fluctuation and decreased the willingness to actively perform voluntary work beyond the exchange meetings. Only about 10 % of all trained volunteers are experienced and self-initiated, so a permanent support structure is needed to compensate for fluctuation and the associated loss of knowledge and quality. In more rural regions (Tyrolean uplands and East Tyrol), the personnel expenditure for a dedicated support structure for volunteers was not justified. The volunteers living there used the exchange opportunities that were given in Innsbruck, as well as the opportunity of digital participation.</p>
C.6 Workshops energy saving and climate protection for courses 'German as a foreign language'	<p><u>Objectives:</u> prepare two independent workshop modules, one on the topic of 'energy' and another on the topics of 'consumption / procurement / nutrition' especially for the target group of migrants – 'German as a foreign language'.</p>	<p>22 'energy' workshops were held with a total of 366 participants. Two further workshops with a total of 14 participants were held by a volunteer in his native language Arabic. 13 'consumption / procurement / nutrition' workshops were held with a total of 223 participants.</p>	<p>Due to the demand, the workshop offer started earlier than planned -12/2017 instead of 12/2018. In 2019, demand from refugee organizations tore down. With the target group of senior citizens and tenants, the demand for workshops in simple language on the topics already worked out increased. Due to the Corona crisis, the offer had to be temporarily suspended. However, there are inquiries for further workshops. A local cooperation with another project for moving-in support looks very</p>

	<p><u>Expected results:</u> Workshop concept, Workshop documents, Method case workshop climate protection German courses, 40 workshops carried out with a total of 600 participants</p>	<p>In total, 603 participants were reached. The method case and the concept were passed on to different organizations, one method case serves the project partner as implementation and showcase material</p>	<p>promising for the continuation of the workshop offer. The content and concept were also passed on to organizations in Graz and Salzburg. The workshop 'energy' was held independently in three other facilities in Tyrol.</p>
C.7 Derivation and development of target group-specific offers	<p><u>Objectives:</u> Flexible range of small assistance services for the target group tailored to needs and demands.</p> <p><u>Expected results:</u> five additional offers, publications, documents</p>	<p>Eleven small assistance offers were developed for the target group (employment promotion, energy diary, seasonal calendar, moving-in assistance, vouchers, workshops in native language, mould information sheet, voice over of the brochure, online coaching offer, seasonal cookbook, bicycle repair workshop)</p>	<p>Due to the heterogeneity within the target group and the breadth of the offer (volunteer work, households, migrants with language barriers, personal appointments and workshops, entry barriers, corona protection measures, variety of topics, ...) more than the required three to five offers were developed in order to best serve the target group accessibility and react to the changing framework conditions. In retrospect, a certain flexibility in structuring the offer was particularly valuable.</p>
C.8 Train the trainer program: advanced training	<p><u>Objectives:</u> Training program for multipliers and stakeholders to strengthen the network and understanding of the topics of fuel poverty and climate protection and their interaction.</p> <p><u>Expected results:</u> seven seminars (energy sector, social counselling institutions, German course trainer, real estate sector and politics, administration, economy), 210 participants, PPT-presentations, evaluations, protocols</p>	<p>The train-the-trainer program was very important for the network and the associated entering into cooperations with DoppelPlus. DoppelPlus participated in 19 seminars and reached a total of 516 participants</p>	<p>The permanent presence at events and the persistence shown by the DoppelPlus employees were very important. In the end, the DoppelPlus initiative was welcomed as an important component in the field of sustainability and social affairs, despite initial skepticism, especially in the social area.</p>
C.9 LIFE strategy dissemination / adoption of the measures	<p><u>Objectives:</u> Measures for the successful dissemination of the project with the aim of the best possible replicability and adoption of the project content.</p> <p><u>Expected results:</u> preparation and distribution of a strategy paper for politics and stakeholder; two exchange meetings for specialists and decision-</p>	<p>Numerous exchange discussions with local institutions (social counselling institutions, non-profit housing developers for affordable living, energy suppliers, politics, municipalities and administration) took place. There was also a supraregional exchange with similar projects in Salzburg, Styria, Vienna to Berlin and northern Italy. Some of the</p>	<p>Most of the social institutions and providers of affordable housing have included the offer in their own program (move-in support workshops and on-site consultations and dissemination of the materials). In exchange with superregional partners, it is assumed that the materials and experiences created in the DoppelPlus project also benefited. The exchange meetings and the associated bringing together of various decision-makers were important in order to promote regional cooperation. The development and distribution of the strategy paper had no real demonstrable effect.</p>

	makers; letter of intent to continue the project	project contents were also adopted at the local and national level. A strategy paper was distributed to local decision-makers, but with little visible feedback. The two exchange meetings led to some local collaborations.	
D.1 Elaboration of the monitoring framework / questionnaires	<p><u>Objectives:</u> Measures (interviews, questionnaires) tailored to the target group for quality assurance and review of the effect.</p> <p><u>Expected results:</u> Assessment of the effect of all measures and findings that lead to an increase in quality in the DoppelPlus project.</p>	A list of indicators was drawn up to show all the measures taken. The monitoring, questionnaires and interview guidelines were designed. These were individually adapted to target groups (people at risk of poverty, their contact persons, volunteers, ...) as well as to the various measures (on-site coaching, workshop, ...)	An intensive and always up-to-date exchange with the project management is essential for a high-quality monitoring result (knowledge transfer). The more information that is already collected in personal contact with the target group, the easier it will be to collect further data. The linguistic barrier is a factor that should not be neglected (simple language, multilingual). The time and the pointing in time play an important role (the shorter the better, real-time data collection or seasonally adjusted)
D.2 Monitoring: project success and scope	<p><u>Objectives:</u> Timely application of the developed monitoring measures and, if necessary adaptation to possible changes in the ongoing project. Thanks to a real-time transfer of knowledge between monitoring and project management, initial findings can already be implemented on both sides, in monitoring and project implementation.</p> <p><u>Expected results:</u> Assessment of the effects on the level of energy saving (kWh) and CO₂ reduction and the best possible adaptation of the measures that lead to an increase in these key figures.</p>	A monitoring manual was created as a starting point. On the basis of this, two interim reports and the final monitoring report at the end of the project were drawn up.	A monitoring manual, which is continuously adapted if necessary (living document) and which contains all essential information, guarantees the traceability of results even in the event of a possible internal staff change or subsequent data analysis. A continuously updated, transparent, easily accessible data exchange between the project management and the monitoring agency ensures the high quality of the result. The learning process in the current project should represent a high motivating factor for the effort involved in collecting data from all people involved. No matter how complex the monitoring in the ongoing process may seem, in the end the project is measured by its result and thus contributes decisively to success and failure in the area of a possible continuation of the project.
D.3 Assessment of the socio-economic impact	<p><u>Objectives:</u> The aim of the analysis is to clarify which socio-economic effects are associated with the project.</p> <p><u>Expected results:</u> The implementation of a</p>	The short socio-economic study was not completed as originally planned, but with slight adaptations it could still be turned into a meaningful product.	The offer of DoppelPlus is important and expedient. The energy and climate checks show predominantly positive effects in all areas (economical, socially, integrational and sustainability-related). According to the experts questioned, the consultations should be continued over the LIFE-project period.

	socio-economic short study is intended to promote acceptance and to provide evidence of a contribution to the effective use of climate protection and energy-saving measures.		
E.1 Communication and dissemination of the project results	<p><u>Objectives:</u> sustainable, coordinated and coherent communication</p> <p><u>Expected results:</u> Corporate Identity; various project materials, communication tools and reports; four press releases</p>	In addition to the corporate identity, the website and other social media appearances, all materials and documents to publicize the project were developed and distributed in a coordinated manner. Nine instead of four newsletters were sent out and more than four press releases were held. These measures led to a very high presence of the DoppelPlus project in various local media.	Due to the experience and the network of the cooperation partners, the project could be made visible in the regional area. The professionally developed corporate identity and the coherent approach of the project partners ensured a high recognition value. Numerous print media were distributed, but in times of advancing digitization, the digitally available online materials became more and more relevant. Even if this results in lower printing costs in the future, additional human resources and special expertise are required to ensure the best possible access and distribution of digital media.
E.2 Project presentations	<p><u>Objectives:</u> project presentations on a regional, national or European level</p> <p><u>Expected results:</u> international LIFE closing event; information desk and annual presentations</p>	DoppelPlus was made available to a wide audience at, at least, six national, ten regional and over twenty local events and fairs. Particularly noteworthy are three participations in large trade fair events with several thousand visitors and its own pop-up store that was installed in the capital of Tyrol over several days. The LIFE closing event is advertised across Tyrol, Austria and Europe via its own channels and partner organizations (community programs, Mission Innovation Austria, Social Watt, ...).	The broad network of the project partners ensured the opportunity to participate in numerous events. Although the project was always very well advertised through these appearances, a measurable increase in subsequent inquiries could not be determined. Nevertheless, it cannot be ruled out that the popularity of DoppelPlus is not due to these appearances. In addition to his expertise in the field of energy poverty, the key speaker at the LIFE closing event was also selected because he has a very good network for projects in the field of energy poverty across Europe. By participating and making the event known through his network, it is hoped that the DoppelPlus project will be more visible at European level.
F.1 Project management by Klimabündnis Tirol	<p><u>Objectives:</u> The achievement of the objectives set and successful implementation of the project</p> <p><u>Expected results:</u> Kick-off-Meeting; complete</p>	Klimabündnis Tirol accomplished the full project management including the reporting, the organization of team meetings as well as meetings with the expert advisory board or network events.	Regular team meetings and careful project management ensured compliance with the milestones. With the expert advisory board, a group of important decision-makers from politics, business and science could be consulted.

	reporting to LIFE; management plan; budget plan; project team meetings; expert advisory board	The development of management and budget plan enabled detailed planning of the work packages and an overview of the budget that is available.	
F.2 After-LIFE plan	<u>Objectives:</u> Development of a possibility for project continuation through networking with potential project sponsors <u>Expected results:</u> creation of an after-LIFE plan in the form of a simple manual	Based on the experience and networks gained in the project, a final strategy for continuing the project after the end of LIFE funding could be developed.	Building on the structures developed by the LIFE project and its sponsored project partners, Klimabündnis Tirol is in very good negotiations with the State of Tyrol to continue the DoppelPlus project and the associated voluntary work efficiently even after the end of LIFE funding.
F.3 Audit report			

6.4. Analysis of benefits

1. Environmental benefits

a. Direct / quantitative environmental benefits:

The DoppelPlus project has made important contributions to the energy and climate strategy TIROL 2050 energieautonom of the regional Government of Tyrol and other similar strategies and approaches on regional, national and EU level. After carrying out around 806 standard household coaching sessions and 86 special consultations, the following specific quantitative environmental benefits can be noted.

As the project's monitoring shows, a DoppelPlus consultation brings savings of 951 kWh, 245 kg CO₂-eq and € 95 per household and year. The starter package, which was given to the household, brings, together with the coaching, savings of 1,140 kWh as well as 422 kg CO₂-eq and € 114 per household and year. This means that an energy and climate coaching including a starter package from the DoppelPlus initiative leads to total savings (heat, electricity, mobility and consumption) per household of the equivalent of **2.091 kWh per year**. This corresponds to **667 kg CO₂-eq** and **€ 209**.

So far, the DoppelPlus project has achieved total savings of 2,071,573 kWh or 637 tons of CO₂-eq.

b. Qualitative environmental benefits

Based on the results of the project's monitoring the following key statements can be made.

In Total 91 (152 %) persons completed the cost-free training for becoming a volunteer DoppelPlus energy & climate coach. As a result, there are now 91 new experts for climate and environmental protection in Tyrol who, in addition to their function as DoppelPlus coaches, also act as multipliers in their own households as well as in their private surroundings.

In addition to the personal household advice, the numerous workshops and courses, but also the website and the various written documents and publications offered through the DoppelPlus project, contributed to the overall awareness raising and information gain. For example, the number of downloads of various documents from the homepage was 9 times as high as planned in the project concept. Thus, not only the direct target group but also the broader public benefited from the project. Therefore, broader effects and impacts on the environment, resource efficiency and climate protection can be observed.

All available facts and numbers show that the DoppelPlus project brought the entire topic of environmental and climate protection closer to the target group of people at risk of poverty. In respect of the great variety of the project's topics, DoppelPlus contributed to awareness raising and information of the target group especially in the fields of energy efficiency and climate protection, but also regarding sustainable consumption and mobility. Already the interim monitoring results have shown an increasing sensitization of the project's target group. This was ultimately confirmed by the final monitoring report. Thus, many DoppelPlus participants can at least alleviate, if not eliminate, their energy poverty through the increased awareness and newly acquired knowledge as well as through the starter-kits they have received.

The majority of people who participated in different project activities were very satisfied with the offer. 66,3 % of the consulted households were very satisfied, 30,7 % satisfied with the household coaching. 68 % of the consulted persons who participated in a workshop on the topic of energy saving and climate mitigation in courses for German as a foreign language were very satisfied and 25 % satisfied. The same picture emerged in the evaluation of train-the-trainer activities, where about 90 % of the survey participants were satisfied or very satisfied. Furthermore, a survey among the volunteer energy coaches also pointed out the high satisfaction rate (48 % were very satisfied, 35 % satisfied with the project in general) which additionally underlines the high quality of the project offers and support of the project team.

The results of the survey with participants of the household advice show that the project has a positive influence on people's attitude towards the importance of energy saving and climate mitigation. The majority of households reported to have finally understood the importance and benefits of energy efficiency (approx. 58 %) and that the coaching motivated them to pay more attention to energy consumption and climate protection (69 %). As a result of the advice, the consulted households expect energy (65 %) and financial savings (72 %). About 67 % of the respondents stated that they provided educational tips received through the audits with their friends and acquaintances. This result leads to the conclusion that a multiplier effect can be expected, which is currently not reflected in the energy savings calculated by the default formula (see above).

2. Economic benefits

The DoppelPlus project has a target group that has not yet been directly involved in climate campaigns in Tyrol. The resulting new positive effects in terms of reduction in greenhouse gases, noise pollution and other pollutant emissions, contribute to an increase in the quality of life in the region. This in turn has positive effects on the general health of the population and Tyrol as a business location, and thus also positive overall economic effects.

The training of volunteers and of people from the target group contributes to a higher qualification in the local labour market. This gives the participants a better chance of finding a (better) job. That this is not just theory is shown by the example of the one volunteer who was employed by a housing company after completing the DoppelPlus training. In cooperation with the Austrian labour market initiative this new full-time job for the long-term unemployed was created. This shows that the DoppelPlus project has also created a new type of job that opens new perspectives and opportunities, especially for the long-term unemployed.

As the monitoring has shown, the project also has direct financial effects on those households that received a DoppelPlus coaching. 72 % of the consulted households expect financial savings from the newly acquired skills. Calculations have shown that the savings of a DoppelPlus household are on average around 9 % of their energy expenditures, or around € 209 per year. Significantly more savings are possible if all measures recommended at a DoppelPlus coaching are implemented consequently. This money saved by the DoppelPlus households can then be used for other purposes, which in turn has positive effects not only on their personal quality of life but also on the overall economy.

3. Social benefits

Volunteering is particularly important for our society and supports the development of a sustainable and resilient community. The DoppelPlus project offers volunteers the opportunity to work in a field where previously there were only a few possibilities.

The DoppelPlus project gives the volunteers the opportunity to make new contacts which can also be helpful in other contexts of their personal life. The position of being a coach can make them feel needed and an important part of society. Being part of the DoppelPlus team also gives them the added value of a sense of community and belonging to a group.

The personal energy and climate coaching in their private households can help socially disadvantaged people to overcome crises and difficult life circumstances. This results in the chance of fully re-integrate those population groups in our society. So, the target group benefits through financial reliefs, which subsequently leads to an increase of their scope of actions as well as encouragement of their possibilities for personal empowerment.

DoppelPlus supports the integration of migrants and refugees in different ways. People from a migrant or refugee background make up a big share of the primarily target group of the project. The offers and services from DoppelPlus support integration measures in various organizations

in Tyrol. For example, the brochure ‘Climate protection even on the tightest budget’ has been translated into 4 languages other than German. The publication also has been animated and set to sound in different languages and published via the DoppelPlus-YouTube channel. For the DoppelPlus coaches with a migrant background there has been the chance to improve their language skills and benefit from the training and the networks the project offers them.

The households that have received a DoppelPlus coaching benefit from the fact that their living environment is becoming healthier (e.g. mould prevention) and more environmentally friendly. In addition, they also can save some money that they can then spend on other things.

4. Replicability, transferability, cooperation

Several meetings with different stakeholders from Tyrol and other regions and from politics, reality, energy suppliers and social services discussing cooperation and transferability of DoppelPlus show that the offers and services of the project are necessary and required for different reasons and points of view.

Energy suppliers benefit from cooperation due to a decrease of energy debts of their customers, which would result in a reduction of effort for the dunning process. Another benefit would be the possibility to credit the energy and climate coaching according to the Austrian energy efficiency law.

Municipalities and villages, but also the public social system as a whole, benefit from the fact that they provide preventive support to their citizens who come from the DoppelPlus target group, and therefore must pay and offer less other support services, like heating cost or rent allowances. In addition, many municipalities participate in official programs on climate protection and energy efficiency, such as the e5 program or the climate alliance. A cooperation with DoppelPlus and the commitment to the target group of people affected by energy poverty could bring additional bonus points for these programs.

Social organizations and social counselling institutions benefit from the project because their clients can make use of all DoppelPlus offers and services free of charge and individually in their apartments. For this purpose, DoppelPlus offers its own ‘acute advices’ (special consultations), which provides quick and easy help by experts of Energie Tirol.

Local transport organisations benefit from a cooperation with DoppelPlus in promoting their offers and tariffs, and thus increase the number of passengers and tickets.

Housing companies benefit from DoppelPlus because the energy and climate coaches have a mediating role between the tenants and the companies. This makes the communication with the tenants easier. Many individual questions and problems can be dealt with right from the start and resolved on site in the apartments. This makes the management of the residential buildings easier, and also reduces the financial outlay for that. On the other hand, also many follow-up costs for the maintenance of both the building and the apartments are reduced through the DoppelPlus services (e.g. less mould, less repairs, the building fabric lasts better).

Taking into account several important contributions from various stakeholders and experiences from the previous practice, the project partners have defined a sustainable strategy for the period after the EU LIFE funding. Different options and approaches for adopting the LIFE-strategies as well as offers and services of DoppelPlus in daily business and life were worked out and discussed. The result is DoppelPlus' 'After-LIFE Plan' for the period after the end of the project in April 2021.

DoppelPlus was invited by the city of Innsbruck and the largest non-profit housing developer in Tyrol (NHT) to take part in the pilot project 'Einzugsbegleitung XL' (a moving in support). For this purpose, tenants from almost 100 households were invited to voluntarily participate at workshops with focus on energy in the living area, sustainable consumption and mobility. The first workshops were so successful that this offer is now to be expanded and continued from 2021 onwards.

The Organization SOS Children's Villages Austria has also been interested in implementing the DoppelPlus offers and services for their residential units. A cooperation with their supervised housing program was decided as well as a training program for SOS-employees.

5. Best Practice lessons

The key factor for the successful implementation of the project has proven to be in close cooperation with offices and organizations that have direct contact with the target group. These are primarily social counselling centres and social housing companies, but also public offices for financial aid of municipalities and federal states. This necessary cooperation has been particularly good throughout the project.

The employment of a formerly voluntary coach at a social housing company has proven to be a highly successful model for implementing the DoppelPlus consultations. The employed energy and climate coach is not only a linking person between the housing company and the tenants, but also can be an advisory person for the caretakers in future. It is a possible scenario that other housing companies will employ such coaches in the future.

6. Innovation and demonstration value

The precisely adjusted energy saving and climate campaign for the target group of low-income households is unique in Tyrol.

The communication with the project's target group must be different and so special, creative and innovative brochures and videos were developed and published.

However, the key factor for the successful implementation of the project was the close cooperation with offices and organizations that have direct contact with the target group. This interdisciplinary and cross-thematic approach shows the innovative character of the project. Energy and mobility poverty are seen in the context and interaction of social, integration, environmental and energy policy.

The DoppelPlus training program, which was specially tailored to the target group of people at risk of poverty and designed to be very practice-oriented and low-threshold, is innovative too.

7. Policy implications

The DoppelPlus project significantly increased general awareness and knowledge about energy poverty in Tyrol. Following the Austrian Federal Energy Efficiency Act and the national Climate and Energy Strategy, also Tyrolean politicians are now more aware of the fact that energy poverty must be curbed, and energy costs reduced as far as possible.

For the responsible Tyrolean politicians, the DoppelPlus project is an important initiative to reach that goal. This is shown not only through the financial but also through the non-material support. Leading politicians were regularly active at public DoppelPlus meetings and press conferences and showed their support also by attending the DoppelPlus training courses. This personal conviction and this support of the project also help with the application and implementation of the initiative.

To show politicians how initiatives such as DoppelPlus can be supported in the future with the design and implementation of specific local as well as national policies, a separate 30-page document ‘Grundlagen für Entscheidungsträger zur Vermeidung von Energiearmut in Tirol’ was prepared, which is provided in the annex under Action number C.9.

7. Key Project-level Indicators

The KPI database webtool has been updated and provide an comparison of the values at the beginning of the project, at the end and beyond three years.

8. Comments on the financial report

8.1. Summary of Costs Incurred

All partners claimed the VAT with their expenses, due to the fact, that none of the partners is able to recover VAT.

One project partner, alpS GmbH, asked for a budget shift in. This budget shift has been checked and approved on September, 4th 2017 by EASME (via Mail).

In the original hourly calculation of Caritas, only Bernd Pirker was included in the calculation and an 8-hour day was assumed. As a result, the daily rate over all 4 years of the project averaged € 290. Jürgen Gschnell's two hours per week were not taken into account in the calculation. From Bernd Pirker, however, 10 hours, and not 8 hours were taken into account.

The following table shows the budget according to the grant agreement including the budget shift and the costs incurred during the project term. Actually no major differences happened compared to the envisaged budget. Thus the personal costs will definitely be higher than originally assumed because of the project extension by almost a year.

PROJECT COSTS INCURRED			
Cost category	Budget according to the grant agreement in €* €	Costs incurred within the reporting period in €	%**
1. Personnel	***€ 700,201.00	€ 738,116.54	105,4 %
2. Travel and subsistence	***€ 22,850.00	€ 8,098.61	35,4 %
3. External assistance	***€ 64,760.00	€ 76,713.74	118,5 %
4. Durables goods: total <u>non-depreciated</u> cost			
- <i>Infrastructure sub-tot.</i>			
- <i>Equipment sub-tot.</i>			
- <i>Prototype sub-tot.</i>			
5. Consumables	€ 48,300.00	€ 35,889.05	74,3 %
6. Other costs	€ 97,180.00	€ 47,826.14	49,2 %
7. Overheads	€ 63,425.00	€ 63,463.00	100,1 %
TOTAL	€ 996,716.00	€ 970,107.08	97,3 %

*) If the EASME has officially approved a budget modification through an amendment, indicate the breakdown of the revised budget. Otherwise this should be the budget in the original grant agreement.

***) Calculate the percentages by budget lines: e.g. the % of the budgeted personnel costs that were actually incurred

****)EASME confirmed a request for a budget shift by alpS on Sept, 4th 2017 (per Mail).

8.2. Accounting system

All invoices concerning LIFE DoppelPlus have been clearly linked to the project, stated by the project number LIFE15 GIC/AT/000092. All original invoices related to the project are stored at the partner organisations themselves, the copies are stored at Klimabündnis Tirol.

INTERNAL ACCOUNT NUMBERS		
	Earnings	Expenses
Klimabündnis Tirol	19	19
Energie Tirol	1.01.03.01	1.01.03.01
Komm!unity Wörgl	4925	5615
Caritas Tirol	340	340
alpS GmbH	70301	70301

All partners use the LIFE timesheet model for time recording which is shared in the LIFE toolkit on the LIFE website. Only employees who are on average not more than 2 hours per week working on the project use internal timesheets, but it is in line with the LIFE requirements as the number of hours per day for the project LIFE DoppelPlus are listed. The original timesheet remains at the associated beneficiaries and only the copies are stored at the coordinating beneficiary.

The financial accounting system differs between the partner organisations.

INTERNAL ACCOUNTING SYSTEM			
	Software	Supplier	Accountant
Klimabündnis Tirol	RZL	RZL Software GmbH	Bangratz & Hagele Wirtschafts- und Steuerberatungsgesellschaft mbH & Co
Energie Tirol	RZL	RZL Software GmbH	Energie Tirol
Komm!unity Wörgl	RZL	RZL Software GmbH	AWION Wirtschaftstreuhand GmbH
Caritas Tirol	SWS SQL Fibu 2.17.1.0	SWS - Softwarestudio GesmbH	Caritas Tirol
alpS GmbH	BMD	BMD SYSTEMHAUS GesmbH	ECA Innsbruck Steuerberatung GmbH & Co KG

8.3.Partnership arrangements

The partnership agreement was signed by each project partner and includes exact requirements for transferring the budget. The partnership agreement also includes the distribution of the money from co-financiers such as the province of Tyrol or the Stadtwerke Wörgl.

Upon receipt, the funds had immediately forwarded to the respective project partners by using a distribution key in the agreement.

The financial reporting has implemented by each beneficiary and forwarded afterwards to the coordinating beneficiary who collected the financial statements and prepared the consolidated cost statement. When all documents have been completed, the financial report and the technical report will be forwarded to the European Commission/CINEA and NEEMO.