

## Cork City Council CASE STUDY

### Firm Name

Cork City Council

### Country

IRELAND

### City / Region

Cork

### No. of Employees

1,500

### Description of the organisation

Cork City Council (Comhairle Cathrach Chorcaí) is the authority responsible for local government in the city of Cork in Ireland with 211,000 inhabitants and 10,000 people on its social housing application list. Cork City Council is engaged as a partner in several EU projects across a number of different funding calls including Horizon 2020, Interreg Europe, Atlantic Area and URBACT. These projects help to advance Cork City Council's knowledge of international best practice, promote transnational collaboration and helping to accelerate economic and community innovation activities for Cork. Current project themes include workplace innovation, SME innovation, smart cities, social innovation and engagement, energy efficiency and tourism.

### Workplace Innovation practices implemented

Choice Based Letting (CBL) is an online platform that displays Cork City Council properties, that are available-to-let, to social housing applicants. The main aim of the CBL online platform is to allow applicants for social housing to see the available-to-let properties, thereby bringing transparency of supply. It has resulted in better collaboration between the staff of the Council's Housing Department and applicants who have queries regarding their profiles or social housing offer being made to them.

A Demonstration Room within City Hall is accessible to applicants who require support in using the website and searching available properties. A mobile App has also been developed so that applicants can easily access the website with their own account usernames and passwords. Applicants can also use public library facilities to access their accounts on line.

### Main Achievements



The development of this Workplace Innovation provides the staff of the Council's Housing Department with insights into the level of applicant interest. Additionally, examination of website analytics informs future planning of social housing developments in terms of house type and in-demand locations.



The initiative has also paved the way for further Workplace Innovations with a new platform - which enables Social Housing tenants to express interest in swapping their homes - currently being trialed by Cork City Council.