



**D3.3 –
PUBLIC VCEA TRAINING REPORT
3.3 Public HEA Training Report (UK)**



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 754051

Training Program

The situation in the UK is slightly different from the other partner countries. There is a requirement to engage only 6 HEAs as there already exist certain frameworks and organisations (such as SWEA) providing similar roles and services.

Context	Role
Social organisations and charities	HEA can work in team with social agents giving advice to vulnerable consumers
Local/regional social services	HEA can work in team with social workers giving support on energy issues of their users

As a result of the unique situation in the UK, SWEA will be working with another local third sector organisation to reach out to volunteers who will be able to offer advice and support to vulnerable consumers on a range of issues. SWEA will provide training to the HEAs specifically on energy poverty and energy efficiency issues, and the HEAs will then be able to include this advice within the overall, arching package of support.

There are already professional roles in the UK that provide energy advice and support to vulnerable consumers. In the case of SWEA, these advisors take part in a three day training course and then take two exams in order to gain the qualification which is recognised as a formal qualification of City & Guilds Level 3. HEAs working within the ASSIST project will not gain a formal qualification following their training as that is not within the remit of the program, however, it will provide an invaluable resource of information and knowledge which they can pass on to vulnerable consumers.

Area	Module	Units	Time (hours)	Methodologies	Notes ***	
	M1	General Volunteering Requirements	U1. health and safety U2. safeguarding U3. data protection U4. confidentiality and data systems	24 hours	Face to face presentations, interviews, workshops	
	M2	ASSIST HEA - Introduction	U1. General background information about ASSIST project and aims	2 hours	Face to face presentation	
	M3	Energy Use in the Home	U1. Technical knowledge around energy efficiency and the energy market, bills etc	1 hour	Face to face presentation	
	M4	Energy Poverty	U1. Awareness of energy poverty and the signs	1 hour	Face to face presentation, workshops	
	M5	Energy advisor shadowing	U1. Undertake home visits to understand what to look for re energy poverty and energy efficiency advice	8 hours	One to one shadowing	
	M6	Communication Skills	U1. Community engagement, facilitation	2 hours	Face to face presentation and workshop	

The general training undertaken in module 1 will be undertaken by SWEA's project partner CCP. They as an organisation work continuously with volunteers with a new intake very three weeks or so. Modules 2, 3, 4, 5 and 6, the specific energy advice training, will be provided by SWEA, including presentations and the opportunity to shadow our members of staff as they carry out home visits to vulnerable consumers as part of our professional role as an energy agency.

In the UK there will be two separate groups of participants undertaking the training (see below). The first set of training was undertaken in October/November 2018, and the second set of training will be undertaken in Dec 2018 – Feb 2019. This second set of training sessions will focus on the innovative approach of reaching out to persons with experience of energy poverty.

Participants Involvement

Participants	Added-value	Expected number of HEA trained
Volunteers/staff helping social operators assisting people in need	Empower their competencies and skills to include the energy sector and be able to provide wider support to the assisted people in need	8
Vulnerable consumers who then become volunteers as above	Gain knowledge, skills and competencies to support vulnerable consumers through a "peer to peer" methodology	6

The first set of participants listed above were reached through collaboration with a third sector partner organisation called Caring for Communities and People (CCP).

INNOVATION: The second set of participants will be reached via CCP and potentially a range of other third sector organisations, thus widening the scope and scale of the network of volunteers in the area. Vulnerable consumers (or 'persons with personal experience of fuel poverty') will be addressed as participants of the HEA ASSIST training course and invited to undertake the course. The underpinning idea is that vulnerable consumers will become HEAs and activate a "peer to peer" support action.

SWEA's partner organisation CCP (and potentially a range of other third sector organisations) will be able to identify vulnerable consumers to take part in the training and volunteering and the energy advice will be provided by SWEA. The detail of this training will be provided in the subsequent report.

First Training Session was held on 26/10/2018

Main Evaluation Evidences

Evaluation is obtained through the Training Feedback Questionnaire which combines questions on the training program duration, contents and methodologies, as well as the "perceived" learning achievements (the questions on "before and after").

As we are only half way through the training program we do not have the full results of the evaluation however so far the results have been positive:

Poor / Excellent	Poor	Satisfactory	Good	Very Good	Excellent
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How would you rate the length of the training?			3	5	
How would you rate training contents?			2	4	2
How would you rate the quality of the learning materials provided		1	4	2	1
How would you rate your knowledge on domestic energy consumption/efficiency BEFORE you attended the course	2	3	2	1	
How would you rate your knowledge on domestic energy consumption/efficiency AFTER you attended the course			2	6	
How would you rate your knowledge of energy poverty and available support BEFORE you attended the course	2	3	3		
How would you rate your knowledge of energy poverty and available support AFTER you attended the course			1	7	
Agree / Disagree					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The method of delivery was effective for the training's aims and contents				6	2
I think it will be useful to further explore the topics covered			2	5	1
The training met my learning expectations				5	3
I will suggest the training to a friend/colleague			1	5	2
Having completed the training I feel motivated to highlight energy issues with the service users I engage			1	3	4
Having completed the training I feel confident in advising service users of the support available for energy poverty				6	2
Free text					
Which part of the Program did you find more interesting?	Support available, all of it, EPCs and tariff switching, how heat energy is lost in the home,				
Other comments (suggestions, proposals, ...)	Very informative, Excellent – thank you,				

Other Relevant Information

Annex: Participants satisfaction questionnaire

Below is an example of the feedback form received from participants of the first training session:

Training Feedback Questionnaire

Thank you for taking part in this training course. To enable us to monitor impact and continually improve our training, we would be grateful if you could provide us with some feedback.

Forename (optional)

Surname (optional)

	Poor	Fair	Good	Very Good	Excellent
How would you rate the length of the training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How would you rate training contents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How would you rate the quality of the learning materials provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your knowledge on domestic energy consumption/efficiency BEFORE you attended the course?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your knowledge on domestic energy consumption/efficiency AFTER you attended the course?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your knowledge of energy poverty and available support BEFORE you attended the course?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your knowledge of energy poverty and available support AFTER you attended the course?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The method of delivery was effective for the training's aims and contents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I think it will be useful to further explore the topics covered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The training met my learning expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I will suggest the training to a friend/colleague	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Having completed the training I feel motivated to highlight energy issues with the service users I engage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Having completed the training I feel confident in advising service users of the support available for energy poverty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Which part of the training did you find most interesting?

Any other comments



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