



Case study:

Training staff from social organisations on energy issues

Project summary

The SEACS project aims to test and experiment with new ways to engage and raise people's awareness regarding saving energy. One of the targeted groups for the project are people facing energy insecurity or fuel poverty, which requires a tailored approach for energy saving advice.

It seems important to first build capacity amongst the organisations that provide support to this group. Lannion-Trégor Communauté, established partnerships with several local social care organisations in order to support householders in fuel poverty. Several training sessions were organised for staff working for social care organisations.

Project objectives

To inform and train staff from social care organisations by imparting basic notions on day-to-day energy management and by familiarising them with simple pieces of advice to give to households.

Methodology/approach

Establishment of a partnership with Domicile Action Trégor

Domicile Action Trégor, a housing assistance association, wanted to improve the "energy awareness" level of their Social and Family Intervention Technicians (SFITs) and support 14 families at risk of fuel poverty or high energy bills. Two 3-hour training sessions were organised for the SFITs in January and February 2012.

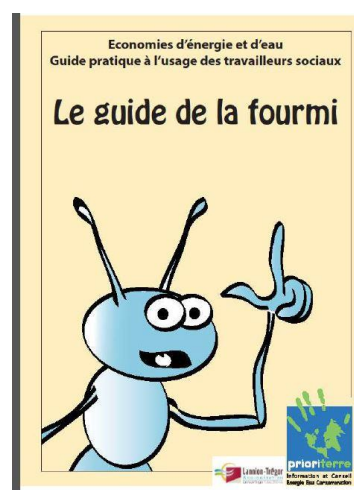


Information for the Communal Social Action Centres (CSACs)

The CSACs missions entail both financial assistance and support for the people they work with. In particular, the Lannion CSAC's activities involve preventive measures concerning energy and water consumption. Indeed, it is often the case that requests for financial assistance come from families that suffer from socio-economic deprivation. Not all of the CSACs have dedicated energy advisers, therefore it is important that all personnel interacting with families understand the principles of energy management and the applicable solutions.

A training session was organised for the personnel of the CSACs located in various town and villages within the territory of the the Lannion-Trégor Communauté in July 2012, followed by a visit to the *Maisons Evolutives et Intelligentes* (for more information see case study called [Smart and Eco Homes: a Life Sized Exhibition Space](#)) in September 2012. The training was well received the CSACs staff.

The method used was inspired by a training pack 'Le Guide de la Fourmi - guide pratique à l'usage des travailleurs sociaux' (The Ant's Guide- practical guide for social workers) created for social workers by the Prioriterre association in the Rhône-Alpes region.



The content of the training sessions was as follows:

The principles of energy

- Understanding the different units used in energy monitoring. Exercise on simple calculations to convert kW into kWh and W into kW.

The various energy and water bills

- Knowing where to find the necessary information on an electricity, gas or water bill. Description of the bills and key data with a key for reading the bills. Simple calculation exercises for consumption over a period for a person, a household, a family, etc.

Saving energy: heating and hot water

- Understanding the main eco behaviours to manage heating and hot water consumption. A description was provided of energy saving actions.

Saving energy: specific to electricity

- Understanding the main energy saving actions to manage heating and hot water consumption. Consumption test on some appliances.

Focus on lighting

- Choosing high-performance lighting carefully. Tests on the consumption of various types of lighting.

Finding a volunteer family

- How to convince and work with a volunteer family.

How is the project being managed?

The action was managed by the SEACS Climate and Energy Ambassador.

How much did the project cost and how was it financed?

As part of the SEACS project, 50% of the action was financed by the ERDF and 20% was financed by the Conseil Général des Côtes d'Armor. This covered the cost associated with the Ambassador's time (around five days) and to the cost of the training material.

What have we learned from this project?

Domicile Action Trégor

The project started with a target of supporting 10 to 14 families, but in the end only 4 families participated in the project.

Despite the low direct impact to families at the first stage of the project, the information provided to the Technicians is now passed on during their usual work with the families.

Communal Social Action Centres

Progress relies on strengthening partnerships with the communal CSACs to raise awareness among targeted groups to find suitable participants. Each organisation must take ownership of the issues and link them together with the other social and economic issues faced by households. The resulting actions must be tailored to the context of the local area and to the working practices of the CSAC.

Regular updates may be provided through further training sessions as considered necessary by the participants on the ground or in accordance with changes in the energy situation.

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