



STAY WARM, STAY WELL



**Final Report
April 2014**

Stay Warm, Stay Well
EAS Project Report
April 2014

Introduction & Background

EAS is the Scottish charity with the remit of ending fuel poverty. EAS has been working with this remit since its inception in 1983; it has campaigned on the issue of fuel poverty and delivered many training, practical and research projects to tackle the problems of cold, damp homes. EAS works with both the Scottish and the UK Governments on energy efficiency programme design and implementation. EAS is a membership organisation, providing support, information and training services on all aspects of fuel poverty throughout Scotland.

There are solutions to fuel poverty and, as the national charity with the mission to end fuel poverty in Scotland, EAS is at the forefront of activities to help develop and promote new initiatives with a range of partners in all sectors.

Fuel poverty is defined as having to spend more than 10% of household income on energy bills. The main causes of fuel poverty are widely recognised as being a combination of the energy inefficiency of homes, the high cost of domestic fuel and low disposable household income. For those living in fuel poverty, the consequences include discomfort, stress and ill-health. It often means choosing between essentials such as cooking a hot meal or turning on the heating.

The Scottish Government estimates that for every 5% rise in energy prices, all else being equal, a further 46,000 households move into fuel poverty. The Scottish Government also, in answer to written questions, noted that it takes 65% more fuel to heat a home in Braemar (61% more for a home in Stornoway, 56% more in Aberdeen) than it does a home in Bristol. This undoubtedly contributes to the high level of fuel poverty in Scotland. Those homes without access to mains gas rely on a range of other fuels - notably LPG, oil and solid fuel - for heating. These properties are also among those that are termed 'hard to treat', i.e. they are often without cavity walls which can be filled or are situated within rural areas where their level of exposure to the elements greatly increases the heat loss from already uninsulated buildings. However, regardless of fuel type, there is a need for users to reduce their consumption and make bills more affordable. EAS estimates that almost 40% of Scottish households are fuel poor and struggling to heat their homes adequately. It is increasingly important, therefore, that vulnerable households become more energy aware/efficient and have the opportunity to access every support mechanism available to them.

For many consumers, understanding how to use energy wisely, make the home more energy efficient, and get the right tariff and payment method are daunting

processes. Access to clear and impartial information and support is essential and key to enabling consumers to take more control of their own circumstances.

With the above as context, EAS submitted a project proposal – Stay Warm, Stay Well - to SSE for consideration.

Project Proposal Summary

Many consumers need help on everything from finding out who supplies their fuel, to choosing a tariff, reading meters, understanding bills, paying for fuel and dealing with debt. For vulnerable households in particular, there is likely to be regular contact with a specific group of trusted intermediaries – frontline community health professionals. This group might include community nurses, health visitors, social workers and carers. Such trusted intermediaries provide ideal opportunities: to reach those who are often classed hard to reach; to disseminate information tailored to individual need; to remove many of the barriers to accessing appropriate support that currently exist.

EAS will target selected organisations with a number of key things in common; they are engaged in looking after vulnerable/potentially vulnerable people, their staff work at the heart of their local communities and they are trusted intermediaries. Such staff are ideally placed through their everyday work to engage with client groups that are particularly vulnerable, at risk and often difficult to reach. By equipping frontline staff with the necessary knowledge to advise and support their vulnerable clients on energy issues, the Stay Warm Stay Well project will establish a more sustainable solution to many of these issues.

The Stay Warm Stay Well project will provide energy awareness training opportunities to a wide range of frontline workers. During the first year:

- *EAS will deliver a series of domestic energy and fuel poverty-awareness training sessions (18 sessions – participant numbers only limited by venue) to frontline community health staff, enabling them to deal more effectively with their client group. This training is designed to give an understanding of: causes and effects of fuel poverty and the steps being taken to address it; the importance of energy efficiency; cold homes; impacts on health; grants/support mechanisms and how to access them and; paying for fuel. This training is tailored to those providing face-to-face services to vulnerable people*
- *EAS will also offer City & Guilds Energy Awareness training to 24 frontline staff, providing them with the appropriate knowledge, qualification and support materials for delivering effective energy efficiency support and advice*

Support for the Stay Warm, Stay Well (SWSW) project was formally secured on 21 October 2013.

Project Methodology

Using its years of experience as a multi-faceted training provider, EAS devised a one-day training course focused on fuel poverty, energy efficiency, cold homes and health. The training was tailored to best suit front line workers with a responsibility for the health, welfare and social wellbeing of vulnerable and/or fuel poor households. In addition to training materials¹ EAS developed an additional range of support materials for participants. These were largely based on and adapted from the EAS Advisors Toolkit, an online resource² for front line workers. The Energy Awareness course is an existing course that EAS is accredited by City & Guilds to deliver³. EAS is both an accredited training provider and examination centre for City & Guilds.

In addition to support materials for participants, EAS produced introductory letters, flyers and course descriptors⁴. These materials all incorporated the SSE logo. The introductory letter and the narrative for the introduction to training included specific reference to SSE and its role as funder.

EAS conducted desk-based research to ensure that the offer of SWSW training was extended to those most in need (broad research was conducted in support of the application for funding, largely in line with Ofgem's request for information/assurances re appropriate targeting).

EAS identified a wide range of organisations whose staff were considered to be trusted intermediaries working in the fields of health and social welfare and used these organisations, as well as its own membership base, as a starting point for publicising SWSW. To ensure appropriate targeting and coverage, EAS used the Scottish Index of Multiple Deprivation (SIMD)⁵ to identify the 'top ten' (worst 15%) areas overall⁶ as well as the areas that fared worst in both the Income domain⁷ and the Health domain⁸ listings. Rural areas, including islands, were also targeted because although the demography/geography of these areas means that they do not feature in the worst of the SIMD listings, these areas have some of the highest levels of fuel poverty in Scotland.

¹ See Annex 1

²The toolkit was developed by EAS to provide a wide range of easily-accessible, practical information relating to fuel poverty and energy efficiency. It is aimed primarily at supporting frontline advisors from various fields whose clients include the vulnerable and/or those in fuel poverty. The toolkit is maintained online and ensures that frontline advisors have access to relevant, up to date information at all times

³ Successful completion of the examination results in candidates being awarded the City and Guilds Energy Awareness 6281-01 Level 3 qualification. This qualification is recognised by the Code of Practice for Energy Efficiency Advice and also meets the knowledge requirements of specific units of NVQs, Provide Energy Efficiency Services (Level 3) and Home Energy Advice Award (Level 3)

⁴ See Annexes 2, 3, 4 and 5

⁵ SIMD 2012 Results - <http://simd.scotland.gov.uk/publication-2012/simd-2012-results/>

⁶ <http://simd.scotland.gov.uk/publication-2012/simd-2012-results/overall-simd-results/most-deprived-datazones/>

⁷ <http://simd.scotland.gov.uk/publication-2012/simd-2012-results/domain-results/income-domain/>

⁸ <http://simd.scotland.gov.uk/publication-2012/simd-2012-results/domain-results/health-domain/>

Given the extremely tight timescales for delivery of the SWSW project (10 months work condensed into a 4/5 months delivery period), training dates and locations were chosen in order that these could be incorporated into the 'marketing' literature. This was with a view to circumventing potentially lengthy and time-consuming negotiations with individual applicants trying to pin down a suitable date.

Having secured funder approval of the project literature and for use of a logo, letters and promotional materials were distributed on 14 November 2013. Within less than a fortnight 14 of the 18 available one-day courses had been booked and EAS had also received requests from 15 organisations for in-house courses for groups of staff. On the basis of the level of initial demand, EAS requested additional funding. This request received approval and as a result, the target number of one-day courses increased from 18 to 31 with the expectation that the number of front line workers trained would increase from 180 to 310. EAS was overwhelmed by the response (in terms of both the volume of responses and the rate of response) to this initiative.

Delivery of the one-day courses began on 12 December 2013 and the first four courses were delivered before Christmas. By this stage the remaining courses were all provisionally timetabled and booked up, awaiting formal approval of the additional courses – received January 2014 - and EAS had sourced/secured venues. One-day course delivery continued throughout January, February and March. The three City & Guilds Energy Awareness courses were also scheduled for March, although one subsequently had to be postponed until April because two of the one-day courses had to be rescheduled⁹.

Project Outputs & Outcomes

Targeting:

- EAS identified organisations with front line staff working in health and social welfare. Geographic targeting was on the basis of SIMD rankings of multiple deprivation, income and health. Rural and island areas were also targeted. EAS recorded the main work location for all SWSW participants and matched these against the areas considered the most deprived¹⁰.
- 399 (95%) of participants work in areas that are specifically recognised as deprived. It is reasonable to assume that a similar percentage of their clients live in areas of deprivation.
- A breakdown of 'evidence of deprivation' is provided at Appendix A. A list of participating organisations is at Appendix B and a list of participants' job titles is at Appendix C.

⁹ Participants on the first 10 or so courses were invited to apply for one of eight places on the first City & Guilds course. The same process was followed for the remaining one-day courses. This ensured that all one-day participants had the opportunity to apply for a place on a City & Guilds course.

¹⁰ Some participants worked across geographic boundaries. Only the main address was recorded.

- 369 (88%) of the 418 participants completed both pre- and post-evaluations¹¹. The completed post-evaluation forms provided information on the levels of fuel poverty amongst the client group with whom the participants work.
- 276 participants (of the 369 above) provided both the number of clients they worked with per week and the number of these that they considered to be fuel poor. The number of clients ranged from 5 to 600! EAS believes that some of the higher numbers given may have been from those dealing with telephone calls, or operating as an initial point of contact for an organisation's front line staff. Some participants may have provided a number of clients per month. Accordingly, for the purposes of this part of the report, EAS has 'smoothed' the numbers by excluding the 25% highest numbers, believing that this results in a more realistic and accurate figure. On the basis of this smoothing, the average number of clients per week is 26 of whom 19 (71.9%) are fuel poor.
- Extrapolating the figures above, the 418 SWSW participants work with 10,868 clients per week. During a 42-week working year¹² therefore these front line workers support approximately 457,000 clients.
- On the same basis as above, the 418 SWSW participants work with 7,942 fuel poor clients per week. During a 42-week working year therefore these front line workers support approximately 334,000 fuel poor clients.
- A breakdown of the originally-recorded number of clients/fuel poor clients is provided within Appendix D, with a copy of the 'smoothed' breakdown at Appendix E.

Training:

- There were 514 bookings accepted for one-day training courses, with 418 attending. This exceeded the target of 310 by 35%. The 'drop-out' rate of 96 (18% of original applicants) was high, but not entirely unexpected given the nature of the jobs that many applicants held. From those who contacted EAS to cancel – and via colleagues who did attend courses – it became apparent that many applicants were unable to re-arrange work commitments. Others had to cover for absent colleagues and asked to be kept informed if the SWSW project was run in the future. EAS was unable to accommodate all applicants because of venue restrictions. Wherever possible, these applicants were offered alternative courses/dates. Because support for travel costs was available, some took up places on other courses.
- All those attending one-day training were issued with a CPD certificate
- 3 City & Guilds Level III Energy Awareness courses were delivered. As with the one-day training, these courses were over-subscribed. 125 (30%) of the 418 one-day participants noted on their evaluation forms that they were interested in attending the City & Guilds course. Many of those who were keen to attend were

¹¹ 32 participants completed only one of the two evaluations and 17 did not complete any evaluation.

¹² Allowing for 5 weeks annual leave, 2 weeks public holidays and up to 3 weeks for training, absenteeism, etc

ultimately unable to do so because of the demands of their jobs and the tight timescales for delivery. However, 30 of those who attended the one-day training duly applied and 24 were allocated places on a first come, first served basis.

Learning Outcomes:

- SWSW participants were issued with pre- and post-evaluation forms¹³. Some of the 'pre-' questions allowed identification of the participants' existing knowledge and understanding of: causes and effects of fuel poverty; importance of energy efficiency in the home; impacts of fuel poverty on health; energy efficiency grants and other support. The 'post-' questions were designed to identify the levels of knowledge and understanding on completion of the training, measuring the progress/distance travelled for each participant. In addition, the information from these forms contributes to a continuous EAS review of training course content.
- 369 (88%) of the 418 participants completed both pre- and post-evaluations¹⁴. On a scale of 1–10, with 1 being low and 10 being high, the average overall level of knowledge and understanding at the start of the one-day training was 5.5. By the end of the training the overall average was 9.0, an increase of 3.5, or 64%. The most significant increase was in terms of knowledge and understanding of energy efficiency grants and other support, which increased by 4.7 (124%).
- A breakdown of pre- and post-learning outcomes for the one-day training is provided within Appendix D.
- 23 of 24 candidates successfully completed the City & Guilds training (one candidate had to leave the course because of a bereavement).
- 22 of the 23 candidates completing the City & Guilds training undertook the exam. All duly passed and will be issued with appropriate certificates by City & Guilds as well as CPD certificates by EAS. One candidate was unable to sit the exam because of a family emergency, but has been offered (and accepted) the opportunity to undertake the exam during May 2014

Other Statistical Outcomes:

- Participants were asked whether they found the course beneficial. 368 of those completing both pre-and post-evaluations answered, giving a score of 1 to 10, with 1 being low and 10 being high. The overall average was 9.4. A breakdown is provided within Appendix D.
- Participants were asked whether they would make use of the course information at home and at work. 354 (98.9%) of 358 who responded intend to make use of the information at home and 355 (98.9%) of 359 who responded will make use of the information at work.
- 191 participants provided comments on their post-training evaluation forms. These are provided within Appendix F.

¹³ See Annexes 6 and 7

¹⁴ 32 participants completed only one of the two evaluations and 17 did not complete any evaluation – see note at report end.

Observations, Participant Feedback and Anecdotal Information

- Very few front line workers had heard specifically of Home Energy Scotland, Home Energy Efficiency Programmes for Scotland or Energy Company Obligation (HES, HEEPS, ECO), though about half thought that there were schemes to provide free insulation and heating
- Awareness of the Warm Home Discount (WHD) varied. Many of those who had come across WHD thought that it was for pensioners only and hadn't referred/advised other vulnerable clients to apply
- Very few were aware of utility funds/foundations/trusts and the types of help and support available. However, about a dozen participants had submitted successful applications for new white goods and for help with fuel debt
- Many of those aware of WHD knew or assumed that payment was made automatically, but none knew that a data-matching exercise triggered automatic payment for a core group. None knew about the follow-up exercise to contact potentially eligible clients whose data was not matched automatically. One participant had a client who received a letter, but assumed it was "on a par with a letter from a timeshare company telling you you've won a holiday and all you have to do to claim your prize is contact them...."
- None of the participants was aware that some smaller suppliers are not obliged to participate in the WHD scheme
- Very few front line workers had heard of the Priority Services Register
- Fewer than 5% of those attending understood about appliance running costs, appliance wattage etc. The average cost of home lighting came as a surprise to most, as did the potential cost of standby use. NB – one participant's home had 196 electrical appliances
- At least one participant in every session believed it was better to leave their heating on at a low level all the time
- Storage heating was fairly universally seen as expensive and inefficient. However, overall there was also a fairly low level of understanding about some of the basics such as effective use of input/output controls
- About a third of those attending SWSW sessions read their meters. They submitted their readings by phone or over the internet, but none worked out their own consumption costs
- Almost all participants believed that prepayment meters (PPM) were significantly more expensive than other payment methods, with most thinking this was because there's a 'rental' charge for the PPM itself
- Fewer than 5% were aware that every meter has an individual reference number, linking it directly to the address. In every single session delivered, **at least** one person had been affected by issues relating to this¹⁵ i.e. paying for fuel for another address (in one instance, for over 7 years). Some were in new build

¹⁵ Minimum 7.4% of participants

estates, others in areas that had been refurbished and had new heating installed. Some had tried to find who their supplier was and had been told there was no record. One had been trying to pay for gas for 4 years

- Meter reading exercise – at least a couple of people in every SWSW session gave a wrong reading i.e. 9,000 kWh out! This equated to over £1,200
- None of the participants had ever checked a supplier's meter readings, assuming that these must be correct. However, three participants had received amended bills in the past because of transposed numbers on a meter reading
- None of the participants knew that electricity meter clocks (time-of-use tariffs) didn't necessarily adjust to British Summer Time automatically, nor that they could be affected by other factors e.g. power cuts. NB – one participant phoned a couple of days after the training to say she was now almost certain that her off-peak kicked in at about midday. Incidentally, she was one of the few who did not think that storage heating was ineffective – she did, however, think that it was ridiculously expensive!
- Benefits sanctions have become the norm in a lot of areas and the periods for which sanctions are applied have increased. Some vulnerable clients are having benefit payment suspended for between 6 and 13 weeks. Front line workers say that for many of their clients, it's not about 'heating or eating', because they simply can't do either
- Clients in crisis are directed/referred to food banks by welfare staff. Some of these clients in certain areas must have a voucher for a food bank before any additional emergency help will be given
- The range of health impacts resulting from cold, damp homes came as a surprise to most. Many were aware that asthma was an issue in the UK, but few were aware of the links between asthma and cold, damp homes
- About half of the participants were aware that there was such a thing as 'Excess Winter Deaths' (EWD), with almost all participants being surprised at the numbers (especially in comparison with road fatalities, for example). Most were surprised by the impact of cold, damp homes on EWD statistics, having assumed that the cause was freezing weather/outdoor temperatures alone
- One home visitor called an ambulance for an elderly client she thought might have had a stroke. After hearing about the cold and its effects, she now believes that her client was in fact suffering from moderate hypothermia
- Many believed that the area of greatest heat loss from a home is via windows
- Some participants in every group had switched supplier at least once, though many hadn't done so since the market opened up. Not unexpectedly, SWSW sessions held in off-grid areas had the fewest 'switchers'
- Many electricity-only participants believed that they couldn't, or weren't allowed to, switch supplier. This was a commonly-held belief where customers were on SSE's THTC or ScottishPower's CPWM tariffs, but some of those who thought they couldn't switch were on other time-of-use tariffs

- People visiting the elderly in particular, as well as some other vulnerable clients, had specifically noticed that:
 - They used to be offered a 'wee cup of tea' and were invariably given cake or biscuits with their tea. Now it's just the tea
 - The homes they visit are colder in general terms. In several instances, they don't take their coats off now when visiting the homes of vulnerable clients
 - They see people (usually older people) opening the fridge to get out milk for a cuppa – and the milk is the only thing in the fridge. A couple of years ago, there would be other foodstuffs in these fridges
 - Many of the people they visit are now only heating one room. Two participants stated that they have clients who now sleep in their living rooms because they can't afford to heat the whole house
 - A couple of workers have stated that they get the feeling that the heating has been switched on just before/because they're visiting
 - Weight loss in elderly people (and concerns re malnutrition in the elderly) is on the local NHS agenda in a couple of areas
 - Some NHS staff report a 'massive' increase in food supplement prescriptions – for vulnerable (primarily elderly) clients seen not to be eating properly
 - A housing officer reported two current clients, one of whom hasn't switched on his heating since 2010 and another who has been self-disconnected from gas/electricity supply since 2011. In both instances they maintain they can't afford to pay
- As a direct result of delivering the SWSW sessions, EAS has been asked to participate in a number of additional events. These include:
 - Invitation to deliver a presentation to/host workshop at the Scottish Conference of Cancer Support Groups
 - Invitation to deliver a presentation at a series of 'lunch and learn' events for front line money and debt advisors
 - Request for fuel poverty/energy efficiency articles for carers newsletter and housing association newsletter and website

Conclusion

The objectives for the Stay Warm Stay Well project included:

- Taking a capacity-building approach to reducing household energy costs, securing the involvement of a wide range of 'health-focused' organisations throughout Scotland
- Training frontline staff working with vulnerable clients in the basics of domestic energy efficiency, including
 - fuel poverty causes and effects
 - importance of energy efficiency
 - fuel poverty, cold homes and impacts on health

- impacts of rising fuel prices
- fuel bills, tariffs and switching
- grants for energy efficiency improvements and how to access these
- other support mechanisms and effective signposting
- Enabling frontline staff to provide appropriate and effective support and information to clients who find it difficult to heat their homes/pay their fuel bills
- Providing a sustainable solution to some of the health-related issues facing vulnerable and fuel-poor households

Consequent expected outcomes from the project included:

- Improved understanding amongst participants of energy efficiency, tariffs and the impact of cold, damp homes on the health of vulnerable clients
- A trained, confident workforce, better able to support and advise their client group on the main aspects of domestic energy use and fuel poverty prevention (bills and prices, grants, access to additional support, etc)
- Capacity-building and a more sustainable solution for vulnerable clients - underpinning for a service model that remains responsive to the identified and specific needs of its users
- Improved access to and uptake of support
- Effective referral and signposting

EAS firmly believes that the project's intentions have been more than met.

Please note – one SWSW session was delivered to an addictions support group in Paisley. The group comprised addicts, recovering addicts, family members providing ongoing support and two project workers. The project workers felt quite strongly that it would be counter-productive (despite the evaluation forms being anonymous) to have some members of the group complete paperwork. They did not particularly want to single out the current/recovering addicts by only issuing evaluation forms to family members. Accordingly, there are no evaluation forms for this group (17 participants). EAS was not aware of the group's composition – the booking was made for 'support workers and family members providing support for addicts/recovering addicts'.

**Stay Warm Stay Well
Evidence of Deprivation - targeting of participants**

Appendix A

SIMD 'Top Ten' local authorities	Participants
Glasgow	76
North Lanarkshire	19
Fife	31
Dundee	35
Edinburgh	6
South Lanarkshire	13
Renfrewshire	44
North Ayrshire	3
Inverclyde	10
East Ayrshire	4
Total	241

Income Domain 'Top Ten' Local Authorities	Participants
Glasgow	
Inverclyde	
North Ayrshire	
West Dunbartonshire	3
Dundee	
North Lanarkshire	
East Ayrshire	
Clackmannanshire	0
Renfrewshire	
Fife	
Total	3

Rural Areas	Participants
Highlands	47
Islands	22
Aberdeenshire	15
Dumfries & Galloway	7
Argyll	6
Scottish Borders	38
Total	135

Health Domain 'Top Five' Health Authorities	Participants
Greater Glasgow & Clyde	15
Ayrshire & Arran	3
Lanarkshire	
Tayside	
Lothian	2
Total	20

Not Classified	Participants
Falkirk	17
Stirling	2
Total	19

**STAY WARM STAY WELL
Participant Organisations**

Appendix B

Organisation
Aberdeen City Council
Aberdeen Foyer
Action for Children
Action on Hearing Loss
Addaction
Addaction Family Plus Project
Advice Works Renfrewshire Council
Aspire
Aspire2gether
Ayr Housing Aid Centre
Barnardos Nurture Services
Barnardo's Threads
Berwickshire Housing Association
Bridgeton Citizens Advice Bureau
Bute Advice Centre
Cairn Housing Association
Caledonia Housing Association
Carers Centre
Carers Together
Ceartas Advocacy
Central Borders Citizens Advice
Central Homeless Support Services
CHCP Advice Services
CHCP East Renfrewshire
Children and Families
City of Edinburgh Council
Clyde Valley Housing Association
Clydesdale CAB
Connect 4 Renfrewshire
Cowal Elderly Befrienders SCIO
Cultenhove
CVO (EA) Ltd
Deaf Connections
Deaf Links
Drumchapel CAB
Drumchapel LIFE
Dumfries and Galloway Housing Partnership
Dumfries CAS
Dundee City Council
Dundee Healthy Living Initiative
Dundee North Law Centre
EANCF
East Dunbartonshire Primary Care Mental Health Team
East Kilbride & District Housing Association

East Lothian Council
East Renfrewshire Carers Centre
East Renfrewshire CHCP
East Renfrewshire Council
Edinburgh Community Food
Equally Well
Equally Well, Dundee City Council
Families First
Fife Council
Fife Gingerbread
Fife Headway Group
Fife Migrants Forum
Food Train West
Forth Valley Advocacy
Frontline
Frontline Fife
GG&C NHS Board
GHA
Glasgow Central CAB-Yorkhill
Greater Glasgow Health Board
Hanover (Scotland) Housing Association
Headway
Health & Social Care
Healthy Living Network
Highland Council
Homeless Service
Homelessness Unit
ILM Highland
ILS
Integrated Community Schools
Inverclyde CHCP
Inverclyde CHCP - Health Improvement Team
Inverclyde Community Development Trust
Inverclyde Council
Inverclyde Education
Kilbryde Hospice Drop In Centre
Kingdom Housing Association
Lanarkshire Housing Association
LEAP
Lifestyle Adviser Support Service
Link
Linstone Housing
Lochaber Care & Repair
Lochaber Environmental Group
Loretto Housing
Maggie's Aberdeen
Maggies Cancer Care
MECOPP
Money Advice Drumchapel
Murrayfield Medical Centre

Neighbourhood Networks
Newstart Highland
NHS
NHS Borders
NHS Children and Families
NHS Dumfries & Galloway
NHS GG&C
NHS GGC
NHS Highlands
NHS Possilpark Health Centre
NHS Scotland
Orkney Care and Repair
Orkney Housing Association
Orkney Islands Council
Ormile Community Association
Parkhead Housing Association
Parkinson's UK
Peel Court
Penumbra
Penumbra
Penumbra Aberdeen
Penumbra Dundee
Perth CAB
Pilton Community Health Project
Pilton Equalities Project
Pulteneytown Peoples Project
RAMH
Rathbone
Reaching Older Adults in Renfrewshire (ROAR)
Renfrewshire Addiction Support Project
Renfrewshire Council
Renfrewshire Council Advice Works
Renfrewshire Council Social Work Dept
Renfrewshire Wide Credit Union
Royal Voluntary Service
Sacro
Scotia Clubhouse (GAMH)
Scottish Borders Council
Shelter Scotland
Shirlie Project
Shopmobility Aberdeen
Social Care and Health Team
Social Work Services
South Ayrshire Council
South Lanarkshire Council
Speak Easy
St Andrew's Hospice
START
Stirlingshire Voluntary Enterprise
Support Workers

SW Children and Family
THAW Orkney
The Ayrshire Community Trust
The Food Train
The Highland Council
Thenue Housing Association
Unity Enterprise/South Ayrshire Carers Centre
VOCAL Carers Centre
Watling House
WDCVS
West of Scotland Housing Association
155

STAY WARM STAY WELL
Participant Job Titles

Appendix C

Job Title
Admin Assistant
Admin Officer
Admin/Reception
Administrator
Adult Learning Worker
Adult Protection Officer
Adults Carers Development Worker
Advice & Information Officer
Advice Service Assistant
Advice Service Leader
Adviser
Advocacy Co-ordinator
Assistant Income Adviser
Assistant Support Manager
BDM/GDA
Befriending Support Worker
Benefits Advisor
Borders Addiction Service
Building Inspector
Business Development Officer
Business Support Officer
Car Club Co-ordinator
Care at Home Sister
Carer Community Nurse
Carer Support Worker
Caretaker
Case Worker
Chair/Secretary
Change Fund Engagement Officer
Chinese Support and Development Officer
Chit Chat Support Workers
Clerical Officer
Community Care Assessor
Community Care Assistant
Community Care Manager
Community Care Worker
Community Connector
Community Co-ordinator
Community Dietitian
Community Engagement Officer
Community Health Specialist Nurse
Community Information Worker
Community Link Officer
Community Link Worker

Community Living Worker
Community Nurse LDT
Community Occupational Therapist
Community Psychiatric Nurse
Community Regeneration Graduate Trainee
Community Transport and Good Neighbours Service Manager
Community Worker
Co-Production & Care Lead
Criminal Justice Worker
Crisis Advocate
Customer Service Advisor
Deafcare Depute Manager
Dementia Support Worker
Depute Manager
Depute Practice Manager
Development Officer
Development Worker
Energy Administrator
Energy Adviser
Energy Advisor Co-ordinator
Energy Assistant
Energy Champion
Energy Officer
Environmental Co-ordinator
Equally Well Development Worker
Family Keyworker
Family Support Practitioner and Fuel Poverty Worker
Family Support Worker
Finance Officer
Financial & Digital Inclusion Officer
Financial Inclusion Officer
Food and Health Development Worker
Fuel Advice Worker
Generalist Adviser
Green Deal Advisor
Handy Person
Handy Person Service Coordinator
Health and Inequalities Specialist
Health Care Support Workers
Health Improvement Lead
Health Improvement Practitioner
Health Improvement Practitioner/Outreach
Health Improvement Senior
Health Improvement Specialist
Health Visitor
Healthcare Support Worker
Hear to Help Project Coordinator
Home Energy Advisor
Home Safety Officer
Home School Link

Homemaker
Housing Administrator
Housing Advice & Information Officer
Housing Advice Officer
Housing Adviser
Housing Advisor
Housing Assistant
Housing Maintenance Manager
Housing Maintenance Officer
Housing Manager
Housing Manager (Policy & Planning)
Housing Officer
Housing Officer (voids)
Housing Service Manager
Housing Support Officer
Housing Support Outreach Worker
Housing Support Worker
Income Advisor
Income Maximisation Officer
Income Maximiser
Information and Support Worker
Information Development Worker
Information Support Worker
Information Worker
Inspection Manager
Installer
Insulation/Housing Manager
Intensive Family Support Worker
Involving People, Improving Quality Officer
Job Coach
Joint Health Improvement Team
Learning Support Worker
Lifestyle Advisor
LSA
Macmillan Welfare Benefits Assistant
Maintenance Officer
Manager
Manager/Adviser
Mental Health Worker
Money & Debt Adviser
Money Advice Advisor
Money Advice Officer
Money Adviser
Money Adviser
Money Advisor/Session Supervisor
Money/Debt Adviser
N/K
Nurse Care Manager
Nurse Team Leader
Occupational Therapist

Occupational Therapy Assistant
Office Support Worker
Older People's Co-ordinator
Older People's Services Manager
Operations Director
Outreach Worker
Paralegal
Peer Support Worker
Planned Maintenance Officer
Practice Team Leader
Principal Solicitor
Project Assistant (Money Advice)
Project Coordinator
Project Coordinator - Hear to Help Glasgow
Project Development Worker
Project Leader
Project Liaison Officer
Project Manager
Project Officer
Project Support Worker
Project Worker
Projects Officer
Property Investment Assistant
Property Investment Officer
Property Surveyor
Receptionist/WRO Assistant
Regional Manager
Rehabilitation Support Assistant
Resettlement Officer
Resident Liaison Assistant
Resident Support Worker
RMN - Mental Health Practitioner
Senior Administrator
Senior Advisor
Senior Development Officer
Senior Outcome Development Worker
Service Coordinator
Services Engineer
Services Project Officer
Sessional Worker
Sheltered Housing Manager
Sheltered Housing Officer
Social Prescribing Link Worker
Social Work Assistant
Social Worker
Solicitor
Student
Student and Support Worker
Student on Placement
Student Placement

Student Social Worker
Support and Development Worker
Support Assistant
Support Manager
Support Worker
Supported Accommodation Concierge
Team Leader
Technology Officer
Temporary Accommodation Worker
Tenancy Support Officer
Tenancy Sustainment Officer
Tenant Liaison
Tenant Participation Officer
Tenant Services Officer
Trainee Solicitor
Trainee Welfare Rights Officer
Tutor
Volunteer
Volunteer Co-ordinator
Vulnerable Family Support H.V.
Welfare Benefits Officer
Welfare Benefits Officer - Criminal Justice
Welfare Rights Officer
Welfare Rights Officer/Support Worker
Welfare Rights/Financial Inclusion Officer
Young Mums Support Worker
Youth Coach
Youth Mentor
222

STAY WARM STAY WELL
PROJECT EVALUATION

Appendix D

ATTENDED ONE-DAY TRAINING - COMPLETED BOTH PRE- AND POST- COURSE EVALUATION

Question 1			Question 2			Question 3			Question 4			Q5	Q6a/b		Q6c	Q7	Q8
understanding causes and effects of fuel poverty			understanding importance of energy efficiency in the home			understanding the impacts of fuel poverty on health			awareness of energy efficiency grants and other support			beneficial session	make use of info at home	make use of info at work	how many clients per week	how many clients fuel poor	how many clients fuel poor
Pre	Post	Variance	Pre	Post	Variance	Pre	Post	Variance	Pre	Post	Variance	Post	Post	Post		%	number
4	10	6	5	10	5	7	9	2	4	8	4	8	yes	yes	250		110
10	10	0	10	10	0	7	10	3	7	10	3	10	yes	yes	50		37
4	8	4	6	8	2	5	9	4	2	8	6	10	yes	yes	40		20
4	9	5	6	10	4	4	10	6	2	9	7	10	yes	yes	30		10
7	9	2	8	9	1	6	9	3	5	10	5	10	yes	yes	20		10
6	9	3	8	9	1	7	9	2	2	9	7	10	yes	yes	30		30
4	7	3	7	8	1	6	8	2	3	8	5	8	yes	yes	120		100
7	9	2	6	9	3	7	9	2	6	9	3	10	yes	yes	80	90%	72
7	9	2	8	10	2	7	9	2	4	9	5	10			40		35
5	9	4	5	9	4	5	9	4	3	9	6	10			80	70%	56
5	8	3	5	8	3	6	8	2	3	8	5	10			40		40
7	9	2	5	8	3	7	10	3	4	9	5	10			10		4
6	9	3	8	9	1	7	9	2	3	8	5	10			varies	majority	
5	10	5	6	10	4	5	10	5	1	8	7	10			40		35
6	6	0	9	9	0	4	9	5	5	9	4	10			30		10
6	10	4	7	10	3	6	10	4	3	10	7	10			60		30
7	9	2	7	9	2	6	9	3	5	9	4	9			variable	40%	
6	10	4	5	9	4	7	10	3	4	9	5	10	yes	yes	12		6
5	10	5	5	10	5	7	10	3	3	8	5	10	yes	yes	15		10
6	9	3	5	9	4	6	9	3	3	8	5	10	yes	yes	40		35
8	9	1	6	9	3	6	10	4	3	6	3	9	yes	yes	80		25
6	8	2	7	8	1	6	8	2	3	9	6	8	yes	yes	80		30
5	9	4	9	9	0	3	9	6	1	7	6	9	yes	yes	60		50
5	9	4	8	9	1	5	9	4	2	8	6	9	yes	yes	20		10
5	9	4	5	10	5	5	10	5	4	9	5	10	yes	yes	25	60%	15
4	8	4	6	9	3	6	9	3	2	8	6	10	yes	yes	100	50%	50
5	8	3	5	7	2	6	8	2	4	7	3	8	yes	yes	varies	90%	
6	8	2	6	8	2	7	8	1	4	8	4	7	yes	yes	20	75%	15
4	9	5	5	9	4	5	8	3	2	5	3	10	yes	yes	10		2
4	9	5	4	9	5	3	7	4	2	7	5	8	yes	yes	10	50%	5
4	9	5	5	10	5	4	10	6	2	9	7	10	yes	yes	10	50%	5
4	8	4	6	8	2	5	8	3	5	8	3	10	yes	yes	8		2
7	9	2	8	9	1	8	9	1	5	8	3	9	yes	yes	10		2
7	9	2	8	9	1	7	9	2	5	8	3	9	yes	yes	10		3
4	9	5	4	9	5	6	8	2	7	9	2	10	yes	yes			
7	10	3	7	10	3	8	10	2	4	10	6	10	yes	yes	50		20
7	9	2	8	9	1	8	10	2	2	10	8	9	yes	yes			
2	7	5	3	7	4	3	8	5	1	7	6	10	yes	no			
5	8	3	10	10	0	10	10	0	5	8	3	10	yes	yes	40		35
4	9	5	7	10	3	8	10	2	3	8	5	10	yes	yes	25		25
7	9	2	5	10	5	7	10	3	7	9	2	10	yes	yes	80		80
4	6	2	5	8	3	4	7	3	3	6	3	8	yes	yes			
3	8	5	4	8	4	2	9	7	3	8	5	9	yes	yes	30	50%	15
6	7	1	7	10	3	10	10	0	2	7	5	10	yes	yes	12		12
2	9	7	9	10	1	7	10	3	5	9	4	10	yes	yes	48		24

6	9	3	8	10	2	8	9	1	3	9	6		10	yes	yes		100%		
6	8	2	7	9	2	7	8	1	6	8	2		8	yes	yes		10	10	
5	9	4	7	9	2	6	9	3	4	8	4		8	yes	yes		50	30	
9	10	1	9	10	1	5	9	4	3	9	6		9	yes	yes				
10	10	0	10	10	0	10	10	0	10	10	0		10	yes	yes		100	80%	80
8	9	1	8	10	2	5	10	5	7	8	1		10	yes	yes		150	80%	120
6	9	3	7	9	2	4	9	5	2	9	7		10	yes	yes		40	70%	28
5	10	5	8	10	2	5	9	4	4	9	5		9	yes	yes		80	25%	20
8	10	2	8	10	2	6	10	4	6	9	3		10	yes	yes		200	75%	150
8	8	0	7	9	2	5	8	3	2	6	4		8	yes	yes		20		5
5	9	4	6	9	3	6	9	3	5	9	4		9	yes	yes		20	90%	18
5	10	5	5	10	5	7	10	3	2	8	6		10	yes	yes		20		20
9	9	0	9	9	0	10	10	0	2	9	7		10	yes	yes		30	70%	21
8	9	1	6	9	3	4	9	5	2	8	6		9	yes	yes		10	100%	10
7	8	1	7	8	1	7	8	1	5	9	4		8	yes	yes		50		45
7	10	3	7	10	3	7	10	3	2	8	6		8	yes	yes		24		14
6	8	2	6	9	3	8	9	1	5	9	4		8	yes	yes		50	90%	45
5	8	3	4	8	4	7	10	3	3	7	4		8	yes	yes		12		10
6	10	4	6	10	4	7	10	3	7	10	3		10	yes	yes		100		60
7	9	2	7	9	2	6	9	3	5	9	4		9	yes	yes		40		40
3	8	5	3	8	5	8	9	1	3	9	6		10	yes	yes		50	50%	25
6	9	3	6	9	3	6	9	3	4	8	4		7	yes	yes		12		12
4	8	4	6	8	2	6	8	2	3	8	5		8	yes	yes		10		10
7	9	2	7	9	2	7	9	2	4	7	3		8	yes	yes		50		30
5	8	3	7	9	2	2	9	7	8	9	1		9	yes	yes		15		15
7	9	2	7	9	2	5	8	3	4	9	5		9	yes	yes		12	80%	10
7	8	1	7	8	1	7	7	0	6	7	1		9	yes	yes		40		35
6	9	3	8	10	2	8	10	2	4	7	3		7	yes	yes		50		40
5	8	3	7	9	2	7	8	1	5	8	3		9	yes	yes		25		10
5	9	4	7	10	3	7	9	2	1	8	7		7	yes	yes		60		55
6	8	2	5	8	3	6	7	1	3	6	3		9	yes	yes		45		25
5	9	4	8	9	1	8	9	1	2	9	7		8	yes	yes				
6	9	3	6	9	3	3	9	6	9	7	-2		7	yes	yes		40	50%	20
7	9	2	8	10	2	8	9	1	7	9	2		9	yes	yes				
4	9	5	4	9	5	4	9	5	4	8	4		9	yes	yes		40	50%	20
5	9	4	5	9	4	5	9	4	4	9	5		10	yes	yes		20		15
4	10	6	7	10	3	4	9	5	4	10	6		10	no	yes		10		5
8	10	2	9	10	1	8	10	2	4	10	6		10	yes	yes		100		90
7	10	3	7	9	2	6	9	3	6	9	3		9	yes	yes		75	40%	30
2	8	6	3	10	7	6	10	4	1	8	7		10	yes	yes		100		33
5	8	3	4	8	4	4	9	5	2	9	7		9	yes	yes		10		10
5	7	2	6	8	2	5	9	4	3	7	4		8	yes	yes		10		10
7	9	2	8	9	1	8	9	1	4	8	4		9	yes	yes		40	60%	24
8	9	1	8	9	1	6	9	3	4	9	5		10	yes	yes		20		12
6	9	3	7	10	3	5	9	4	5	9	4		10	yes	yes		20	60%	12
5	9	4	5	9	4	5	9	4	1	9	8		10	yes	yes		30		30
5	9	4	5	9	4	5	9	4	1	9	8		9	yes	yes		96		
5	10	5	4	10	6	5	10	5	3	10	7		10	yes	yes		8		7
6	8	2	6	8	2	6	8	2	6	8	2		9	yes	yes		21		17
3	8	5	5	8	3	5	8	3	3	9	6		10	yes	yes		30		25
5	10	5	5	10	5	3	10	7	5	9	4		10	yes	yes		40		35
5	10	5	5	10	5	5	10	5	2	9	7		10	yes	yes		41		
7	9	2	9	10	1	7	10	3	6	9	3		10	yes	yes		40	90%	36
7	9	2	8	10	2	7	10	3	4	9	5		10	yes	yes				

7	9	2	7	9	2	8	10	2	3	9	6		10	yes	yes		n/k	not sure	
3	8	5	7	9	2	7	9	2	2	9	7		9	yes	yes		n/k	all	
3	8	5	3	9	6	3	8	5	1	8	7		9		yes			all	
3	10	7	5	10	5	4	10	6	4	7	3		8	yes	yes		30		25
5	8	3	5	10	5	5	10	5	1	8	7		8	yes	yes		160		100
5	10	5	6	10	4	7	10	3	5	9	4		10	yes	yes		varies	not sure	
4	7	3	3	9	6	5	9	4	1	6	5		9	yes	yes		60	don't know	
5	9	4	7	9	2	6	9	3	4	9	5		9	yes	yes		10	majority	
7	10	3	7	10	3	9	10	1	7	9	2		10	yes	yes				
5	10	5	5	10	5	7	10	3	3	10	7		10	yes	yes		n/k	all	
10	10	0	10	10	0	10	10	0	8	10	2		10	yes	yes		30	75%	23
5	9	4	8	10	2	5	8	3	5	7	2		9	yes	yes		n/k	most	
6	9	3	9	9	0	6	10	4	2	8	6		10	yes	yes		30		25
6	10	4	7	10	3	6	10	4	2	9	7		10	yes	yes		20		10
4	9	5	5	9	4	5	9	4	5	8	3		9	yes	yes		15		6
5	9	4	4	10	6	5	9	4	5	9	4		10	yes	yes				
5	7	2	4	9	5	3	9	6	3	9	6		10	yes	yes				
7	9	2	7	9	2	6	9	3	3	7	4		8	yes	yes		varies	all	
6	9	3	7	10	3	5	10	5	3	10	7		9	yes	yes		50		40
8	3	-5	8	10	2	6	10	4	9	10	1		10	yes	yes		30	50%	15
2	10	8	6	10	4	1	9	8	1	9	8		7	yes	yes		50		40
9	10	1	9	10	1	9	10	1	6	8	2		9	yes	yes		20	30%	6
5	10	5	6	10	4	8	10	2	5	10	5		10	yes	yes		18		18
2	8	6	3	10	7	3	9	6	1	8	7		9	yes	yes		20		20
3	10	7	3	10	7	5	10	5	3	10	7		10	yes	yes		12		12
8	9	1	10	10	0	8	10	2	5	9	4		10	yes	yes		u/k	majority	
7	10	3	8	9	1	5	10	5	6	8	2		10	yes	yes		varies	most	
6	10	4	6	10	4	7	10	3	3	10	7		10	yes	yes				
4	9	5	7	9	2	7	9	2	3	9	6		10	yes	yes				
6	10	4	10	10	0	6	10	4	2	10	8		10	yes	yes		100		95
6	8	2	8	8	0	8	9	1	3	8	5		7	yes	yes		30		25
3	8	5	5	9	4	3	7	4	2	7	5		10	yes	yes		40		35
8	10	2	5	10	5	5	10	5	6	10	4		10	yes	yes		40		30
5	10	5	5	10	5	5	10	5	5	10	5		10	yes	yes		40		15
5	8	3	5	8	3	6	9	3	3	7	4		8	yes	yes		20		15
3	10	7	5	10	5	5	10	5	3	8	5		10	yes	yes		10		10
8	10	2	8	10	2	8	10	2	8	10	2		10	yes	yes		40		40
8	10	2	8	10	2	7	10	3	6	10	4		10	yes	yes		40		40
7	9	2	10	10	0	7	10	3	5	9	4		10	yes	yes		30		30
10	10	0	10	10	0	10	10	0	10	10	0		10	yes	yes		20		12
4	8	4	6	8	2	6	8	2	4	7	3		10	yes	yes		25		25
3	8	5	5	8	3	3	8	5	3	7	4		9	yes	yes		15		10
6	10	4	8	10	2	8	10	2	5	10	5		10	yes	yes		50		35
5	8	3	7	8	1	4	8	4	2	6	4		8	yes	yes		25	50%	13
4	9	5	7	10	3	6	9	3	3	3	0		10	yes	yes		30		5
7	10	3	8	10	2	8	10	2	7	10	3		10	yes	yes		30	90%	27
7	9	2	8	10	2	7	10	3	5	10	5		9	yes	yes		30	90%	27
7	7	0	7	8	1	8	8	0	8	8	0		9	yes	yes		40		35
7	9	2	8	9	1	8	9	1	4	9	5		9	yes	yes		20		10
8	10	2	7	10	3	10	10	0	4	8	4		10	yes	yes		20	50%	10
7	9	2	5	9	4	8	10	2	2	10	8		10	yes	yes		40		40
5	8	3	5	10	5	8	10	2	2	10	8		10	yes	yes		75		60
4	10	6	4	10	6	3	10	7	4	10	6		10	yes	yes		20		20
5	10	5	7	10	3	7	10	3	5	10	5		10	yes	yes		5		4

2	9	7	5	9	4	5	7	2	2	7	5		10	yes	no				
6	10	4	5	10	5	8	10	2	4	10	6		10	yes	yes		30		20
4	8	4	4	8	4	4	8	4	2	8	6		8	yes	yes		15		15
8	10	2	8	10	2	8	10	2	8	10	2		10	yes	yes		10		10
7	10	3	8	10	2	6	10	4	7	10	3		10	yes	yes		12		10
3	9	6	5	9	4	7	10	3	4	9	5		10	yes	yes		30		20
5	9	4	8	10	2	8	9	1	4	9	5		10	yes	yes		15		15
5	9	4	5	9	4	5	10	5	1	10	9		10	yes	yes		30		15
3	9	6	4	9	5	3	9	6	2	9	7		10	yes	yes		20		10
3	9	6	7	10	3	5	10	5	4	10	6		9	yes	yes		30		20
6	10	4	6	10	4	8	10	2	1	9	8		10	yes	yes		30		15
7	8	1	5	8	3	4	9	5	2	9	7		9	yes	yes		32		15
5	9	4	5	10	5	7	10	3	2	9	7		10	yes	yes		250		135
8	9	1	9	9	0	8	9	1	6	9	3		9	yes	yes		30		30
8	10	2	5	10	5	5	10	5	4	10	6		10	yes	yes		30		15
8	10	2	8	10	2	8	10	2	8	8	0		10	yes	yes	varies		most	
10	10	0	10	10	0	10	10	0	9	10	1		10	yes	yes	varies		varies	
8	10	2	9	10	1	8	10	2	5	9	4		10	yes	yes		10		10
5	10	5	5	10	5	3	10	7	3	10	7		10	yes	yes		32	50%	16
5	10	5	7	10	3	7	10	3	1	10	9		10	yes	yes	varies		80%	
7	10	3	7	10	3	7	10	3	5	10	5		10	yes	yes		100	80%	80
7	10	3	9	10	1	9	10	1	3	9	6		10	yes	yes		100		100
5	10	5	6	10	4	6	10	4	3	9	6		10	yes	yes		9		5
5	10	5	5	10	5	5	10	5	1	8	7		10	yes	yes		10		11
5	9	4	5	9	4	6	9	3	2	9	7		10	yes	yes		10		6
5	8	3	5	8	3	5	8	3	2	8	6		8	yes	yes		60		55
3	9	6	6	9	3	6	9	3	3	7	4		8	yes	yes		20		10
7	9	2	7	10	3	6	10	4	3	8	5		10	yes	yes		100	80%	80
6	8	2	5	8	3	5	9	4	2	8	6		10	yes	yes		20		15
6	9	3	6	9	3	5	9	4	4	9	5		9	yes	yes		28	80%	22
7	9	2	7	10	3	5	9	4	6	9	3		10	yes	yes				
6	10	4	4	10	6	6	10	4	4	10	6		10	yes	yes		20		15
7	10	3	8	9	1	5	10	5	5	9	4		10	yes	yes		30		30
4	10	6	8	10	2	8	10	2	4	9	5		10	yes	yes		30		15
6	10	4	10	10	0	10	10	0	6	10	4		10	yes	yes		20		10
3	8	5	4	8	4	4	9	5	1	8	7		10	yes	yes		300	50%	150
5	10	5	6	10	4	6	8	2	1	8	7		10	yes	yes		78		39
6	8	2	6	9	3	7	9	2	4	8	4		9	yes	yes		50		49
5	10	5	5	10	5	4	10	6	1	9	8		10	yes	yes		30		28
7	9	2	8	9	1	7	10	3	5	8	3		9	yes	yes		20		15
3	10	7	4	10	6	4	10	6	2	10	8		10	yes	yes		80	80%	64
8	10	2	8	10	2	5	10	5	5	10	5		10	yes	yes		50		5
6	6	0	8	8	0	9	9	0	10	10	0		10	yes	yes				
3	7	4	4	8	4	3	8	5	5	7	2		10	yes	yes		7		7
5	8	3	7	8	1	5	8	3	9	8	-1		8	yes	yes		14		14
4	6	2	6	8	2	3	6	3	4	5	1		8	yes	yes		22		22
4	7	3	5	10	5	5	9	4	1	10	9		10	yes	yes		160		120
3	8	5	8	9	1	3	10	7	3	9	6		10	yes	yes		7		7
4	8	4	4	8	4	6	8	2	1	8	7		9	yes	yes		8		8
6	10	4	6	10	4	7	10	3	6	9	3		10	yes	yes				
8	10	2	8	10	2	7	10	3	3	10	7		10	yes	yes		30		10
5	7	2	4	7	3	5	7	2	5	6	1		9	yes	yes		20	100%	20
5	10	5	4	10	6	4	10	6	2	8	6		10	yes	yes		30		30
4	9	5	6	10	4	5	8	3	3	9	6		10	yes	yes		80	95%	76

5	8	3	4	8	4	8	8	0	4	8	4		10	yes	yes		150	80%	120
3	9	6	4	10	6	3	10	7	2	8	6		10	yes	yes				
5	9	4	4	9	5	6	9	3	2	8	6		10	no	yes		500		250
7	9	2	7	10	3	9	10	1	3	8	5		8	no	yes		400	99%	396
3	9	6	4	9	5	3	9	6	3	8	5		9	yes	yes				
6	10	4	6	10	4	8	10	2	2	8	6		10	yes	yes		150	80%	120
8	10	2	6	10	4	7	10	3	4	8	4		10	yes	yes		12		12
5	7	2	5	7	2	4	8	4	4	7	3		10	yes	yes		10		10
3	8	5	5	8	3	5	9	4	4	8	4		9	yes	yes		8		7
3	10	7	2	10	8	2	10	8	2	10	8		10	yes	yes		13		13
4	10	6	5	10	5	7	10	3	6	10	4		10	yes	yes		32		28
2	7	5	5	9	4	8	9	1	1	9	8		10	yes	yes		15		15
8	9	1	7	9	2	7	9	2	5	9	4		10	yes	yes		11		10
4	9	5	9	9	0	7	10	3	1	10	9		10	yes	yes		15		15
4	10	6	2	10	8	1	10	9	1	10	9		10	yes	yes		60	70%	42
10	10	0	9	9	0	1	10	9	7	7	0		7	yes	yes		60	70%	42
6	10	4	8	10	2	7	10	3	3	10	7		10	yes	yes		80	70%	56
4	10	6	5	10	5	7	10	3	2	9	7		10	yes	yes		50		48
7	8	1	3	10	7	3	10	7	4	9	5		10	yes	yes		80	60%	48
8	10	2	9	10	1	10	10	0	8	10	2		10	yes	yes		50		40
4	9	5	4	9	5	4	9	5	4	9	5		9	yes	yes		80	70%	56
2	10	8	4	10	6	3	10	7	2	9	7		10	yes	yes		50		45
1	9	8	2	8	6	3	9	6	1	7	6		9	yes	yes				
5	10	5	7	10	3	6	10	4	3	10	7		10	yes	yes			100%	
10	10	0	10	10	0	10	10	0	10	10	0		10	yes	yes		40		35
6	8	2	8	9	1	4	9	5	3	8	5		9	yes	yes	variable		90%	
6	8	2	8	8	0	9	9	0	4	5	1		7	yes	yes		32		28
8	10	2	8	10	2	8	10	2	6	10	4		10	yes	yes		100	75%	75
7	8	1	7	8	1	7	9	2	3	8	5		9	yes	yes		7		7
7	7	0	6	7	1	7	8	1	3	7	4		9	yes	yes		40		40
5	7	2	7	8	1	7	9	2	3	8	5		8	yes	yes		40		40
7	10	3	8	10	2	8	10	2	5	10	5		10	yes	yes				
5	7	2	7	9	2	7	9	2	5	8	3		8	yes	yes				
5	9	4	7	9	2	7	9	2	3	9	6		10	yes	yes		20		10
4	7	3	4	8	4	6	9	3	2	8	6		8	yes	yes		30		10
7	9	2	7	9	2	6	10	4	2	8	6		10	yes	yes		6		6
5	10	5	5	10	5	5	10	5	5	9	4		10	yes	yes		20	75%	15
7	9	2	7	9	2	7	9	2	3	9	6		9	yes	yes		16	60%	10
5	10	5	5	10	5	4	10	6	2	8	6		10	yes	yes		20		20
7	10	3	10	10	0	8	10	2	1	10	9		10	yes	yes		20		15
3	9	6	8	10	2	3	10	7	2	9	7		10	yes	yes		15		
7	9	2	7	9	2	6	9	3	3	8	5		10	yes	yes		60		50
8	9	1	8	9	1	8	9	1	9	9	0		9	no	yes		30	90%	27
9	9	0	8	9	1	8	9	1	7	9	2		9	yes	yes		80		80
4	10	6	8	10	2	9	10	1	1	6	5		10	yes	yes				
4	8	4	5	8	3	3	8	5	3	7	4		9	yes	yes		15	not sure	
4	9	5	4	9	5	4	9	5	3	8	5		9	yes	yes		600		450
7	9	2	5	9	4	8	10	2	3	8	5		10	yes	yes		90		90
7	9	2	7	10	3	6	9	3	5	9	4		10	yes	yes				
5	8	3	5	9	4	8	9	1	1	9	8		10	yes	yes		15		15
8	10	2	8	10	2	8	10	2	7	10	3		10	yes	yes		90	75%	68
7	8	1	7	8	1	7	8	1	6	8	2		9	yes	yes		40		40
5	10	5	5	10	5	6	10	4	3	10	7		10	yes	yes		20	50%	10
7	10	3	7	10	3	8	9	1	7	9	2		10	yes	yes		40		30

5	8	3	5	9	4	5	9	4	2	9	7		10	yes	yes		50	30%	15
5	10	5	7	10	3	6	10	4	4	10	6		10	yes	yes		480		360
5	9	4	8	9	1	8	10	2	5	9	4		10	yes	yes		25		25
7	10	3	7	9	2	8	9	1	6	9	3		10	yes	yes		40		30
7	10	3	8	10	2	8	10	2	7	10	3		10	yes	yes				
4	5	1	8	9	1	9	9	0	1	9	8		10	yes	yes		80		80
3	9	6	5	9	4	6	9	3	1	9	8		10	yes	yes		20		20
5	8	3	8	10	2	7	10	3	4	8	4		10	yes	yes		25	not sure	
1	8	7	6	9	3	6	9	3	4	10	6		10	yes	yes		20	not sure	
1	8	7	1	10	9	1	8	7	1	8	7		10	yes	yes		30		10
5	9	4	8	8	0	6	10	4	2	6	4		9	yes	yes		60		60
5	9	4	8	9	1	5	9	4	4	9	5		9	yes	yes	all			
5	8	3	8	8	0	4	9	5	1	8	7		9	yes	yes		11		
5	9	4	5	9	4	6	9	3	5	9	4		9	yes	yes		11		11
1	10	9	10	10	0	1	10	9	1	9	8		10	yes	yes		11		
7	10	3	9	10	1	9	10	1	5	9	4		10	yes	yes		11		
5	9	4	8	10	2	6	9	3	3	9	6		10	yes	yes		11		
5	8	3	5	9	4	4	10	6	1	8	7		10	yes	yes		11		2
5	8	3	6	9	3	6	9	3	4	9	5		9	yes	yes		11		
5	10	5	7	10	3	7	10	3	5	9	4		10	yes	yes		11		10
5	10	5	4	10	6	5	10	5	3	8	5		10	yes	yes	n/a	n/a		
5	9	4	6	10	4	6	10	4	5	9	4		10	yes	yes		11		11
5	8	3	5	8	3	5	8	3	3	7	4		9	yes	yes		20		
5	5	0	5	6	1	4	6	2	2	4	2		7	yes	yes		5		2
5	8	3	5	8	3	3	8	5	3	8	5		10	yes	yes	n/a	n/a		
4	8	4	7	8	1	3	8	5	2	6	4		7	yes	yes				
9	9	0	9	9	0	7	9	2	8	9	1		9	yes	yes		20	10%	2
7	9	2	9	10	1	5	8	3	8	7	-1		8	yes	yes		20		
2	8	6	4	10	6	9	8	-1	1	2	1		10	yes	yes		100		50
5	9	4	5	9	4	8	10	2	2	5	3		10	yes	yes		150		6
5	9	4	9	9	0	5	9	4	3	9	6		9	yes	yes	variable		increasing	
5	10	5	5	9	4	5	9	4	1	9	8		9	yes	yes				
7	9	2	8	9	1	7	9	2	5	9	4		9	yes	yes				
6	9	3	6	9	3	3	9	6	5	9	4		9	yes	yes		30	70%	21
3	8	5	3	8	5	2	8	6	1	8	7		10	yes	yes		30	70%	21
7	9	2	6	9	3	7	9	2	4	9	5		10	yes	yes		40		20
6	9	3	7	9	2	8	10	2	5	9	4		10	yes	yes	varies		50%	
5	10	5	8	10	2	6	10	4	3	10	7		10	yes	yes		50		50
6	10	4	8	10	2	7	10	3	5	10	5		10	yes	yes		50		50
6	8	2	7	9	2	6	8	2	5	6	1		8	yes	yes	varies		60%	
6	9	3	9	10	1	9	10	1	3	9	6		10	yes	yes		250		125
9	9	0	10	10	0	10	10	0	3	9	6		10	yes	yes	varies		e on low income	
8	9	1	8	9	1	7	8	1	4	5	1		6	yes	yes		20		10
6	10	4	9	10	1	6	10	4	2	9	7		10	yes	yes		100	100%	100
7	9	2	7	9	2	4	7	3	5	7	2		9	yes	yes		20	50%	10
7	8	1	9	9	0	6	8	2	8	9	1		8	yes	yes				
6	8	2	9	9	0	6	8	2	3	8	5		9	yes	yes		40		10
5	6	1	7	7	0	6	7	1	4	7	3		7	yes	yes				
6	9	3	7	9	2	6	8	2	4	9	5		10	yes	yes		50		40
5	9	4	8	10	2	7	10	3	4	8	4		10	yes	yes		20		18
6	8	2	8	10	2	6	9	3	7	9	2		10	yes	yes		42		16
7	9	2	9	9	0	9	9	0	4	9	5		9	yes	yes				
8	9	1	8	9	1	5	7	2	7	9	2		7	yes	yes				
8	9	1	9	9	0	6	8	2	7	8	1		10	yes	yes	telephone enquire		50%	

7	10	3	9	10	1	7	10	3	4	9	5		10	yes	yes		60		40
5	9	4	4	8	4	7	8	1	4	7	3		8	yes	yes		10		8
4	7	3	5	6	1	6	7	1	1	2	1		6	yes	yes		10	50%	5
7	10	3	10	10	0	8	10	2	5	9	4		8	yes	yes		30		5
7	8	1	8	8	0	7	8	1	2	4	2		7	yes	no	very few			
4	10	6	4	10	6	3	9	6	3	7	4		10	yes	yes		20		18
8	9	1	9	10	1	7	10	3	6	9	3		10	yes	yes		30		15
4	7	3	3	7	4	7	9	2	1	7	6		6	yes	no				
7	9	2	9	10	1	8	9	1	3	9	6		10	yes	yes		30		30
8	8	0	8	8	0	8	9	1	7	9	2		9	yes	yes				
7	8	1	7	8	1	7	8	1	3	8	5		8	yes	yes		100		25
9	10	1	9	9	0	7	9	2	9	9	0		8	yes	yes		20		10
8	9	1	9	9	0	6	10	4	8	9	1		10	yes	yes		20		4
6	10	4	6	10	4	6	10	4	5	10	5		10	yes	yes		40		20
2	9	7	5	10	5	5	10	5	5	9	4		10	yes	yes		20		5
6	9	3	7	9	2	5	8	3	5	8	3		10	yes	yes		40		25
8	9	1	9	9	0	9	10	1	1	10	9		9	yes	yes		30	50%	15
6	9	3	7	10	3	4	9	5	2	8	6		10	yes	yes		50		2
8	10	2	10	10	0	10	9	-1	1	3	2		5	yes	yes		30	75%	23
2	6	4	3	8	5	2	8	6	1	7	6		7	yes	yes		80	60%	48
3	9	6	5	9	4	3	9	6	1	9	8		9	yes	yes		60		50
6	10	4	6	10	4	7	10	3	5	10	5		10	yes	yes		60		15
3	9	6	7	9	2	6	9	3	2	9	7		9	yes	yes		10		5
6	9	3	6	9	3	3	9	6	3	8	5		10	yes	yes		50	90%	45
4	8	4	6	10	4	6	9	3	2	6	4		10	yes	yes		80		20
4	8	4	7	10	3	4	9	5	1	9	8		9	yes	yes		80		20
3	7	4	4	8	4	4	8	4	3	6	3		10	yes	yes				
6	8	2	6	9	3	6	9	3	6	9	3		10	yes	yes		20		14
2	7	5	6	8	2	2	7	5	1	8	7		10	yes	yes		15		14
5	8	3	6	10	4	7	10	3	5	8	3		10	yes	yes				
5	9	4	7	9	2	6	9	3	5	9	4		10	yes	yes		45		
3	9	6	4	9	5	5	9	4	5	9	4			yes	yes		29		
5	10	5	5	10	5	5	10	5	5	10	5		10	yes	yes		36		
9	9	0	9	10	1	9	10	1	6	10	4		10	yes	yes				
5	10	5	3	10	7	7	10	3	1	10	9		10	yes	yes				
4	10	6	3	10	7	2	10	8	9	10	1		10	yes	yes				
3	8	5	1	9	8	7	10	3	2	8	6		7						
5	10	5	9	9	0	9	10	1	1	9	8		10	yes	yes				
8	10	2	8	10	2	8	10	2	1	10	9		10	yes	yes		6		
8	10	2	8	10	2	8	10	2	2	10	8		10	yes	yes				
8	8	0	9	9	0	9	9	0	6	9	3		8	yes	yes				
8	9	1	8	10	2	8	9	1	4	9	5		10	yes	yes		40		33
7	8	1	8	9	1	8	9	1	8	9	1		9	yes	yes	varies			
7	10	3	8	10	2	9	10	1	6	9	3		10	yes	yes				
5	9	4	6	9	3	4	9	5	5	9	4		9	yes	yes		20		18
4	9	5	4	9	5	3	9	6	2	9	7		10	yes	yes		40	60%	24
5	9	4	8	10	2	7	10	3	3	8	5		9	yes	yes		40	80%	32
7	10	3	7	9	2	7	10	3	5	8	3		9	yes	yes		30		28
8	10	2	6	10	4	6	10	4	4	9	5		10	yes	yes		30		25
8	9	1	10	10	0	6	9	3	7	9	2		10	yes	yes		30		25
7	8	1	9	10	1	7	10	3	7	8	1		10	yes	yes		30		25
4	9	5	4	10	6	4	10	6	4	9	5		10	yes	yes				
6	10	4	5	10	5	6	10	4	5	10	5		10	yes	yes		100	90%	90
6	10	4	6	10	4	4	10	6	5	10	5		10	yes	yes				

Stay Warm Stay Well

Number of Clients/Fuel Poor Clients - Smoothed Data

Appendix E

Q6c	Q7	Q8
how many clients per week	how many clients fuel poor	how many clients fuel poor
	%	number
5		4
5		2
6		6
7		7
7		7
7		7
8		2
8		7
8		8
8		7
9		5
10		4
10		2
10	50%	5
10	50%	5
10		2
10		3
10		10
10	100%	10
10		10
10		5
10		10
10		10
10		10
10		10
10		10
10		11
10		6
10		10
10		8
10	50%	5
10		5
11		10
11		11
11		2
11		10
11		11
12		6
12		12
12		10

<i>highest 25% - omitted from count</i>		
50		45
50	30%	15
50		50
50		50
50		40
50		2
50	90%	45
60		30
60		50
60		55
60		55
60	70%	42
60	70%	42
60		50
60		60
60		40
60		50
60		15
75	40%	30
75		60
78		39
80	90%	72
80	70%	56
80		25
80		30
80		80
80	25%	20
80	80%	64
80	95%	76
80	70%	56
80	60%	48
80	70%	56
80		80
80		80
80	60%	48
80		20
80		20
90		90
90	75%	68
100	50%	50

12		12
12	80%	10
12		12
12		10
12		12
13		13
14		14
15		10
15		15
15		6
15		10
15		15
15		15
15		15
15		15
15		15
15		15
15		14
16	60%	10
18		18
20		10
20		10
20	75%	15
20		5
20	90%	18
20		20
20		15
20		12
20	60%	12
20		10
20	30%	6
20		20
20		15
20		12
20		10
20	50%	10
20		20
20		10
20		10
20		15
20		15
20		10
20		15
20	100%	20

100	80%	80
100		60
100		90
100		33
100		95
100	80%	80
100		100
100	80%	80
100	75%	75
100		50
100	100%	100
100		25
100	90%	90
120		100
150	80%	120
150	80%	120
150	80%	120
150		6
160		100
160		120
200	75%	150
250		110
250		135
250		125
300	50%	150
400	99%	396
480		360
500		250
600		450
8368		5674
		67.8%

STAY WARM STAY WELL
Participant Feedback on Training

Appendix F

Comments
A vast amount of useful information. Some more interactive exercises would help. E.g. how much does food cost. A flow sheet of who to contact for an issue would be useful.
Great Training. Really informative and I am very grateful for the day. Well presented too.
Very informative. Good Pace and plenty of time for questions.
The session was delivered very well and was not only educational but very interesting. I feel there is a real need for more courses like this to be delivered.
Very useful. Lots of information that I can share with many of our client group. Thank you
Informative. Would like a copy of the slides if possible
Great to have more in depth information on fuel poverty and energy efficiency
Enjoyed the training. Useful insightful and interesting. Good location and facilities. Nice lunch. Shows how fuel poverty impacts at a holistic level.
Thank You
Well Conducted and informative
Excellent training delivered in a clear and concise way with appropriate hand outs and information
The training was very good and full of advice and knowledge to take back to service users
Increased awareness of issues and useful information of ways to address fuel poverty
Excellent Training Course to be recommended
Great training session with plenty of information to go away with. Very worthwhile. Thank you!
Really beneficial in terms of understanding effects of fuel poverty and how this may be presented. Would have enjoyed some case studies/practice in eligibility to efficiency grant/assistance, but very good resources online
Course leader very informative
Very informative, useful (extremely) session delivered in a relaxed, approachable friendly manner
A lot of info but all very useful and good for my learning and has certainly increased my understanding for myself and to help support others
Barbara delivered the training extremely well. Very informative
Gave a very good insight into energy awareness. Trainer excellent and very down to earth and approachable
Thank you
Most of my clients are vulnerable and on benefits struggling to pay basic living costs and heating etc. This course will allow me to help advise or refer to appropriate person for support
Very enjoyable and informative. I thought the trainer had excellent interaction with the trainees (myself included), interactive learning, approachable, friendly
Really learned so much from todays training. I feel I can pass on more knowledge to people I support and use it in my own home
Really enjoyed the training and learned lost of new knowledge on the effects of fuel poverty. Great information to share
Excellent course, interesting and well presented. Please note pre evaluation was filled out with regards to my perception of knowledge not actual knowledge
Very good information and sources of help
Could be more interactive - No mention of SHQS that RSLs have to meet - impact of pets on condensation in the home
I enjoyed the training and it did add to my existing knowledge base
Very Good. Worthwhile and interesting
Lots of useful information and tips
Interesting and informative. Trainer had a nice manner, but too long period to listen maybe make it more interactive to break things up
Trainer good. Main benefit is knowing available help and support and being able to signpost. Definitely made me more aware
Very informative. I will definitely be checking my own fuel bills

The training was very useful and was very up-to-date. Discussion covered current issues people are facing
Re knowledge of energy efficiency grants and support mechanisms - hand-outs + presentation details will be invaluable in retaining what was a lot of information to take in within the training session
Very informative. I am now more aware of the causes of fuel poverty and how I can assist our tenants with regards assistance to reduce their fuel poverty
Very useful course. Provided a number of practical solutions to tackle/minimise fuel poverty that can be applied to my client group
Really well presented course
Delivery of todays training was well done!
This was extremely useful. Cheers
Very useful training - thank you
Excellent - could have done without constant talking at back
Additional print outs especially costs of running the various household appliances etc
Training was excellent and will be very useful in dealing with fuel issues with clients. Trainer extremely knowledgeable and delivered training at a good rate
Hope to attend future sessions
Lots of info hard to take all in. Would be helpful for page numbers that info is on in booklet to be given out. Too much talking in background
Excellent Training Session - Many thanks
Very useful as I am new in post, but I am sure that I will be using the info from today with almost every client
Buffet - not asked re specific dietary requirements. Seats are not comfortable for length of time
Very helpful, informative and engaging - thanks
Very well presented/very informative useful information
An excellent course, very informative and useful information. Delivered in a clear and comprehensive way. Enjoyed very much
Information and good advice on a very complex issue!
Excellent opportunity to learn and gain knowledge
Lots of information which expanded my knowledge
Really good, but from 2- 4.15 lot of info given, not good for end of day. Could have been at 10 am. Too many people chatting when training was on-going
Very clear knowledgeable trainer . Room/seats were uncomfortable
Hand-outs could be more targeted and explicit. Too much information to retain - very, very interesting training - fabulous
Very Helpful lots of relevant information
Employer would not allow attendance at 3 day course. Thought the course was excellent, learned loads. Very well delivered. Excellent presenter
Excellent trainer. Kept the hand-outs to the later part of presentation which prevents people missing out on vital information from the presenter by reading the materials.
Extremely informative and well presented
I expected this to be quite a tedious training day - However, I have really enjoyed it !! I've learned loads and look forward to using/passing on the things I've learned - Thank you!
Excellent content and presenter. Very informative and useful. Will share with my colleagues and advice service users
Teaching sessions for organisations should be made available
Presenter was very knowledgeable and materials very good and informative
Enjoyed the training. Very interesting
Would depend on where/when course is available
Very good
Found this an extremely interesting and beneficial course
Very informative, presented in a natural and friendly way. Would highly recommend this course to all frontline workers
Very good and well presented
Trainer made course very interesting and very informative
I found the day informative, useful and enjoyable. Course was easy to follow and Barbara has sound knowledge that answered all my questions. I now feel confident to advise and support service users to address issues.

I am a Business Support Officer at GenR8 so this course will benefit me more at home than work. Barbara was knowledgeable and content was very interesting. I will take loads of tips and advice away from this. Thank you!
Enjoyed the training. Very informative. Will put knowledge gained into practice
Found the information about impact of fuel poverty on health; how to read and understand KWz and general stuff about insulation, history and our buildings very useful
Excellent knowledge gained. Will transfer onto clients. Good Content
Informative and worthwhile
Very interesting course, well delivered. Glad I came. Thank you
Really useful training, a lot of information, would have been better over two half days. Facilitator really knows her subject
Was made a lot more enjoyable with the trainer
Very informative, will roll out to tenants and will advise accordingly
Very Informative
Really useful training course. Great pace and content. Thanks
Thank you, was really interesting and really good facilitator
Very very useful
Very useful and detailed - know more about legislation etc
Would like to know more about energy alternatives
Fantastic session, very well presented and knowledge gained
I found the content very informative and the pace and style of the presentation very good. Presenter clearly had a very broad knowledge of energy efficiency
Excellent trainer/venue/lunch!
Very informal which I liked and it was very interesting
Very well explained. Good information appropriate for wide variety of needs etc/clients
Very informative and enjoyable
Training was really interesting and engaging. Everything was explained really well
Informative and well structured
I found today's training very knowledgeable and interesting. Trainer delivered it very well
Good delivery. Very informative and practical - many thanks
Very informative
Really informative and interesting- thank you
Very informative, well presented and relevant
Course was very informative. Trainer very knowledgeable and she made it very enjoyable. Would recommend this course to my colleagues.
Trainer very knowledgeable. Information given very clearly and concisely
A bit more could have been explained around health issues related to overheated premises
Excellent course.
Really good training
Extremely good. Useful information well presented. Facilitator extremely engaging and knowledgeable
Very informative and presented with great knowledge and enthusiasm
Training was really beneficial to me as I am new to this role. I will definitely be looking into this and using it as home and at my workplace (clients)
I very much enjoyed today's training. I have benefited greatly
Good quality training. Very knowledgeable trainer
Very useful and interesting
Well presented, to the point information as well as helping my clients, it will help me
I have found today very informative and helpful for dealing effectively with future clients
Very useful and informative
Extremely informative, learned a lot professionally and for home personal/family use
Relaxed atmosphere. Very informative - good discussions from other attendees

Very interesting, useful and relevant to both professional and person role. Well presented with sufficient time for Q&A
Enjoyed it and good for discussion
Was extremely informative and there are many people I will pass information on to
I would be interested but don't think my work would allow it
I found todays session very interesting both from a professional and personal basis. I feel that I will be in a much better position to advise tenants
Very informative and not exactly what was expected
Informative, informal and well presented session
I previously worked as an assistant Income Advisor and came across many clients on benefits in fuel poverty. Over the last few years I have been in the role of Monday Advisor and more and more see clients not just on benefits but in work/home owners struggling due to increased prices, inflation, low wage increases
The trainer was very knowledgeable and made the course very interesting
This has been a fantastic course. Very informative and engaging and on many occasions eye opening. Lots of useful information that can be shared with colleagues immediately. Excellent trainer
Friendly trainer, easy to listen to
Very informative. Fell a lot happier in taking the information forward to benefit our older people
Excellent
Excellent training. Trainer very informative. Will use info in both my personal and work life
Found the course to be very informative and certainly will use this knowledge regularly
Effective, useful training. Very thought provoking! Good clear understanding of energy efficiency awareness
Thoroughly enjoyed Barbara's presentation
Very useful and interesting - really enjoyed it and would recommend it to others
There is so much to be learned about fuel poverty and energy efficiency, learned a lot, trainer knows her stuff
Fantastic, very helpful course. Delivery of content was extremely good
Very informative and enjoyable
Excellent course, very informative
Thank you
Very informative
Really, really enjoyed the training. Learned quite a few things that I didn't know already. Thank you
An engaging and interesting days course. Thank you
Very helpful. Good and simple lunch. Room acoustics not so good
Very informative
Very informative. Good info
Really good course - very interesting and trainer very knowledgeable
Very enjoyable day. Very Informative. Fount out a lot of stuff I did not know
Excellent presentation and very informative
Good basic course - however venue re acoustics was very poor
Very useful - will put into immediate use at home and be able to advise clients better. May possibly adjust/ or create a mailing campaign amend what we have learned
Really useful refresher for someone who should have retained more knowledge from C&G course in 2011!!
Interesting and very useful information to pass on to clients
Well delivered course. Very informative
On fuel poverty working group, so keen to know more and train others
Excellent training - informative and engaging
Very informative and useful on a personal level and for working and supporting people in a professional capacity
More on grants/support mechanisms available would have been beneficial. Useful overall, but some areas were not so important other than reference
A bit more on grants

More info on grants/funding would be useful
Very interesting and hopefully useful
Enjoyable and informative course
Fantastic trainer who really engaged and held the interest of participants
Found course very informative as it gave me more knowledge
Excellent. Will make me more aware to read bills and be more fuel efficient
Very interesting and helpful
The training was of great value
Very helpful and interesting
Very Informative
Would be interested in hearing about City & Guilds to look at sending staff
Very informative, enjoyed it will use at home and feel more confident in reading bills and supporting clients
Really informative and I feel I have learned a great deal and know a lot more than I did before. Very Well delivered
Very informative and very useful in my role - thank you
Expanded my knowledge greatly
Lots of interesting information not previously known
Very useful information pitched at an absolutely appropriate level - excellent interaction opportunities
Lots of interesting information not previously known
Useful overview and improved my understanding in many areas - made me think more about the impact of fuel poverty on many levels
Good day working with community groups and individuals. This will help with things
Very enjoyable
Mid-morning break would have been good. Lunch good and able to chat to others and hear about their experiences. Trainer very good
Trainer excellent, extensive knowledge
I found this training very informative and helpful. I enjoyed the presentation and how it was presented
Today's presentation has been excellent in content and very informative. Thanks
I found it very interesting also very helpful. I will now be able to do my job better to enable myself and the service users I support
More info on how to prevent/treat condensation problems - how to treat mould with chemicals and organic natural ways
Very Worthwhile. Made very important information accessible
Really informative, interesting and relevant to my job

BA/RAP

Date: As postmark



Dear Colleague

STAY WARM, STAY WELL
FREE TRAINING FOR FRONT LINE STAFF

Fuel poverty is a major problem in Scotland. More than one in three people can't afford to heat their homes to an adequate level. For those living in fuel poverty, the consequences are ill health, discomfort and debt. It often means choosing between heating and eating.

Energy Action Scotland (EAS) campaigns for an end to fuel poverty and works to turn cold, damp houses into warm, dry homes. EAS has recently secured funding from SSE to provide training, free of charge, to front line staff responsible for looking after the health, wellbeing and social welfare of vulnerable clients. This energy efficiency training will enable a range of organisations to provide appropriate and effective advice and information to clients, helping them to obtain all the help and support that's available.

The following free training is available (see flyer for more detail):

- One day fuel poverty/energy efficiency training**
 Places are available on a first come, first served basis. These courses will be delivered in a wide range of locations throughout Scotland (see attached booking form for details). For organisations with a number of staff EAS can provide the training in their own premises. In order to ensure optimum access to this training, EAS will pay (or contribute towards) travel costs for participants where appropriate. Participants will receive a certificate for Continued Personal Development (CPD) purposes.
- One week Energy Awareness, City & Guilds (Level 3)**
 A limited number of places will be available to those completing the one day training. This training will be delivered from a central location. Please note that EAS will pay (or contribute significantly towards) both travel and subsistence costs where appropriate. Successful candidates will receive a City & Guilds Certificate which can be used for Continued Personal Development (CPD) purposes.

Do your staff or colleagues know someone who is cold at home or who is struggling to afford their fuel bills? There are solutions, and this free training is one of them! Do you know someone who should attend this training? If so please ask them to complete and return the attached form to Rose Ann Porteous at the above address or email: rose-ann.porteous@eas.org.uk.

Yours sincerely

Barbara Atterson
Development Manager

Suite 4a
 Ingram House
 227 Ingram Street
 Glasgow G1 1DA
 Tel: 0141 226 3064
 Fax: 0141 221 2788
 Email: eas@eas.org.uk
www.eas.org.uk



STAY WARM, STAY WELL



Free training for front line staff who look after the health, wellbeing and social welfare of vulnerable clients.

*Raising awareness of the impact of fuel poverty and cold homes on people's health.
Working towards affordable warmth for all.*

One Day Course Aims

- To improve understanding of domestic energy efficiency and the impact of fuel poverty on vulnerable, low income households
- To raise awareness of schemes/grants and other support mechanisms for energy efficiency improvements, creating an effective means for linking those in need with the help that's available

By the end of the session you will be able to:

- understand the causes and effects of fuel poverty
- Identify those at risk of ill-health through living in cold, damp homes
- Raise awareness of schemes/grants and assistance available to improve energy efficiency
- Signpost to appropriate agencies and organisations

Course Outline

- Introduction to EAS and the Stay Warm, Stay Well project
- Fuel poverty – causes and effects
- Cold damp homes and health impacts
- Condensation dampness
- Energy efficiency
- Heat loss in the home
- Paying for fuel and fuel debt issues
- Sourcing help and effective signposting
- Tariffs and switching

City & Guilds Course Aims

This course is designed to further enhance knowledge of energy efficiency, enabling those working directly with vulnerable households to provide practical and effective support.

On completion you will be able to:

- Identify a range of heating/hot water systems and appliances
- Advise clients on the safe and efficient use of heating/hot water systems and appliances
- Help clients work out their fuel consumption and inform them of the different ways they can pay for fuel
- Identify the potential for insulation, draughtproofing and other measures
- Inform clients of the different sources of help and support available and help them access this
- Advise clients on how to avoid condensation and to take remedial action where condensation dampness exists

Course Outline

Heating & Preventing Heat Loss

- use of heating/hot water systems and effective use of controls
- heat loss and home insulation

Lifestyle & Housekeeping

- causes and control of condensation and dampness
- energy saving measures
- health risks from the lack of affordable warmth

Finance & Budgeting

- tariffs, meters and budgeting for fuel
- appliance running costs
- payment methods

- services available from fuel suppliers and consumer bodies
- support grants and financial help available

Venues and Dates

Venue	Date	Venue	Date
Glasgow	12 December 2013	Aberdeen	30 January 2014
Ayr	16 December 2013	Paisley	10 February 2014
Dundee	13 January 2014	Dumfries	12 February 2014
Glasgow	15 January 2014	Greenock	18 February 2014
Hamilton	17 January 2014	Fort William	24 February 2014
Glasgow	21 January 2014	Inverness	25 February 2014
Kirkcaldy	23 January 2014	Orkney	27 February 2014
Edinburgh	28 January 2014		

Comments from previous course participants:

Found the session extremely beneficial and now feel more confident about advising carers who contact us for information and support

Very informative and useful. Will be able to assist my service users who are suffering fuel poverty

Excellent – clear and very useful both for me and the Housing Association

Excellent. Provided a wealth of information and advice which will be useful.

Extremely informative. Well worth attending

Everyone in care or nursing should attend

Energy Action Scotland
Suite 4a, Ingram House,
227 Ingram Street,
Glasgow, G1 1DA



STAY WARM, STAY WELL

Training for front line staff who look after the health, wellbeing and social welfare of vulnerable clients.

Course Outline/Timetetable:

- 09.30 Registration/Tea and Coffee
- 10.00 Introduction to the Stay Warm, Stay Well project
 Fuel poverty
 Cold, damp homes and health impacts/implications
 Heat loss at home
 Energy efficiency in the home
- Lunch
- 1.30 Condensation dampness
 Fuel bills, fuel debt and paying for fuel
 Tariffs and switching
 Sources of help and support
- 4.00 Close





City and Guilds Energy Awareness (6281-01)

The course consists of three days training plus up to 12 hours of home study. The training is aimed at those providing Energy Advice to clients and for those wishing to have a greater understanding of domestic energy efficiency.

The course is followed by a one day examination. This assessment is in three parts; two written papers, a simulation test and a practical test. The Energy Awareness qualification counts as knowledge-based evidence towards the NVQ Level 3 in *Providing Energy Efficiency Services*.

The course is made up of modules covering the following topic areas:

Heating & Preventing Heat Loss

- ✓ use of heating and hot water systems
- ✓ effective use of heating controls
- ✓ heat loss from buildings
- ✓ methods of home insulation

Lifestyle & Housekeeping

- ✓ the causes and control of condensation and dampness
- ✓ the need for adequate ventilation
- ✓ “no cost” energy saving measures
- ✓ health risks from the lack of affordable warmth

Finance & Budgeting

- ✓ understanding tariffs, meters and budgeting for fuel
- ✓ costs of running household appliances
- ✓ payment methods for fuel
- ✓ services available from fuel suppliers and consumer bodies
- ✓ grants and financial help available for energy efficiency improvements

Courses can be delivered in-house or at a central location. Nominal course size is between six and eight candidates.

Cost: Training	£520.00 + VAT
Training EAS Member	£390.00 + VAT
<small>(2 places per year per organisation - Does not apply to individual membership)</small>	
Exam & Certification:	
Non-profit	£172.00 + VAT
Profit	£292.00 + VAT

To reserve a place on this course, please contact Rose Ann Porteous on 0141 226 3064 or rose-ann.porteous@eas.org.uk

City and Guilds Energy Awareness (6281-01)

This course is designed to further enhance knowledge of energy efficiency and is aimed in particular at those who are in a position to provide face-to-face advice.

The qualification is relevant to the training and development needs of: staff from consumer advice or similar organisations; fuel supplier staff advising their customers on efficient use of fuel and appliances; insulation company workers providing advice to complement physical insulation measures; housing care and health workers providing energy information and advice to their customers and clients.

Course Outcomes

On completion of the City and Guilds Energy Awareness (6281-01)

Course, participants will be able to:

- identify a range of heating and hot water systems and appliances found in homes
- identify the type and function of controls on heating and hot water systems
- advise clients on the efficient and safe use of heating and hot water systems and appliances
- interpret domestic fuel cost data using reference materials
- advise clients on how to record gas and electricity consumption and work out costs
- inform clients of ways of paying for gas and electricity
- identify the potential for thermal insulation and draught proofing in a range of dwellings
- state the grant aid available for energy efficiency measures
- state a renewable energy which qualifies for grant aid
- advise clients on how to avoid condensation and how to take remedial action where condensation dampness exists.

STAY WARM, STAY WELL



PRE EVALUATION FORM

Energy Awareness Training
Glasgow – 27 January 2014

Thank you for attending the course today, we hope you will find it enjoyable and informative and that you are able to take something away from today that you will be able to use in your workplace.

In order to make the training course as useful as possible we are very interested to hear the feedback from delegates on the day. Please could you take a couple of minutes to complete this evaluation form before the training course begins.

Please state your present level of knowledge in the training course objectives set out below.

(1 = no knowledge / 10 = extremely knowledgeable).

1	Understanding of the cause and effects of fuel poverty	1	2	3	4	5	6	7	8	9	10
2	Understanding the importance of energy efficiency in the home	1	2	3	4	5	6	7	8	9	10
3	Understanding of the impacts of fuel poverty on health	1	2	3	4	5	6	7	8	9	10
4	Awareness of the energy efficiency grants and other support available	1	2	3	4	5	6	7	8	9	10

Signed: _____ Print Name: _____

Organisation: _____

Tel: _____ email: _____

Energy Action Scotland is a charity working to promote warm, dry homes.
We are grateful to SSE for supporting this initiative.

STAY WARM, STAY WELL



POST EVALUATION FORM

Energy Awareness Training
Venue - Date



We hope that you enjoyed the course today. We would be grateful if you could take another couple of minutes to complete our **POST** training evaluation form.

(1 = no knowledge / 10 = extremely knowledgeable).

1	Understanding of the causes and effects of fuel poverty	1	2	3	4	5	6	7	8	9	10
2	Understanding the importance of energy efficiency in the home	1	2	3	4	5	6	7	8	9	10
3	Understanding of the impacts of fuel poverty on health	1	2	3	4	5	6	7	8	9	10
4	Awareness of energy efficiency grants and other support mechanisms	1	2	3	4	5	6	7	8	9	10
5	Did you find the training session beneficial?	1	2	3	4	5	6	7	8	9	10
6	Will you make use of what you've learned today?	at home					in your workplace				
		Yes		No			Yes		No		

How many clients do you see in a month?	
How many of those clients do you believe are fuel poor, or at risk of becoming fuel poor?	
Are you interested in attending the City & Guilds 3 Day Training Course	Yes No

Please use this section to add any comments you would like to make regarding today's training?

Signed: _____ Print Name: _____

Organisation: _____ Job Title: _____

Address for CPD Certificate: _____

Tel: _____ Email: _____