

CREATE



CASE STUDY
N.E. Lincolnshire District Council

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N.E. Lincolnshire District Council***CREATE trains frontline staff in energy awareness***

The Energy Manager and HECA Officer of N.E. Lincolnshire Council were interested in providing energy awareness training for frontline staff. They were particularly keen to:

- Raise staff awareness of the efficient use of energy in the home
- Equip staff with the skills and knowledge that would enable them to give advice to residents in their own homes

As a result, CREATE was asked to tutor a series of one day training sessions for frontline staff from the Council's Housing & Environmental Health Departments, Information Points and from voluntary organizations such as Age Concern, local advice centres and the Surestart Project.

The training sessions were very enjoyable with participants discussing their views on topics such as the most expensive electrical appliances to use in the home, how people use heating controls and with CREATE filling the gaps!

In the first year over 120 people were trained to give basic energy advice to low-income households. In the winter of 2000, N.E. Lincolnshire Council set up the fuel poverty forum and several more training sessions were delivered by CREATE to over 100 volunteers and employees working in the social service field.

“The course content was both informative and interesting and was delivered with an element of humour, which helped maintain the interest of the diverse audience throughout.

The feedback from the courses has been extremely positive in relation to both learning outcomes and interest generated. I would have no reservations in recommending this facilitator and these courses”.

Home Energy Co-ordinator, N.E. Lincolnshire District Council