

ENERGY LITERACY TRAINING FOR FRONTLINE STAFF

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This bespoke energy training aims to equip frontline staff with the skills and knowledge needed to understand the impact of energy saving action and promoting behavioural change with their clients to reduce their fuel bills.

LEARNING OUTCOMES & OBJECTIVES

To explain:

- Fuel Poverty and impacts
- Cold homes and excess winter deaths
- Payment and tariff options
- Fuel bills and statements
- How to switch suppliers

Energy Saving:

- Understanding the running costs of appliances
- Promoting behavioural change

Further assistance available:

- Help with paying fuel bills and fuel debt advice
- improving energy efficiency

TIME: 3 HOURS

PRICE: £95 per person (exc. VAT)

DATE: TBC

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COMBATING FUEL POVERTY AND REDUCING EXCESS WINTER DEATHS

The impacts of Cold Homes on health include:

- Additional winter deaths
- Poor physical health e.g. respiratory (COPD), asthma
- Poor well-being e.g. mental health, depression or anxiety caused by debts
- Additional costs to NHS

CATALYST MUTUAL ENERGY LITERACY CAMPAIGN

Energy costs to heat cold homes are the second biggest cost for households, leading to fuel poverty and excess winter deaths. The **Energy Literacy Training** focuses on ensuring frontline staff have appropriate skills and understanding of the impacts of cold homes and the benefits of Home Energy Saving to enable them to **'make every contact count'** by providing basic advice, information and referrals to support services that can help their clients.

