



**STEP**

Solutions to  
Tackle Energy Poverty

**FINAL REPORT  
SUMMARIZING THE  
ENERGY ADVICE  
PROVIDED TO  
CONSUMERS  
THROUGH INDIRECT  
CONTACT**

**BUILDING PARTNERSHIPS TO  
BUILD CAPACITY**

# ABOUT THE PROJECT

Solutions to Tackle Energy Poverty (STEP) is a project to develop a simple, innovative and replicable model of measures to address energy poverty.

The project covers some of the countries with the highest rates of energy poverty in Europe. These are Bulgaria, Cyprus, Czech Republic, Latvia, Lithuania, Poland, Portugal, Slovakia and the United Kingdom.



## There are three specific objectives:

- To get consumer groups and frontline organisations, who advise people on a range of issues such as financial or health-related ones, to partner and deliver advice to energy poor consumers.
- To help energy poor consumers across the 9 countries save energy and improve their living standard. We will advise consumers on more efficient energy consumption and how this can help them save money and improve their health and well-being. We will carry out information campaigns, provide tips on how to save energy, demonstrate cost savings and help put in place low-cost energy efficiency measures.
- To disseminate best practices and policy choices that can alleviate energy poverty and promote their replication in other EU countries.

Project Title	STEP – Solutions to Tackle Energy Poverty
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# INTRODUCTION

The primary objective of Work Package 5 is to reach out to consumers at risk of or facing energy poverty and provide them with energy efficiency advice, measures and where possible other forms of help to reduce their energy poverty. In order to increase the reach of the project, we will work with other frontline worker organisations, enabling them to offer energy advice to their clients or to reach back to our direct contact services through established referral routes.

With this purpose in mind all Consortium partners:

- Designed optimal routes for reaching frontline workers who could provide energy advice
- Trained frontline workers to:
  - a. Provide energy advice to their clients *or*
  - b. Refer their clients to STEP energy advisers, or other energy advice providers

Those frontline workers who are trained to provide energy advice will have contact with clients, and feed back to STEP, via simple surveys, the number of consumers to whom they gave energy advice to. These are our **indirect consumer contacts**. Assumptions, based on evidence, were made during the definition of the project that each frontline worker on average would reach 5 consumers. The aim of this portion of the project was to reach and train suitable frontline workers and through them reach at least 6,000 consumers.

Frontline workers who completed a training programme were asked to complete surveys a few months after their training to report on how they have used the training to support their client groups.

Frontline workers also have access to STEP tools developed to support the education of consumers, for example energy efficiency videos, leaflets and booklets and are able to share these with their clients.



# EXECUTIVE SUMMARY

Under very difficult circumstances and with a number of crises affecting energy prices, people's peace of mind, and their ability and desire to make contact with advice agencies, Solutions to Tackle Energy Poverty (STEP) project reached its target number of consumers. By working in partnership with each other and with other frontline worker organisations we have provided high quality advice and information to more than 16,000 consumers in a variety of settings. We've been agile in our thinking, and creative in our ways of reaching people and from these crises have developed new and innovative ideas, and some legacy tools and information.

This report focuses on the indirect consumer contacts, which were delivered by training frontline workers from external organisations, giving them the skills and knowledge to support the consumers they work with. We had a target to reach a total of 6,000 consumers in this way, and, after a difficult start, due to the impact of COVID-19, we reached 8,455 consumers or 141% of our target.

We delivered the majority of these training sessions online, and also used the Moodle training modules<sup>1</sup> to enable frontline workers to learn in their own time.

This report will share not only what we achieved, but also how we are leaving the partner nations with more useful tools and information to support people in energy poverty in the future. With the rising cost of wholesale gas, even before the Russian invasion of Ukraine, the need for energy saving advice and support is more important than ever.

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<sup>1</sup> <https://www.stepenergy.eu/resources/>



# FRONTLINE WORKER TRAINING

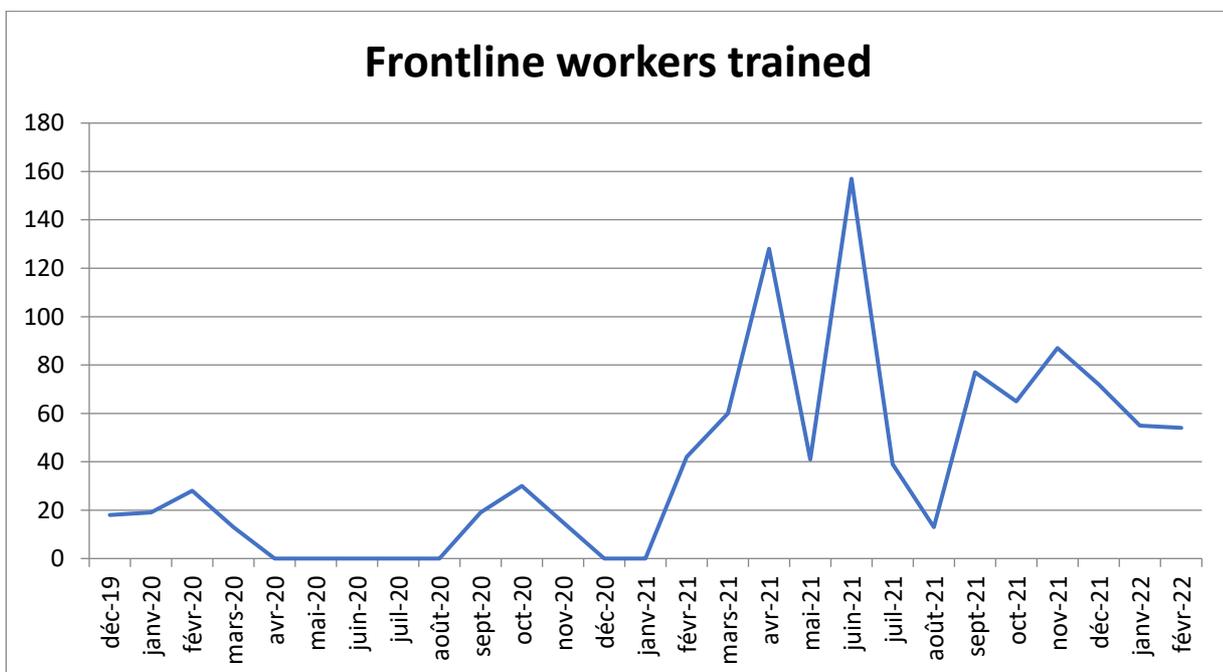
## Initial Plan

Our initial plan was to deliver 95 sessions to 1,120 frontline workers. These workers would then be fully trained to deliver energy advice to their own consumer groups, building a network of energy advisers across Europe. Through them we hoped to reach 6,000 consumers, providing them with high quality advice and support to find ways to reduce their energy costs.

## Need For Change

Many partners had planned to train frontline workers first, using their understanding and support for the STEP project to drive awareness and even to help our need to reach new partner organisations or consumer groups. When the pandemic started, many FLW organisations had to support their own client groups and could not offer any time or support to engage with training or referral of their clients for energy advice. It became very difficult to schedule any time with FLWs at all. As things settled down, however, FLWs became more available and were so used to delivering services online that they were very comfortable to receive their training virtually. The chart below very clearly shows this delay in engaging with FLWS at the start of the pandemic.

**We trained a total of 1,032 FLWs in 83 events, 92% of our target.**



*Figure 1 - Number of frontline workers trained by month*



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Partner	Target no of training	Target no of FLWs	Actual no of training	Actual no of FLWs	% of FLWs
ALCO	6	120	8	252	210%
BNAAC	6	120	4	132	110%
CAC	20	120	3	25	21%
CAM	20	120	20	116	97%
CAR	20	120	17	107	89%
CCA	2	40	8	49	123%
DECO	5	100	6	156	156%
dTest	3	60	3	49	82%
FK	7	140	1	29	21%
LPIAA	3	120	4	34	28%
SOS	3	60	9	83	138%
<b>TOTAL</b>	<b>95</b>	<b>1,120</b>	<b>83</b>	<b>1,032</b>	<b>92%</b>

*Table 1 - Number of frontline workers trained by partner shown against target*

As part of the project plan, we estimated each FLW would reach an average of 5 consumers. This should mean that our reach was only 5,110, significantly below our target of 6,000. However, we asked trained FLWs to complete surveys to assess the impact of our training programmes, how they had used them and how many consumers were reached. We received 143 valid responses, and between them they reached 3,770 consumers bringing us to 2,455 over our target.

Partner	Target indirect consumers	Actual indirect consumers	% of target
ALCO	660	2,143	325%
BNAAC	460	864	188%
CAC	900	183	20%
CAM	900	902	100%
CAR	900	827	92%
CCA	220	379	172%
DECO	540	1,822	337%
dTest	320	248	78%
FK	500	104	21%
LPIAA	380	320	84%
SOS	220	665	302%
<b>TOTAL</b>	<b>6,000</b>	<b>8,455</b>	<b>141%</b>

*Table 2 - Number of consumers reached by trained frontline workers against target*

We trained frontline workers from a wide range of organisations, and there is a full list in Annex 1. The feedback we received came from a similarly diverse group as can be seen in the table below.



Organisation Type	No of FLWs
Local government	60
Charity	30
Social worker	10
NGO	10
Health & social care	9
Education	5
Other	15
<b>Total</b>	<b>143</b>

*Table 3 - Number of frontline workers providing feedback from types of organisation*

The surveys received also specified some specific demographic splits (age, employment status) and types of advice given. This will be used in conjunction with the ESEM and the detailed analysis of data to provide further impact information in the final report, deliverable D1.5, due May 2022.

Age	No of FLWs
Under 19	9
20-39	53
40-64	83
65-74	54
75+	21
No specific age group	34

*Table 4 - Number of frontline workers supporting people by age group*

Employment status	No of FLWs
Full time education	16
Part time education	15
Full time work	54
Part time work	37
Unemployed	63
Retired	65
Unpaid carer	22
Disabled or long-term sick	53
No particular work demographic	31

*Table 5 - Number of frontline workers supporting people by employment status*



# INITIAL IMPACT REPORT

In order to present preliminary estimates of the potential impact of indirect advice to consumers via frontline workers (for which detailed survey data was not collected<sup>2</sup>), we apply average consumption figures from the data submitted from direct advice sessions (see report D5.3), and assume 6% average savings per household<sup>3</sup>, to provide an estimate of likely savings resulting from indirect STEP energy savings advice activity reported on to date.

Based on these average figures and assumptions, savings per household are likely to amount to primary energy savings of 2 MWh per year, €105 annual bill savings and emission savings of 400 kCO<sub>2</sub>e/yr. The total potential impact across all direct and indirect engagements is presented in the table below.

	Cost savings	Primary energy savings	Carbon emission savings
<b>Total impact of 8,052 direct engagements</b>	€845,000	17 GWh	3,206 tCO <sub>2</sub> e
<b>Total potential impact of 8,455 indirect contacts</b>	€890,000	18 GWh	3,370 tCO <sub>2</sub> e
<b>Total potential impact</b>	€1,730,000	34.6 GWh	6,600 tCO <sub>2</sub> e

*Table 6 - Preliminary estimates of total potential impact of advice activity reported on to date*

The final impact assessment of WP5 activities will be described and explained in Deliverable D1.5 “Final report on the impact of energy advice provision on consumers through indirect contact” (ADE), due in May 2022.

<sup>2</sup> Frontline workers who were trained by STEP partners to deliver energy advice were not employed by, funded by or paid by the STEP partnership. It was therefore agreed at the beginning of the project that although we could request information about how the training was used, we could not expect these trainees to provide the same level of survey data that we would receive from paid and funded advisers from within the STEP partnership

<sup>3</sup> The indicative savings based on survey data from direct advice provision (see report D5.3) suggests that an assumption of an average 6% realised savings per household represents a reasonable estimate for direct one-to-one energy advice sessions.



# MOODLE TRAINING

Each delivery partner created their own Moodle training programme, made available online. These were used as a training tool for FLW training programmes, and a way of allowing people to educate themselves about how to support their client groups to save money on energy.

Each Moodle was tailored to suit the country's specificities and was free to access and use. Although these training materials will stop being updated as part of the STEP project, partners will be able to keep and maintain them if they wish. The training programmes will be stored as backups and pdf files and will be made freely available to interested organisations into the future, to enable the replication of these ideas and ensure the sustainability of the STEP project.

## Training materials

This page includes [online training modules](#) in all of the project's languages so that frontline workers in [those countries](#), who are used to advising people on a range of issues such as financial or health issues, can [access training](#) on energy poverty issues.

[Moodle Training for Poland](#)

[Moodle Training for Bulgaria](#)

[Moodle Training for Latvia](#)

[Moodle Training for Cyprus](#)

[Moodle Training for the UK](#)

[Moodle Training for Lithuania](#)

[Moodle Training for Slovakia](#)

[Moodle Training for Portugal](#)

[Moodle Training for Czechia](#)

These training modules cover:

- Basic knowledge about the [energy sector](#)
- Basic knowledge about the [social system](#) and [poverty](#)
- How to [identify](#) consumers in energy poverty
- How to [refer](#) people to STEP energy advisors
- [National and local mechanisms](#) and support possibilities for consumers
- How [energy contracts](#) affect consumers in energy poverty (tariffs, supplier switch, transparent bills) – consumer rights



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# CHALLENGES & LESSONS LEARNED

The STEP partners made contact with a large number of charities, NGOs, local authorities, interested parties, social and health workers, and educators with the purpose of providing training and support to these frontline workers who could reach vulnerable and energy poor consumers. As mentioned, there were initial problems in reaching people as they were dealing with their own local situations as a result of the Pandemic. But as we continued to engage with these organisations and people, we were able to make some strong and important connections.

From the case studies below, it is clear that creating these new connections has led to unexpected successes that will continue to grow and help people long after STEP has ended. Whether providing local specialists, engaging with climate activists, or creating new networks, it is clear that building relationships, sharing knowledge and information makes a major difference to people's awareness and recognition of the problems of energy poverty.

## Partners Case Studies

### ALCO – Reaching Out to Regions

Keeping in mind that workers have their client base anchored to a specific area, ALCO paid special attention to ensure a wide coverage across all geographical regions of Lithuania while collecting applications to participate in the Front Line Worker (FLW) trainings. In several instances, the role of trained energy advisers (FLWs) was assumed by elders or their office employees (whom we reached via the Association of Local Authorities in Lithuania), or even by local community (informal) leaders. This variety of people involved creates a chance to exploit new channels of communication to reach vulnerable people.

To ensure a widespread network of energy advisers across the whole country, ALCO aimed to train at least one FLW in each of the 60 municipal units of Lithuania. During the project implementation, ALCO achieved half of this objective, training at least one social worker in 30 municipalities. ALCO consider that by ensuring an “anchor” point in these many municipalities will ensure the sustainability of the STEP project results, as future initiatives may build on this by enhancing the network and filling in for the remaining 30 municipalities.

### BNAAC - Together Against Energy Poverty

During the FLWs training on 26 April 2021, BNAAC decided to form a working e-mail group with representatives from various non-governmental groups working on the theme of energy poverty. This group included organisations such as WWF Bulgaria, For the Earth, ARCF, BSERC, ENEFFECT and BNAAC.



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The creation of this working group allowed BNAAC to present the STEP project at various seminars and conferences, and to distribute numerous materials on energy efficiency and energy poverty on the websites of the partners, thus reaching a broader audience. Workshops, conferences, seminars, and other cooperative events on the topic were organized by the group. In addition, a national definition of energy poverty is being disseminated as a result of the group's joint work.

## CAM – Reaching new groups of consumers through frontline workers

During the implementation of the STEP project, CAM found that engaging with education facilities to deliver training on energy saving tips was a successful practice, although it was a first-time approach for CAM. We started with delivering a training to a school in North Manchester for teachers and support staff and were then invited to run a session at the parent's evening as well, allowing CAM to open up conversations with people about their energy bills and offer quick tips and support as well as directing to further support. This also opened up further opportunities to work with that school, and generated contacts for CAM to do similar work with other schools and colleges in the future. While the intention was predominantly for staff to be able to support parents who confided they were struggling financially, the knowledge gained in the sessions could also be passed onto students, teaching them important practical lessons from an early age.

CAM delivered a session with Manchester Bangladeshi Women's Organisation as well; typically, the clients this group work with have little to no English, meaning a direct consumer session wasn't feasible, but now that workers are equipped to pass on energy advice in their own language, we have been able to reach a group of people who may otherwise have gone unsupported with energy costs at an incredibly difficult time.

## CAR – Building partnerships to support consumers

While implementing the STEP training programme, CAR worked with a large number of organisations. Through these, CAR built new partnerships, which although may not be specifically STEP related, did broaden the reach of our work. For example, working with the local council put one of our team in contact with the local climate action network. As a result, CAR became a member of the local Warmer Homes sub-group, looking at how to improve the energy efficiency of homes across Reading. This was not purely focused on the energy poor, but with STEP being involved, CAR could ensure that energy poverty was taken into account across the discussions. As well as this, through continuous relationship building at the local council, CAR became their preferred delivery partner for fuel vouchers (small grants made available to people who are in severe energy poverty and at risk of disconnection). These people were then offered energy advice through the STEP project, improving their situation in general.

## CCA – Collaboration with the PVCC to approach front line workers

The success of the CCA in achieving the required numbers of frontline workers and indirect contacts was due to the excellent collaboration with the Pan Cyprian Volunteering Coordinative Council (PVCC).

The PVCC is an 'umbrella' organisation and represents more than 400 voluntary organisations/NGOs both at national and local level, including many that deal with vulnerable groups (consumers) who among other difficulties, can face energy poverty.



PVCC expressed the view that NGOs were well placed to inform energy poor consumers of how to reduce their energy bills and to make their homes energy efficient, and that the outcomes of STEP will be beneficial for PVCC mission. Consequently, PVCC invited its member organisations to participate in the programme and trained on energy matters so they could also disseminate information to their members (vulnerable consumers).

The outcome of the invitation was that a great number of frontline workers were trained to become energy advisers and were able to disseminate their knowledge to vulnerable consumers.

## DECO – A holistic approach to energy poverty



The need for and the success of the STEP project was clear in Portugal, given the number of people who approached DECO to enroll in the STEP e-learning program on energy poverty and become an energy adviser (FLW). Training workers and volunteers from different entities and areas allowed us to tackle energy poverty from different angles and have an holistic approach to this problem. The REFOOD network is clearly an example. As an NGO dedicated to the distribution of food to consumers in poverty and social exclusion, it could be difficult to introduce the energy poverty problems and measures in their working mindset. However, the level of commitment from this network was highly satisfying given that it combined their work of food distribution to households with very low income, with the opportunity to check consumers' energy bills and engage them on measures to mitigate their energy poverty. The same could also be said of the Social Organization Caritas Portugal.



## dTest – New ways of training, new partners

dTest found its way to communicate on energy poverty to all types of target audience not only directly but also via NGOs focusing on helping seniors, single parents, and socially excluded groups.

Throughout the implementation of the STEP project, dTest established several collaborations with such NGOs to tackle energy issues, and made available the FLW trainings, and being possible to join online proved to be very effective, as it allowed to reach frontline workers throughout the whole country who might not have attended due to the distance and travelling time. To make sure that the FLWs were well prepared before meeting the consumers, dTest also organised online workshops with the NGOs, during which they discussed energy saving tips and advice as well as the legal aspects of switching energy suppliers, consumer law relation, consumer rights etc.



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A particular fruitful collaboration was established with the NGO *People in Need*, as they are closely monitoring the issue of energy poverty since several years and the STEP project was in line with both organisations mandate. This collaboration in tackling energy poverty in the Czech Republic will continue after the STEP project.

## FK - Strengthening the network of consumer advisors

FK is an association that brings together local branches: at the moment<sup>4</sup>, ten local branches are active in FK's network. They work as local consumer information and education centres and conduct advice activities targeted directly at individual consumers. Advisers know the energy market and consumer protection regulations, and additionally, some of them have been trained in the area of energy efficiency, savings, consumption reduction, and support for people at risk of energy poverty as part of the ASSIST project<sup>5</sup>. The advisers increased their knowledge on the topic thanks to the training conducted on Moodle<sup>6</sup>. The local branches tried to encourage other local institutions to join the advice system and conduct activities according to a uniform methodology. The lack of an energy poverty policy in Poland was a significant obstacle. Nevertheless, in two cases, Katowice and Nowa Ruda, it was possible to create a network for joint activities and involve other NGOs.

The advice system is based on operating branches of the Consumers' Federation, which will keep providing advice after the end of the project and, hopefully, will become the local points of contact and information for other entities working with consumers at risk of energy poverty.

## LPIAA - FLW bridge between energy poor and property managers of multifamily houses

LPIAA has established network of frontline workers in Latvia, managers of multifamily houses in Jelgava municipality who have close link with consumers and energy poor consumers of multifamily house. Frontline workers are aware of energy related issues both in individual and in the multifamily houses. FLWs are aware of the social and economic situation of the inhabitants of these buildings, their satisfaction with quality of life, health, and other situations.

The quality of the management of a multifamily house is significantly influenced by the fact that an association of apartment owners has been established in the houses or at least a trusted person has been appointed - a senior or authorized representative of the house, who follows all issues related to building maintenance. In fact, the house manager can be considered as an intermediary between the apartment owner/energy poverty and the property management.

The LPIAA network works with 10 regional civil society organizations in the cities of Latvia (also one in Jelgava municipality). Representatives from these organizations were trained to become FLWs understanding the energy related issues both in individual and in the multifamily houses.

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<sup>4</sup> March 2022,

<sup>5</sup> EU-funded project from the European Union's Horizon 2020 research and innovation programme under grant agreement No 754051.

<sup>6</sup> <https://pl.stepenergy.eu/>



The LPIAA network organizations cover the cities of Riga, Jelgava, Daugavpils, Rezekne, Cesis, Gulbene, Ventspils, Liepaja, Jurmala, and Valmiera.



The LPIAA network organizations regularly participate in the capacity of raising educational trainings (arranged by LPIAA, Consumer State Authority, Energy Regulator and BEUC) therefore they are aware of Consumer law, Unfair commercial practices, Social security system, etc. and can assist in other consumer rights protection related issues. STEP project provided them with knowledge on energy and energy poverty related topics.

## SOS – Working with key agencies

Energy poverty is an interesting and new topic for many stakeholders and its relevance and importance is growing in Slovakia. Through the STEP project, SOS was able to approach and train many authorities, including energy regulators, personnel from several Slovak Ministries<sup>7</sup>, associations<sup>8</sup>, environmental agencies and academic bodies<sup>9</sup>, as well as from other consumer, environmental or social organisations, such as the Clima coalition.

SOS's recommendations and training sessions were also discussed and provided to the Representative Office of the European Commission in Bratislava, to dedicated members of the EU Parliament and to the Slovak national Parliament as well as to the President of the Slovak Republic. The recommendations and results were also presented to Slovak, Czech, Hungarian and Polish students of University of Cambridge at the Cambridge Central European Conference 2022 last March.

Given the interest in the topic, SOS was also approached by managers of the EU funded LIFE IP project – aiming at enhancing the implementation of Air Quality Management in Slovakia - to train them on how to provide energy advice and join forces in training Mayors around Slovakia.

SOS will continue cooperating with mayors at municipality level and with NGOs helping seniors and people with health disabilities.

<sup>7</sup> The Ministry of Environmental Protection, Ministry of transport, Ministry of Labor and Social affairs, Ministry of the Interior, Ministry of Economy, Ministry of Informatization and Regional development.

<sup>8</sup> The Slovak association of mediators and social workers helping with Roma communities, the Union of Slovak cities.

<sup>9</sup> The Slovak Environmental Agency, the Slovak innovative and energy agency, the Prognostic institute of Slovak academy of science.



# ANNEX 1 - DETAILS OF DELIVERY BY MONTH BY PARTNER

STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
ALCO	Social workers	FLW Training, Group 1 "June_A"	14.06.2021 and 28.06.2021	Online	ALCO / Lithuanian Association of Social Workers / Tarptautinė socialinė akademija, VŠĮ	Social workers; NGO activists	57	
ALCO	Social workers	FLW Training, Group 2 "June_B"	16.06.2021 and 30.06.2021	Online	ALCO / Lithuanian Association of Social Workers / Tarptautinė socialinė akademija, VŠĮ	Social workers; NGO activists	53	
ALCO	Social workers	FLW Training, Group 3 "October"	28.09.2021 and 04.10.2021	Online	ALCO / Lithuanian Association of Social Workers / Association of Local Authorities in Lithuania	Social workers; municipal workers directly dealing with vulnerable groups	91	14
ALCO	Local government	FLW Training, Group 4 "November"	29.11.2021 and 30.11.2021	Online	ALCO / Association of Local Authorities in Lithuania	Municipal workers directly dealing with vulnerable groups; Social workers	51	21



STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
BNAAC	Various organisation's experts, housing, local government	FLW training	09.04.2021	Zoom	Various organisation's experts	Various organisation's experts	28	6
BNAAC	Various organisation's experts, housing, local government	FLW training	13.04.2021	Zoom	Commission for Consumers Protection servants	Commission for Consumers Protection servants	40	
BNAAC	Various organisation's experts, housing, local government	FLW training	26.04.2021	Zoom	Municipality representatives	Municipality representatives	29	1
BNAAC	Various organisation's experts, housing, local government	FLW training	12.05.2021	Zoom	Various organisation's experts	Various organisation's experts	35	1
CAC	Mixed group	STEP training	20.01.2020		Frontline network	Group of organisations supporting vulnerable people	12	
CAC	Advice charity	STEP training	14.02.2020		Coventry independent advice	Advice agency	7	
CAC	Charity	STEP training	06.03.2020		Age UK	Support for older people	6	1



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STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
CAM	Voluntary Sector	STEP training	03.12.2019	Manchester City Centre	Manchester Carers' centre	FLW - organisation supporting carers	4	
CAM	Voluntary Sector	STEP training	12.05.2021	Virtual	George House Trust	FLW - organisation working with people living with HIV	6	1
CAM	Health / Charity	STEP training	06.07.2021	Virtual	Be Well / Big Life Group	FLW - social prescribing service for Manchester	5	1
CAM	Health / Charity	STEP training	08.07.2021	Virtual	Be Well / Big Life Group	FLW - social prescribing service for Manchester	3	1
CAM	Education	STEP training	09.07.2021	Virtual	Manchester Communication Academy	FLW - secondary school in North Manchester	9	
CAM	Health / Charity	STEP training	13.07.2021	Virtual	Be Well / Big Life Group	FLW - social prescribing service for Manchester	4	
CAM	Voluntary Sector	STEP training	23.08.2021	Virtual	Manchester Bangladeshi Women's Organisation	FLW - organisation working with Bangladeshi women	6	
CAM	Health / Charity	STEP training	29.09.2021	Virtual	Be Well / Big Life Group / CAM	FLW - social prescribing service for Manchester /	1	



STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
						CAM new starters		
CAM	Health / Charity	STEP training	06.10.2021	Virtual	Be Well / Big Life Group	FLW - social prescribing service for Manchester	2	1
CAM	Health / Charity	STEP training	08.10.2021	Virtual	Be Well / Big Life Group	FLW - social prescribing service for Manchester	2	
CAM	Voluntary Sector	STEP training	14.10.2021	Virtual	Manchester Carer's Forum	FLW - support service for Carers	9	2
CAM	Education	STEP training	10.11.2021	E-ACT	E-ACT	FLW - academy in North Manchester	9	4
CAM	Health / Charity	STEP training	12.11.2021	Virtual	Macmillan	Cancer nurses and support staff	12	2
CAM	Voluntary Sector	STEP training	08.12.2021	Manchester centre	Pankhurst Centre	FLW - women's aid organisation	5	1
CAM	Voluntary Sector	STEP training	10.12.2021	Gorton	Healthy Me, Healthy Communities	FLW - community grocers plus health organisations	7	1
CAM	Housing	STEP training	07.01.2022	Hulme	One Manchester	FLW - Housing association workers	19	1
CAM	Voluntary Sector	STEP training	11.01.2022	Virtual	Moodswings	FLW - mental health charity	2	2
CAM	Voluntary Sector	STEP training	19.01.2022	Virtual	Pakistani Resource Centre	FLW - community	1	1



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STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
						organisation		
CAM	Voluntary Sector	STEP training	15.02.2022	Virtual	Lifeshare	FLW - homeless charity	4	2
CAM	Housing	STEP training	18.02.2022	Virtual	One Manchester	FLW - Housing association workers	6	
CAR	Health	STEP training	9.1.2020	Reading University	Stroke Support	Support for people with health conditions	3	
CAR	Homelessness	STEP training	16.1.2020	Salvation Army House	Salvation Army	Supporting people out of homelessness	4	
CAR	Mixed group	STEP training	4.2.20	Citizens Advice Reading	Mixed group of FLWs	Support for people with health conditions and other vulnerabilities	8	
CAR	Health	STEP training	11.2.20	Reading Mencap	Reading Mencap	Support for people with learning difficulties and disabilities	6	
CAR	Mixed group	STEP training	26.2.20	Reading Voluntary Action	Stronger Together Partnership	Mixed group supporting people with vulnerabilities	7	
CAR	Debt	STEP training	9.2.21	Virtual	Citizens Advice Wokingham	Debt advisers	7	
CAR	Debt	STEP training	3.3.21	Virtual	Citizens Advice Basingstoke	Debt Advisers	9	



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STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
CAR	Health	STEP training	4.3.21	Virtual	Promise Inclusion	Supporting carers and people with learning difficulties	4	
CAR	Health	STEP training	11.3.21	Virtual	West Berkshire social prescribers	Supporting people in health setting	4	
CAR	Mixed group	STEP training	23.3.21	Virtual	Mixed group	Health and housing	2	
CAR	Debt	STEP training	8.4.21	Virtual	Frontline Debt	Debt advisers	10	
CAR	Mixed group	STEP training	28.4.21	Virtual	Mixed group	FLWS in health, social housing, homelessness, refugee support	6	
CAR	Health	STEP training	2.6.21	Virtual	British Red Cross	Supporting people leaving hospital	4	
CAR	Debt	STEP training	16.7.21	Virtual	Money Lifeline	Debt advisers	7	
CAR	Health	STEP training	13.10.21	Virtual	Berkshire Vision	Support for people with visual impairments	3	
CAR	Homelessness	STEP training	11.10.21	Virtual	Reading Borough Council – Homelessness resolution team	Support for people at risk of homelessness	15	
CAR	VUInerable	STEP training	2.12.21	Virtual	Royal Berkshire Fire and Rescue Service	FLWS visiting vulnerable people in their homes	8	



STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
CCA	Social workers	STEP	04.12.2019	In person	Athienou council	Social workers	4	
CCA	Social workers	STEP	16.12.2019	In person	SPAVO Nicosia	Social workers	10	
CCA	Social workers	STEP	04.03.2020	In person	ESSE Limassol	Social workers	7	
CCA	Social workers	STEP	21.09.2020	In person	SPAVO Nicosia	Social workers	13	
CCA	Social workers	STEP	28.09.2020	In person	SPAVO Limassol	Social workers	6	
CCA	Social workers	STEP	05.10.2020	In person	Athienou council	Social workers from mix of organisations	6	6
CCA	Local Authority	Energy Poverty Advice for Local Partners Training	19.06.2021	Kallepeia	Local municipality	Frontline workers	2	
CCA	Local Authority	Energy Poverty Advice for Local Partners Training	09.07.2021	Tsada	Local municipality	Frontline workers	1	
DECO	Energy agencies network and municipalities	Energy Advisors Training	02.02.2021	Online	RNAE and Municipalities 1 <sup>st</sup> group	frontline workers	27	5
DECO	Energy National Regulator	Energy Advisors Training	05.02.2021	Online	National Energy Regulator 1 <sup>st</sup> group	frontline workers	3	1
DECO	Energy agencies	Energy	09.03.2021	online	RNAE and Municipalities 2 <sup>nd</sup>	frontline workers	31	1



STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
	and municipalities	Advisors Training			group			
DECO	Energy National Regulator	Energy Advisors Training	25.03.2021	online	National Energy Regulator 2 <sup>nd</sup> group	frontline workers	5	1
DECO	Municipalities and Social Services of the Police	Energy Poverty Advice for Local Partners Training	16.06.2021	online	Local Municipalities	frontline workers	41	2
DECO	Local Municipality	Moodle Training for Energy Advisors	19.08.2021	online	Local Consumer Centre from São João da Madeira	frontline workers	2	
DECO	Local Municipality	Moodle Training for Energy Advisors	24.12.2021	online	Local Municipalities	frontline workers	11	
DECO	Local Municipalities and others	Moodle Training for Energy Advisors	28.01.2022	Online	Local Municipalities	frontline workers	27	7
DECO	Local Municipalities	Moodle Training for	25.02.2022	Online	Local Municipalities	frontline workers	9	



STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
	and others	Energy Advisors						
dTest	NGO	How to tackle energy issues	02.12.2021	Praha	Association of Citizens Advice	frontline workers	15	
dTest	NGO	How to tackle energy issues	08.12.2021	online	People in Need	frontline workers	28	
dTest	NGO	How to tackle energy issues	03.02.2022	online	Life 90	frontline workers	6	
FK	Mixed group	STEP training		Online Moodle	Mixed group	FLWs signed up for Moodle	29	
LPIAA	Household	STEP	14/10/2020	Jelgava municipality	Multifamily house managers	Multifamily house managers	12	12
LPIAA	Household	STEP	15/10/2020	Jelgava municipality	Multifamily house managers	Multifamily house managers	12	12
LPIAA	Local Government	STEP	24/02/2021		Biedrība "Zemgales reģionālā enerģētikas aģentūra" (ZREA)		5	
LPIAA	Local Government	STEP	03/08/2021		Biedrība "Zemgales reģionālā enerģētikas aģentūra" (ZREA)		5	
SOS	Consumer protection	STEP online workshop for energy advisers	5.3.2021	online, Slovakia	SOS	internal consumer advisers	5	4
SOS	Energy Regulatory Office	STEP: Energy in the household	16.4.2021	online, Slovakia	Regulatory Office for Network Industries	Regulators employees	15	



STEP Partner	Type of organisation	Event Name	Date	Location	Organisation trainees	Main/target audience	No. of participants	Follow up responses received
SOS	Local government	STEP: Energy in the household	1.7.2021	Husak	Microregion Koromla	mayors, municipality	10	
SOS	Consumer law in mediation	STEP: Energy in the household	14.9.2021	Online, Slovakia	Consumer Law Ready	Mediators	13	
SOS	Consumer law in mediation	STEP: Energy in the household	17.9.2021	Online, Slovakia	Consumer Law Ready	Mediators	14	
SOS	Helping vulnerable consumers	STEP: Energy in the household	27.9.2021	Online, Slovakia	Various	FLW	4	2
SOS	Social workers	STEP: Energy in the household	11.10.2021	Online, Slovakia	Various	FLW	3	3
SOS	Managers of air quality	STEP: Energy in the household	3.12.2021	Online, Slovakia	Slovak agency for environment	Local advisers of Life project	13	9
SOS	Workers of municipalities	STEP: Energy in the household	27.1.2021	Online, Slovakia	Union of cities and towns of Slovakia	FLW	6	

*Table 8 - List of all FLW training workshops by partner*

