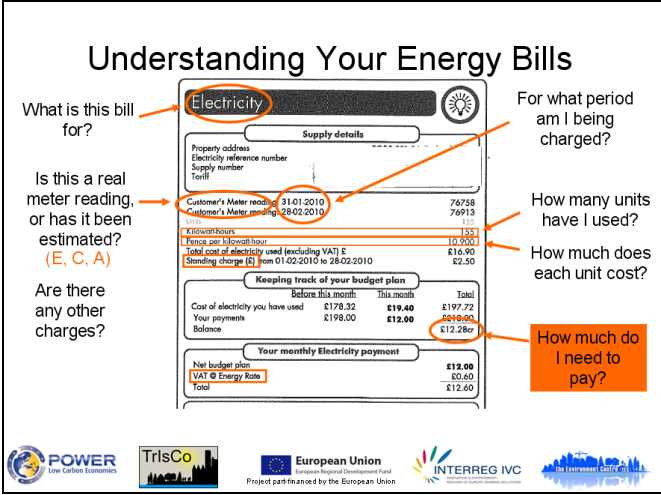




ANNEX 2

Best practice Identified and transferred

Section	Indication of content
1 Title of the best practice	Tailoring your events to your audience
2 Precise theme/issue tackled by the practice	
3 Objectives of the best practice	
4 Location	Country: UK Region: Hampshire
5 Detailed description of the best practice	<p><i>Origin:</i> after meeting with, Thornhill Plus You, the community group in Thornhill, it was decided that more detailed, interactive, short sessions on energy efficiency should be delivered, rather than a standard information stand.</p> <p><i>Timescale:</i> the sessions were based on a basic session which had already been developed so was developed over a course of a week, leading up to the two sessions.</p> <p><i>Bodies involved / implementation:</i> the sessions were given to the community champions of the community group. They will then pass the information across to other residents in the area.</p> <p><i>Process and detailed content of the practice:</i> these events were run in 2 x 2 hour slots on different days but to the same people, where possible. The sessions were on reading electricity and gas meters and bills, energy usage of appliances, grants for insulation and heating, and other financial help that's available.</p>
6 Evaluation	<p><i>Possible demonstrated results</i> (e.g. through indicators)</p> <p><i>Possible success factors:</i> the training gave the community champions more confidence on the topics to then be able to advise other residents on how to read bills, meters, etc.</p> <p><i>Difficulties encountered:</i> organization of the events so there are enough attendees. The sessions directly targeted a smaller number of residents than an information event would but this information would then be disseminated</p>

	further to other residents.
<p>7 Lessons learnt from the best practice</p>	<p>These events were successful as they were in short sessions and had enough time to provide in-depth information on a small number of topics. Also, the group of attendees was small so they were able to ask questions and the sessions were interactive to encourage this.</p> <p>The format and content of these sessions will be used in other community islands within Hampshire.</p>
<p>8 Contact information</p>	<p><i>Contact:</i> Rebecca Windwood email: Rebecca.windwood@environmentcentre.com or Tel: +44 (0) 2380 336172</p> <p><i>Website:</i> www.environmentcentre.com/trisco</p>
<p>9 Other possible interesting information</p>	<p>- Various documents (reports, presentations, etc.)</p>
<p>10. Best practice transferred</p>	<p>tEC has been trialing new short information sessions focussed on one or two key themes. tEC held two training sessions for Thornhill Community Energy Champions.</p> <p style="text-align: center;">Training Session A : Understanding Energy- Bills, Meters and Tariffs</p> <div style="text-align: center;">  </div> <p>Location: Thornhill Date: 24th June 2010 Participants: 8</p> <p>Attendees benefitted from increased knowledge that could be shared with others. 100% of attendees would recommend the training to other residents and have gained the confidence to advise other residents on the topics covered in the session.</p>

Training Session B: Grants, Loans and Benefit checks

Grants, loans and benefits

Session B

- Warm Front – inc. look at website
- Insulation grants
- PUSH
- Home Improvement Agencies
- Renewables – loans (pay as you save) and Feed-In-Tariffs (FITs)
- Benefits advice
- Best electricity tariff – inc. internet search



Location: Thornhill Date: 28th June 2010 Participants: 6

The session focused on providing information and advice on grants, benefits and funding available for energy saving measures in the home such as free or discounted loft and cavity wall insulation, Warm Front Grant (of up to £3,500) for replacement of failed heating systems.

Attendees felt they had increased their knowledge and understanding of what grants are available to help them reduce their CO₂ emissions and make their homes more energy efficient. One attendee was particularly interested in how solar panels work and the amount saved through the Feed-in Tariff (FiT).

100% of attendees would recommend the training to other residents and have gained the confidence to advise other residents on the topics covered in the session.