

## Report on internal capacity building for staff engaging with energy poor

This report carries out an **approach to internal capacity building** for staff engaging with the energy poor within the EnergyMeasures project. The report provides an **account of the activities** that were carried out to date. These include the development of a **step-by-step guidebook** based on the action plan for each target group developed in work package 1 (planning & preparatory work), the provision of **participatory training workshops** and ongoing **support for partners' staff and volunteers** which included one-to-one meetings to assess and support the implementation of the project's methodology.

The ongoing capacity building process involved **strengthening the skills, instincts, abilities, and resources** of staff and volunteers involved in household engagements indirectly as project administrators and coordinators or directly as energy advisers. **Capacity building activities** were based on an approach that **empower project partners** from within rather than from a top-down paradigm. **Participation was the key component** of the approach, enabling partners to engage in discussions and mutual support that allowed them to **explore opportunities** and **face challenges** at different stages of the project.

Within the capacity building activity participants were able to share their experiences of engaging households. Based on these experiences and further discussions, the partners developed an **overview of best engagement practices**.

### Some of the key practices for successful implementation of household engagement programmes:

- Involve local authorities and build their trust from the beginning.
- Build on existing projects and share information with relevant organizations.
- Train local experts and heads of home-owners' associations, and hold events in targeted neighbourhoods for mutual learning and inspiration.
- Use local language preferences and be mindful of literacy or other difficulties.
- Offer practical help and have quick wins available to demonstrate the benefits of energy efficiency.
- Be realistic about the amount of support that can be provided, and set clear expectations.
- Identify issues clearly and provide clear and feasible solutions. Be well informed about technical issues and use simple terms. Discuss behaviour changes in a conversation rather than stating facts.
- Encourage open discussions and make referrals to other organizations or government agencies if needed.



Please find the full report at:

[www.energymeasures.eu](https://rb.gy/plplgt) (<https://rb.gy/plplgt>)

**Lead beneficiary:** DuneWorks BV

**Contributing beneficiaries:** University College Cork, Energy Action, Gemeente Eindhoven et al.

## About the EnergyMeasures Project

Between **50 and 125 million people** in the EU are at **risk of energy poverty**. Tackling this problem requires a variety of strategies that include the active participation and involvement of those affected.

The **EnergyMeasures project aims to tackle energy poverty** in seven European countries (BE, BG, IE, MK, NL, PL, UK) through a combination of **direct household involvement** and the inclusion of **innovative policy and practical measures**.

For more information, please visit [www.energymeasures.eu](http://www.energymeasures.eu).

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