Energy Best Deal

Tutor Pack and Session Plan 2016-17

Session Plan

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# Introduction

These notes and accompanying materials are for delivering a financial capability session on ‘Energy Best Deal’ in small group settings and can be used with consumers (such as tenants groups, parents groups, pensioners, home start groups etc) and also adapted for use with frontline workers (such as Homestart volunteers, tenancy support workers, children’s centre staff).

The timings in the session plan are the basis for a one hour session. However, typically sessions can take up to 1 ½ to 2 hours to allow more time for questions and discussions on the topics covered.

**Subject information**

Trainers do not need tobe an expert on areas such as energy efficiency or debt. Most of the information you will need is contained in the facilitator notes, including where to signpost people for further help. If you get questions you can’t answer, pass these to: energybestdeal@citizensadvice.org.uk and if appropriate we will seek guidance from Ofgem.

The key resources for running the session are:

* Booklet
* Facilitator Notes
* PowerPoint presentation
* This tutor pack and session plan
* Handouts 1(a and b),2,3,4
* Feedback questionnaires for frontline workers and consumers

**Local information**

You should also carry out some background research about what energy efficiency schemes are available in your area. For example, if the Local Authority are providing additional support for insulation or grants for home improvements. Also have details about where people can go for help with benefits, grants and debt such as local Citizens Advice opening times.

**Other online information and leaflets**

You may wish to order or download other leaflets to support your session. (Such as the Age Concern ‘Winter Wrapped up’ available from [www.ageuk.org.uk](http://www.ageuk.org.uk) , however the versions availalbe may not have been updated to reflect changes in the marketplace, ie closure of Home Heat Helpline and Green Deal.)

If an internet connection is possible at the venue, take a laptop to the session, particularly for any sessions for frontline workers. This will enable you to display different websites - such as price comparison sites - in order to demonstrate switching information. If you don’t have internet access**, you need to print out some sample pages from a price comparison website to show participants**.

Some of the people who will attend the presentations may be able to use the internet but may not have easy access to a computer. You could find some local information about where people might be able to access the internet, such as libraries, local training agencies or clubs for older people.

**Useful websites:**

Citizens Advice Advice - [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

Energy UK - [www.energy-uk.org.uk](http://www.energy-uk.org.uk)

Energy Made Clear - [www.energymadeclear.co.uk](http://www.energymadeclear.co.uk/)

National Energy Action - [www.nea.org.uk](http://www.nea.org.uk)

*Other useful websites are listed in the booklet*

**Session aim and objectives**

To be able to save money on energy bills.

By the end of the session learners should be able to:

* Describe how to identify the best deal for themselves and how to make savings by changing their tariff or method of payment
* Describe the process involved in switching energy supplier
* Address any concerns they may have about switching energy supplier
* Identify ways of saving energy in the home
* Identify how to get help with energy bills
* Describe further sources of help and information

# Materials

* Blank flip chart paper, post-its and marker pens
* Notepaper and pens for learners
* Booklet
* Facilitator Notes
* PowerPoint presentation
* This tutor pack and session plan
* Handouts 1(a and b),2,3,4
* Feedback questionnaires for frontline workers and consumers
* Local information
* Leaflets
* Print outs or access to online sites eg on price comparison

# Financial Capability Training Materials - ‘Energy Best Deal’ Session Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Unit** | **Section/objectives** | **Method** | **Materials** | **Time** |
| 1 | Start up & welcome  * Welcome * Personal introductions * Domestics * Introduce session | Tutor input  Warm up quiz | PowerPoint slides 1 and 2 (or printed slides)  Handouts:   * 1a) and 1b) : ice breaker quiz | 10 mins |
| **2** | Changing suppliers and comparing prices - identify why people might be reluctant to ‘shop around’ for best deal | Whole group discussion | PowerPoint slides 4 - 8 (or printed slides)  Handouts:   * 2 - understanding your energy bill * 3 - reading your energy meter | 10 mins |
| **3** | Choosing the right deal | Tutor input  Small groups  Group discussion/questionsShort demonstration of some approved websites | PowerPoint slides 9-11 (or printed slide)  Energy Best Deal booklet  Internet access (optional)  Print outs from comparison sites | 10 mins |
| **4** | How to switch supplier | Tutor input | PowerPoint slide 12 (or printed slide)  Energy Best Deal booklet | 5 mins |
| **5** | Smart Meters | Tutor input | PowerPoint slides 13 - 14 (or printed slide)  Energy Best Deal booklet | 5 mins |
| **6** | Getting help with energy bills -  be aware of help available | Tutor input  Participant feedback | PowerPoint slides 15-23 (or printed slides)  Energy Best Deal booklet | 5 mins |
| **7** | Being energy efficient: ideas for making their home more energy efficient | Group work  Whole group discussion  Tutor input | PowerPoint slides 24-25  Handout 4 (optional)  Energy Best Deal booklet | 10 mins |
| **8** | Summary, questions & close session | Group questions  Pairs exercise – action planning | Powerpoint slides 23, introducing CitA campaign/close  Feedback questionnaires | 10 mins |

## Unit 1 - Start up Time: 10 mins

Welcome your learners as they arrive, introduce yourself and offer them refreshments if these are available.

## Activity 1: Introductions

## Time: 5 mins

## Instructions

## Give some brief information to the group on:

## - Who you are (and a little bit about the local Citizen Advice or your organisation if you wish).

## The session, including length and general format. Stress that it is not a ‘chalk and talk’ session, there are no tests, and it’s not about maths.

## Domestics including fire exits, toilets, refreshments, breaks etc.

## - Evaluation – explain that you would also like to know what everyone thinks of the session and to help with this you will be giving out feedback questionnaires for people to complete. Explain that you appreciate most of us don’t really like filling in such questionnaires but the information is very important because it helps us identify the effectiveness of these Energy Best Deal sessions and also secure funding for future sessions. The information supplied on the feedback questionnaires will be treated confidentially, and will *never* be used for marketing purposes.

* Give out Energy Best Deal booklets.



## Activity 2: Icebreaker quiz

## Time: 5 mins

**Instructions**

* Give out the quiz (handout 1a) and ask participants to complete in pairs.

*2 mins*

* Go through the answers in the whole group, taking one answer from each pair in turn and confirming the correct answers (handout 1b).

*3 mins*

**Alternatively**

* Go through the quiz in the whole group, calling out the questions and taking a show of hands for the answers before confirming the correct one.

*5 mins*



**Learning Summary –** show PowerPoint slide (or refer to printed slide) and summarise that managing household bills, including fuel bills, can be challenging. However, there are ways in which we can make savings on our fuel costs - as well as in the amount of energy we use in the home - which we will be covering in the rest of this session.

## Unit 2 – Changing suppliers Time: 10 mins

Many people are reluctant to change their energy suppliers. This can be down to not knowing how to, having some concerns about the process, or possibly even apathy!. We are going to look at what is involved in changing energy supplier and address some of the possible concerns you may have about doing so.

## Activity 3: Whole group discussion

## Time: 10 mins

## 

## Instructions

* Ask the group if they have ever thought of changing their energy supplier but haven’t got round to doing so? Get participants to say why they haven’t switched. What puts them off?
* Ask the group if anybody has already switched and if so, what was their experience?
* Show PowerPoint slides (or refer to printed slides) to summarise what they need to do first.
* Check whether everyone knows how to read their meter and bills and knows what is meant by a tariff: give additional information if required (including handout 2 *‘understanding your energy bill’* and handout 3 *‘reading your energy meter*)*.*
* Show PowerPoint slides (or refer to printed slides) to summarise the other main points that they need to think about when considering changing suppliers.
* Refer the learners to Energy Best Deal booklet for further information.

*10 mins*



**Learning Summary** – switching energy supplier is not as difficult as we might think, and there can be real benefits in doing so.

**Unit 3 – Choosing the right deal Time: 10 mins**

We’re now going to look at how to identify the best deal for yourself and how you might be able to make savings by changing your payment method.

## Activity 4: Finding the best deal to suit me

## Time: 10 mins

## Instructions

* Put the participants into small groups.
* Ask them to discuss, in their groups, what is important to them when choosing an energy supplier.
* While the groups discuss what would be important to them, tutor to go around groups with laptop to demonstrate how they can find the deals that suit their preferences by looking at comparison sites (or can demonstrate this with the whole group to save time). If there is enough time – let groups have a go themselves.
* If no access to the internet or don’t have enough time to look at some sites then give out printed information from a comparison site

*8 mins*

* Show PowerPoint slide (or refer to printed slides)
* Refer to Energy Best Deal booklet for further information

*2 mins*



**Learning Summary** – it is important to be clear about what is important to you when choosing a supplier and a deal. There are comparison sites to help us work out the best deal for your particular requirements.

## Unit 4 – How to switch Time: 5 mins

Explain that we are now going to look at what you need to do if you decide to switch your energy supplier.

## Activity 5: How to switch

## Time: 5 mins

## 

## Instructions

* Tutor to go through the five steps on PowerPoint slide and check participants understand each step – explain if needed.

*5 mins*



## Unit 5 – Smart Meters Time: 5 mins

## 

## Instructions

## Tutor to go through the Smart meter content on PowerPoint slide and check participants understand – explain if needed

## 

## Unit 6 – Getting help with energy bills Time: 5 mins

There can be help available with energy bills, which many people don’t know about. We’re going to go through some of these possibilities and also look at where you can find out more information.

## Activity 6: Further help

## Time: 5 mins

## 

## Instructions

* Check what participants already know about what help there is available to help with fuel bills and make a note of this on the flip.
* Show PowerPoint slides (or refer to printed slides) - work through slides, explaining what further help is available with energy bills.
* Show PowerPoint slide (or refer to printed slide) - work through the slide explaining what other initiatives are available to help the consumer.
* Refer to Energy Best Deal booklet pointing out useful contacts numbers.

*5 mins*



**Learning Summary** – managing household bills, including energy bills, can be challenging. There are ways in which we can make savings on our energy costs by seeking help that is readily available (as well as reducing the amount of energy we use in the home, which we will be covering next).

**Unit 7 – Being energy efficient Time: 10 mins**

Explain that you are now going to look at how savings can be made on fuel bills by using less energy in the home.

## Activity 7: Saving energy in the home

## Time: 10 mins

## 

## Instructions

* Break into four groups and give each group a flip with a room in the house drawn on it - living room, kitchen, bedroom and bathroom. Each group is to note on their room all the ways in which they can save energy and therefore money in their room. For some groups of clients, it may be easier to provide a cut-away of a house, in the form of Handout 4.

*5 mins*

* Bring everyone back together and put the flips together on the wall to make a house and ask each group to briefly go through their savings. When each group has finished, check if there are any other ideas from the rest of the group and add these to the flips.

*3 mins*

* Summarise using the ‘tips for saving energy’ in the Energy Best Deal booklet.
* Show PowerPoint slide
* Refer to the Energy Best Deal booklet for other sources of further help and information.

*2 mins*

|  |
| --- |
| **Trainer notes**   * If time is tight then you can do this exercise in the whole group – with a simple drawing of a house on the flip (handout 4) to which you add all the energy saving ideas from the group. |

**Learning summary**

There are lots of ways in which we can use less energy in our homes and so reduce the cost of our bills (as well as being kind to the planet in the process!).



**Unit 8 – Questions and close Time: 10 mins**

This is an opportunity to answer any remaining questions and for participants to start to plan actions that they might want to take to get the best energy deal for themselves in order to save on their energy costs.

## Activity 8: Questions

## Time: 5 mins

## 

## Instructions

* Ask participants if they have any questions:answer them using the facilitator notes
* Signpost to further sources of information and advice (possibly on a pre-prepared flip or additional PowerPoint slide).

*5 mins*



**Further sources of information and useful websites are in the Energy Best Deal booklet and the facilitator notes**

## Activity 9: Action planning

## Time: 3 mins

**Instructions**

* Ask participants to work in pairs and discuss one action they will take following the session.
* If you have time, go round the pairs asking them to feedback to the rest of the group what their actions will be.

*3 mins*

## Activity 10: Evaluations

## Time: 2 mins

**Instructions**

* Ask if they would help by filling in a feedback questionnaire.
* *Thank them for attending* and wish them success with their actions.

*2 mins*