

## Socio-technical systems & change in the built environment

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## A conventional approach

- Build/renovate buildings and install new technology
- Do technical monitoring
- Educate citizens/householders/children
- Do social research



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## Case study - 1



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## Case study - 2



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## Words of caution

- Be careful of the seductive quality of new technology
- The built environment, technology and energy behaviour are 3 interdependent elements – not separate from each other
- Innovations can fail as well as succeed



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## A socio-technical systems approach

- There is (almost always) a gap between design and measured performance
- Attitudes and behaviour co-evolve with technology
- Actors interact all the time ... and can have multiple identities
- Innovation = products, processes, practices



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## Research

- Which actors should we focus on?  
Householders, building owners, industry, administrators, politicians, others?
- What about the wider context – policies, funding, practical constraints?
- There is still an opportunity in cRRescendo for before/after comparisons in 2011/2012