



Nest Annual Report

April 2013 – March 2014



Ministerial Foreword

I am pleased to be able to introduce the third Annual Report of the Welsh Government's fuel poverty scheme.

We know that the most effective way in which we can tackle fuel poverty is to improve the energy efficiency of our housing stock. But, for people who are vulnerable, on low incomes and living in homes that are hard to treat, it is not that simple. For these householders the upfront cost of installing energy efficiency improvements is beyond their reach and it is only with government funded support that they can get the help they need to reduce their energy bills. This is why our energy efficiency programme that includes the Nest scheme is so fundamental to our work to tackle fuel poverty in Wales.

Wales faces particular challenges linked to the age and type of our housing stock as well as many properties being situated in off-gas areas. With high levels of fuel poverty throughout Wales we recognise the scale of the challenge and that is why we are investing an additional £40 million into our energy efficiency programme in 2014-15.

We are also committed to ensuring that our action to tackle fuel poverty contributes to wider Welsh Government activity to tackle poverty, and that it contributes to the delivery of our Energy Wales programme. Our energy efficiency programme is reducing carbon emissions that helps meet climate change targets and is also driving green growth by helping to develop the energy-efficiency market in Wales, creating new opportunities and jobs. Energy Wales sets out our key priorities for working towards a low carbon economy and securing a wealthier, more resilient and sustainable future for Wales, for our own and future generations.

I want us to live in a society where we protect and support low income households to become more resilient. I have seen for myself the impact that having a warm home has on people's health and well-being. Alongside delivery of the Nest scheme we are funding research to link data on home energy improvements and health outcomes to determine if our investments into improving the energy efficiency of homes has the potential to reduce hospitalisation rates for some conditions.

I am proud that through the Nest scheme we have helped over 56,000 householders with advice and support to

John Griffiths,
Minister for
Natural Resources,
Culture and Sport



reduce their fuel bills, increase their income, and improve the energy efficiency of their homes, since the scheme started in April 2011. Over 13,400 of these householders, who were on low incomes and living in the most energy inefficient homes, received a package of free home energy improvements. These improvements are estimated to deliver average energy bill savings of over £475 per household per year, making a real difference to people who are struggling with the impact of static or falling incomes and Welfare Reform, in addition to significant energy price rises.

This report sets out the achievements of Nest in its third year of operation, from the advice and support provided to householders and the benefits generated from installing free home energy improvements in low income homes in all local authority areas in Wales, to the contribution that Nest has made to green growth, supporting Wales-based small and medium sized enterprises (SMEs) that provide employment for over 300 operatives.

I am determined that this success continues over 2014-15. My priorities are for the scheme to do even more to target the most vulnerable, low income households, and I will be consulting with the Tackling Poverty External Advisory Group and others on how we should define and more precisely target these households in future. I also want to explore how we can better tackle the particular challenges for off-gas, hard to treat homes.

I would like to take this opportunity to thank British Gas, the Nest scheme manager, and its sub-contractor, the Energy Saving Trust, for all the work that they have done in the last three years to make the Nest scheme a success and to help tackle fuel poverty in Wales.

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Executive Summary

Nest, the Welsh Government's fuel poverty scheme, has completed its third year. In 2013-14, the Welsh Government invested over £16 million in Nest to help low income households to reduce their fuel bills and improve the energy efficiency of their homes.

This year, Nest provided over 20,600 householders with free, impartial advice and support, a total of over 56,000 householders since the scheme reaching started in April 2011. Over 4,900 of the householders helped this year also had their homes improved with a package of home energy efficiency measures. This brings the total number of homes improved by Nest in its first three years to over 13,400.

The Nest scheme provides advice on saving energy, money management, fuel tariffs, benefit entitlement checks and the winter fuel payment Warm Homes Discount (WHD). In addition to advice and support, Nest offers a package of free home energy improvement measures to householders who are in receipt of a means tested benefit and who live in a very energy inefficient home, with an Energy

Performance Certificate (EPC) rating of F or G. Householders who do not meet the qualifying criteria may still be able to benefit from free or subsidised energy efficiency measures through referral to alternative schemes.

Nest home energy improvement packages are designed for individual properties so there is no standard package of measures. Packages may include measures such as a new boiler, central heating system, loft insulation, cavity wall insulation, and some may include newer technologies like air source heat pumps and external wall insulation.

The Nest scheme is managed by British Gas, working with the Energy Saving Trust, on behalf of the Welsh Government.

This report sets out the achievements of the Nest scheme in providing advice and support to fuel poor householders in 2013-14, its third year of operation, and the priorities for 2014-15.

The key estimated benefits delivered from the installation of Nest's home energy improvement packages this year are:

- Average increase in energy efficiency rating of over **37 SAP points**
- Average reduction in annual fuel bill costs of around **£475** per household per year
- Average reduction in energy units is **12,486** per household.



Nest's priorities for 2013-14 were to:

- **Leverage ECO funding to help even more households.**

Aligning Nest with the new Energy Company Obligation (ECO) this year enabled Welsh Government funding to be used to help more fuel-poor households in Wales to benefit from home energy improvements. The UK Government's announcement in December 2013 of proposed changes to the ECO obligation led to uncertainties in the market and the availability of ECO funding, but despite this uncertainty Nest successfully leveraged over £3.9 million of ECO funding into Wales, which was re-invested in the scheme.

- **Increase the range of measures offered to householders in rural communities.**

This year we have undertaken a pilot project within Nest to install biomass boilers in off-gas homes, where this was determined by the Nest assessor to be the most appropriate and cost effective measure for a particular property. Over 40 biomass installs have been completed and, on the whole, positive feedback was received from customers reporting that they were 'satisfied' or 'very satisfied' with the install. Biomass will continue to be offered within Nest's range of measures during 2014-15.

There has been an **8% increase in households living in predominantly rural¹ areas receiving measures** this year – increasing from around 1,800 in 2012-13 to around 2,200 households in 2013-14. This indicates that the scheme manager's work to increase the focus on targeting and marketing Nest in rural communities is having an impact. The focus on targeting low income householders in rural communities will continue in 2014-15.

- **Improve engagement with socially excluded groups.**

Nest continues to improve engagement with socially excluded groups, and these achievements are expanded upon on page 8. Working with key stakeholders such as Communities First, we were able to effectively target the highest priority cases that benefit most from the advice, support and home energy improvement packages.

Increased partnership-working with organisations such as Turn2Us and Cymdogion Cynnes has meant that 'word-of-mouth activities' continues to be the largest source of enquiries. A multi-channel marketing approach continues to be successful and recognises that low income, fuel-poor households can be some of the hardest people to reach.

- **Revitalise the Stakeholder Board.**

The Stakeholder Board, established by Nest last year, has been divided into Regional Stakeholder Boards, with quarterly meetings in North and South Wales. These regional committees allow discussions to address the geographical differences and practices across Wales and representatives contribute and share their best practices in reaching households at a local level.

Nest is working collaboratively with the UK Government funded **Energy Saving Advice Service (ESAS)**, which provides a free, impartial telephone advice service for householders in England and Wales. This includes advice on the Green Deal and Energy Company Obligation (ECO) schemes. Through this collaboration, any householder living in Wales who contacts ESAS in the first instance and cannot get help to install home energy improvements will be referred automatically to Nest. Nest call handlers will then contact the householder to advise them on the support available in Wales.

Nest has continued to make a real difference in helping low income households to access a range of advice and support to meet their particular needs. Over seven thousand households were referred or recommended to contact one of the third party services this year. Despite a lower number of referrals to **Benefit Entitlement Checks (BECs)** than last year, a greater number of people were identified as eligible for benefits overall with 350 households eligible for new/additional benefits averaging over £2,000 a year.

The biggest growth of householders receiving a home energy improvement package is in those over the **age of 70** years, representing 27% of the measures installed. **Terraced properties** continue to be the largest single property type treated under the scheme, accounting for 38% of all measures installed.

The majority of the Welsh Government investment this year was on central heating provision (85%). The investment in standard and enhanced insulation measures remained consistent with last year at 14% and 1% respectively.

¹ The definitions of Urban and Rural are based on accepted classifications available from the Office of National Statistics.

Targeting and Marketing

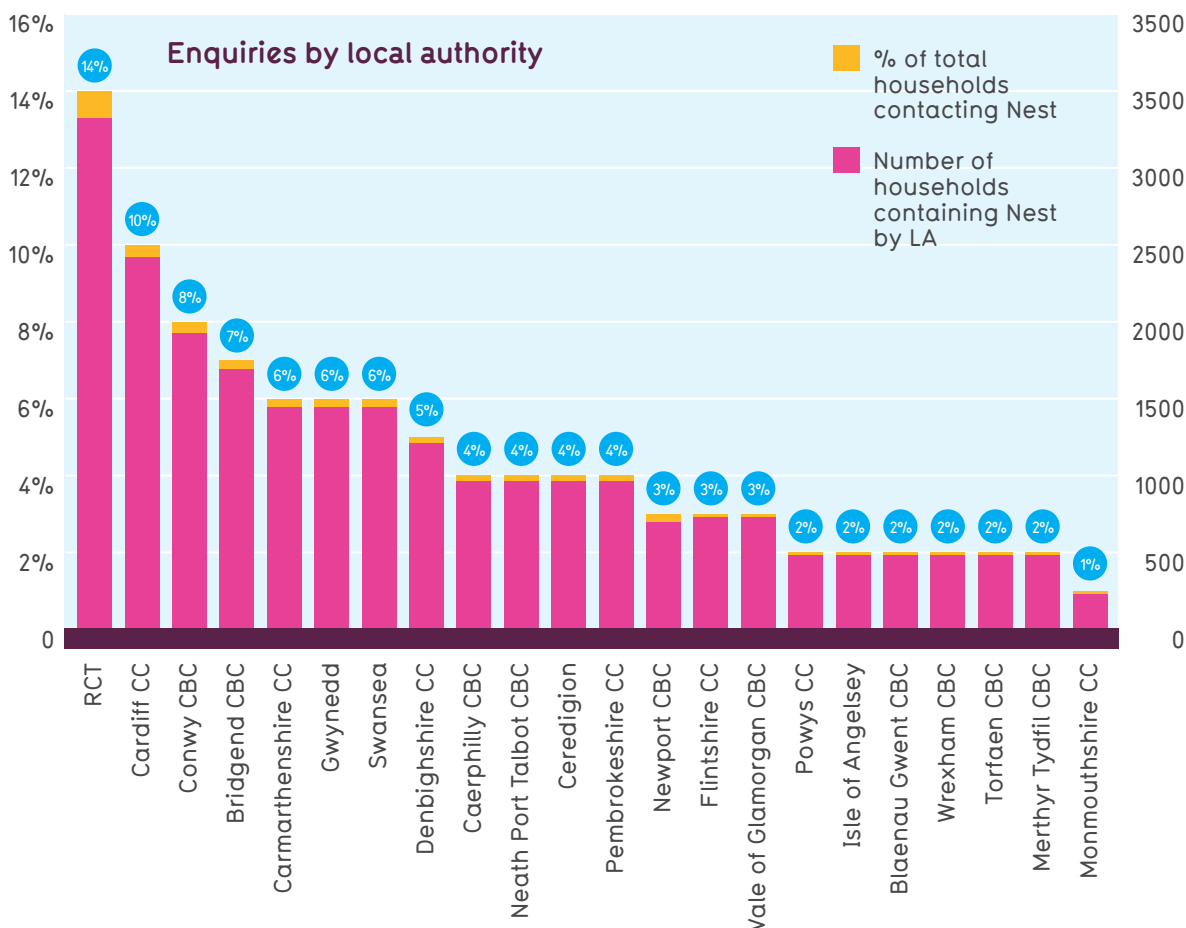
The Nest scheme offers advice and support to householders calling the Freephone Nest helpline 0808 808 2244 to help them reduce their fuel bills. For householders who are most in need and cannot afford to make their homes more energy efficient, the scheme can provide a package of free home energy efficiency improvements.

Fuel-poor households are identified throughout Wales through detailed data analysis of a wide range of data sets including the Home Energy Efficiency Database, Living in Wales, Census and Office of National Statistics data. The data analysis maps likely occupant details with property types, property tenure, and the likelihood of gas connections to identify potentially energy inefficient homes. Nest continues to work with partner organisations to understand how it can more effectively identify and target support to fuel-poor households.

Recognising that fuel-poor customers can be some of the hardest people to reach, Nest continued to use a multi-channel marketing approach. Along with general

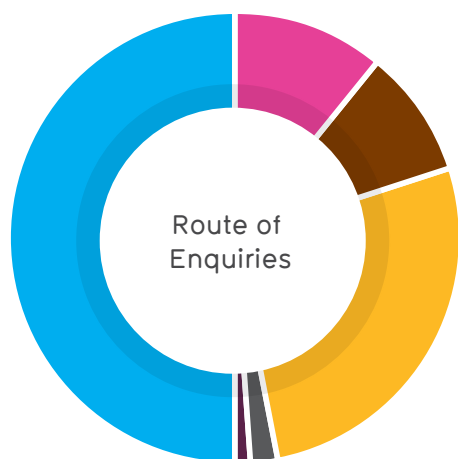
awareness campaigns across Wales (press releases and radio advertising) there have been a series of direct mail campaigns and an expansion of the range of partners engaging with the Partnership Development Team. The team has been actively building relationships with stakeholders across Wales ensuring close collaboration with local authorities, voluntary agencies and key community groups.

The chart below shows the breakdown of households enquiring about the Nest scheme by local authority area. Many of the areas show an improvement on the previous year, proving that the effect of more widespread marketing activity across Wales is now more evenly distributed.





The chart below shows that 'Word of Mouth' remains the largest source of enquiries (50%) into the Nest scheme again this year. This will have been reinforced by marketing activity during the year as the visibility of the scheme continues to grow. Effective partnership working leading to enquiries is essential to the on-going success of the Nest scheme and accounts for 38% of enquiries (27% partner mailing and 11% partner activity).

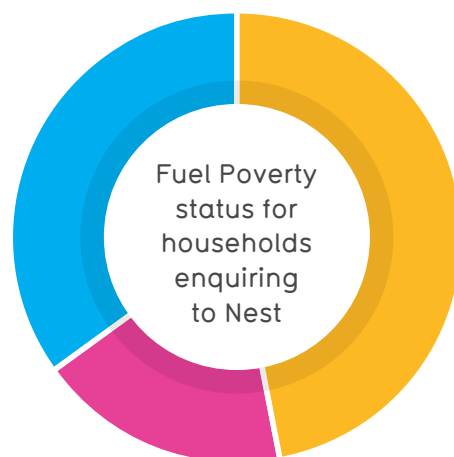


- 50% Word of Mouth
- 27% Partner Mailing
- 11% Partner Activity
- 2% Press and Radio
- 9% Website and Email
- 1% Other

Fuel Poverty

Householders who contact Nest are asked to provide their income at the time of application so the data can be used alongside modelled running costs² for their household, to indicate where energy spend is greater than 10% of household income. Energy spend greater than 20% is classed as being in 'severe fuel poverty'.

The level of reported fuel poverty shown in the chart below indicates that 82% of the households contacting Nest are identified as being in fuel poverty, with 35% of those households being in severe fuel poverty. However, these figures should be treated with caution as only 59% of householders who contact Nest agreed to provide income details in 2013-14. In addition, where the household income was provided, no validation was undertaken to confirm that the stated income was accurate.



- 18% Households enquiring to Nest who are Not in Fuel Poverty
- 47% Households enquiring to Nest who are in Fuel Poverty
- 35% Households enquiring to Nest who are in Severe Fuel Poverty



² Modelled data for the household's running costs is used rather than actual spend because in reality many customers turn off their heating to manage their energy costs.

Partnerships

Working in partnership with third sector organisations and local authorities enables Nest to communicate the benefits of the scheme and reach as many eligible people as possible.

The four Nest Partnership Development Managers cover the whole of Wales and establish partnerships to reach communities through drop-in advice services, meetings, talks, events, and partner publications. Each partnership is supported with presentations and training to equip staff and volunteers to accurately communicate the benefits of Nest. Nest has continued to provide training to all partners to encourage referrals and a portal mechanism enables partners to be able to track progress of their clients' referral.

These partnerships aim to reach people who are in receipt of a means tested benefit and who live in an energy inefficient home, and are therefore eligible for the home energy improvement measures.

Over the year a number of new partnerships have been established, and hundreds of existing partnerships developed. In 2013-14 particular attention has been focused on vulnerable groups to ensure that those people with specific needs are able to access Nest. During the year

"Many thanks for your excellent article for the Fin Cap Forum newsletter... making these sorts of links are a very key part of what the forums are all about."

Jayne Wynn, Money Management Unit Manager, HMRC Champion Wales

the Partnership Development Managers have worked closely with a diverse range of partner organisations and community-based support groups, for example:

- Wales-wide advice services (e.g. Citizens' Advice Bureaux, Turn2Us and the Money Advice Service)
- Older People (e.g. Age Concern, Care and Repair, and Alzheimer's Society)
- Families with Young Children (e.g. Save The Children, Families First, Barnardos and Gingerbread Wales)
- Unemployed People (e.g. Job Centre Plus across Wales and Street Football Wales)
- Disabled People (e.g. Cymorth Cymru, and Disability Wales)
- People with long-term illnesses (e.g. Mind Associations and Macmillan)

"It's been great to work like this with Nest and we wanted to spread the word."

Pat Cripps, National Officer Wales, Elizabeth Finn Care & Turn2us



Advice and Support

Nest provided over 20,600 households with tailored advice and referrals to third party services in 2013-14.

When a householder contacts the Nest scheme, an advisor determines the householder's eligibility for a package of free home energy improvements. Irrespective of the outcome, the advisor provides advice and support to identify other services that may benefit the customer including:

- Energy efficiency advice on actions to reduce energy consumption (e.g. turning down thermostats, not overfilling kettles)
- Home insulation requirements
- Heating controls and how best to use them
- Transport advice (e.g. smarter driving, vehicle choices and alternative transport options)
- Information on renewable energy technologies
- Advice on understanding utility bill enquiries
- Appliance guidance
- Grants and third party services

Energy Saving Advice Service (ESAS)

Customers who do not meet the eligibility criteria for a package of Nest measures, and who are not interested in the local referrals offered by Nest, are directed to ESAS for further support. Over 6,000 customers were directed to ESAS this year, 32% were likely to be ECO eligible customers and 68% Green Deal.

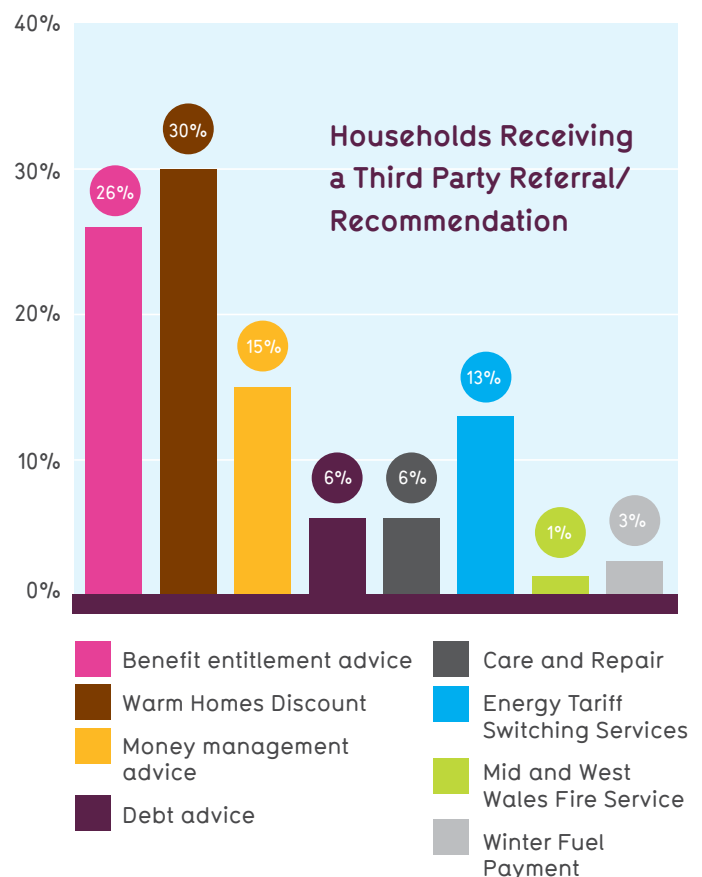
ESAS is a new centralised government-funded telephone advice service for England and Wales that offers impartial energy saving advice to homes and businesses. Callers are signposted to a wide range of organisations that can help install energy-saving measures in their homes and reduce their fuel bills. It also supports the Green Deal and Energy Company Obligation (ECO) schemes.

Third Party Support

Over seven thousand households were referred or recommended to contact one or more third party services this year, including:

- Benefit Entitlement Checks – Riverside Advice and Speakeasy Advice Centre provide a review service for Nest customers to help them maximise their income.
- Debt advice – Riverside Advice Centre and Speakeasy Advice Centre also provide the customer with independent advice regarding reducing the energy and household debts.

- Warm Homes Discount from major energy suppliers. This provides eligible customers with a discount of £135 reduction on their energy bill in 2013-14.
- Money management advice – the Money Advice Service provides the customer with independent advice about debt management, handling their income and outgoings more effectively.
- Enabling services – Care and Repair provide eligible customers with access to a handyman service, caseworker service, help with grants and temporary heating.
- Energy tariff advice – Which? provides customers with independent advice regarding the most effective tariff and supplier for the customer's circumstances.
- Mid and West Wales Fire Service – Enables vulnerable households to access an in-home fire safety check and free smoke alarms, where required.
- Winter fuel payment- A Tax free payment that helps older people with their winter heating bills



Over the last year Nest has improved the screening process for referrals to third parties, aiming to improve the quality of the lead provided. This has led to a reduction in the volume of some third party referrals but increased the number of successful outputs.

Benefit Entitlement Checks

Over 350 households were identified as eligible for new or additional benefits averaging over £2,084 per year as a result of a Nest referral for a Benefit Entitlement Check (BEC), totalling in excess of £730,000 potential increase in benefit take-up this year and over £1.4 million in 3 years.

The referral mechanism to the Riverside Advice and the Speakeasy Advice Centre enabled Nest to track the outcomes of Benefit Entitlement Check customer referrals. 19% of these referrals were identified as eligible for additional income, averaging at almost two and a half thousand pounds each. Some of the referrals made during the year were not reported until the first quarter of the new financial year so the figures are not fully representative of the total referrals made.

Nest Householder BECs	
Number of householder Referrals	1897
Number of householders eligible for new/additional benefits	354
Average increase to annual income	£2,084

After the Benefit Entitlement Check, customers are advised on the next steps to making a benefit claim and signposted to local face-to-face support services if required. Riverside Advice and the Speakeasy Advice Centre report back to Nest on the outcome of all customer referrals and where the customer is eligible for a means-tested benefit they are guided back to Nest to determine eligibility for a whole house assessment. Nest has seen a number of successes as a result of this process.

Care and Repair Services

This year Nest and Care and Repair Cymru have worked together to monitor outcomes, and simplify them into a set of tangible services received by customers.

Care & Repair Services	
Number of householder Referrals	472
Number of householders using Handyman service	26
Number of householders using Temporary Heating service	2
Number of householders using Grant Help	6
Number of householders using Caseworker service	182
Number of householders receiving advice only	23

Warm Homes Discount

More than two thousand customers were referred to their energy supplier for the Warm Homes Discount. Nest received confirmation from three energy suppliers showing that collectively over 11% qualified for the discount, with total savings of £32,670.

Warm Homes Discount	
Number of householder Referrals	2182
Number of householders receiving Warm homes discount	242
Value of WHD	£32,670

Mid and West Wales Fire Service

18% of those referred by Mid and West Wales Fire Service received a home safety report.

Mid and West Wales Fire Service	
Number of householder Referrals	115
Number of householders receiving Home safety report	21



Home Energy Improvement Packages

Customers contacting Nest are assessed for their eligibility to access a package of free Welsh Government-funded home energy improvements.

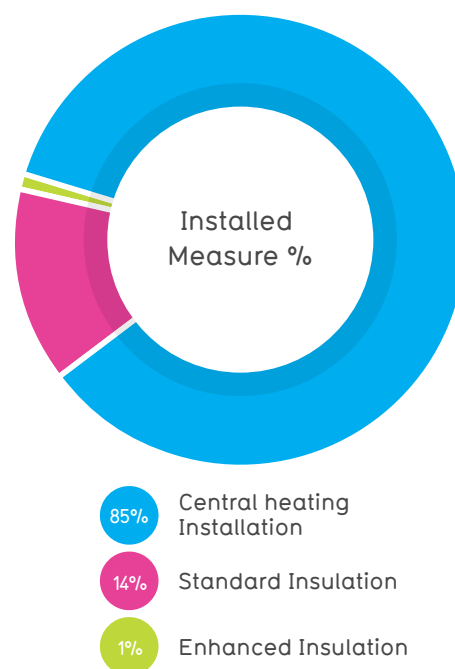
Where customers meet the schemes criteria of being in a privately owned or privately rented property, in receipt of a means-tested benefit and with an indicative property energy rating of F or G, a whole-house assessment will be arranged.

A fully qualified assessor will visit the customer's home to confirm their eligibility, complete the whole house assessment and identify, where required, the most appropriate measures for the property and the customer.

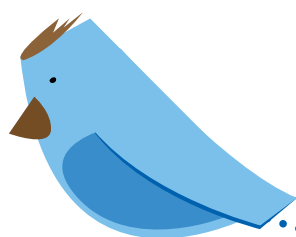
If the customer wishes to proceed with the package of measures, then the team will ensure that all required permissions and consents (landlords, planning etc.) and third party requirements (gas connections, asbestos removal etc.) are completed prior to agreeing the installation dates with the customer. Under the supervision and management of the Nest team, a network of local small and medium enterprises (SMEs) provide all the heating and insulation installation services. An inspection of the works is undertaken once the Nest team receive confirmation that the package of measures has been installed. Should the Nest inspector identify any defects in the works, they ensure that any remedial works required are completed quickly and effectively.

This year, Nest ran a pilot project to install biomass boilers in off-gas homes, where this was determined by the Nest assessor to be the most appropriate and cost effective measure for a particular property. Over 40 biomass installs have been completed. Biomass will continue to be offered within Nest's range of measures during 2014-15.

Central heating and/or standard insulation (loft/cavity wall) continues to represent the majority of works undertaken by the Nest scheme. There were 4934 central heating measures, 825 standard insulations and 66 enhanced Insulations as can be seen from the chart below.



Partial Grant Vouchers continue to be an element of Nest support and available to help towards the cost of Cavity Wall and/or Loft Insulation to vulnerable households (where the applicant is aged 60 or over; the applicant is disabled or chronically ill; the applicant is pregnant; or the applicant occupies the dwelling with a child under the age of five). ECO offers are generally more attractive than the Partial Grant Voucher and despite issuing just under 100 vouchers in 2013-14, no claims were made.

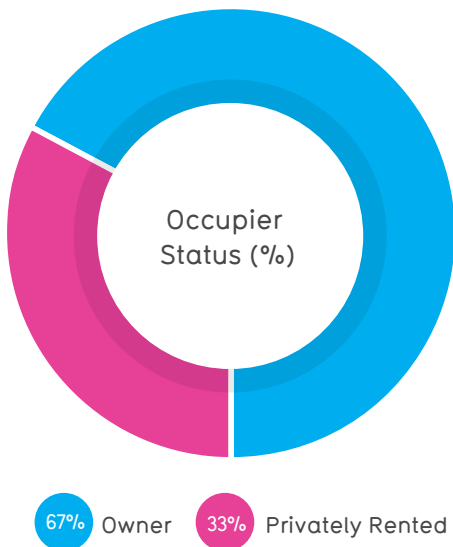


Household and Property Characteristics

Nest has reached more people in rural areas than ever before and this year, the proportion of householders who were off the gas grid prior to receiving measures under the scheme has doubled.

The year has seen increases in referrals across all local authority areas, demonstrating the effectiveness of the marketing activity and partnership working undertaken to encourage referrals. The local authorities that are particularly proactive in promoting the Nest programme show a higher referral volume in their area.

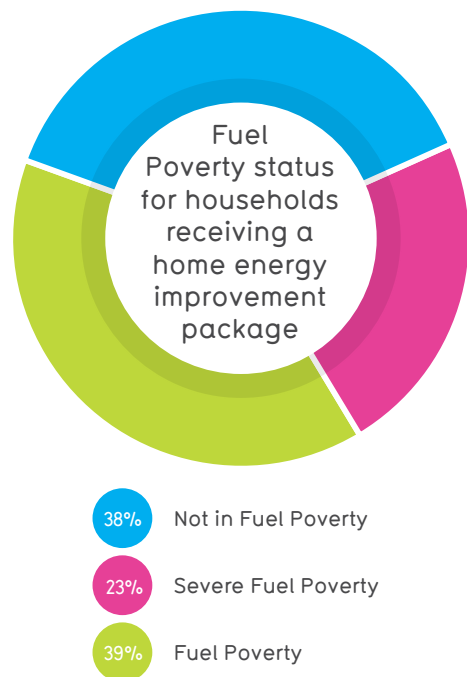
The chart below shows the breakdown of occupier status for households receiving measures under the Nest scheme, which has had success in attracting applications from both private owner-occupiers (67%) and rented properties (33%).



The chart to the right shows the break-down of households in fuel poverty prior to their installation of measures. Householders are asked to provide their income at the time of application so that this data can be used alongside modelled running costs³ for their household, to indicate where energy spend is greater than 10% of household income. Energy spend greater than 20% is classed as being in 'severe fuel poverty'.

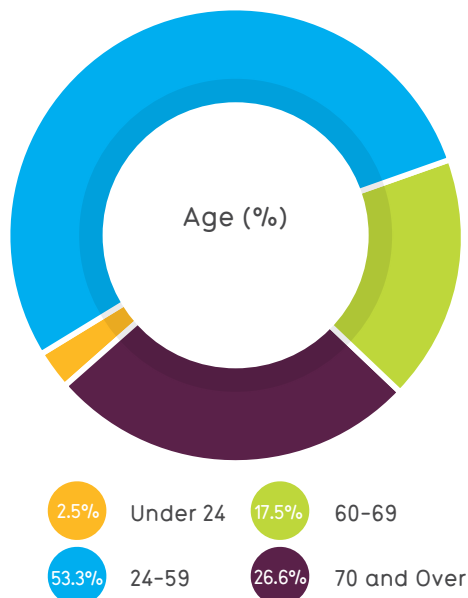
Fuel Poverty status for households receiving a home energy improvement package is shown in the chart below indicates that 62% of those who have had whole house assessments are identified as being in fuel poverty, with 23% of those households being in severe fuel poverty. However, these figures should be treated with caution as only 59% of householders who contact Nest agreed to provide income details in 2013/14. In addition, where the household income was provided, no validation was undertaken to confirm that the stated income was accurate.

Whilst fuel poverty differs from the application stage to measures stage, it is significantly higher than under the previous HEES scheme where less than 30% of the householders helped were estimated to be in fuel poverty. This demonstrates that the eligibility criteria for Nest is more effective in identifying and supporting fuel poor households than the criteria for HEES.

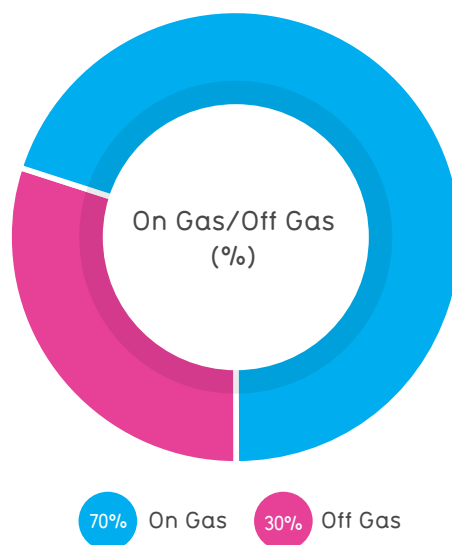


³ Modelled data for the household's running costs is used rather than actual spend because in reality many customers turn off their heating to manage their energy costs.

The chart below shows the breakdown by age of householders receiving a home energy improvement package. The biggest growth this year has been seen in those over 70 years of age (27%). Over half (53%) of all installs were for customers of working age (24–59 years).

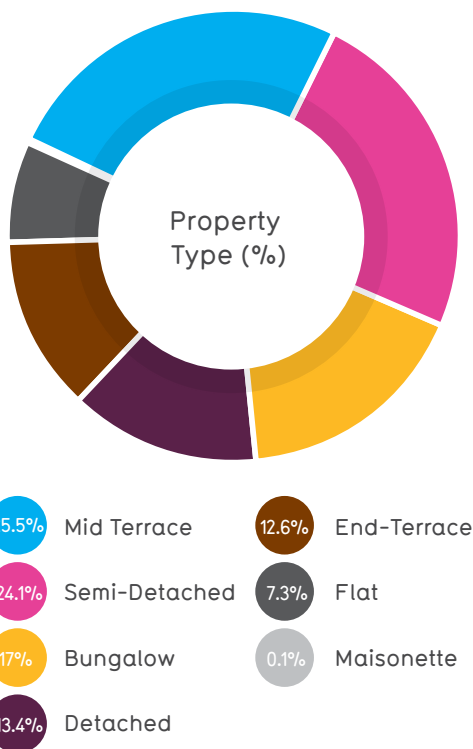
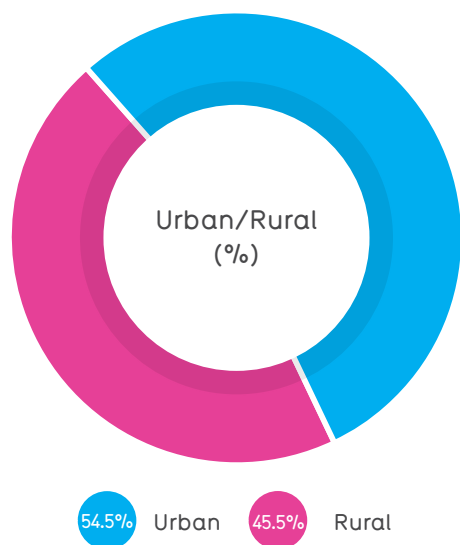


The proportion of customers who were off the gas grid prior to receiving measures under the scheme has doubled since 2012-13, as illustrated by the chart below.



The number of homes in predominantly rural areas receiving measures has increased by 8% in this third year of the scheme, tallying with the increased percentage of off-gas properties receiving measures. The breakdown by urban and rural⁴ classification of customers receiving a home energy improvement package is shown in the chart below.

The breakdown by property-type of households who have received a home energy improvement package is shown in the graph below. Terraced (mid and end) properties continue to be the largest single property type treated under the scheme, accounting for over a third (38%) of all installs. Flats and maisonettes were the lowest installations across the scheme; however these types of property tend to be more energy efficient than houses as other dwellings above and beside often shelter them from heat loss.



⁴ Modelled data for the household's running costs is used rather than actual spend because in reality many customers turn off their heating to manage their energy costs. Modelled data for the household's running costs is used rather than actual spend because in reality many customers turn off their heating to manage their energy costs.

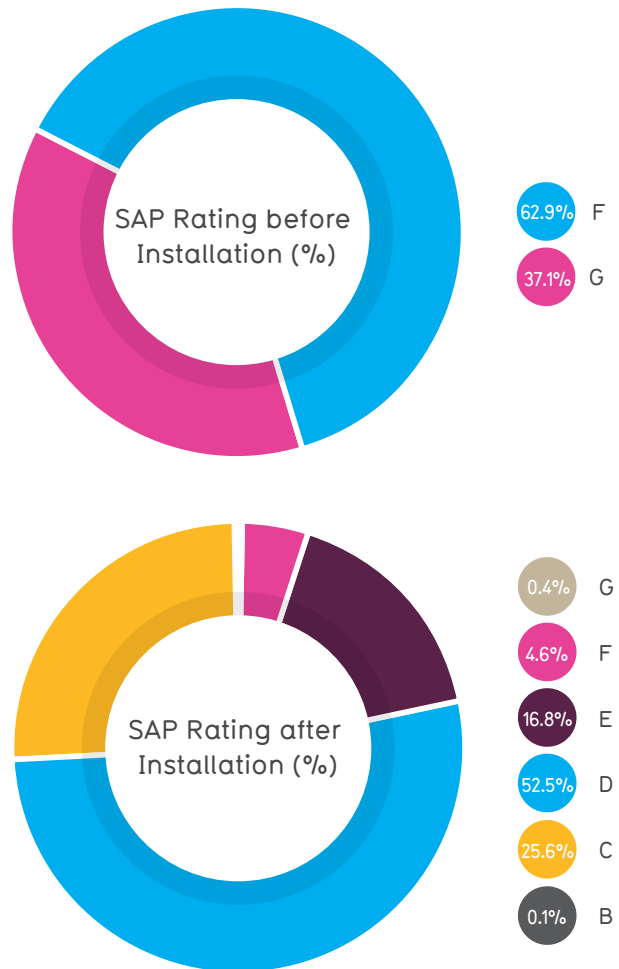
Improving energy efficiency

Nest improvements have delivered estimated energy bill savings averaging £475 per household per year, making a real difference to fuel-poor households.

The Nest scheme calculates the effects of energy efficiency improvement on the homes using an RdSAP rating⁵. The software measures the SAP rating before and after suitable measures are installed. The aim is to install a package of measures to increase the energy rating of a property towards a SAP rating of C, where possible and when it is cost effective to do so. The actual measures installed are remodelled to account for any amendments to the original package due to technical issues or customers changing their mind.

Benefits are based on modelled outcomes and the actual reductions and savings will depend on the individual customer's behaviours. It is often the case that households in fuel poverty do not heat their homes effectively and therefore in some cases the benefit to the customer will be increased comfort and wellbeing, through the ability to heat the home more effectively rather than a reduction in fuel bills.

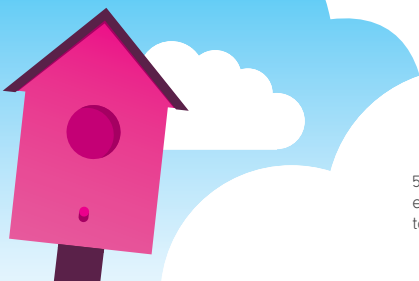
These charts show the breakdown by SAP band for households both before and after receiving home energy improvement packages. All of the properties receiving measures were very energy inefficient households - rated F (63%) or G (37%). After the install of the home energy improvement package, almost 79% of properties had been improved to SAP band D or above. Some properties may remain energy inefficient because it has not been possible to demonstrate value for money for the more enhanced measures packages required or in some cases the SAP rating has even been lowered where solid fuel has been installed in place of oil / LPG at the request of the householder because they have access to a free or cheap fuel source.



“It makes perfect sense for house owners whom are on a low income to update/renew from old inefficient boilers/heating, to a new central heating system. This saves money.”

- Mr Blake from Cardiff

⁵ RdSAP and SAP – The Standard Assessment Procedure is the UK Government’s methodology for assessing and comparing the energy and environmental performance of dwellings. The reduced data SAP (RdSAP) was introduced later as a more cost effective tool to assess existing dwellings.



The chart shows the breakdown of modelled energy savings per household receiving measures by local authority, with an estimated average saving of £475 per year or 12.4kWh per annum. It also shows the breakdown by lifetime carbon emission reductions for households receiving a home energy improvement package. Total lifetime emissions are modelled to reduce by just under 250k tCO and vary from 2.5k tCO in Torfaen to over 27k tCO in Rhondda Cynon Taff.

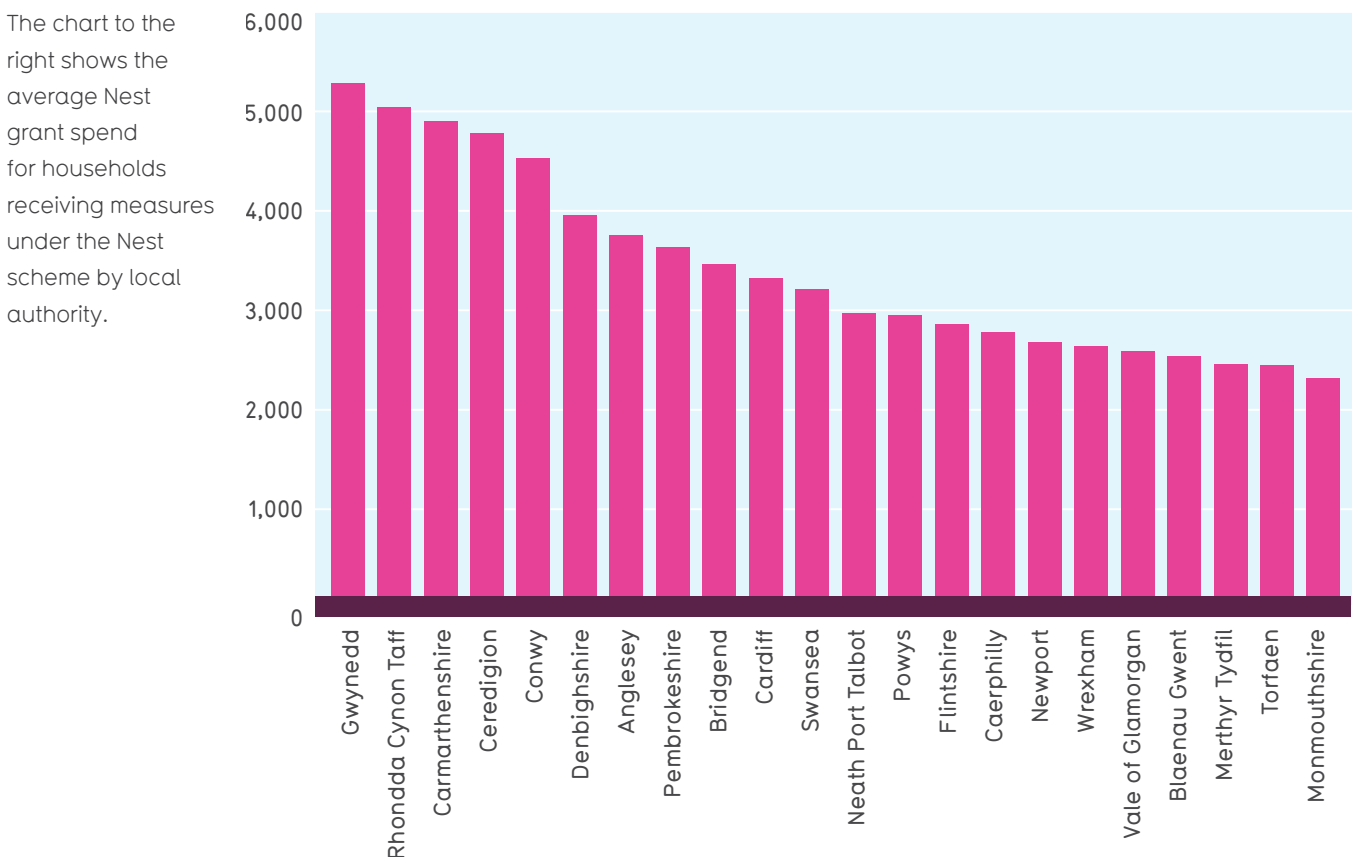
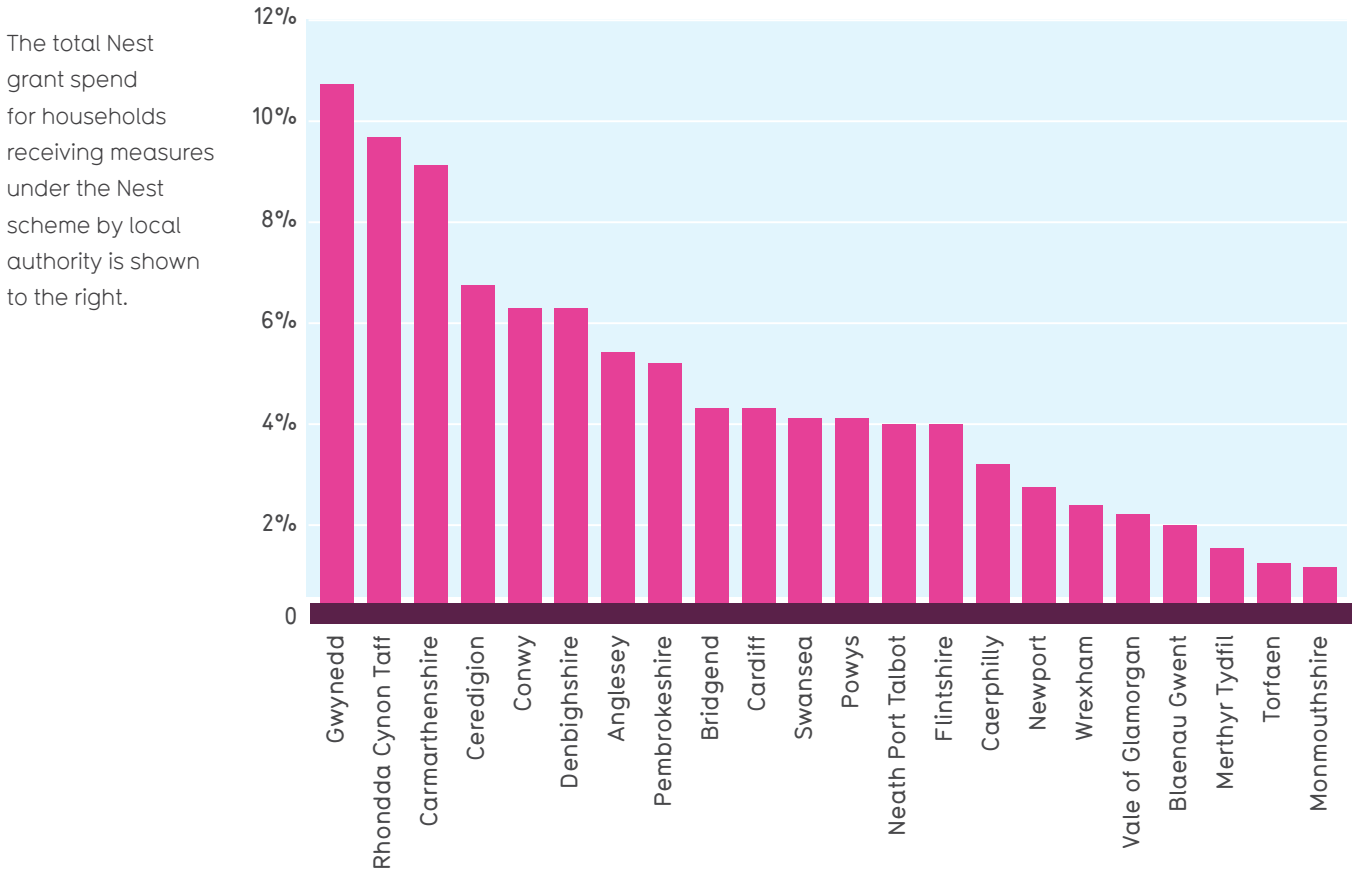
The Nest assessor establishes the current SAP rating of the property and the potential SAP rating if a home energy improvement package is installed. Band A properties are very energy efficient and will have the lowest running costs whereas band G properties have poor energy efficiency ratings and consequently will have higher running costs to maintain the same standards of heating and lighting.

Local Authority	Sum of CO ₂ Lifetime Saving	Average of Energy Use Saving	Average of Fuel Cost Annual Saving
Carmarthenshire	23,405	13,594	£576
Pembrokeshire	12,051	12,084	£570
Anglesey	11,020	14,237	£552
Gwynedd	25,250	15,225	£546
Powys	8,440	15,344	£509
Conwy	18,566	14,638	£501
Merthyr Tydfil	3,140	12,129	£499
Ceredigion	13,126	13,741	£497
Monmouthshire	2,709	11,273	£475
Newport	8,017	11,963	£473
Wrexham	6,090	17,622	£459
Denbighshire	16,495	14,174	£456
Caerphilly	9,155	10,852	£455
Neath Port Talbot	10,491	10,955	£449
Rhondda Cynon Taff	27,270	10,870	£446
Bridgend	10,887	11,814	£443
Swansea	11,425	11,241	£439
Flintshire	9,319	11,204	£435
Vale of Glamorgan	5,039	10,822	£424
Cardiff	11,305	9,874	£391
Blaenau Gwent	4,303	10,251	£383
Torfaen	2,471	8,660	£318
Grand Total	249,975	12,486	£475

“The house is a lot warmer as my old boiler was inefficient and the new boiler is very efficient, saving me money. The extension part of the house is a lot warmer with the cavity wall insulation. My energy bill is now a lot smaller” - Mr Jones from Corwen

Welsh Government Investment

During 2013-14, the Welsh Government has invested over £16.2 million through Nest measures.



ECO Funding

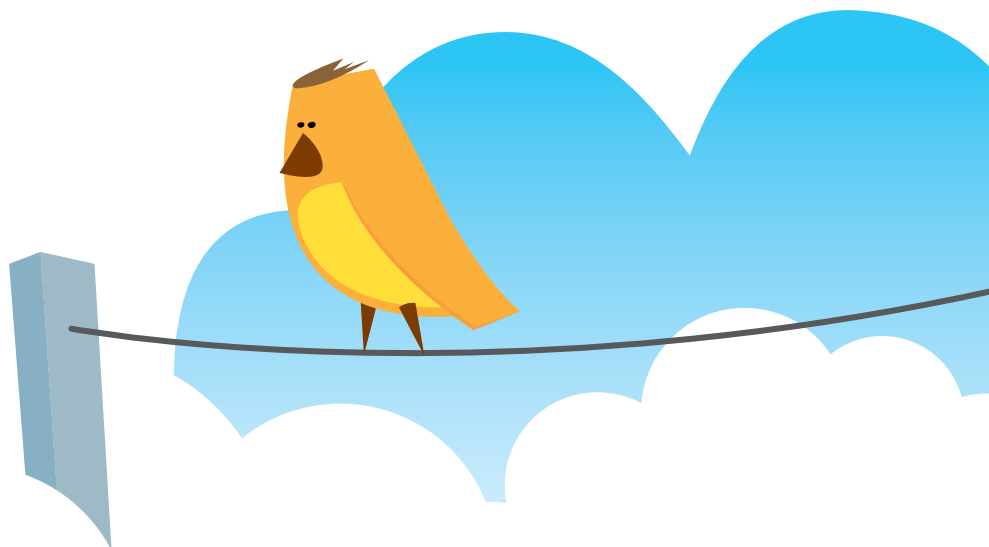
Energy Companies Obligation (ECO) is part of the UK Government's domestic energy efficiency obligations to energy suppliers. ECO works alongside the Green Deal to support low income and vulnerable households to install energy-efficiency measures to their home.

This year Nest and the Welsh Government worked closely together to maximise the ECO funding leveraged into Nest. The UK Government's announcement in December 2013 of proposed changes to the ECO obligation led to uncertainties in the market and the availability of ECO funding. Despite

this uncertainty Nest successfully leveraged over £3.9 million of ECO funding into Wales allowing Nest to support more households and increase the total money, fuel and carbon savings to households across Wales.

"My heating bill has reduced dramatically and the house is a lot warmer. I would definitely recommend this scheme. I would not have been able to afford the improvements myself, and having the work done professionally gives me peace of mind."

- Mrs Galliers from Machynlleth



Householder Satisfaction

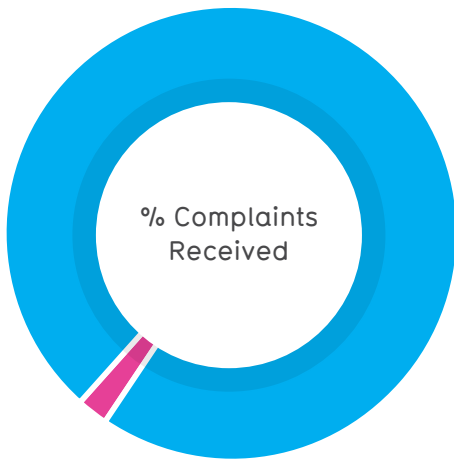
Over 98% of customers reported satisfaction with the service provided by Nest.

Householder satisfaction is recorded and managed including complaints relating to each stage of the customer journey. All householders advised by the scheme are issued with a postal survey and asked to rate the service according to their satisfaction.

The charts below shows that the complaint volume represented less than 2% of all customers receiving a home energy improvement package and that the vast majority of customers (98%) were satisfied with the installation service provided.



98% Satisfied 2% Not Satisfied



98.4% No 1.6% Yes



“The whole house is warm and cosy. It’s particularly noticeable in bedrooms where there was no previous heating. It is of great financial benefit to people who need the help and in the long term the environment is benefiting also.”

- Mrs Atkin from Merthyr Tydfil



Equality and diversity

Reflecting society as a whole is very important to Nest. We continue to increase our engagement with a wide cross-section of the population, making Nest more accessible to all.

BME Communities

- We have worked with Race Equality First, Wales Race Equality Council, Diverse Cymru, Multicultural Britain, South East Wales Regional Equality Council (SEWREC), Swansea Minority Ethnic Women's Network and the North Wales Regional Equality Network amongst others.
- Nest continues to produce advice leaflets in the following languages: Arabic, Bengali, Cantonese, Czech, Polish, Punjabi, Somali, Urdu; as well as English and Welsh.

People with Learning Difficulties

- We have worked with Mencap Cymru, People's First (various counties) and Learning Disability Wales
- With the support of BAROD we have developed a Nest leaflet to communicate effectively with people who have learning disabilities.

Visually and Hearing Impaired

- We have worked with the RNIB and DeafBlind Cymru
- Nest continues to produce advice via Audio leaflets in Welsh and English, Braille, large print in Welsh and English.

I have glaucoma and have very little sight and they did all they could to help me. I would recommend the scheme to anyone as my home is now so warm and cosy. It's a new world to me, thank you so much."

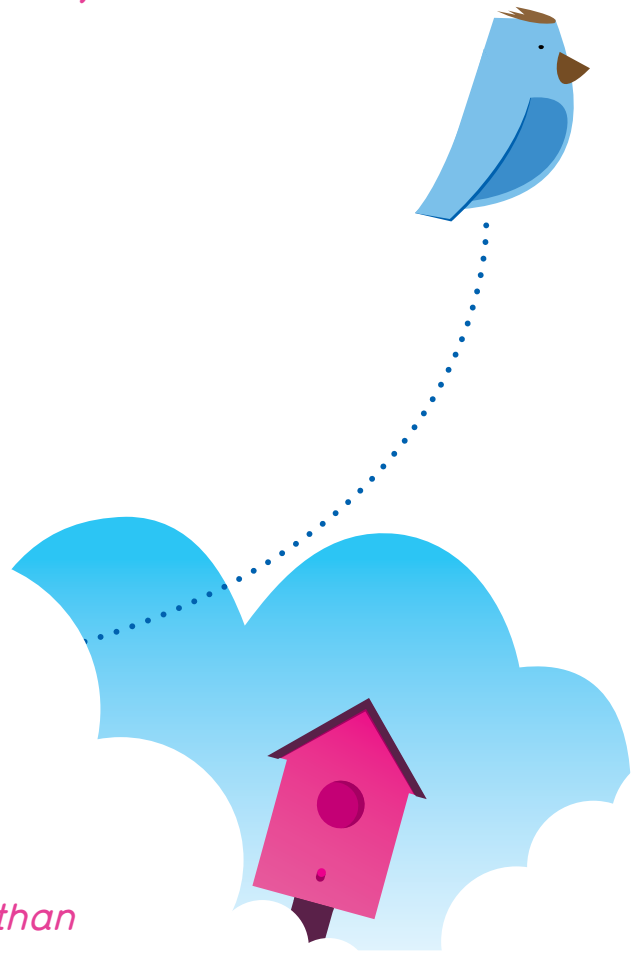
- Mrs Hardman from Blackwood



Looking ahead

As Nest continues into its fourth year, we will continue to focus on:

- Improving our targeting to vulnerable, low income households and those households living in rural areas. This will be delivered through the engagement work Nest is undertaking with a range of new and existing partner agencies.
- Exploring what more can be done to support households in rural areas with appropriate measures for their property.
- In 2013-14 Nest was successful in leveraging ECO funding of nearly £3.9 million which was reinvested into the scheme. There are changes being made to ECO that may affect the level of ECO that can draw into Nest during 2014-15. Nest is committed to ensure that wherever possible ECO funding is brought into the Nest scheme to help more households in Wales.



“The boiler has been using less energy than before; it works much better and is much easier to set up and match to our needs than the previous one. This makes our house more comfortable. It is amazing to know that this support is available to those that need it. This has improved our living space and will reduce our bills as well as helping the environment, not only that but it cost us nothing and the customer service was great and without fault.” – Mr Jack from Chepstow

“We went from cold to warm, from sad to very happy. I will recommend it to everybody. It’s a life-changing scheme.” – Mrs Lozano from Maerdy

