



Nest Annual Report

April 2014 – March 2015

Rhan o raglen Cartrefi Cylid Llywodraeth Cymru
Part of the Welsh Government Warm Homes programme



Ministerial Foreword

I am pleased to introduce the fourth Annual Report of our newly branded Welsh Government Warm Homes Nest scheme.

On 17 June I announced my decision to rebrand our energy efficiency programme, which includes the demand-led Nest scheme and our area-based Arbed schemes. From now on, all our home energy efficiency and fuel poverty schemes will be branded as Welsh Government Warm Homes.

The Welsh Government is committed to doing everything we reasonably can to eradicate fuel poverty in Wales. We have prioritised investment in Welsh Government Warm Homes to ensure that householders who are struggling with the cost of heating their homes have access to advice and support to reduce their energy bills. For those householders on the lowest incomes or living in the most deprived areas we have continued to target our support to provide free home energy efficiency improvements that help reduce energy bills and the risk of households living in fuel poverty.

Welsh Government Warm Homes Nest is a key part of our work to tackle fuel poverty and I am pleased with the success this report highlights. Its success in improving some of the most energy inefficient homes in Wales is not only through increased household income but by providing access to other support, including Benefit Entitlement Checks (BECs) and referrals for Warm Home Discount (WHD) rebates.

We know that improving the energy efficiency of low income homes is the most direct way in which we can tackle fuel poverty in the longer term. I am pleased that the Welsh Government's investment in Nest in 2014-15 has improved over 4,260 homes, bringing the total number of low income homes improved by the scheme since 2011 to over 17,700. This exceeds our original estimate of improving up to 4,000 homes each year.

The home energy improvements installed in 2014-15 are shown to have increased the Energy Performance Certificate (EPC) rating of 95 per cent of homes, to a level



of EPC E or above, with over 84 per cent achieving EPC D or above. The improvement in energy rating not only helps to reduce energy bills or provide increased comfort today, it also reduces the likelihood of a household living in fuel poverty in the future, or suffering the ill-effects of living in a cold home.

All the schemes within the Welsh Government Warm Homes initiative have been designed to work alongside UK wide schemes, leveraging funding from other sources and contributing to jobs and growth. I am pleased that the report highlights Nest's achievements in leveraging over £1.3 million of funding from the Energy Companies Obligation (ECO) in 2014-15. This was achieved in the face of significant reductions in the market price of carbon, particularly the value of the Home Heating Cost Reduction Obligation (HHCRO), following changes made to ECO by the UK Government. On jobs and growth, Nest has continued to support small and medium sized enterprises (SMEs), with every Nest energy improvement measure being installed by an SME.

In my announcement I also said that I would be investing significant additional funding in Welsh Government Warm Homes in 2015-16. I am confident that the additional funding invested in Nest will lead to further success in achieving our aims of tackling fuel poverty, delivering jobs and growth, and creating a fairer, more sustainable Wales.

Carl Sargeant - Minister for Natural Resources

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Executive Summary

The Welsh Government Warm Homes Nest scheme has completed its fourth year. In 2014-15, the Welsh Government invested over £18 million in Nest to help low income households to reduce their fuel bills and improve the energy efficiency of their homes.

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

In 2014-15, Nest provided over 11,100 householders with free, impartial advice and support; a total of over 68,000 householders since the scheme started in April 2011. Over 4,260 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 to over 17,700.

This report sets out the achievements of the Nest scheme in providing advice and support to fuel poor households in 2014-15 and the priorities for 2015-16.

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 **38 SAP** points, with over 95% of properties taken out of an F or G rating
- Average modelled reduction in annual fuel bills costs of **£477** per household per year, a total indicative saving of over £2 million on annual household energy bills
- Average modelled reduction in energy units of **12,138** per household

"My wife and I are pensioners in poor health so this installation of a combi-boiler and new radiators is a god send" - Mr Jones, Pontypridd



to ensure that households eligible for Nest home energy improvements are referred to the scheme. In 2015-16, REW will also provide a referral route for householders who are not eligible for Nest home energy improvements but would like further information on other sources of support.

Explore what more can be done to support households in rural areas with appropriate measures for their property.

During 2014-15, rural communities remained one of the scheme's priorities, which informed the geographic focus of marketing and communication activity.

The focus on rural, hard to reach homes has ensured that in this scheme year over a third of the households that received free home energy improvements were living in predominantly rural areas.

Nest is committed to ensure that wherever possible ECO funding is brought into the Nest scheme to help more households in Wales.

Nest continued to leverage funding from the Energy Company Obligation (ECO), which was re-invested in the scheme to enable more low income households in Wales to benefit from home energy improvements. Nest successfully leveraged over £1.3 million of ECO funding into Wales in 2014-15 despite the reduction in the market price of carbon.

Nest's priorities for 2014-15 were to:

Improve our targeting to vulnerable, low income households and those households living in rural areas.

The Nest Partnership Development Managers (PDMs) operate across Wales and engage with third sector, public sector and other partner organisations that directly or indirectly reach low income and vulnerable households living in the hardest to heat homes.

Throughout this scheme year, the Nest PDMs have focused on developing relationships with new and existing partners, including further alignment of activities with Communities First schemes across Wales, to reach vulnerable and socially excluded households.

The Nest PDMs have also focused on work to encourage as many of the partner organisations as possible to utilise the Nest Partner Portal as this enables partners to submit applications and track outcomes.

In October 2014, the Welsh Government's new Resource Efficient Wales (REW) service was launched to ensure that households and businesses have a consistent and trusted place for information, advice and support on all matters concerning resource efficiency. REW is helping



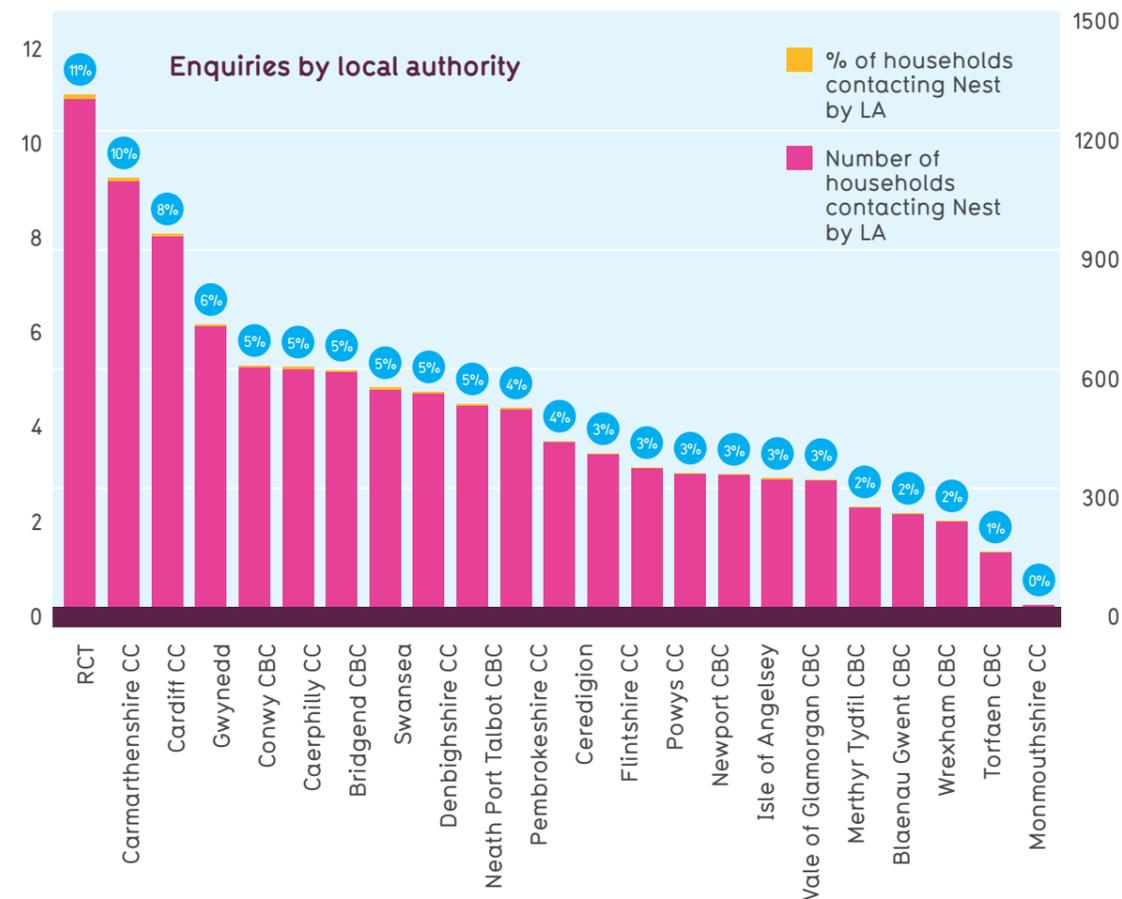
Targeting and Marketing

Nest offers a range of advice and support to householders to help them reduce their energy 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.

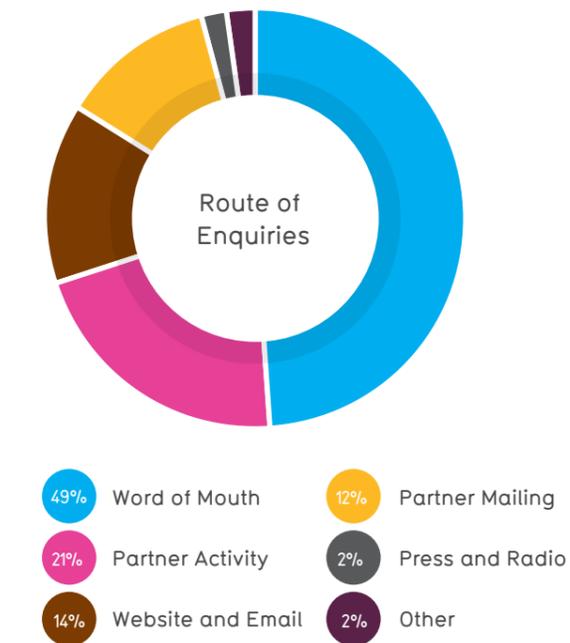
Fuel-poor households are identified throughout Wales through detailed data analysis of a wide range of data sets including the Home Energy Efficiency Database, Living in Wales, Census and Office of National Statistics data. The data analysis maps likely occupant details with property types, property tenure and the likelihood of gas connections to identify potentially energy inefficient homes.

Recognising that fuel-poor customers can be some of the hardest people to reach, Nest regularly challenges and reviews its marketing strategies and approaches to ensure it identifies and targets the households most in need.

Nest utilises a multi-channel marketing approach along with awareness raising campaigns across Wales (media activity and radio advertising) and targeted direct mail campaigns. Nest worked with new and existing partner organisations to understand how it can identify and target support to fuel-poor households. The Partnership Development Team has continued to actively build relationships with stakeholders across Wales ensuring close collaboration with local authorities, voluntary agencies and community groups. The chart below shows the breakdown of households enquiring about the Nest scheme by local authority area and continues to show a similar distribution to 2013-14.



The chart below illustrates the source of enquiries to Nest with 'word of mouth' remaining the largest source (49%) into the 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 to generate enquiries is essential to the on-going success of the Nest scheme and accounts for 33% of enquiries (21% partner activity and 12% partner mailing). The Nest website was redesigned during the year and was promoted through all Nest advertising and promotional material and accounted for 14% of enquiries (9% in 2013-14). The website provides a range of factsheets to support visitors and outlines the scheme's services and encourages households who may be eligible for home energy improvements to contact the Advice Team.

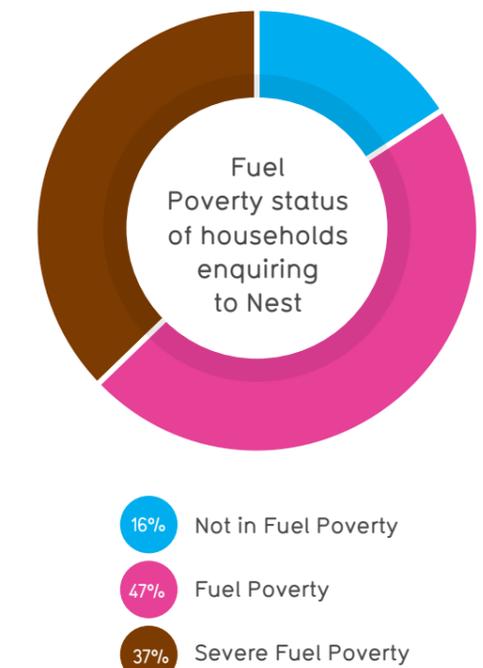


Fuel Poverty

Householders who spend more than 10% of their income on energy costs are regarded as living in fuel poverty and in severe fuel poverty if they spend more than 20% of their income. Householders who contact Nest are asked to provide their income at the time of application so the data can be used alongside modelled running costs for their household.²

The level of reported fuel poverty shown in the chart below indicates that 84% of householders who contacted Nest were living in fuel poverty (47% in fuel poverty and 37% in severe fuel poverty), up by 2% on 2013-14.

These figures should be treated with caution as only 57% of householders who contacted Nest in 2014-15 agreed to provide income details. In addition, where the household income was provided, no validation was undertaken to confirm that the stated income was accurate.



¹ 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

The Nest Partnership Development Managers (PDM) work in partnership with third sector organisations, local authorities and community groups who play a key role to enable Nest to communicate the benefits of the scheme and reach as many households in need of support as possible.

There are four PDMs who co-ordinate relationships with hundreds of partner organisations over the year including national charities, regional health boards, Local Authorities and local community associations. They work with a diverse range of organisations that help Nest reach households in most need, for example:

- Wales-wide advice-services (e.g. Citizens' Advice Bureaux and Money Advice Service)
- Socially excluded people (e.g. Communities First and Foodbanks)
- Older People (e.g. Age Cymru, Care and Repair and Age Concern)
- Families with Young Children (e.g. Save The Children, Families First, and Barnardos)
- Unemployed People (e.g. Job Centre Plus across Wales)
- Disabled People (e.g. Action on Hearing Loss, Sight Cymru, Deaf Blind Wales and Sense Cymru)
- People with long-term illnesses (e.g. Macmillian, Stroke Association, Eiriol Mental Health Advocacy and Alzheimer's Association)

The PDMs 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 help staff and volunteers to accurately communicate the benefits of Nest.

During the year, Nest has looked to increase the number of partner organisations utilising the Partner Portal website which enables partners to submit applications and track the outcomes of the applications.

Examples of successful partnership working and public engagement include:

Nest attended a number of outreach sessions with the **Denbighshire Communities First Step Up Bus**. Using a converted mobile library, the Step Up project was developed by South West Rhyl Communities First and local partners. It is designed to encourage more people to take advantage of local services that will improve their lives, reduce poverty and provide them with opportunities to broaden their aspirations.

Nest initiated a partnership with **Afan Valley Communities First and Neath Port Talbot Credit Union**. The partnership resulted in a 'Switch On to Switching Off' energy saving art challenge for seven Afan Valley primary schools. The partners set up and promoted a series of family workshops and while the children enjoyed the opportunity to create art work and learn about saving energy, the parents and guardians were introduced to the range of support available from the three partners.

Nest established a relationship with **Hywel Dda Health Board** working with both the environmental health and patient experience teams. This resulted in a campaign to reach staff, patients and visitors. Nest was promoted to staff through emails, intranet and posters throughout the four major hospitals within the health board. Staff members were also invited to fuel poverty training sessions to raise awareness of Nest. Patients and visitors to the hospitals were reached through a series of public information events and print in public.

At the end of the year, Nest undertook a survey of stakeholders to gauge the levels of engagement with the scheme and to identify opportunities for development. The findings from the survey will be used to inform marketing and partner development activity in 2015-16.

Advice and Support

Nest provided over 11,100 households with tailored advice and referrals to third party services in 2014-15.²

When a householder contacts Nest, 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:

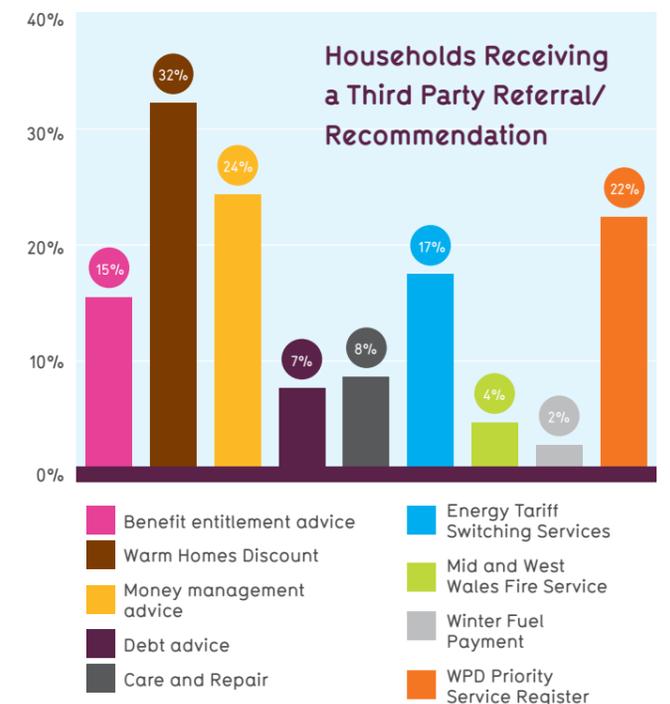
- Energy efficiency advice on actions to reduce energy consumption (e.g. turning down thermostats, not overfilling kettles)
- Home insulation requirements
- Heating controls and how best to use them
- Transport advice (e.g. smarter driving, vehicle choices and alternative transport options)
- Information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

Third Party Support

Over six 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
- **Care and Repair services** – Care and Repair provide eligible customers with access to a handyman service, caseworker service, help with grants and temporary heating
- **Warm Homes Discount** – the major energy suppliers provide eligible customers with a discount of £140 on their energy bill in 2014-15
- **Mid and West Wales Fire Service** – vulnerable households are able to access an in-home fire safety check and free smoke alarms
- **Debt advice** – Riverside Advice Centre and Speakeasy Advice Centre also provide the customer with independent advice regarding reducing the energy and household debts
- **Money management advice** – the Money Advice Service provides customers with independent advice about debt management and handling their income and outgoings more effectively

- **Energy tariff advice** – Which? provides customers with independent advice regarding the most effective tariff and supplier for the customer's circumstances
- **WPD Priority Services Register** – If you are a pensioner, have long-term ill health, are registered disabled or have a hearing or visual impairment, you may be eligible for extra help offered by energy suppliers through the Priority Services Register
- **Winter Fuel Payment** – For those born on or before July 5, 1952, they would be eligible for the Winter Fuel Payment for the winter of 2014-15 worth between £200-£300.



Over the last year Nest has continued to review and improve 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.

² The reduction in households receiving advice compared to 2013-14 may be in part due to the effectiveness of direct targeting of households eligible for home energy improvements, a reducing number of F and G-rated properties, and greater awareness of eligibility criteria, including through the increased use of the website.

Benefit Entitlement Checks

115 households were identified as eligible for new or additional annual benefits averaging £2,088 per household as a result of a Nest referral for a Benefit Entitlement Check (BEC). This resulted in a £240,000 potential increase in benefit take-up this year and over £1.64 million in the four years of the Nest scheme.

The referral mechanism to the Riverside Advice and the Speakeasy Advice Centre enabled Nest to track the outcomes of Benefit Entitlement Check customer referrals; 13% of these referrals were identified as eligible for additional income.

Nest Householder BECs	
Number of householder Referrals	910
Number of householders eligible for new/additional benefits	115
Average increase to annual income	£2,088.19

After a Benefit Entitlement Check, customers are advised on the next steps to making a benefit claim and signposted to local face-to-face support services. 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

Each year, Nest refers eligible customers to Care and Repair Cymru for a range of support services as detailed below:

Care & Repair Services	
Number of householder Referrals	488
Number of householders using Handyman service	22
Number of householders using Temporary Heating service	1
Number of householders using Grant Help	4
Number of householders using Caseworker service	135
Number of householders receiving advice only	23

Warm Homes Discount

Nearly two thousand customers were referred to their energy supplier for the Warm Homes Discount. Nest received confirmation from four energy suppliers showing that collectively over 14% qualified for the discount with total savings of £38,360.

Warm Homes Discount	
Number of householder Referrals	1982
Number of householders receiving Warm homes discount	274
Value of WHD	£38,360

Mid and West Wales Fire Service

Nest referred 235 customers to Mid and West Wales Fire Service, up from 115 in 2013-14, of which 85 received a home safety report.

Mid and West Wales Fire Service	
Number of householder Referrals	235
Number of householders receiving Home safety report	85

Energy Saving Advice Service (ESAS)

Customers not meeting 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 2,500 customers were directed to ESAS this year of which 78% were likely to be ECO eligible customers and 22% Green Deal.

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 scheme's 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.

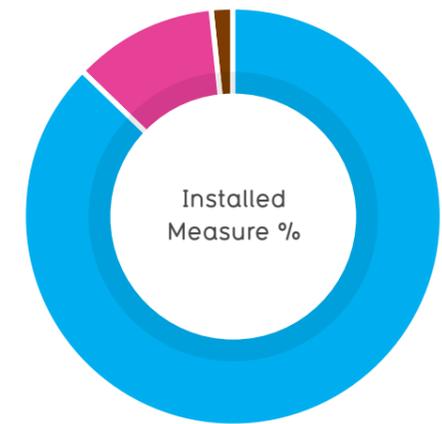
A fully qualified assessor will visit the customer's home to confirm their eligibility, complete the whole house assessment and identify, where required, the most appropriate and cost effective measures for the property and the customer.

If the customer wishes to proceed with the package of measures, 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 installation services. An inspection of the work 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 work required is completed quickly and effectively.

Nest home energy improvement packages are designed for individual properties so there is no standard package of measures. The most appropriate and cost effective measures recommended could include measures such as a new boiler, central heating system, loft insulation, or cavity wall insulation and some may include newer technologies like air source heat pumps and external wall insulation. Central heating and/or standard insulation (loft/cavity wall) continue to represent the majority of works undertaken by the Nest scheme.

There were 4,218 central heating systems installed, 536 standard insulations and 70 enhanced insulations.

Central heating system installations through Nest include multiple measures e.g. boiler, radiators, room thermostats, thermostatic radiator valves and pipe work where required.



- 87.4% Central Heating Installation
- 11.1% Standard Insulation
- 1.5% Enhanced Insulation

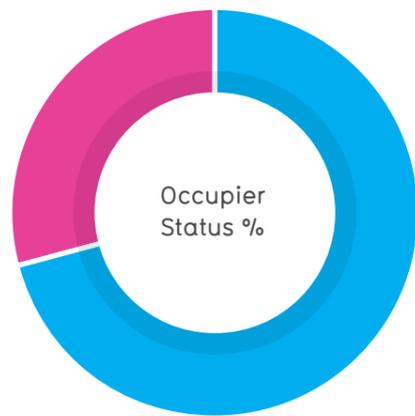
Partial Grant Vouchers continue to be an element of Nest support which help towards the cost of cavity wall and/or loft insulation to vulnerable households (where the applicant is aged 60 or over, disabled or chronically ill, pregnant, or occupies a dwelling with a child under the age of five). ECO offers are generally more attractive than the Partial Grant Voucher and seven vouchers were issued in 2014-15, with just one claim being made.



Household and Property Characteristics

Nest has continued to reach households across Wales who are most in need and who cannot afford to make their home more energy efficient.

The chart below shows the breakdown of tenure status for households receiving a home energy improvement package.

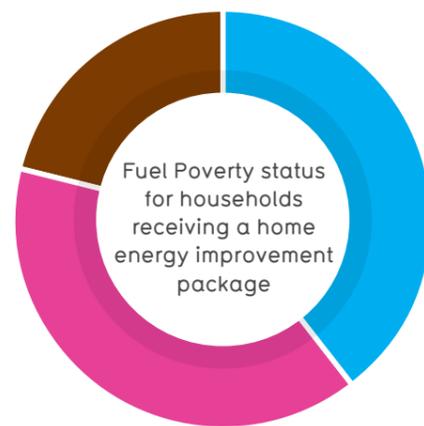


71% Owner 29% Privately Rented

Householders are asked to provide their income at the time of application so that this data can be used alongside modelled running costs for their household to estimate whether they are living in fuel poverty. Energy spend greater than 10% of household income indicates that the household is living in fuel poverty and spend greater than 20% is classed as being in severe fuel poverty.³

The fuel poverty status of households indicates that 60.3% of those who received a home energy improvement package were living in fuel poverty. This includes 39.3% of households being in severe fuel poverty (up from 23% in 2013-14).

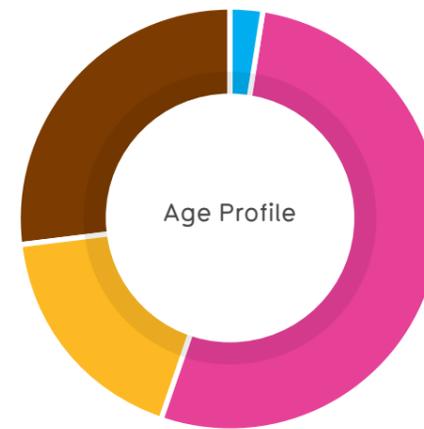
The percentage of people accessing Nest whose reported income indicates that they are living in fuel poverty is significantly higher than under the previous HEES scheme where less than 30% of the householders helped were estimated to be in fuel poverty. This demonstrates that the eligibility criteria for Nest are more effective in identifying and supporting fuel poor households.



39.7% Not in Fuel Poverty
39.3% Severe Fuel Poverty
21% Fuel Poverty

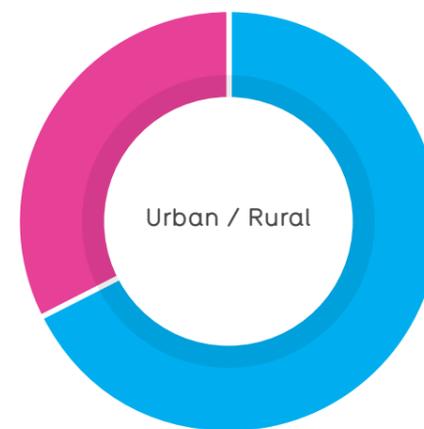
These figures should be treated with caution as only 57% of householders who contacted Nest agreed to provide income details in 2014-15. In addition, where the household income was provided, no validation was undertaken to confirm that the stated income was accurate.

The chart below shows the breakdown by age of householders receiving a home energy improvement package. Over half of householders were of working age (52.8% aged 24-59 years) with slight increases in those aged between 60 and 69 years (17.8%) and over the age of 70 years (26.9%) compared to 2013-14.



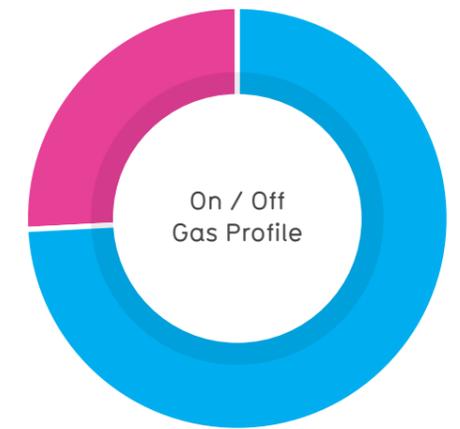
2.5% Under 24 17.8% 60-69
52.8% 24-59 26.9% 70 and over

The breakdown by urban and rural classification of customers receiving a home energy improvement package is shown in the chart below and indicates that around two thirds of households are living in urban areas and a further third living in rural areas. This reflects the population distribution in Wales where 66% of the population live in urban areas and 34% in rural areas.⁴



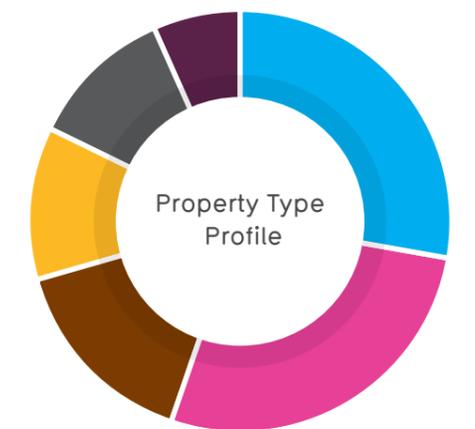
32.3% Rural 67.7% Urban

The proportion of customers who were off the gas grid prior to receiving measures under the scheme was 25.8% which follows a significant increase in 2013-14, as illustrated by the chart below.



74.2% On 25.8% Off

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 (39%) 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.



27.9% Mid Terrace 11.6% Detached
27.6% Semi-Detached 11.2% End-Terrace
15.3% Bungalow 6.4% Flat

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.

⁴ The definitions of Urban and Rural are based on accepted classifications available from the Office of National Statistics

Improving energy efficiency

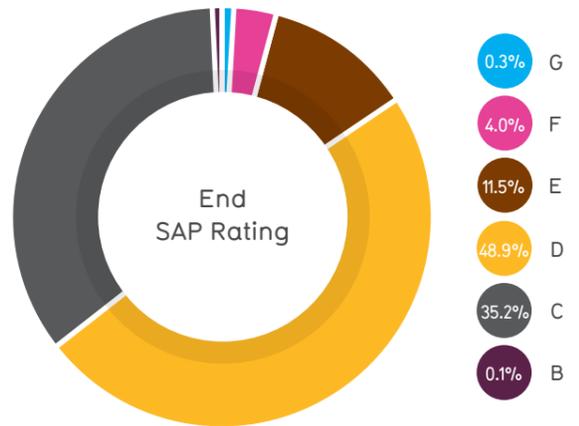
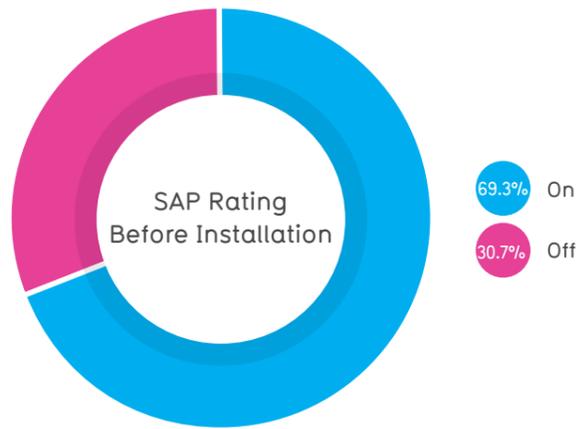
Nest home energy improvements have delivered estimated energy bill savings averaging £477 per household per year, making a real difference to fuel-poor households.

The Nest scheme calculates the effects of energy efficiency improvement on the homes using an RdSAP rating. 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.⁵

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.

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 (69.3%) or G (30.7%). After the installation of the home energy improvement package, over 95% of properties were taken out of an F or G-rating. 84% of properties had been improved to band D or above. Some properties may remain in an F or G-rating because it has not been possible to demonstrate value for money for the more enhanced measures 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.



The chart shows the breakdown of modelled energy savings per household receiving measures by local authority, with an estimated average saving of £477 per year or 12.1kWh 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 194k tCO and vary from 1.5k tCO in Monmouthshire to over 24k tCO in Carmarthenshire.

Local Authority	Sum of CO ₂ Lifetime Saving	Average of Energy Use Saving	Average of Fuel Cost Annual Saving
Anglesey	7,219	17,226	£728
Gwynedd	17,316	16,593	£648
Carmarthenshire	24,130	13,917	£574
Caerphilly	11,775	12,842	£544
Ceredigion	10,832	13,669	£529
Pembrokeshire	12,324	13,740	£525
Neath Port Talbot	8,569	12,812	£513
Bridgend	8,362	11,599	£493
Vale of Glamorgan	5,334	12,358	£473
Powys	8,182	13,444	£462
Wrexham	3,590	11,811	£449
Swansea	9,165	11,415	£446
Merthyr Tydfil	2,746	10,937	£429
Cardiff	9,620	10,768	£420
Rhondda Cynon Taff	16,936	9,694	£419
Flintshire	6,547	10,677	£411
Conwy	9,344	11,331	£404
Newport	4,606	10,541	£387
Monmouthshire	1,544	9,277	£368
Denbighshire	9,688	10,637	£352
Torfaen	2,314	9,548	£348
Blaenau Gwent	2,988	8,594	£292
Grand Total	193,130	12,138	£477

"We were struggling to buy heating on our pension. Nest gave us a lifeline and now we have a warm home." - Mr P, Conwy

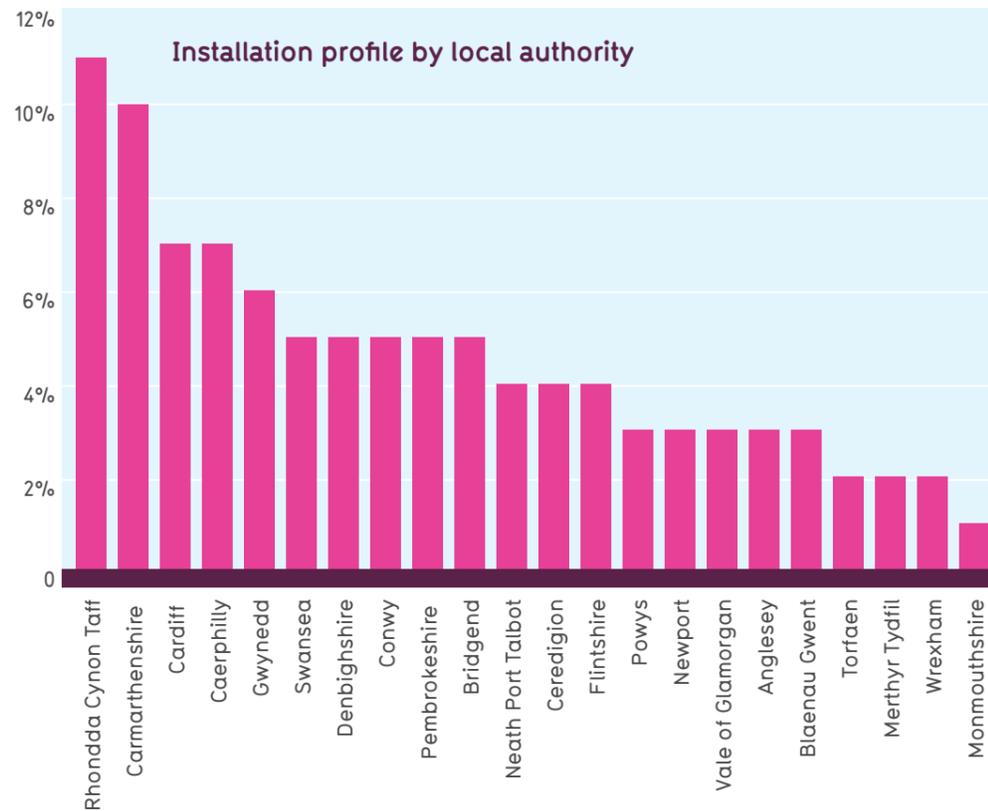


⁵ RdSAP and SAP - The Standard Assessment Procedure is the UK Government's methodology for assessing and comparing the energy and environmental performance of dwellings. The reduced data SAP (RdSAP) was introduced later as a more cost effective tool to assess existing dwellings.

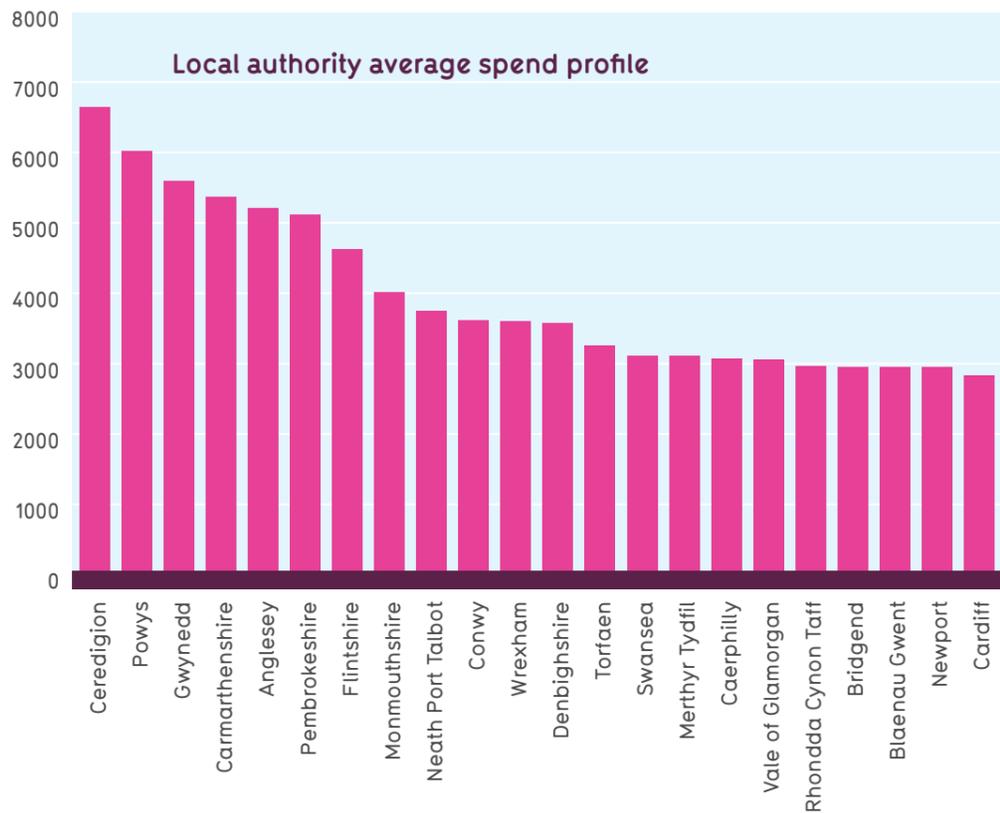
Welsh Government Investment

During 2014-15, the Welsh Government has invested £18 million through Nest measures.

The total spend for households receiving measures by local authority is shown to the right.



The chart to the right shows the average spend for households receiving measures by local authority.



ECO Funding

Energy Companies Obligation (ECO) is part of the UK Government's domestic energy efficiency obligations to energy suppliers.

Nest and the Welsh Government continued to work closely together to maximise the ECO funding leveraged into Nest. Nest successfully leveraged over £1.3 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. The funding leveraged from ECO is a combination of the Home Heating Cost Reduction

Obligation (HHCR) and Carbon Emissions Reduction Obligation (CERO).

The value of ECO that has been leveraged this scheme year is lower than in 2013-14. A contributory factor in this is UK Government changes to the obligation which has had the impact of reducing the market price of carbon.

"I have been recommending this course to all my mates. It's changed my life and everything about my life. I'm learning to drive and hopefully have my test soon. I tried my hardest and it's worth it, I would do it again!"

- Jordan Thomas, Apprentice for Nest



Householder Satisfaction

Customer satisfaction with Nest has been consistently high over the life of the scheme. In 2014-15, over 98% of customers reported satisfaction with the service provided by Nest.

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

The charts below show 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 or very satisfied with the installation service provided.



89.1% Very Satisfied 9.10% Satisfied 1.8% Not Satisfied



98.4% No 1.6% Yes

"I would recommend the scheme to anyone as my home is now so warm and cosy" - Mrs H, Blackwood

"I didn't realise I would be able to qualify ... it will be nice to have the house warm again. It's a great scheme" - Ms Probert, Ebbw Vale



Equality and diversity

Nest aims to reach a wide cross-section of the population to ensure that everyone can benefit from the scheme. The Partnership Development Managers work with a range of organisations to reach and support people who are socially excluded or have specific needs or health conditions.

Homes that are hard to heat can particularly impact on people living with specific medical conditions or long term illnesses. Over the past year, Nest worked with a number of charities and support organisations including Macmillan, the Stroke Association, Eiriol Mental Health Advocacy, and the Alzheimer's Association.

Over the past year, Nest has increased partnership activity with Communities First organisations, working within some of the most deprived areas of Wales. Similarly, we have worked with local authorities, health boards and partner organisations to reach vulnerable people and communities. During 2014-15, the Partnership Development Managers worked with North Wales Regional Equality Network and Race Equality Council, and attended the Newport Eid Festival to raise awareness of the scheme with members of BME communities.

Similarly, the team worked closely with Mencap and a range of carer associations across Wales to ensure people with learning difficulties and their families could benefit from the scheme.

Disabled people can often have difficulty accessing information and support schemes. Nest therefore works with disability groups across Wales to ensure as many people as possible can access support. During the year, the team also worked with Action on Hearing Loss, Sight Cymru, Deaf Blind Wales and Sense Cymru.

Nest provides information in a range of different languages and in easy-read, braille, audio, large print and digital formats to ensure that everyone has access to the scheme. Working with these partners provides Nest with the opportunity to develop the advice and services currently being offered.

"We've had no heating for the last 12 years. I can't tell you the difference it's made to our lives"

- Mrs C, Anglesey



Looking ahead

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

- Improving our targeting of 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
- Ensuring that wherever possible ECO funding is leveraged into the Nest scheme to help more households in Wales

“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, Chepstow

“Every step was so stress free and your staff were pleasant and polite” - Mrs Evans, Flintshire

