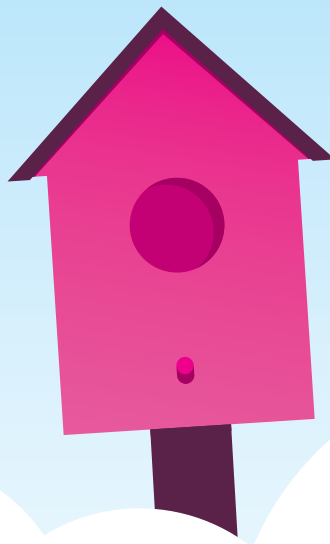


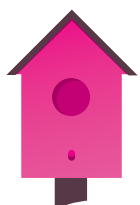


# Nest Annual Report

2015 – 2016



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



**Nyth  
Nest**  
Gwneud  
Cymru'n  
Glyd  
Making  
Wales  
Cosy



## Ministerial Foreword

### I am pleased to contribute to the Annual Report on the performance of the Welsh Government Warm Homes Nest scheme in 2015-16.

Nest is one of our key schemes for tackling fuel poverty. It provides households in Wales with access to free, impartial advice and support to help them save energy, increase their income and reduce their energy bills. For those households on the lowest incomes and living in the most energy inefficient homes, the scheme can also provide a package of free home energy efficiency improvements to help reduce energy bills.

Improving the energy efficiency of homes in Wales is one of the most direct ways in which we can tackle fuel poverty in the long term. By targeting support to households on the lowest incomes, we can make a real difference to those who are struggling to keep their homes warm. This is a vital contribution to wider action on poverty across Welsh Government.

Nest is a real success story. Since the scheme started in April 2011, it has provided advice and support to over 85,000 households. The support provided has included referrals for Benefit Entitlement Check (BEC) and Warm Home Discount (WHD) rebates, as well as energy saving advice and referrals for home energy efficiency improvements.

I am pleased to report since 2011, over 1,190 people have been identified as eligible for additional benefits worth an average of over £1,900 per person per year, as a result of a referral for a BEC, the total value of which is over £2.25million. Over 1,000 people have benefited from a WHD rebate on their electricity bill, the total value of which is over £140,000.

I am also pleased to report in the last five years, Nest has improved the energy efficiency of over 23,700 homes of low income households across Wales. These improvements have increased the energy rating of people's homes, reducing the amount of energy required to keep warm and



helping them to heat their home at a more affordable cost.

Nest's work in providing support to low income households is not just helping to tackle fuel poverty; it is also contributing to wider action to deliver jobs and growth. Since the scheme started, all energy efficiency improvements have been installed by Wales-based small and medium sized enterprises (SME) and over 130 jobs, apprenticeships and training opportunities have been created.

The achievements of the Nest scheme show our action on energy efficiency is delivering multiple benefits across all of the goals set out within the new Well-Being of Future Generations (Wales) Act 2015. The scheme can directly address fuel poverty and put money back into people's pockets, it helps maximise physical and mental well-being, helps create employment opportunities, develops skills and supply chains, ensures efficient use of resources and is the most cost effective means of meeting our commitments to reduce our country's energy use and carbon emissions.

Nest's work will continue in 2016/17 and I look forward to reporting on its further success.

**Lesley Griffiths AM**

Cabinet Secretary for Environment and Rural Affairs

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# Executive Summary

The Welsh Government Warm Homes Nest scheme has completed its fifth year. In 2015-16, the Welsh Government invested over £25.5 million in Nest to help low income households to reduce their fuel bills and improve the energy efficiency of their homes.

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

During 2015-16, Nest provided over 17,100 households with free, impartial advice and support; a total of over 85,000 households since the scheme started in April 2011. This is 10,000 households higher than the 75,000 households expected over the five years of the scheme.

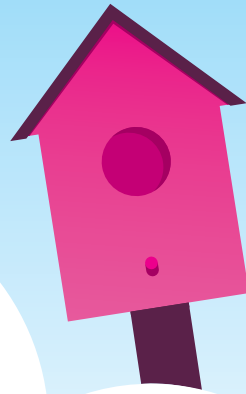
Over 6,000 of the households helped this year also had their homes improved with a package of home energy efficiency measures. This brings the total number of the hardest to heat homes benefiting from home energy improvements to over 23,700, which is higher than the 20,000 properties expected.

This report sets out the achievements of the Nest scheme in providing advice and support to fuel poor households in 2015-16 and the priorities for 2016-17.

## In 2015-16, the Nest scheme's main achievements were:

- Over 17,100 households received free and impartial energy saving advice
- Over 6,000 households received a home energy improvement package, with an average energy bill saving of £408 per year
- 98.9% of customers reported satisfaction with the service provided by Nest
- Average modelled reduction in energy units of 10,500 per household
- Benefit Entitlement Checks resulted in a £617,000 potential increase in benefit take-up
- 100% of installations were completed by Wales-based installers
- The scheme directly supported 49 jobs and apprenticeships





## Nest's priorities for 2015-16 were to:

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

The Partnership Development Managers have ensured that key partner relationships were maintained and developed to reach vulnerable and low income households as the target audience for Nest across Wales.

The Partnership Development Managers' activity included a range of engagement events to reach public audiences focusing on those areas with high levels of fuel poverty across Wales. During 2015-16, they attended nearly 700 events and reached over 13,500 participants.

The Partnership Development Managers developed relationships with local health boards and health sector partners. This resulted in local engagement opportunities in GP surgeries reaching those most in need of support in often isolated communities in rural Wales.

Additional targeted activity looked to remove barriers to accessing Nest for people who cannot access the mainstream communication channels (e.g. deaf or blind people). This focused on targeted engagement with specific partners and the use of information in easy-read, braille, audio, large print and digital formats to ensure that everyone has access to the scheme.

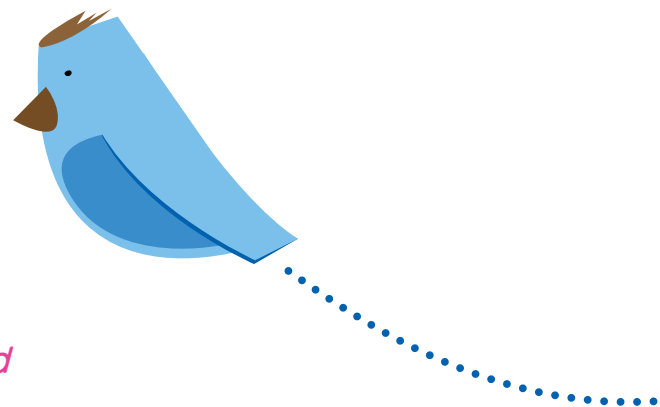
*"When my oil system broke down I contacted the Nest team. A team member came and surveyed the rooms and within a week of first contact the work commenced."*

Vale of Glamorgan resident

The team also worked with community based groups in rural areas and other groups including BAME (black, Asian and minority ethnic) communities. Nest information is available in a number of languages which is promoted to specific relevant partners throughout the year.

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

Aligning Nest with the Energy Company Obligation (ECO) this year enabled more fuel-poor households in Wales to benefit from home energy improvements. Nest successfully leveraged over £4.4 million of ECO funding into Wales, which was re-invested in the scheme.



# Targeting and Marketing

The marketing approach undertaken during 2015-2016 looked to communicate Nest effectively and to identify qualifying householders and properties.

It builds on the learning established over the past five years of the scheme; drawing on the knowledge of effective approaches and the use of available data to maximise targeting techniques.

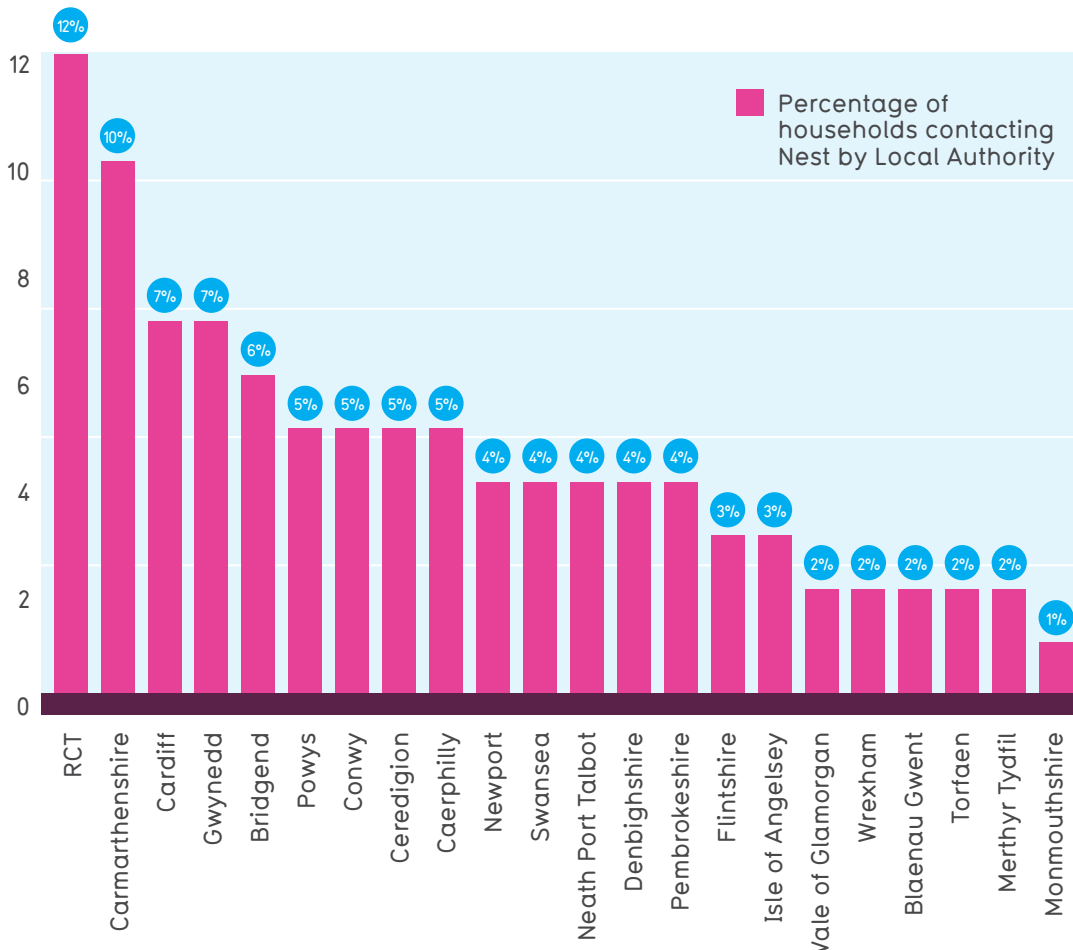
The core marketing activity is centred on the work of the four Partnership Development Managers (PDMs) who are based regionally and operate across Wales. The range of activity delivered by the PDMs is supported by Wales-wide awareness raising activity and stakeholder engagement, and a range of targeted tactical activities.

These activities built a cohesive campaign to reach eligible households directly or through a range of partner organisations.

During 2015-16 the qualifying criteria for the scheme was expanded to include E-rated properties alongside F and G-rated properties. The increase in eligibility criteria has significantly helped more customers to benefit from home improvements. The marketing approach looked to identify householders in need of support and encouraged them to take action.

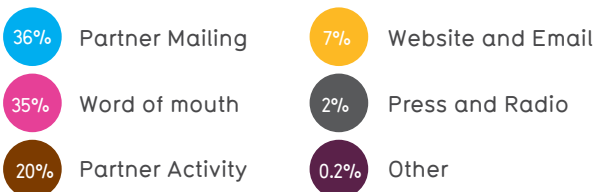
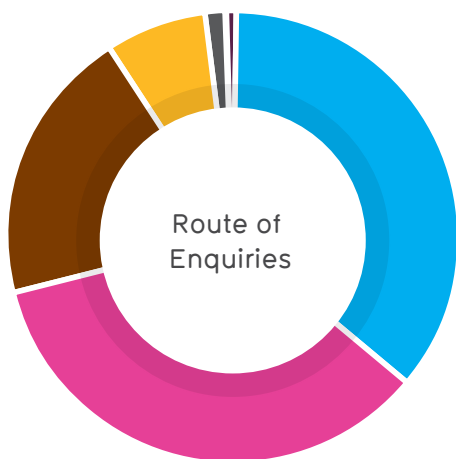
This year, the Partnership Development Managers developed regional strategic plans to focus activities to reach households which may be eligible for Nest support. The plans ensure that key partner relationships are maintained and new relationships developed to maximise enquiries and referrals. The plans also outline engagement activities to reach households in most need across Wales. The chart below shows the breakdown of household enquiries by local authority area.

Enquiries by Local Authority



The chart below illustrates the source of enquiries to Nest. The increase in enquiries from direct mail this year (36% compared to 12% in 2014-15) reflects a development of the targeted marketing approach with greater data analysis and significant support from Local Authorities. Similarly, working directly with partner organisations generated 20% of all enquiries during the year.

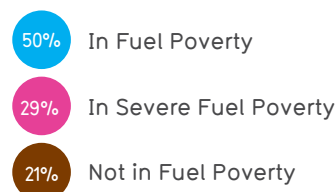
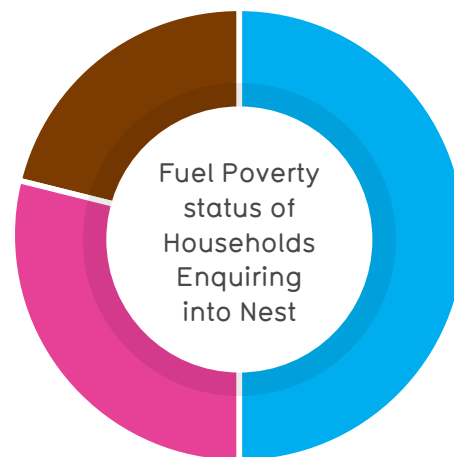
These targeted activities were supported by a range of awareness raising techniques including media coverage, radio advertising and new digital promotion which contributed to a 50% increase in website users.



### 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.<sup>1</sup>

The level of reported fuel poverty shown in the chart below indicates that 79% of householders who contacted Nest were living in fuel poverty (50% in fuel poverty and 29% in severe fuel poverty); down by 5% on 2014-15.



*“My house is now very cosy with my new boiler. Much warmer and has saved me money.”*

Neath Port Talbot resident

These figures should be treated with caution as only half of the householders who contacted Nest in 2015-16 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 (PDMs) work in partnership with a range of organisations 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 including national charities, regional health boards, Local Authorities and community associations. During the year, the PDMs' geographic areas were redefined which has enabled Nest to increase engagement in specific areas including mid-Wales. They work with a diverse range of organisations that help Nest reach households in most need, for example:

- Local Authorities and Local Service Boards
- Socially excluded people (e.g. Communities First)
- Older People (e.g. Age Cymru, Care and Repair and Age Concern)
- 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)
- Families with Young Children (e.g. Save The Children, Families First, and Barnardos)
- People with long-term illnesses (e.g. Macmillian, Stroke Association, Eiriol Mental Health Advocacy and Alzheimer's Association)
- Health sector (e.g. Local Health Boards, GPs and regional consortia)
- Community (e.g. Y Dref Werdd, supermarkets)
- Wales-wide advice-services (e.g. Citizens' Advice and Money Advice Service)

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 to their service users. During 2015-16, the PDMs attended nearly 700 events and reached over 13,500 participants.

Each area of Wales is different and requires a specific approach that meets the needs of the residents and maximises engagement with the partners working in that area. Often very local or community organisations provide the route to Nest promotion, while in other areas the local authority or regional bodies are better placed.

Examples of successful partnership working and public engagement include:

## Foodbanks

Nest aims to undertake engagement activities to reach those most in need and often works with particularly vulnerable people. Working with the Trussell Trust, a partnership was established with Carmarthen and Port Talbot Foodbanks in May 2015. Monthly drop-in sessions have since been held to reach people who may benefit from the Nest Scheme. Holding regular sessions has helped develop relationships with the Foodbank staff and for Nest to be trusted by the Foodbank users.

## Community Engagement

Community based organisations are often particularly active and trusted within specific locations. The PDMs work with a range of smaller scale community based partners to reach the public. One example in North Wales is Y Dref Werdd, an environmental community project. Following an initial meeting in September 2015, regular drop-in sessions have been held in partnership with Y Dref Werdd.

## Job Centre Partnerships

The PDMs work with the Department for Work and Pensions through Job Centres across Wales. Meetings, staff training and public drop-in sessions have been set up to reach householders in receipt of a means tested benefit. In South East Wales, the PDM set up a series of regular drop-in events and is working in partnership with Job Centre staff to look at how to increase Nest support for benefit recipients.

## Health

The Partnership Development Managers work in partnership with Local Health Boards across Wales to communicate the impact of cold homes on health. The Mid and West Wales PDM delivered Nest presentations at two Mid Wales Healthcare Collaborative Engagement events in Aberystwyth and Welshpool. These events bring together a range of health sector representatives including from the Local Health Board and GP surgeries. He has also delivered a presentation at the Llanfyllin Medical Group which operates three GP surgeries and has secured support to display Nest literature.



# Advice and Support

## Nest provided over 17,100 households with tailored advice and referrals to third party services in 2015-16.

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

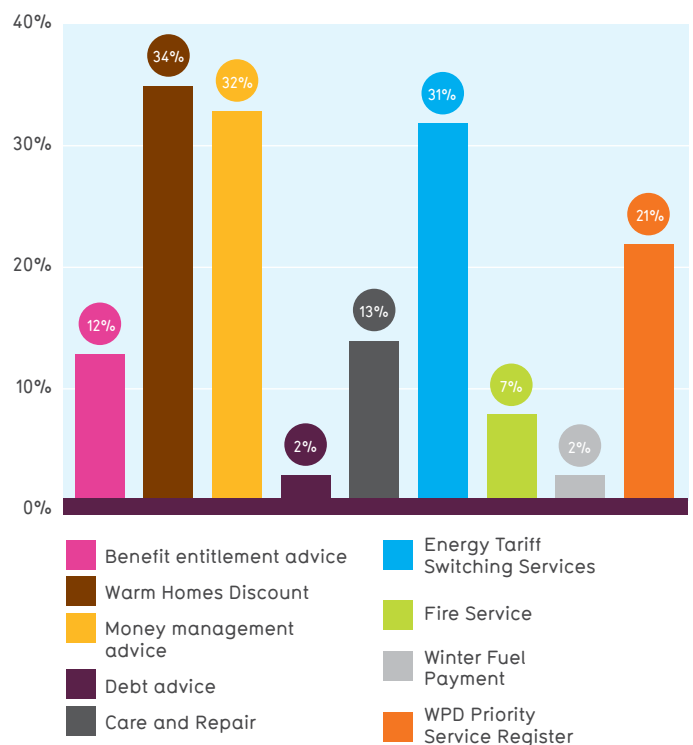
### Third Party Support

Over 11,400 households were referred or recommended to contact one or more third party services this year, compared to over 6,000 in 2014-15. These services include:

- **Benefit Entitlement Checks** – Riverside Advice provides 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 on their energy bill
- **Mid and West Wales Fire Service** – vulnerable households are able to access an in-home fire safety check
- **Debt advice** – The Money Advice Service and Riverside Advice 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
- **Western Power Distribution** – eligible customers are referred to the Priority Service Register to receive additional support in the event of a power cut

- **Resource Efficient Wales and Energy Saving Advice Service** – customers not eligible for a Nest home energy improvement package are directed to Resource Efficient Wales or ESAS for further support
- **Dŵr Cymru Welsh Water** – during this year a new relationship was established with Dŵr Cymru Welsh Water to provide access to affordability schemes. A number of customers have been referred through this scheme since December 2015; the outcomes will be featured in next year's report.

### Households Receiving a Third Party Referral/ Recommendation



## Benefit Entitlement Checks

Over 1,400 households were referred for a Benefit Entitlement Check, of which 348 households were identified as eligible for new or additional benefits averaging £1,774 per household. This resulted in a £617,000 potential increase in benefit take-up this year and over £2.25 million in the five years of the Nest scheme.

Benefit Entitlement Checks	
Number of householder Referrals	1,428
Number of householders eligible for new/additional benefits	348
Average increase to annual income	£1,774

After a Benefit Entitlement Check, customers are advised on how to make a benefit claim by phone or they can be signposted to local face-to-face support services. Riverside Advice report back to Nest on the outcome of all customer referrals and where the customer is eligible for a means tested benefit Nest will reassess them for eligibility for a whole house assessment. Nest has seen a number of successes as a result of this process over the years.

## Care and Repair Services

Care and Repair agencies provide a range of services to help older people have homes that are safe, secure and appropriate to their needs. Nest referred 1,451 householders to Care and Repair in 2015-16, up from 488 in 2014-15.

Care & Repair Services	
Number of householder Referrals	1,451
Number of householders using Handyman service	18
Number of householders using Grant Help	2
Number of householders using Caseworker service	142
Number of householders receiving advice only	17

## Warm Homes Discount

Nearly 4,000 customers were referred to their energy supplier for the Warm Homes Discount, compared to just under 2,000 in 2014-15. Nest has received confirmation that 9% qualified for the discount with total savings for the customers of £47,320.

Warm Homes Discount	
Number of householder Referrals	3,909
Number of householders receiving Warm homes discount	338
Value of WHD	£47,320

## Fire Services

Nest referred 765 customers to North Wales and Mid and West Wales Fire Services, up from 235 in 2014-15, of which 408 received a home safety visit (85 in 2014-15).

Fire Service	
Number of householder Referrals	765
Number of householders receiving Home safety report	408

## Referrals to Other Advice Services

Customers who did not meet the eligibility criteria for Nest were directed to the Energy Saving Advice Service (ESAS). These included households that would have been eligible for Green Deal or were likely to be eligible for ECO. In total 1,599 households were referred.

ESAS Referred	
Number of householder Referrals	1,599
Likely to be Green Deal householders	38
Likely to be ECO householders	1,561

In May 2015, Nest changed its referral pathways to other information services, following the closure of the Green Deal scheme, to ensure customers received the most appropriate support for their situation.

Customers who did not meet the eligibility criteria for Nest and were not in receipt of benefits were referred to Resource Efficient Wales for further information and support. During the year, over 2,000 households were referred with 1,577 receiving information.

REW Referred	
Number of Household Referrals	2,083
Number of householders receiving information	1,577

# Home Energy Improvement Packages

Welsh Government funded home energy improvements provide the most significant opportunity to improve properties, reduce energy bills and bring households out of fuel poverty.

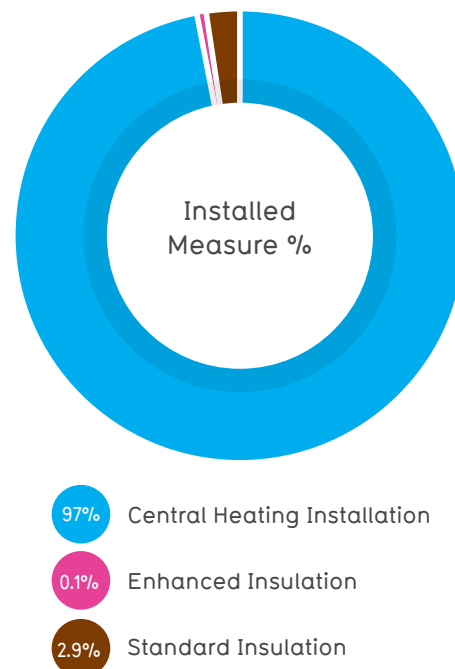
Customers contacting Nest for advice and support are assessed for their eligibility to receive a package of free home improvements which may include a replacement boiler, central heating system or insulation.

The criteria for home improvements are that a household member is in receipt of a means tested benefit and that the property is privately owned or rented with an indicative energy rating of E, F or G.

A fully qualified assessor will visit the customer's home to confirm their eligibility, complete a whole house assessment and identify the most appropriate and cost effective measures for the property and the customer. The Nest team ensures 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 Wales-based installers 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 solution recommended could include 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 systems continue to represent the majority of works undertaken by the Nest scheme. These installations include multiple measures e.g. boiler, radiators, room thermostats, thermostatic radiator valves and pipe work where required.



# Household and Property Characteristics

Nest aims, wherever possible, to bring people out of fuel poverty and has continued to reach households across Wales which are most in need.

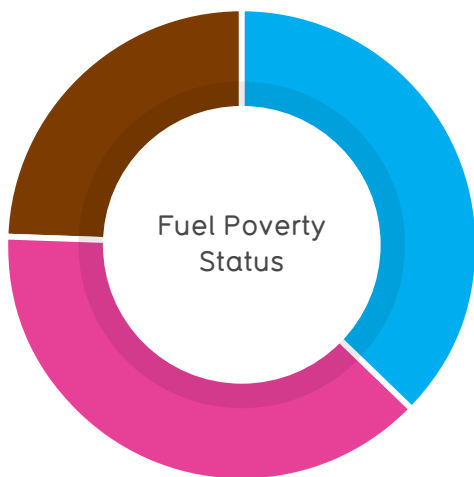
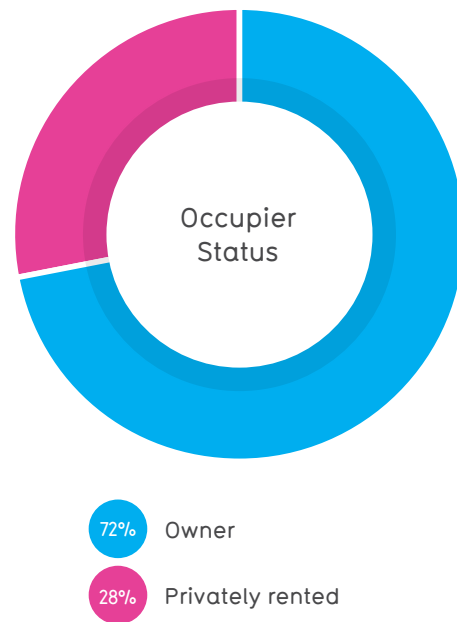
Households which spend over 10% of their income on energy bills are regarded as living in fuel poverty and households spending over 20% are classed as living in severe fuel poverty.

Householders are asked to provide their income at the time of application so that this data can be used alongside modelled running costs<sup>2</sup> for their household to estimate whether they are living in fuel poverty.

62.7% of households prior to receiving home energy improvements were living in fuel poverty (up from 60.3% in 2014-15). This includes 24.3% of households living in severe fuel poverty.

Nest has proved to be particularly effective at reaching households living in fuel poverty through its eligibility criteria and targeting of vulnerable households compared to previous schemes where less than 30% of households were estimated to be living in fuel poverty.

Nest reaches a range of households and properties across Wales. The chart below shows the breakdown of tenure status for households receiving a home energy improvement package.



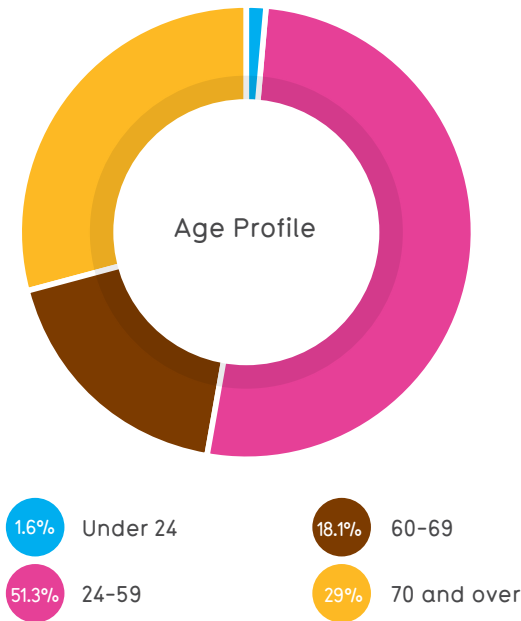
- 37.3% Not in Fuel Poverty
- 38.4% In Fuel Poverty
- 24.3% In Severe Fuel Poverty

*“I was in the depths of winter and had been without heating for six weeks so you can imagine the relief that we felt. This scheme is there to help people when they need it most.” Cardiff resident*

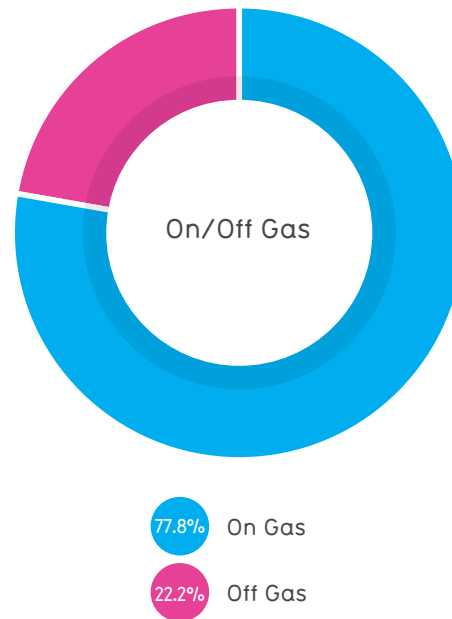
<sup>2</sup> Modelled data for the household’s running costs is used rather than actual spend because in reality many customers turn off their heating to manage their energy costs.



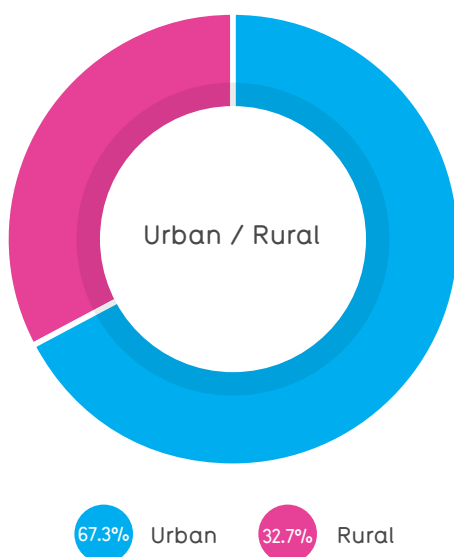
The chart below shows the breakdown by age of householders receiving a home energy improvement package. Over half of householders were of working age (51.3% aged 24-59 years) with increases in those aged between 60 and 69 years (18.1% compared to 17.8% in 2014-15) and over the age of 70 years (29% compared to 26.9% in 2014-15).



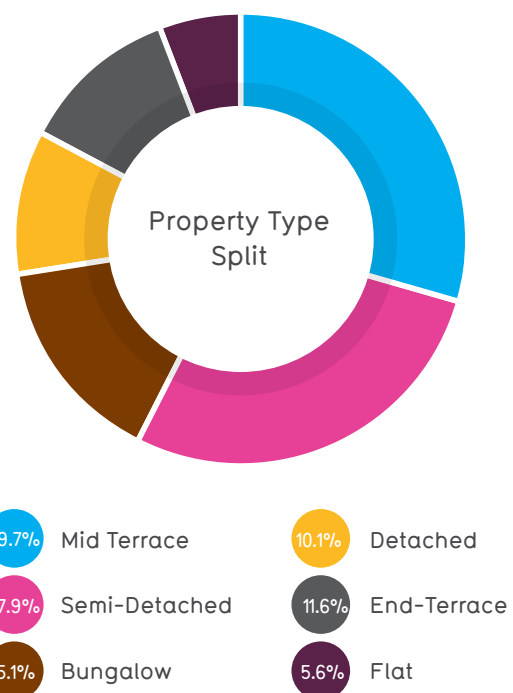
The proportion of customers who were off the gas grid prior to receiving measures under the scheme was 22.2%, a slight decrease from 25.8% in 2014-15, as illustrated by the chart below.



The breakdown by urban and rural<sup>3</sup> 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.



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 41% of all installations. Flats 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.



<sup>3</sup> 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 £408 per household per year, making a real difference to fuel-poor households.

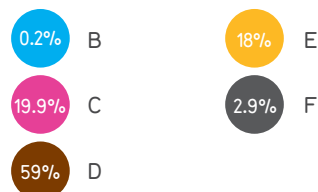
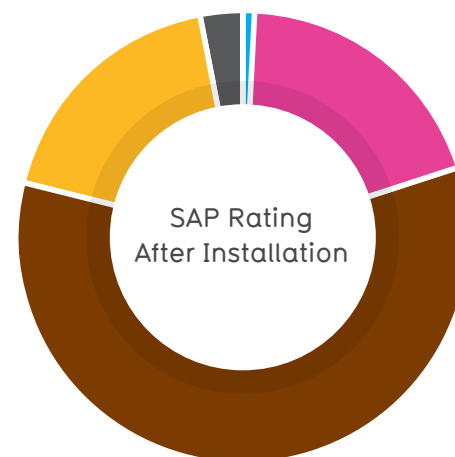
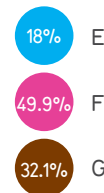
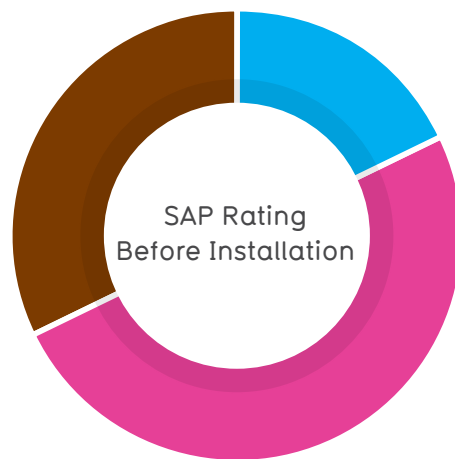
These charts show the breakdown by SAP band for households both before and after receiving home energy improvement packages. All of the properties receiving measures were very energy inefficient households - rated E (18%), F (49.9%) or G (32.1%).

After the installation of the home energy improvement package, 79% of properties were increased to a B to D-rating and a further 18% to an E-rating. Some properties which received improvements may remain in an E or F-rating because it has not been possible to demonstrate value for money for the more enhanced measures required. 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. However, no properties remained in a G-rating.

The Nest scheme calculates the effects of energy efficiency improvement on the homes using an RdSAP rating<sup>4</sup>. 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.

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.



<sup>4</sup> 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 £408 per year or 10.5kWh 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 326k tCO (significantly higher than 194k tCO in 2014-15) and vary from 3.5k tCO in Monmouthshire (1.5k tCO in 2014-15) to over 40k tCO in Carmarthenshire (24k tCO in 2014-15).

Local Authority	Sum of CO <sub>2</sub> Lifetime Saving	Average of Energy Use Saving	Average of Fuel Cost Annual Saving
Anglesey	9,641	16,056	£484
Blaenau Gwent	11,010	8,153	£389
Bridgend	17,942	12,040	£387
Caerphilly	22,429	13,088	£413
Cardiff	20,838	9,029	£330
Carmarthenshire	40,813	10,038	£416
Ceredigion	11,624	9,387	£497
Conwy	11,467	12,533	£443
Denbighshire	10,161	7,568	£352
Flintshire	8,380	4,367	£405
Gwynedd	16,360	17,915	£518
Merthyr Tydfil	6,380	8,900	£330
Monmouthshire	3,599	7,490	£482
Neath Port Talbot	15,486	11,068	£367
Newport	12,092	7,639	£351
Pembrokeshire	13,739	4,874	£479
Powys	12,948	8,974	£537
Rhondda Cynon Taff	39,880	11,731	£394
Swansea	18,633	13,516	£370
Torfaen	6,841	9,780	£361
Vale of Glamorgan	8,250	11,694	£347
Wrexham	7,491	4,492	£393
<b>Grand Total</b>	<b>326,428</b>	<b>10,526</b>	<b>£408</b>

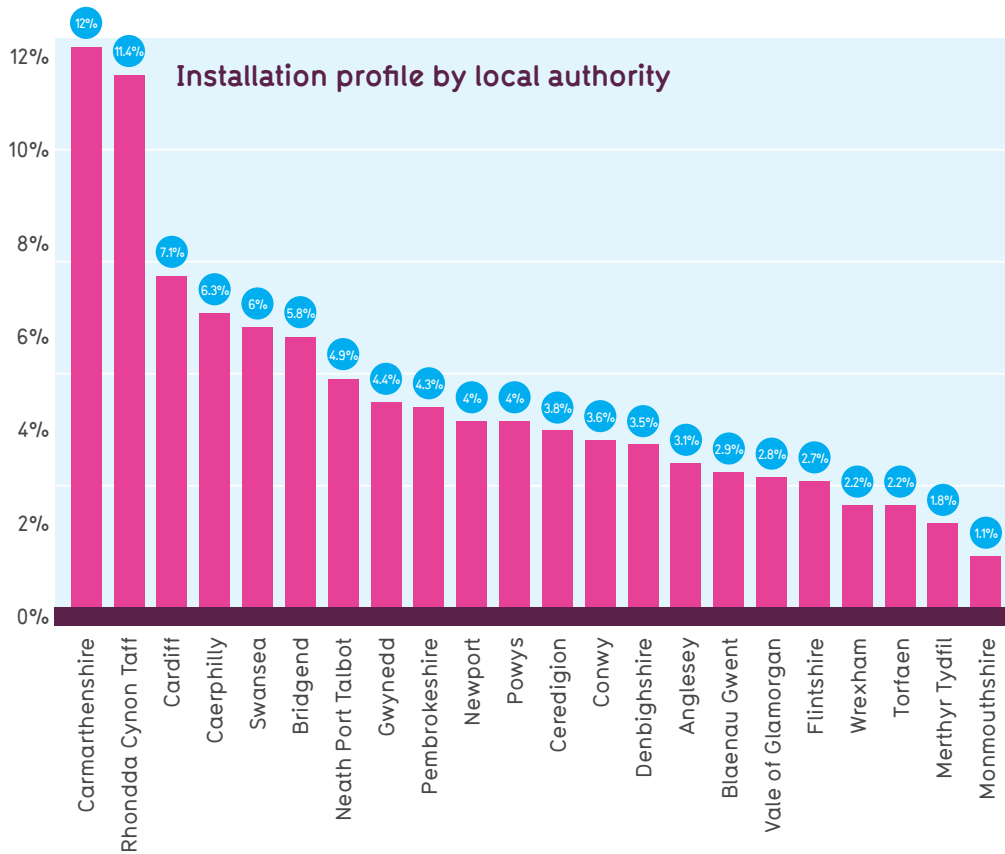
*"It's made a huge difference. Warmer home and cheaper bills. Easier and quicker for hot water."* Bridgend resident



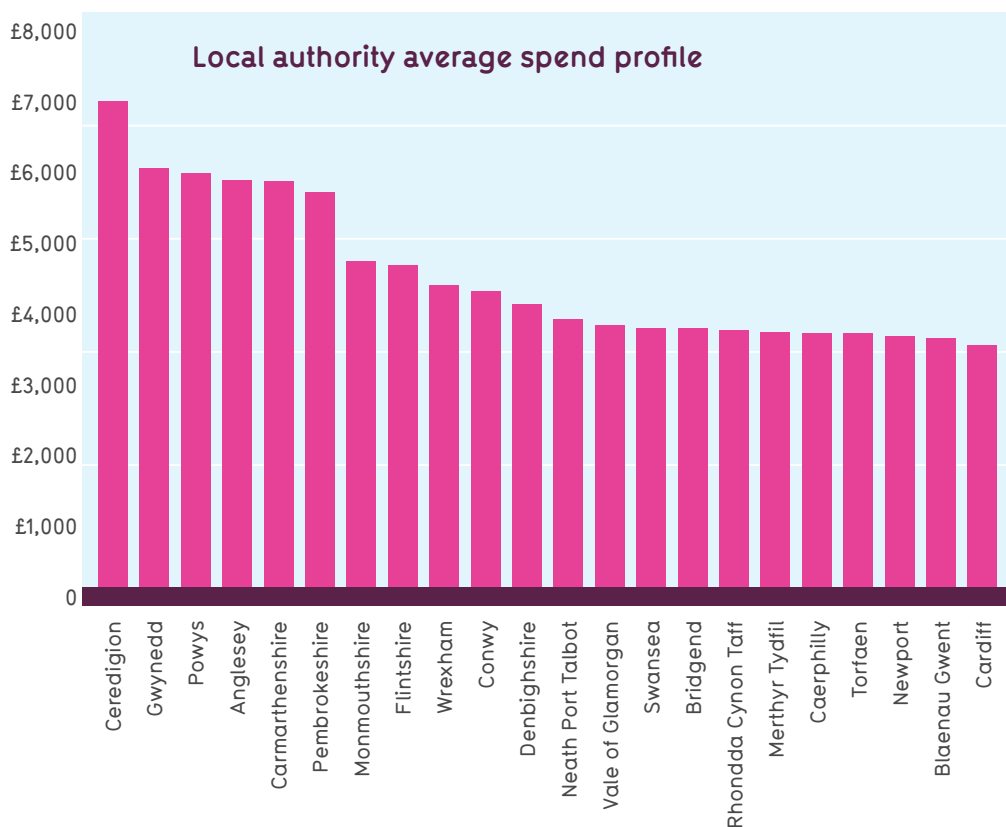
# Welsh Government Investment

During 2015-16, the Welsh Government has invested £25.5 million through Nest measures.

The total spend for households receiving measures by local authority.



This chart 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 £4.4 million of ECO funding into Wales in 2015-16 (up from £1.3 million in 2014-15) allowing Nest to support more households and increase the total funding,

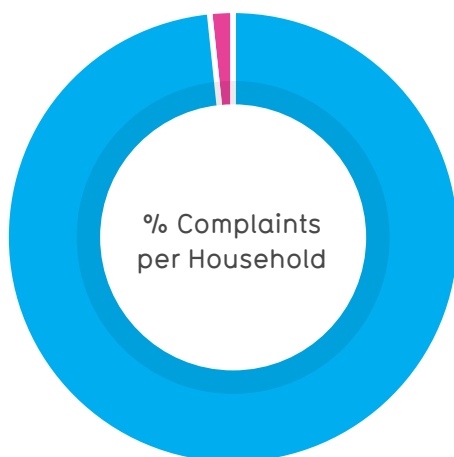
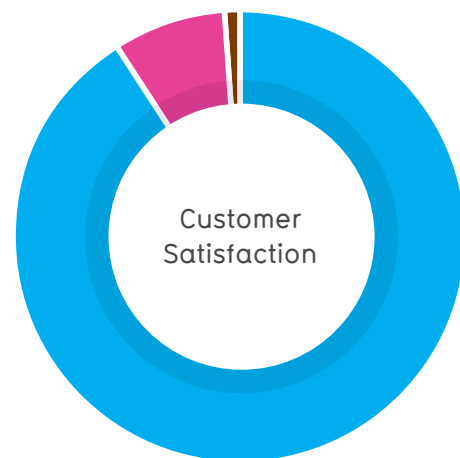
fuel and carbon savings to households across Wales. The funding leveraged from ECO is a combination of the Home Heating Cost Reduction Obligation (HHCRO) and Carbon Emissions Reduction Obligation (CERO).

## Householder Satisfaction

Customer satisfaction with Nest has been consistently high over the life of the scheme. In 2015-16, 98.9% 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 any complaints relating to each stage of the customer journey.

The charts below show that the complaint volume represented just 1.4% of all customers (1.6% in 2014-15) receiving a home energy improvement package and that the majority of customers (98.9%) were satisfied or very satisfied with the installation service provided.



98.6% No 1.4% Yes

91.1% Very Satisfied  
7.8% Satisfied  
1.1% Not Satisfied

## 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.

Nest works within some of the most deprived areas of Wales in partnership with a range of organisations including local authorities, Communities First and charities to reach vulnerable people and communities.

Homes that are hard to heat can particularly impact on people living with specific medical conditions or long term illnesses. During 2015-16, the Partnership Development Managers developed relationships with local health boards and health sector partners. This resulted in local engagement opportunities in GP surgeries reaching those most in need of support.

Over the past year, Nest worked with a number of charities and support organisations including Macmillan, New Horizons Mental Health, and the Alzheimer's Society.

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 worked with Disability Wales, Action on Hearing Loss, Sight Cymru, Deaf Blind Wales and Sense Cymru.

The team also worked with Regional Equality Councils and supported the Minority Elders Advocacy project to raise awareness of the scheme with members of BAME communities.

Similarly, the team worked closely with foodbanks, voluntary service councils and a range of carer associations across Wales to ensure people most in need and their families could benefit from the scheme.

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.

*"From the first phone call right through to the installation everybody was so helpful and friendly and within a matter of weeks the job was carried out. It's much warmer and a lot cheaper to run as our old system"*

**Bridgend resident**



## Delivering Additional Benefits

While delivering the aims of the Nest scheme, the team undertake a number of community engagement and employment development initiatives.

In 2015-16, Nest joined forces with Chwarae Teg to support women working in key sectors through the Agile Nation 2 programme, funded by the European Social Fund and Welsh Government.

The ten week programme aims to help women to develop their skills, knowledge and confidence in the workplace. Twelve members of the Nest team are taking part in the programme with training to support their development as effective employees and team leaders. Nest is also supporting its contractors to access the programme.

In partnership with the Princes Trust, the Nest team worked with its contractors and installers to deliver a Get into Engineering

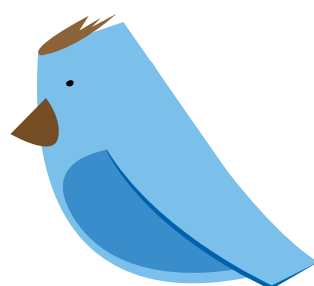
Programme. Following a successful pilot programme across South Wales in 2014, the programme was replicated in North Wales.

The five week programme provided an opportunity for trainees aged 18-24 years who had not been in employment, education or training for six months. The trainees gained work experience and training to build the skills and knowledge that would help them secure permanent employment. This year, eight trainees completed the programme with four being offered an apprenticeship with a Nest contractor.

*"I am an OAP plus I have some health problems so for the coming winter it will give me peace of mind that I will be able to keep myself warm."*

Rhondda Cynon Taff resident

*"Nest was really helpful – not only the installation but also putting me in touch with other help."* Swansea resident



## Looking ahead

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

- Effective engagement with a wide range of organisations across Wales to help ensure that the benefits of the Nest scheme reach those households most in need
- Levering additional funding into the scheme from the Energy Company Obligation (ECO) to help more low income households in Wales to benefit from home energy efficiency improvements

The scheme aims to combat fuel poverty in Wales as part of the Welsh Government's energy and poverty strategies. It also contributes significantly to the goals set out in the Well-being of Future Generations Act.

The approach taken to deliver the Nest scheme through, for example, the work of the Partnership Development Managers and use of Wales-based installers reflects the values in the Act including collaboration, integration and prevention.

*“Since Nest installed my new heating system I feel like I’m in a different home. It’s always warm due to the heating controls. I cannot recommend Nest enough”*

Swansea resident

*“My home is now much warmer. I have total control over the temperature settings on my heating system. The difference is fantastic and I’m extremely pleased.”*

Carmarthenshire resident

