

Nest Annual Report

2016 – 2017

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 introduce the sixth Annual Report of the Welsh Government Warm Homes - Nest fuel poverty scheme.



The report includes a wide range of achievements, combining the delivery of domestic energy efficiency improvements and reduction in carbon emissions together with job creation and tackling poverty.

In 2016/17, the Welsh Government provided funding of £19.5m for Nest, one of our flagship energy efficiency schemes. This funding has supported two strands of activity. The first strand provides a front-end energy advice and support service to any householder living in Wales who calls the Nest helpline. The second strand provides free energy efficiency improvements for low income, vulnerable people at risk of fuel poverty who meet Nest's eligibility criteria.

In addition to Welsh Government's funding of £19.5m, Nest has levered in a further £3.9m from the Energy Company Obligation. This has helped more low income households in Wales to receive free energy efficiency improvements.

Nest has also continued to contribute to job creation and growth in Wales. Since the scheme started in 2011, all installations have been carried out by Wales-based small and medium sized enterprises (SMEs) and 190 opportunities have been created including jobs, apprenticeships and training.

During the year, over 13,300 householders received energy advice and support, including referrals to Third Party services, such as Benefit Entitlement Checks, to maximise income. This brings the total number of households who have been provided with energy advice and support to over 90,000 during the six years the scheme has been running.

Nest has demonstrated its success in reaching households most in need. In 2016/17, over 5,500 low income households received energy efficiency improvements, bringing the total number of such households benefiting from the scheme, since it started, to over 29,000. These free energy efficiency improvements help make peoples homes warmer and strengthen householders' resilience to future energy price rises.

Recent evidence has shown making homes warmer is also having a positive impact on the health and well-being of some of Wales' most vulnerable households.

The Welsh Government is jointly funding a three year research project, involving Swansea University, to secure evidence on the range of health improvements to householders who have received Nest installed

measures. This project is using Nest scheme data which is anonymously linked to routine health records. The research will examine the health service use by householders both before and after the installation of Nest measures in their homes. It will also evaluate broader well-being outcomes.

The first year's findings published in April 2017 were very encouraging. There is clear evidence of the positive health benefits our Nest installations are bringing for those with existing health conditions and the preventative effects it has for those with no medical condition. The findings showed a significant positive effect on respiratory health and, for those with asthma, a protective effect for infection and reduced emergency hospital admissions for cardiovascular and respiratory conditions. Further annual reports will be published as more data is analysed.

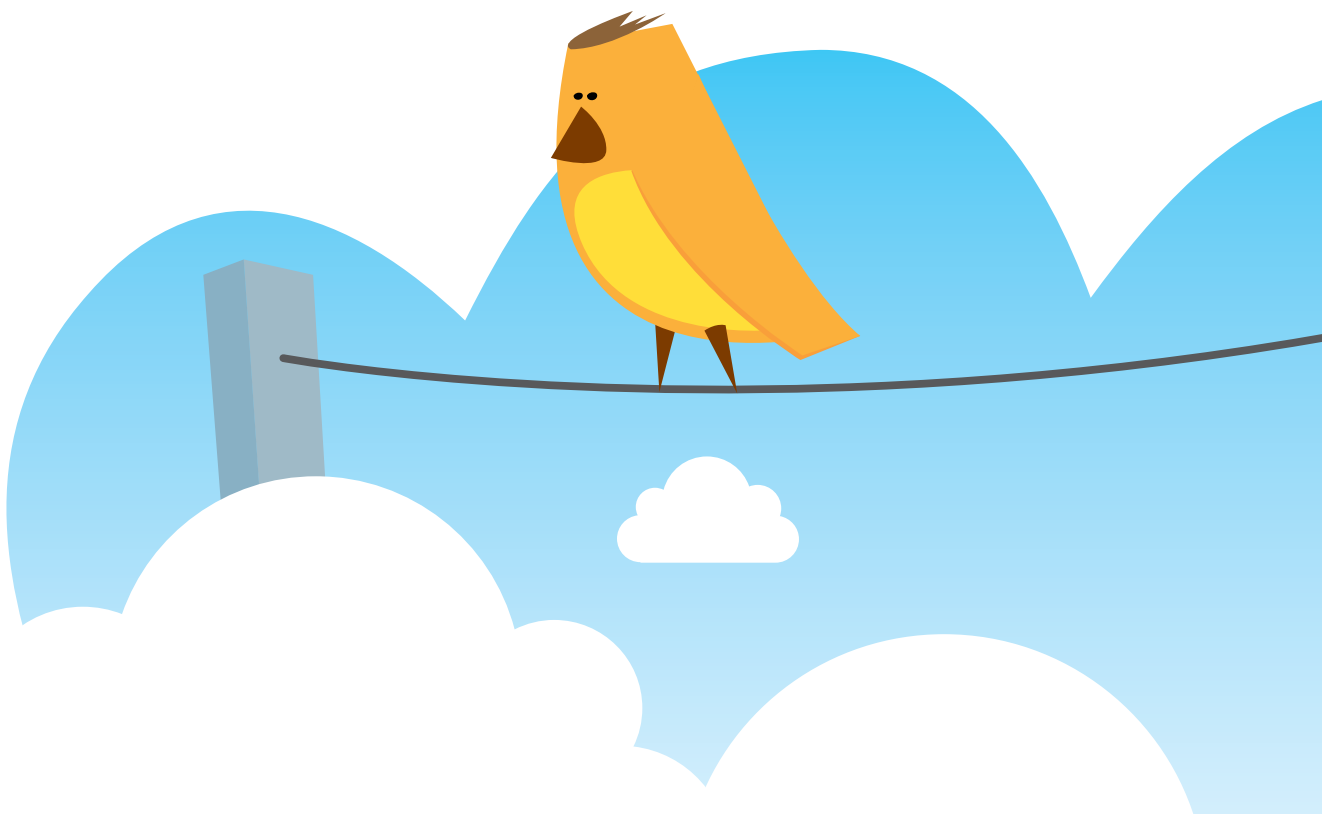
Some measure of further good news has also emerged from the Welsh Government commissioned independent evidence on fuel poverty levels. The evidence shows a 6% reduction, with fuel poverty levels decreasing from 29% in 2012 to 23% in 2016 and 80,000 fewer households in fuel poverty.

However, this clearly leaves no room at all for complacency. Tackling fuel poverty in Wales remains challenging. The challenges include having some of the oldest and least thermally efficient housing stock in Europe, rising wholesale energy prices and the impact of UK Welfare Reform changes. To help take more people out of fuel poverty I am investing over £104 million in Welsh Government Warm Homes over the next four years to improve a further 25,000 homes.

I am confident the Nest scheme will continue its success in 2017/18. I look forward to seeing many more households who have been struggling to heat their homes benefit from the help the scheme provides.

Lesley Griffiths AM

Cabinet Secretary for Environment and Rural Affairs



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Executive Summary

The Welsh Government Warm Homes Nest scheme aims to help tackle fuel poverty in Wales. In 2016–17, the Welsh Government invested £19.5 million in the Nest scheme to help low income households to reduce their fuel bills and improve the energy efficiency of their homes.

During the year, Nest provided over 13,300 households with free, impartial advice and support; a total of over 98,000 households since the scheme started in April 2011. This is 8,000 households higher than the 90,000 households expected over the six years of the scheme.

Over 5,500 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 efficiency improvements to over 29,000 properties.

This report sets out the achievements of the Nest scheme in providing advice and support to fuel poor households in 2016–17.

In 2016–17, the Nest scheme's main achievements were:

- Over 13,300 households received free and impartial energy saving advice
- Over 5,500 households received a home energy improvement package, with an average energy bill saving of £410 per year
- Average increase in energy efficiency rating of over 35 SAP points
- Average modelled reduction in energy units of 15,521 per household
- Benefit Entitlement Checks resulted in a £482,000 potential increase in benefit take-up
- 100% of installations were completed by Wales-based installers
- The scheme directly supported 43 jobs and apprenticeships

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

Priorities for the Nest scheme in 2016–17 were:

- 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

During the year, the Partnership Development Managers worked with 298 organisations across Wales (up from 281 in 2015–16). These organisations included local authorities, national organisations, local health boards, health and social charities, and community groups.

- 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

Nest successfully leveraged £3.9 million of ECO funding into Wales in 2016–17 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).

"I'm a single mother and, although I work, I could never afford to fix or buy a new boiler or get loft insulation. It's a great scheme for low income families. It will keep the property warmer for longer which will save money in the long term."

Conwy resident

Targeting and Marketing

The Nest scheme's marketing and communication activity aims to reach households that would benefit from the range of advice and support available.

It also aims to raise awareness of the scheme with partner organisations that in turn communicate the benefits of the scheme and reach people in need.

The multi-tiered approach aims to be as targeted and cost effective as possible and looks to reach target customers and support them to understand the scheme and then to contact the Nest advice team.

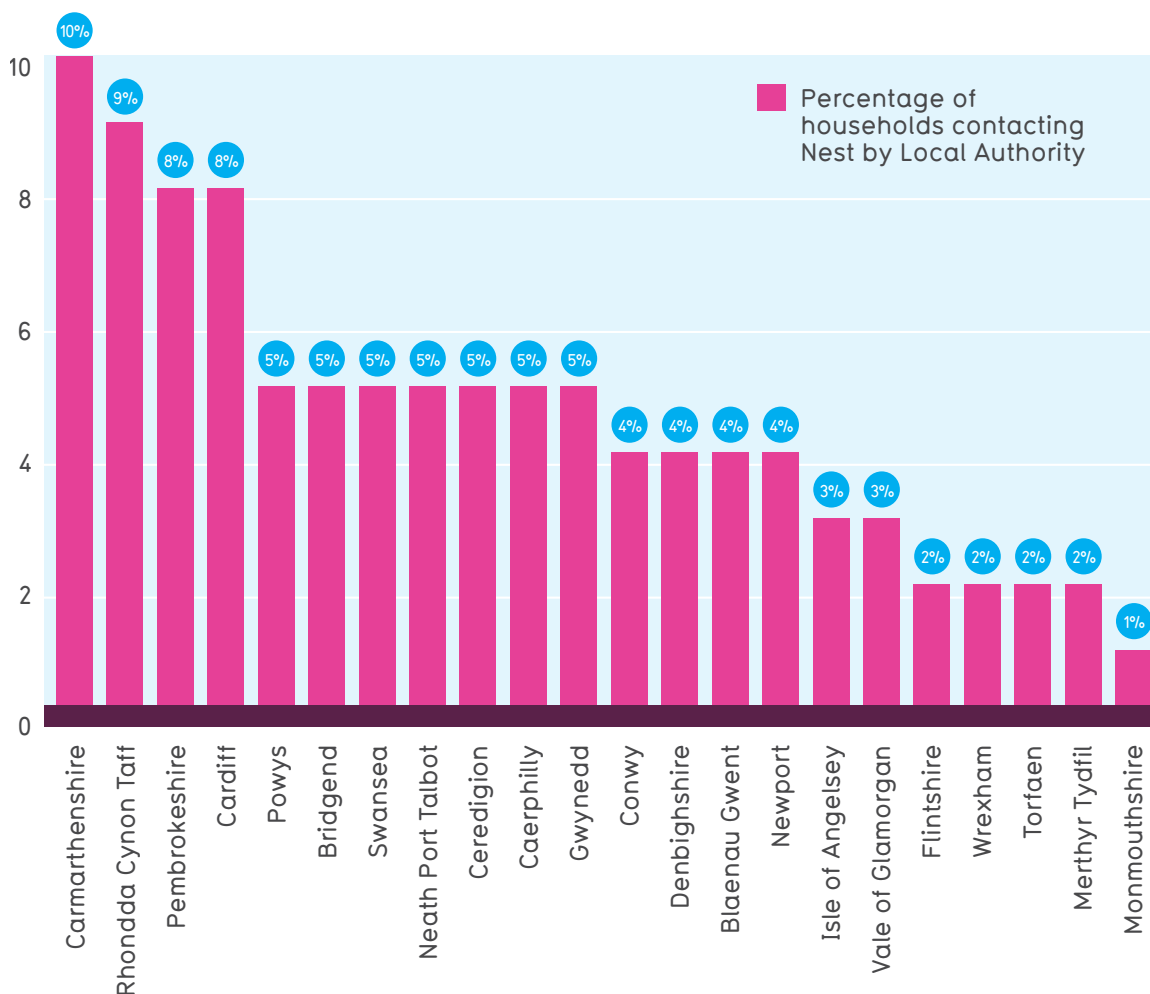
The core marketing activity is centred on the work of the Partnership Development Managers who operate across Wales within four regions. The range of activity delivered

by the Partnership Development Managers is supported by Wales-wide awareness raising activity and stakeholder engagement, and targeted tactical campaigns.

These activities build a cohesive campaign to reach eligible households directly or through a range of partner organisations which help the scheme to reach those most in need.

The chart below shows the breakdown of initial enquiries by local authority area.

Enquiries by Local Authority



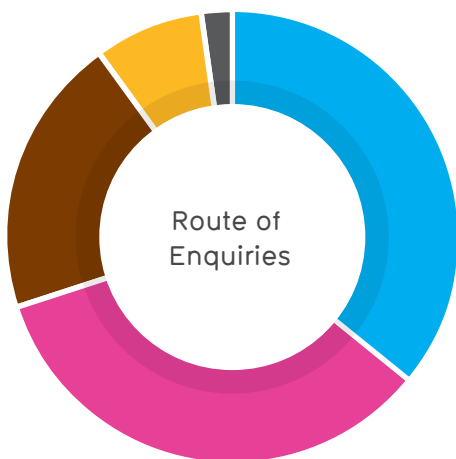
The chart below illustrates the marketing channel that supported enquiries to Nest. The number of enquiries from direct mail (36%) reflects the targeted approach informed by detailed data analysis and significant support from local authorities. The activities delivered by the Partnership Development Managers and the work of the partner organisations directly generated 20% of all enquiries during the year. The figures are comparable with 2015-16 illustrating a consistent and effective marketing approach.

These targeted activities were supported by a range of awareness raising techniques including media coverage, radio advertising, social media and digital promotion.

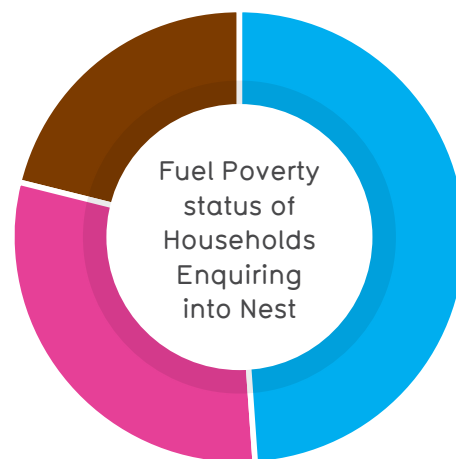
Fuel Poverty

Householders who need to 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 costs¹ for their household.

The level of reported fuel poverty shown in the chart below indicates that 79% of householders who contacted Nest were living in fuel poverty (49% in fuel poverty and 30% in severe fuel poverty) which is consistent with 2015-16.



- 36% Partner Mailing
- 34% Word of mouth
- 20% Partner Activity
- 8% Website and Email
- 2% Press and Radio



- 49% In Fuel Poverty
- 30% In Severe Fuel Poverty
- 21% Not in Fuel Poverty

These figures should be treated with caution as only 64% of the householders who contacted Nest in 2016-17 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 households in need of support.

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

- Local Authorities
- Socially excluded people (e.g. Communities First and Foodbanks)
- Older People (e.g. Age Cymru, Care and Repair and Age Connects)
- Unemployed People (e.g. Job Centre Plus across Wales)
- Families with Young Children (e.g. Save The Children, Families First, and Flying Start)
- Health sector (e.g. Local Health Boards, GPs and regional consortia)
- People with long-term illnesses (e.g. Macmillan, Stroke Association, Parkinsons Association and Alzheimer's Association)
- Community (e.g. Y Dref Werdd, Little By Little)
- Advice-services (e.g. Citizens Advice and Money Advice Service)

The PDMs cover the whole of Wales and establish partnerships to reach households through drop-in advice services, meetings, talks, events and partner publications. Each partnership organisation is supported with presentations and training to help staff and volunteers to accurately communicate the benefits of Nest to their service users. During 2016-17, the PDMs attended over 750 events and reached over 11,000 participants.

The following examples of successful partnership working and public engagement illustrate the range of partners and sectors that Nest works within:

Charity – Macmillan

Nest has established a partnership with Macmillan. Nest and the Macmillan Information team have been working together to hold public information events at libraries across North Wales. The partnership events help both teams to reach householders and to provide essential information and support.

Local Authority – Ceredigion County Council

The PDMs work with local authorities across Wales. Ceredigion County Council has worked with Nest for a number of years and looked to maximise the benefits of the scheme across the county.

Partnership outreach events are held each year in targeted areas of the county. These events help both organisations to reach households and ensure a high level of awareness of the Nest scheme. Ceredigion County Council also undertook a series of direct mailings in partnership with Nest, recognising the effectiveness of this targeted communication approach.

Health – Hywel Dda Health Board

Nest has been able to work with Hywel Dda Health Board and meet with staff at five hospitals to raise awareness of the scheme. The PDM has also worked with Macmillan within the Health Board to provide training sessions on the scheme. The PDM was also invited to attend a Community Champions event, a series of Health Board Collaborative events, and to deliver public outreach events at local flu clinics and GP surgeries across the region.

Third Sector – Care and Repair

The PDMs work with Care and Repair agencies across Wales. They provide staff briefings and co-ordinate public outreach events. Local Care and Repair agencies refer customers to the Nest scheme as part of the portfolio of support that they provide to older people.

Care and Repair is also a referral partner for the Nest scheme. If someone is identified as being in need of Care and Repair services, including their 'handyman' and caseworker services or help with grants and temporary heating, the Nest team will refer the customer to Care and Repair. Details of this year's referrals are available on page 10.

Advice and Support

In 2016-17, Nest provided over 13,300 households with tailored advice and referrals to third party services.

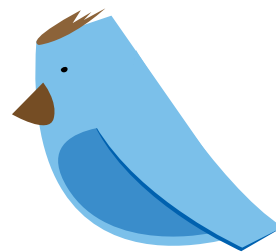
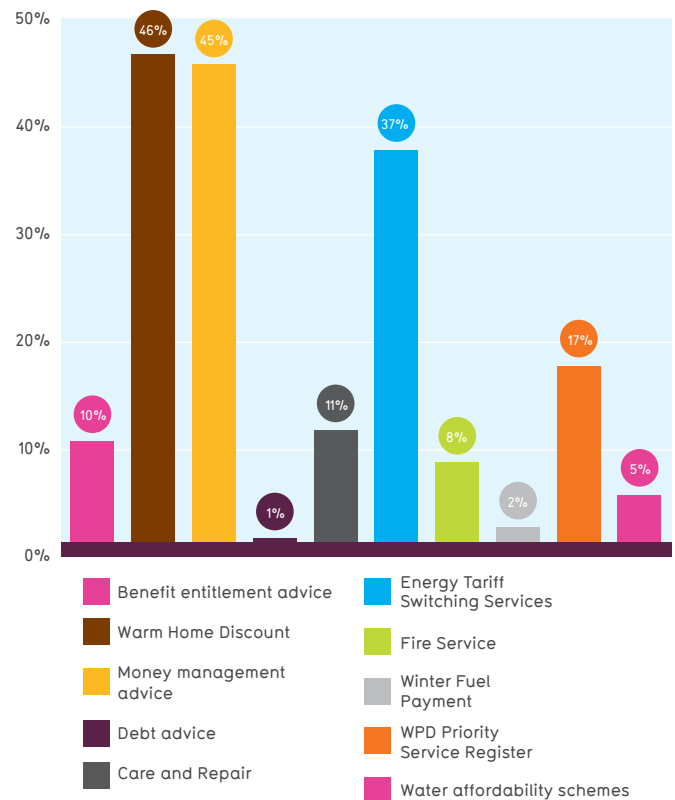
The Nest advice team gather information from each customer to identify the most appropriate advice and support to be provided. This include energy saving and water efficiency advice, a package of free home energy efficiency improvements, and signposting and referrals to a range of support services.

Third Party Support

Over 9,300 households were referred or recommended to contact one or more third party service in 2016-17. 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 Home Discount** – the major energy suppliers provide eligible customers with a discount on their energy bill
- **Fire and Rescue Services** – vulnerable households are able to access an in-home fire safety check through North and Mid and West Wales Fire and Rescue Services
- **Other advice services** – customers not eligible for a Nest home energy efficiency improvement package are directed to Resource Efficient Wales or Energy Saving Advice Service for further support
- **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** – Simply Switch provides customers with independent advice regarding the most effective tariff and supplier for the customer's circumstances
- **Priority Service Register** – eligible customers are referred to Western Power Distribution to receive additional support in the event of a power cut
- **Water affordability schemes** – Nest refers customers to a range of affordability schemes operated by Dŵr Cymru Welsh Water and Dee Valley Water. Nest is working with Severn Trent Water to establish a similar process in the future

Households Receiving a Third Party Referral/ Recommendation



Benefit Entitlement Checks

901 households were referred for a Benefit Entitlement Check of which 275 households were identified as eligible for new or additional benefits averaging £1,828 per household. This equates to a £482,500 potential increase in benefit take-up this year and over £2.7 million in the six years of the Nest scheme.

| Benefit Entitlement Checks | |
|---|--------|
| Number of householder Referrals | 901 |
| Number of householders eligible for new/additional benefits | 275 |
| Average increase to annual household income | £1,828 |

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 signposted and referred 1,067 households to Care and Repair in 2016-17.

| Care & Repair Services | |
|---|------|
| Number of householder Referrals | 1067 |
| Number of householders using Handyman service | 59 |
| Number of householders using Grant Help | 8 |
| Number of householders using Caseworker service | 90 |
| Number of householders receiving advice only | 10 |

Warm Home Discount

Over 4,200 customers were referred to their energy supplier for the Warm Home Discount, compared to just 3,900 in 2015-16. Nest has received confirmation that 382 customers qualified for the discount with total savings of £53,480.

| Warm Home Discount | |
|---|---------|
| Number of householder Referrals | 4270 |
| Number of householders receiving Warm Home Discount | 382 |
| Value of Warm Home Discount | £53,480 |

Fire and Rescue Services

Nest referred 709 customers to North Wales and Mid and West Wales Fire and Rescue Services of which 358 received a home fire safety check.

| Fire Service | |
|---|-----|
| Number of householder Referrals | 709 |
| Number of householders receiving home fire safety check | 358 |

Water Companies

Nest established a partnership with Dŵr Cymru Welsh Water in December 2015 and Dee Valley Water in October 2016. Nest refers customers to the water companies' affordability schemes including HelpU, Water Direct, Customer Assistance Fund and Water Sure.

During 2016-17, 590 customers were referred with 77 benefiting from support and arrears reduction, and potential savings of over £14,300.

| Water Companies | |
|---|-----|
| Number of householder referrals | 590 |
| Householders benefiting from HelpU | 68 |
| Householders benefiting from Water Direct | 3 |
| Householders benefiting from Customer Assistance Fund | 3 |
| Householders benefiting from Water Sure | 3 |

Other Advice Services

Customers who did not meet the eligibility criteria for Nest but were likely to be eligible for ECO were directed to the Energy Saving Advice Service (ESAS). Those customers who were not in receipt of benefits were referred to Resource Efficient Wales for further support. During the year, 1,576 households were referred.

| Other Advice Services | |
|-------------------------------|-------|
| Number of Household Referrals | 1,576 |

"It is amazing to know that this support is available to those that need it" Monmouthshire resident

Home Energy Improvement Packages

Welsh Government funded home energy efficiency 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 energy efficiency improvements which may include a replacement boiler, central heating system and / 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.

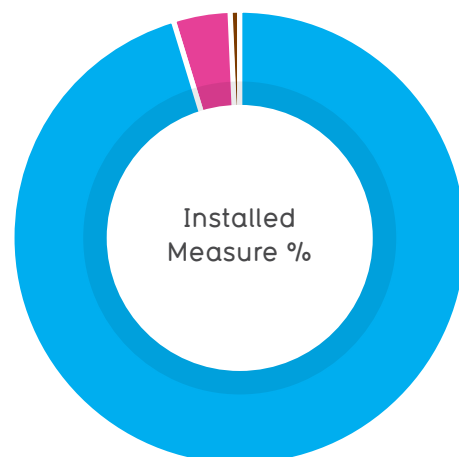
During the year, Nest worked in partnership with Rent Smart Wales to ensure that the landlords of all rented properties were registered prior to receiving home energy efficiency improvements.

A whole house assessment is completed by a fully qualified assessor who confirms the householder's eligibility and identifies 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 the installation.

Under the supervision and management of the Nest team, a network of Wales-based installers provides the 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 required remedial work is completed quickly and effectively.

Nest home energy efficiency improvement packages are designed for individual properties so there is no standard package of measures but 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, heating controls, thermostatic radiator valves and pipe work where required.



95.3% Central Heating Installation

4.6% Standard Insulation

0.1% Enhanced Insulation



Household and Property Characteristics

Nest aims wherever possible to bring people out of fuel poverty.

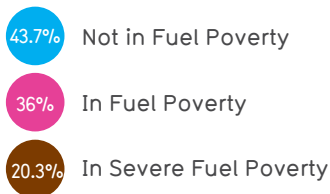
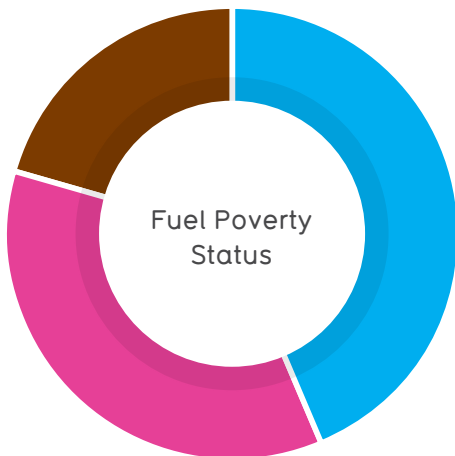
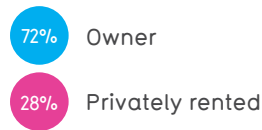
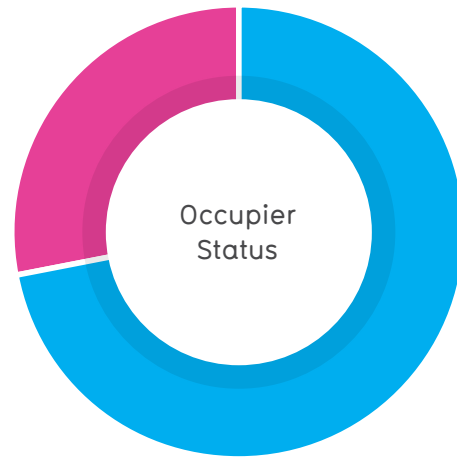
Households which spend over 10% of their income on energy bills are regarded as living in fuel poverty and households spending over 20% are classed as living in severe fuel poverty.

Householders are asked to provide their income at the time of application so that this data can be used alongside modelled running costs² for their household to estimate whether they are living in fuel poverty.

56.3% of households prior to receiving home energy efficiency improvements were living in fuel poverty. This includes 20.3% 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.

The chart below shows the breakdown of tenure for households receiving a home energy efficiency improvement package; 72% were owner occupied and 28% were privately rented.

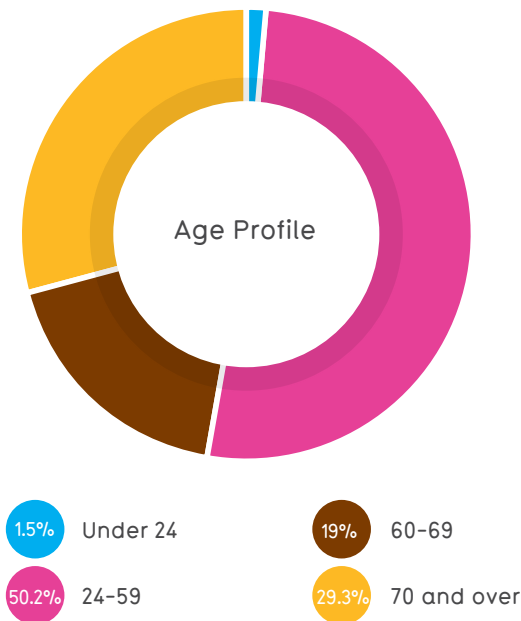


“We were struggling to buy heating on our pension. Nest gave us a lifeline and now we have a warm home” Conwy resident

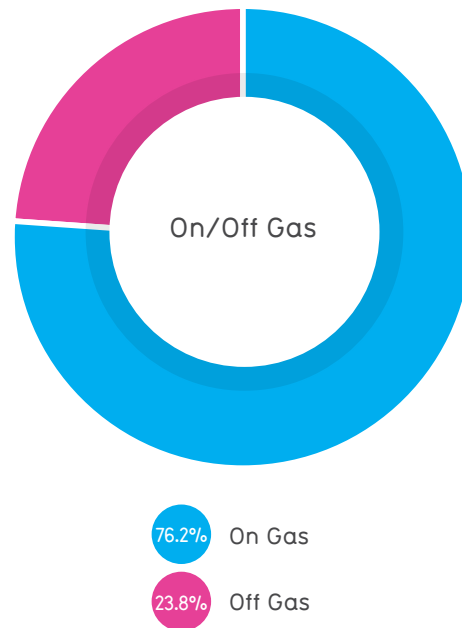
² Modelled data for the household’s running costs is used rather than actual spend because in reality many customers turn off their heating to manage their energy costs.



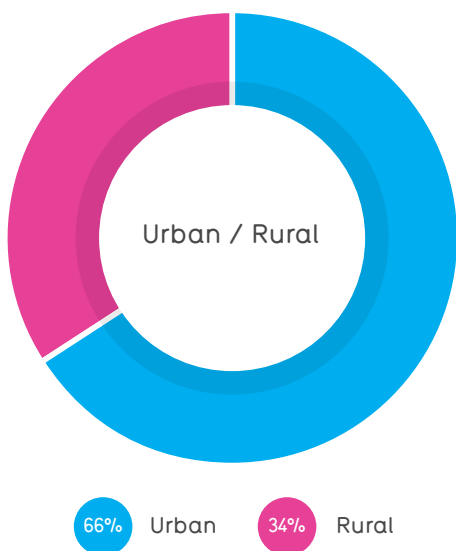
The chart below shows the breakdown by age of householders receiving a home energy efficiency improvement package. Over half of householders were of working age (50.2% aged 24-59 years) with slight increases in those aged between 60 and 69 years (19% compared to 18.1% in 2015-16) and over the age of 70 years (29.3% compared to 29% in 2015-16).



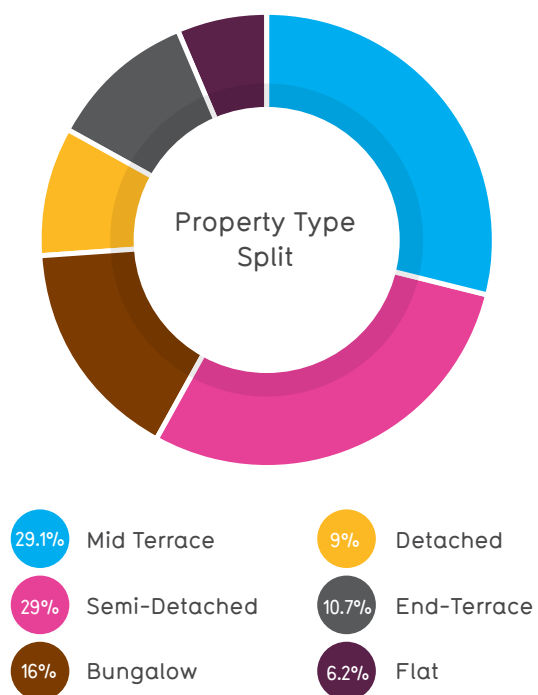
The proportion of customers who were not connected to the mains gas grid prior to receiving measures under the scheme was 23.8%, a slight increase from 22.2% in 2015-16, as illustrated by the chart below



The breakdown by urban and rural³ classification of customers receiving a home energy efficiency improvement package is shown in the chart below and indicates that 66% of households were living in urban areas and 34% living in rural areas (a slight increase from 32.7% in 2015-16). This reflects the population distribution in Wales.



The breakdown by property-type of households who have received a home energy efficiency 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 39.8% of all installations. Flats were the lowest installations across the scheme; however this type of property tends to be more energy efficient than houses as other dwellings above and beside often shelter them from heat loss.



³ The definitions of Urban and Rural are based on accepted classifications available from the Office of National Statistics

Improving energy efficiency

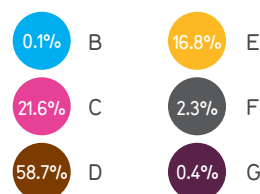
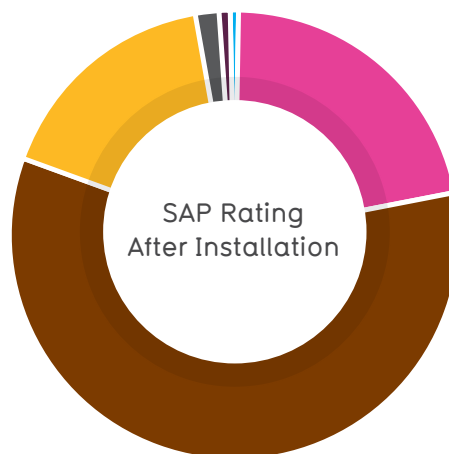
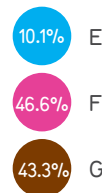
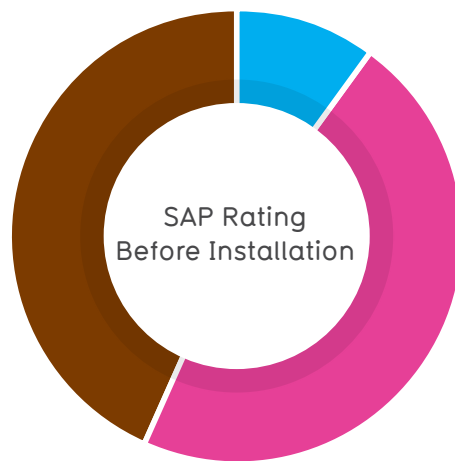
Nest home energy efficiency improvements have delivered estimated energy bill savings averaging £410 per household per year, making a real difference to fuel poor households.

These charts show the breakdown by SAP band for households both before and after receiving home energy efficiency improvement packages. All of the properties receiving measures were very energy inefficient households - rated E (10.1%), F (46.6%) or G (43.3%). These figures illustrate an increase in the percentage of G rated properties, compared to 2015-16, which are the most energy inefficient.

After the installation of the home energy improvement package, 80% of properties were increased to a B to D-rating and a further 17% to an E-rating. Some properties which received improvements may remain in an E to G-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 because they have access to a free or cheap fuel source.

The Nest scheme calculates the effects of energy efficiency improvements on the homes using an RdSAP rating⁴. 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 efficiency 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.



⁴ 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 £410 per year or 15,521 megajoules per annum. It also shows the breakdown by lifetime carbon emission reductions for households receiving

a home energy efficiency improvement package. Total lifetime emissions are modelled to reduce by 311k tCO and vary from 3.4k tCO in Neath Port Talbot to over 34k tCO in Swansea and Carmarthenshire.

| Local Authority | Sum of CO ₂ Lifetime Saving (tCO) | Average of Energy Use Saving (megajoules) | Average of Fuel Cost Annual Saving |
|--------------------|--|---|------------------------------------|
| Anglesey | 9660 | 16554 | £437 |
| Blaenau Gwent | 10678 | 16650 | £409 |
| Bridgend | 14784 | 15258 | £355 |
| Caerphilly | 16931 | 15556 | £381 |
| Cardiff | 18429 | 13636 | £341 |
| Carmarthenshire | 34379 | 17835 | £455 |
| Ceredigion | 11840 | 17502 | £535 |
| Conwy | 18525 | 19427 | £402 |
| Denbighshire | 12022 | 15429 | £411 |
| Flintshire | 9782 | 12872 | £410 |
| Gwynedd | 9252 | 11701 | £368 |
| Merthyr Tydfil | 18264 | 16688 | £516 |
| Monmouthshire | 7779 | 16737 | £387 |
| Neath Port Talbot | 3460 | 14795 | £388 |
| Newport | 15593 | 17821 | £379 |
| Pembrokeshire | 14812 | 13143 | £383 |
| Powys | 17268 | 14894 | £430 |
| Rhondda Cynon Taff | 13333 | 13936 | £512 |
| Swansea | 34661 | 14375 | £354 |
| Torfaen | 6086 | 14377 | £388 |
| Vale of Glamorgan | 8198 | 13833 | £359 |
| Wrexham | 5790 | 13888 | £485 |
| Grand Total | 311526 | 15521 | £410 |

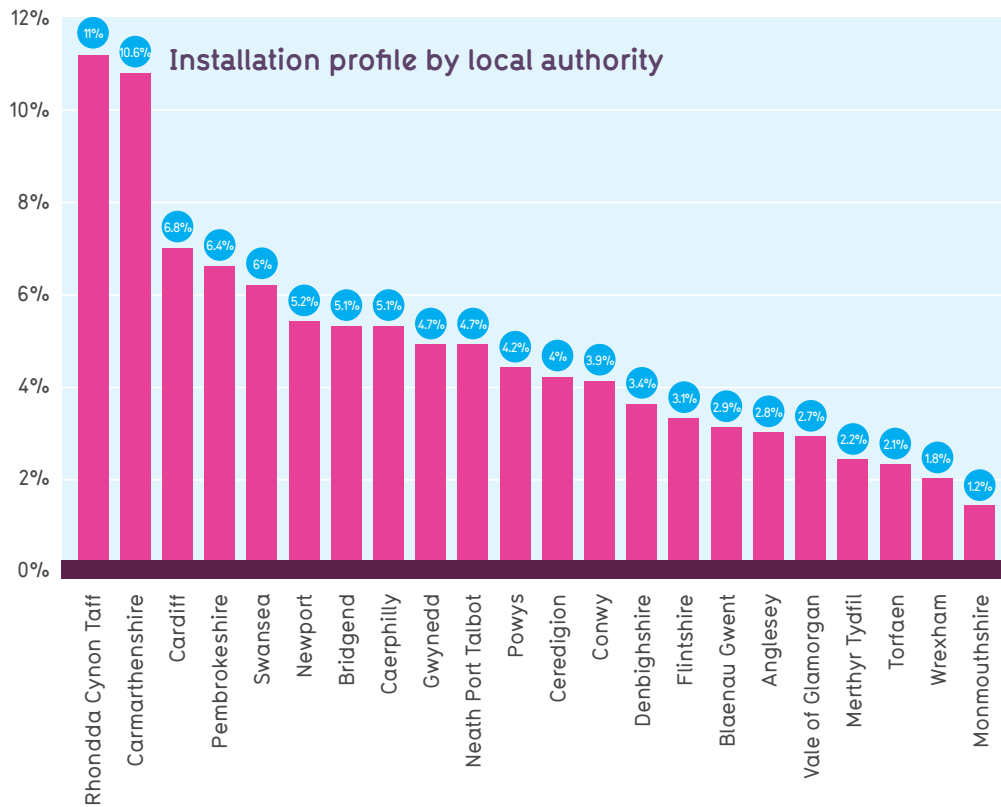
"We've had no heating for the last 12 years. I can't tell you the difference it's made to our lives"
Anglesey resident



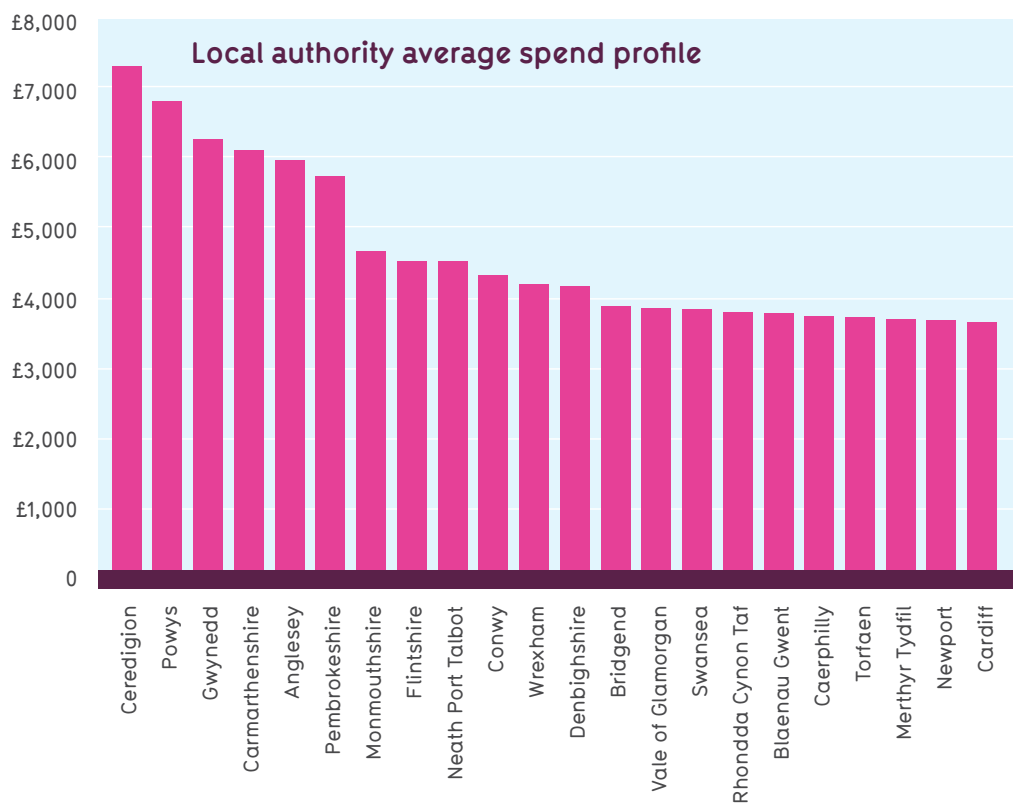
Welsh Government Investment

During 2016-17, the Welsh Government invested £19.5 million through Nest measures.

The graph illustrates the percentage of installations completed by local authority area.



This chart shows the average spend on home energy efficiency improvements by local authority.



ECO Funding

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

Nest and the Welsh Government continued to work closely together to maximise the ECO funding leveraged into Nest. Nest successfully leveraged £3.9 million of ECO funding into Wales in 2016-17 allowing Nest to support more households and increase the total funding, fuel and carbon savings

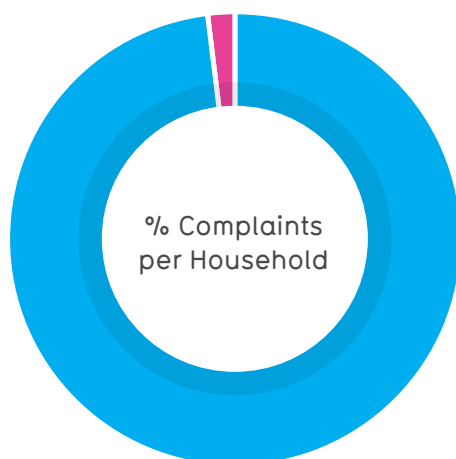
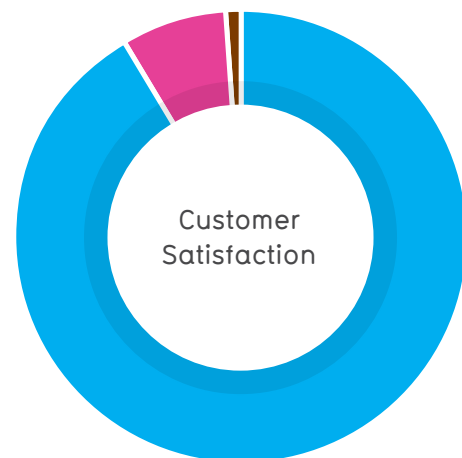
to households across Wales. The funding leveraged from ECO is a combination of the Home Heating Cost Reduction Obligation (HHCRO) and Carbon Emissions Reduction Obligation (CERO).

Householder Satisfaction

Customer satisfaction with Nest has been consistently high over the life of the scheme. In 2016-17, 99.1% of customers reported satisfaction with the advice services and installations 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 1.9% of all customers receiving a home energy efficiency improvement package and that the majority of customers (99.1%, up from 98.9% in 2015-16) were satisfied or very satisfied with the installation service provided.



98.1% No 1.9% Yes

91.6% Very Satisfied
7.5% Satisfied
0.9% Not Satisfied

Equality and diversity

Nest aims to reach all parts of society and works in partnership with a range of organisations to ensure that everyone is able to access the scheme.

Nest recognises that people who are regarded as being socially excluded are often less likely to directly access support services like Nest. The Nest Partnership Development Managers (PDMs) therefore work with partners who can help reach households who would benefit from the support available.

During the year, the Nest PDMs worked closely with Citizens Advice, Communities First and Families First across Wales. They also worked with financial inclusion forums, debt advice services and Foodbanks. The Nest scheme is integrated within the essential support these local services provide and contributes to the financial well-being of families in need.

Nest also works with Age Cymru, Age Connects and a range of local groups to ensure that older people are able to access the scheme. These agencies are able to refer customers directly to Nest and often make applications on their behalf.

Throughout 2016-17, the Nest PDMs have developed existing and established new partnerships within the health sector

recognising the impact a cold home can have on a person's health. Nest works with Local Health Boards, community hospitals, discharge teams and GP surgeries to ensure people with specific health conditions are supported.

The PDMs have also established partnerships with health sector charities including Macmillan, Tenovus, Fibromyalgia Wales and the Alzheimer's Society, and carers associations across Wales.

Nest provides information in a range of different formats including easy-read, braille, audio, large print, digital and in multiple languages to ensure that everyone has access to the scheme. The Nest PDMs look to ensure that this communication support is made available through partners including Action on Hearing Loss, North Wales Deaf Association, Sight Cymru, Learning Disability Wales and Disability Can Do.



"I would recommend the scheme to anyone as my home is now so warm and cosy" Caerphilly resident

"My wife and I are pensioners in poor health so this installation of a comb-boiler and new radiators is a god send"
Rhondda Cynon Taf resident

Delivering Additional Benefits

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

Business Class is a Business in the Community programme, delivered by Careers Wales, that creates effective, mutually beneficial and collaborative partnerships between businesses and schools.

The Nest team partnered with Abertillery Comprehensive School where a number of activities were supported within the school including:

- Mentoring a cohort of 15-16 year old boys (Year 11)
- Delivering a Careers Lab session for a group of Year 11 students
- Facilitating a Customer Service Best Practice session with their administration and business team
- Holding a Health and Safety workshop for the caretaking staff that work across the school's campuses

The CRE8 event was the culmination of a series of Business Class competitions aimed at improving school pupils' understanding of the world of work and career choices.

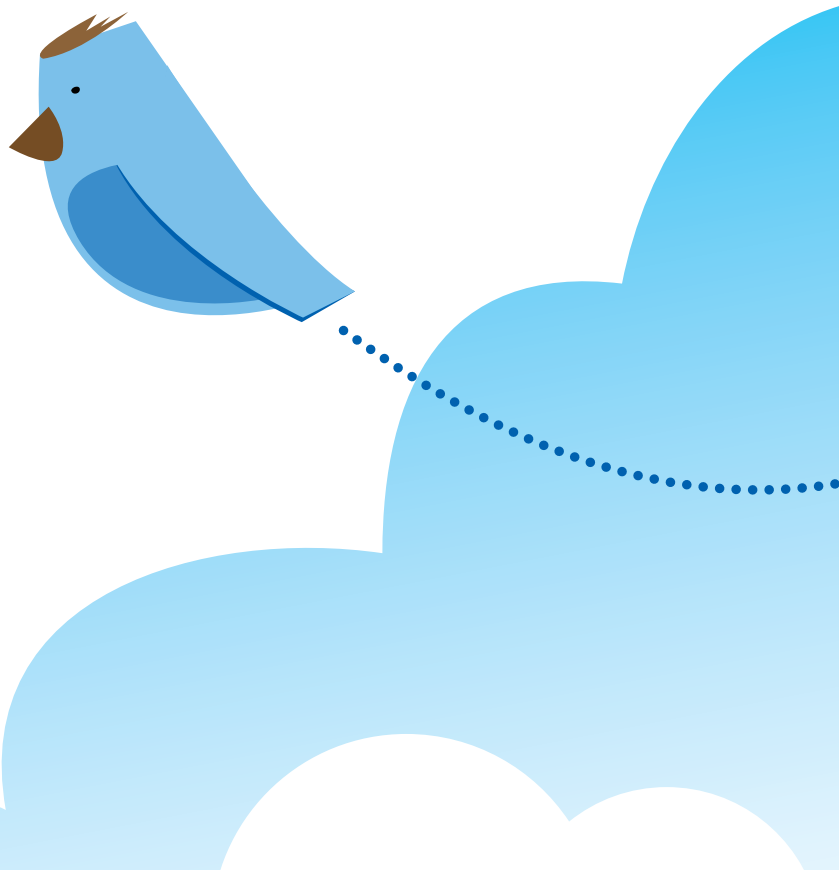
In previous stages, students were asked to design and create an energy efficient product from recycled materials across the cluster of Business Class schools. The final was held at the Senedd and Pierhead buildings in Cardiff Bay in January 2017.

Lesley Griffiths, Cabinet Secretary for Environment and Rural Affairs, said:

"I am delighted the Welsh Government Warm Homes Nest team has been able to host this year's CRE8 inter-schools competition. The excellent Business Class programme builds lasting partnerships between businesses and schools in Wales and helps students develop their employability skills. Who knows, this event may even inspire some to consider a career in Wales' growing energy efficiency industry."

In November 2016, the Nest team supported Business in the Community's Wales Action Week. A variety of activities took place over the week to help to support people who are either at risk of becoming homeless or who were homeless. The Nest team took part in the activities and delivered CV and interview workshops at the YMCA in Cardiff.

"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" Blaenau Gwent resident



Looking ahead

The Welsh Government Warm Homes Nest scheme will enter its seventh year in 2017-18. The scheme will continue to tackle fuel poverty in Wales and will:

- Work with a range of partner organisations to ensure the scheme reaches those households in most need
- Develop engagement with the health sector to further the impact the scheme has for people suffering from health conditions which are often made worse by living in a cold or damp home
- Leverage additional funding into the scheme from the Energy Company Obligation (ECO) to help more low income households to benefit from home energy efficiency improvements
- Continue to contribute to Welsh Government's energy and poverty strategies
- Operate within the values set out in the Well-being of Future Generations Act including collaboration, integration and prevention

The Nest scheme is delivered by a dedicated team of staff and apprentices and a network of Wales-based SMEs. Nest will continue to develop the contractor teams to become STEM (science, technology, engineering and mathematics) ambassadors. This will provide volunteering opportunities for the staff team and support Nest's Community Benefit programme. Nest will have access to a wider network of schools to promote STEM subjects and activities to prepare for future employment.

Nest will also continue its partnership with Business in the Community's Business Class programme working with Abertillery Comprehensive School and supporting pupils and staff and sharing best practices.



"It is amazing to know that this support is available to those that need it" Monmouthshire resident

"Every step was so stress free and your staff were pleasant and polite" Flintshire resident

