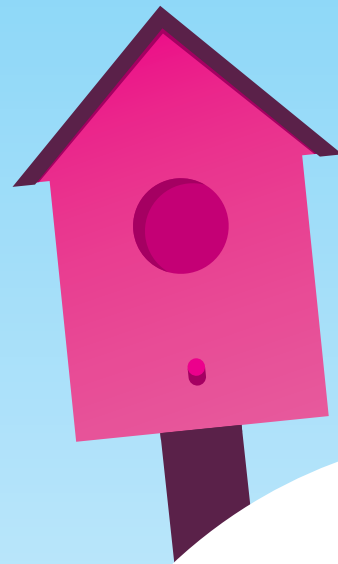
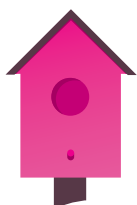


# Nest Annual Report

2018 – 2019



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



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



# Ministerial Foreword

Good homes support the creation of cohesive and well-functioning communities in which all can play a part.



Our Warm Homes Programme continues to make a significant contribution to improving the quality of our homes, supporting people who continue to struggle to meet the cost of their home energy needs, whilst contributing to our ambitions to reduce harmful carbon emissions into our natural environment.

As part of the Warm Homes Programme, the Welsh Government Warm Homes Nest Scheme has been improving the energy efficiency of homes since 2011, making them a warmer and more comfortable place to live. The scheme has continued to support some of the most vulnerable people in our society by improving their resilience to avoidable ill health and reducing premature death. Creating a comfortable home also supports our children to give them the best start in life to help them better realise their full potential.

In 2018-19, Welsh Government provided funding of £15.9m to deliver the Nest Scheme to help improve home energy efficiency and tackle fuel poverty. Improving the energy efficiency of our homes can make a big difference to energy bills and also help people become more resilient to future energy price rises. Through this scheme, we have also

provided access to energy advice and other support to help people make the most of their hard earned money.

The Nest scheme is also important in reducing carbon emissions. Achieving near zero carbon emissions from buildings is one of the biggest decarbonisation challenges we face in the next three decades. Whilst Nest is not predominantly a decarbonisation scheme, the immediate carbon benefits contributes to this objective. The learning, both of Welsh Government and the supply chain will be applied to schemes to deliver decarbonisation of buildings in the future.

In 2018-19, Nest has provided 15,606 people with help and support by signposting to a number of third party services, such as benefit entitlement checks to maximise income, money advice management and helped people to claim their entitlement to a Warm Homes Discount from their energy supplier.

People living in more than 3,800 homes have benefited from home energy efficiency measures during this reporting period.

Taken together with other programmes and schemes supported by the Welsh Government, this is further evidence we are meeting our obligations to tackle the fuel poverty which continues to blight the lives of people struggling to make ends meet.

In 2008, 332,000 homes were estimated to be fuel poor under the full income definition. This represented 26% of all households. Under the basic income definition, approximately 356,000 households were fuel poor which represented 28% of all households. Latest estimates based on the Welsh Housing Conditions Survey undertaken in 2018 suggests 155,000 homes continue to live in fuel poverty, representing 12% of all homes in Wales.

Maintaining this downward pressure on fuel poverty through our Warm Homes Programme will ensure we are able to further reduce the number of people who continue to live in a cold home during the winter.

### Lesley Griffiths AM

Minister for Environment, Energy and Rural Affairs



# Contents

- 2 Foreword from Lesley Griffiths,  
Minister for Environment, Energy and Rural Affairs
- 5 Executive Summary
- 6 Targeting and Marketing
- 8 Partnerships
- 9 Advice and Support
  - Benefit Entitlement Checks
  - Care and Repair Services
  - Warm Home Discount
  - Fire Services
  - Water Companies
  - Energy Saving Advice Service
  - Resource Efficient Wales
- 11 Home Energy Improvement Packages
- 12 Household and Property Characteristics
- 14 Improving Energy Efficiency
- 16 Welsh Government Investment
- 17 ECO Funding
- 17 Householder Satisfaction
- 18 Equality and Diversity
- 19 Delivering Additional Benefits
- 20 Looking Ahead

# Executive Summary

Welsh Government Warm Homes Nest scheme provides energy efficiency improvements to low income households and those living in deprived communities across Wales. In 2018-19, £15.9 million was invested in the energy efficiency of housing stock across Wales, helping to reduce fuel bills and improve the health and wellbeing of households most in need.

During 2018-19, the Nest scheme provided 15,606 households with free, impartial advice and signposting to a range of support services.

Over 3,800 of the households helped during this year had their homes improved with a package of free home energy efficiency measures such as a central heating system, a boiler or insulation.

This report sets out the achievements of the Nest scheme in providing advice and support to fuel poor households in 2018-19.

## In 2018-19, the scheme's main achievements were:

- 15,606 households received free and impartial energy saving advice
- 3,800 households received a home energy improvement package, with an average energy bill saving of £409 per year<sup>1</sup>
- Average increase in energy efficiency rating of over 41 SAP points
- Average modelled reduction in energy units of 17,744 per household
- Benefit Entitlement Checks resulted in a £267,000 potential increase in benefit take-up
- Leveraged £259,000 of ECO funding through the scheme
- 100% of installations were completed by Wales-based installers
- The scheme directly supported 31 new 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 2018-19 were:

- Work with a range of partner organisations to ensure the scheme reaches those households in most need
- Develop engagement with the health sector to fully test the professional health referral process for a further 12-month period for people suffering from chronic health conditions affecting their circulatory or respiratory system which are often made worse by living in a cold or damp home
- Investigative work exploring the range of mental health conditions affecting the people of Wales and whether householders with specific mental health conditions would benefit most from receiving a package of energy efficiency measures through the Nest scheme
- 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

<sup>1</sup> Average energy bill savings estimated based on current methodology which is being reviewed.

# Targeting and Marketing

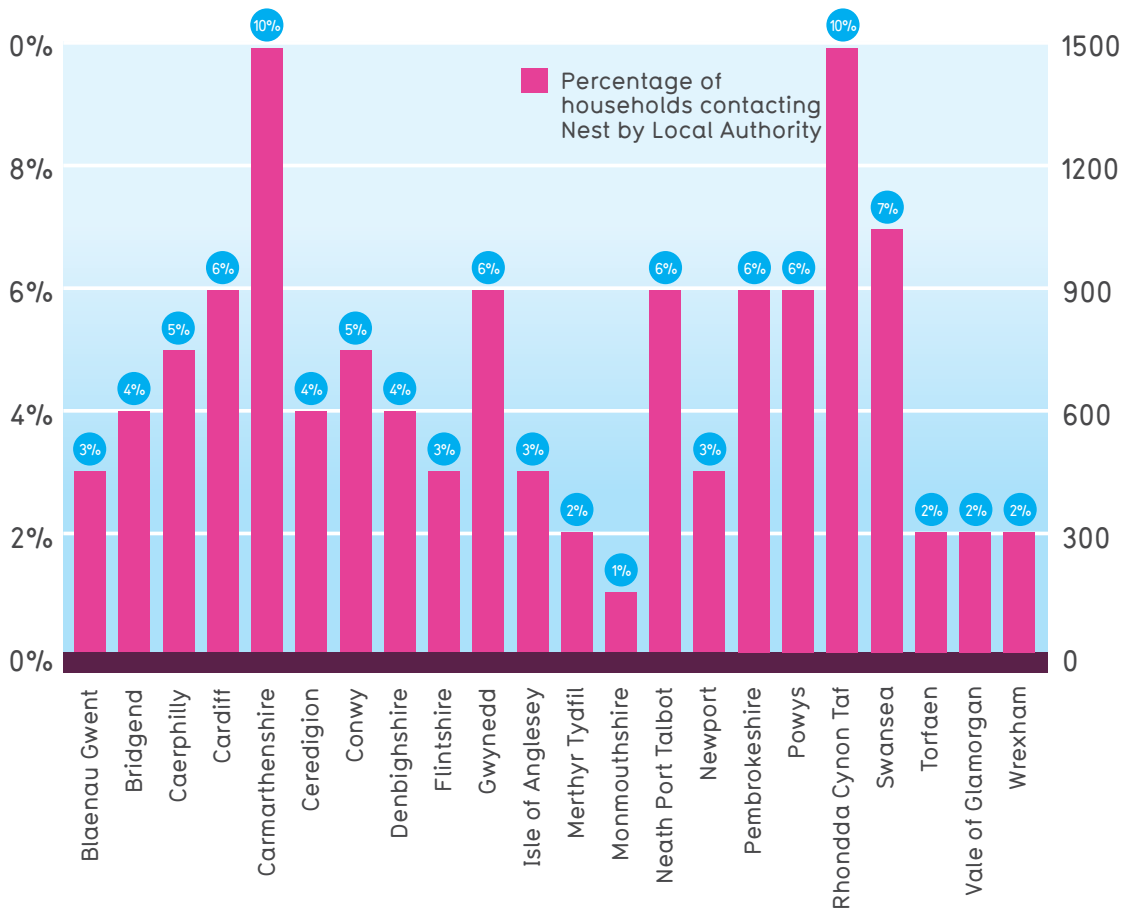
The marketing and communications approach is informed through a detailed analysis of Nest customers, incorporating demographic and geographic indicators. These have been proven to be most effective in reaching customers that are most in need of support.

In 2018-19, a highly-targeted, multi-tiered marketing approach was adapted in order to build a cohesive, cost-effective campaign that would directly reach eligible households across Wales. The range of promotional activities used to engage customers included Wales-wide advertising and media campaigns, partnership engagement and publicity activities targeted specifically to areas across Wales where there are the highest levels of deprivation.

The use of partnership development managers to strategically engage with external stakeholders provides the opportunity to raise awareness of the scheme to audiences who are the most difficult to reach.

The focal point of all of the marketing activity is the Nest website which was redeveloped in Spring 2018 to incorporate a more intuitive, user friendly design. The website is now hosted on the Welsh Government site.

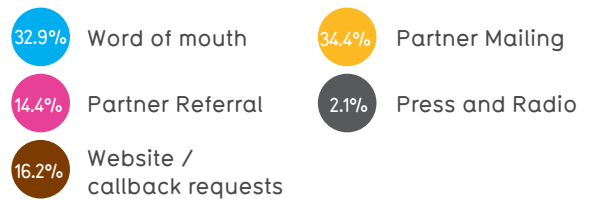
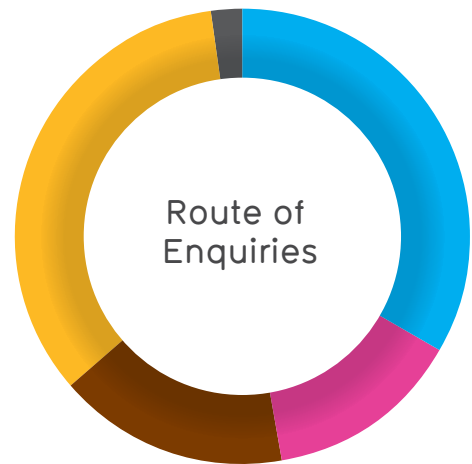
Enquiries by Local Authority



During the year, the marketing activity saw a considerable increase in the number of enquiries received through website and digital activity with enquiries increasing from 7% to 16%.

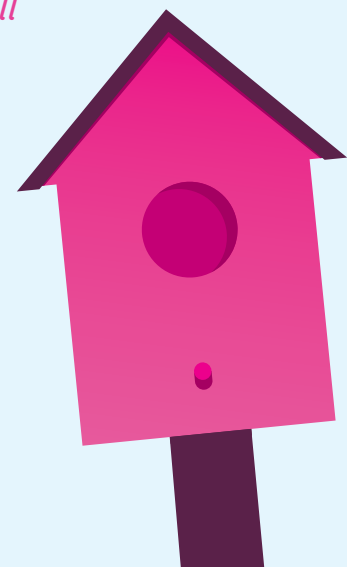
The robust combination of targeted marketing activities and partner engagement provides an opportunity for the scheme to directly reach audiences where there is the greatest potential to reduce fuel poverty in Wales.

A strong emphasis on partner mailings helped to directly generate the largest percentage of enquiries with 34% during the year. This was closely followed by 'word of mouth' which is made up of awareness raising activities such as media coverage, social media and digital promotion and contributed towards 33% of initial enquiries. Activities delivered by the partnership development managers and the partner organisations directly generated 18% of enquiries during the year and 18% of enquiries were created through a combination of online activity (16%) and media activity (2%).



*“We have never before encountered such an efficient and professional organisation from the very first phone call. We were welcomed and made to feel valued and once the process started everything was quickly arranged without delays or frustration. We were in a very bad situation when we contacted Nest - without heating and unsure what to do. You calmly took control and removed all our worries, ensuring that we were ok and had everything we needed. We are so, so grateful for all the support and kindness.”*

Llandeilo Resident



# Partnerships

The partnership development managers engage with a range of partner organisations to raise awareness of the scheme and to maximise opportunities for promotion and referrals.

These partnerships play a crucial role in allowing the scheme to access those most vulnerable and hardest to reach.

- Local Authorities (e.g. housing, carer's services, financial inclusion and energy officers)
- Socially excluded people (e.g. Carers Association and Foodbanks)
- Older People (e.g. Age Cymru, Warm Wales, Care and Repair and Age Connects)
- Health sector (e.g. Local Health Boards, community health services and Wales Ambulance Service Trust)
- People with long-term illnesses (e.g. Macmillan, Stroke Association, Centre of Sight & Sound, Carers Wales)
- People recovering from mental illness (e.g. Hafal, Community Forums)
- Advice-services (e.g. Citizens Advice, Money and Pensions Service)

Partner organisations are trusted by customers, particularly by vulnerable and socially excluded groups who need reassurance that the scheme is legitimate or who have multiple needs for which Nest is part of the solution.

Building and strengthening relationships with key partners such as Age Cymru, Warm Wales and Care & Repair allows us to significantly increase the reach of Nest to key audiences by tapping into their platforms, channels and networks.

The partnership development managers adopt a strategic approach to stakeholder engagement. This allows for more regular communications with the same organisation, helping to build lasting relationships and develop activity to help achieve the scheme's objectives.

Local authorities also provide a key strategic relationship for the scheme. The partnership development managers work closely with local authorities across Wales. These partnerships provide Nest with an opportunity to publicise the scheme to staff and residents across different local authority areas. This is achieved through events, local authority websites and targeted promotions such as direct mailings.

The following case studies illustrate examples of successful partnership working:

## Local Authorities

### Swansea Council

The partnership development managers developed a new partnership with the City and County of Swansea. This was launched with a presentation to the council's Poverty Prevention Steering Group and meetings with the housing strategy team. In partnership with the council's benefits team, the partnership development managers delivered targeted mailing to Swansea residents and held public advice sessions within the municipal buildings.

## Health Boards

### Hywel Dda University Health Board

The partnership development managers delivered health pilot presentations to all seven GP locality meetings, reaching approximately 50 surgeries in the region. There is ongoing follow-up engagement with individual health teams, providing support for staff involved with respiratory and cardiovascular patients.

### Betsi Cadwalader University Health Board

Throughout the course of the year the partnership development manager for North Wales has engaged with Welsh Ambulance Service Trust, briefing paramedics and technicians, occupational therapists and discharge teams across the Betsi Cadwalader University Health Board.

## Third Sector Partnerships

### Warm Wales

The partnership development managers have worked closely with Warm Wales frontline staff to enable their service users to receive support through Nest. Initially with Nest training delivered to staff, the partnership development managers have worked closely with the teams to support individual referrals made via the Warm Wales 'Warm & Safe Homes' project, funded by Wales & West Utilities and supported by local authorities. The project was launched in Cardiff in September 2017 and is delivered by Community Energy Champions who visit vulnerable households to provide face to face advice, support and referrals to ensure residents have a warm and safe home.



## Advice Services

### Citizens Advice

The partnership development managers have continued to work closely with Citizens Advice across Wales and regularly provide briefings and updates to management, permanent staff and volunteers across the regions. Citizens Advice provides a drop-in surgery service, a pan-Wales telephone advice service, as

well as community based face to face events. The partnership development managers have regularly supported and collaborated on a number of these events, particularly 'Open Door' events at various community locations across Wales.

# Advice and Support

## In 2018-19, Nest provided 15,606 households with tailored advice and referrals to third party services.

Every customer that calls the Nest helpline receives tailored advice and support from the Nest advice team to ensure they are receiving the most appropriate help to match their specific needs. This includes energy saving and water efficiency advice, a package of free home energy efficiency improvements, and signposting and referrals to a range of support services.

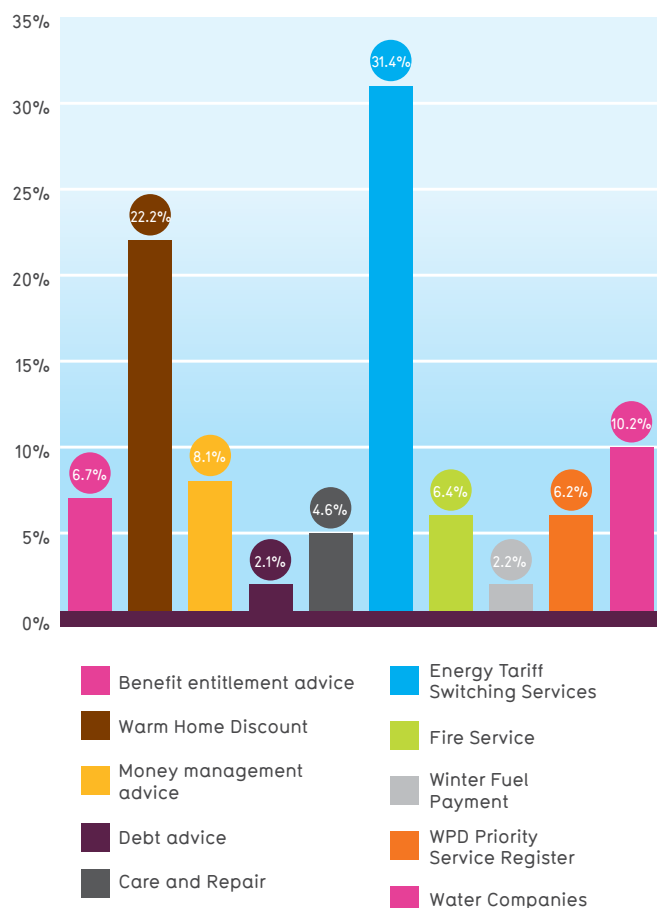
- **Water affordability schemes** – Nest refers customers to a range of affordability schemes operated by Dŵr Cymru Welsh Water
- **Other advice services** – customers not eligible for a Nest home energy efficiency improvement package are directed to other appropriate organisations

### Third Party Support

10,720 households were referred or recommended to contact one or more third party service in 2018-19. These services include:

- **Benefit entitlement checks** – Riverside Advice provides a review service for Nest customers to help them maximise their income
- **Money management advice** – the Money Advice Service provides customers with independent advice about debt management and handling their income and outgoings more effectively
- **Care and Repair services** – Care and Repair provide eligible customers with access to a 'handyman' service, caseworker service, help with grants and temporary heating
- **Energy tariff advice** – Simply Switch provides customers with independent advice regarding the most effective tariff and supplier for the customer's circumstances
- **Warm Home Discount** – the major energy suppliers provide eligible customers with a discount on their energy bill
- **Priority Service Register** – eligible customers are referred to Western Power Distribution to receive additional support in the event of a power cut
- **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

Households receiving a Third Party Referral / Recommendation



### Benefit Entitlement Checks

During the year, 1,276 households were referred for a benefit entitlement check and 178 households were found to be eligible for new or additional benefits averaging £1,500 per household. This equates to £267,000 in benefit take-up this year.

Benefit Entitlement Checks	
Number of householder referrals	1276
Number of householders claiming new/additional benefits	178
Average increase to annual income	£1,500

### Care and Repair Services

Care and Repair agencies provide a range of services to help older people live in homes that are safe, secure and appropriate to their needs. Nest signposted and referred 873 households to Care and Repair in 2018-19.

Care & Repair Services	
Number of householder Referrals	873
Number of householders using Handyman service	35
Number of householders using Temporary Heating service	1
Number of householders using Grant Help	2
Number of householders using Caseworker service	182
Number of householders receiving advice only	15

### Warm Home Discount

In total, 4,215 customers were referred to their energy supplier for the Warm Home Discount in 2018-19 with 443 Nest customers qualifying for the discount, amounting to total savings of £62,020. This is an increase of £3,360 from the previous year.

Warm Home Discount	
Number of householder Referrals	4215
Number of householders receiving Warm Home Discount	443
Value of Warm Home Discount	£62,020

### Fire and Rescue Services

Nest referred 1,213 customers to North Wales and Mid and West Wales Fire and Rescue Services of which 55 received a home fire safety check.

Fire Service	
Number of householder Referrals	1213
Number of householders receiving home safety report	55

### Water Companies

Nest refers customers to affordability schemes from Dŵr Cymru Welsh Water including HelpU, Water Direct, Customer Assistance Fund and Water Sure.

This year, 1,936 customers were referred with 142 benefiting from support and arrears reduction.

Water Companies	
Number of household referrals	1936
Customers benefiting from HelpU	132
Customers benefiting from Water Direct	1
Customers benefiting from Customer Assistance Fund	0
Customers benefiting from Water Sure	9

### Money management advice

Customers who received money management advice totalled 1,533 and additional 394 customers received debt management advice.

Other Advice Services	
Money management advice	1533
Debt advice	394



# Home Energy Improvement Packages

Welsh Government’s Warm Homes Nest scheme aims to bring households out of fuel poverty by reducing household energy bills through providing free energy efficiency improvements in the home.

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.

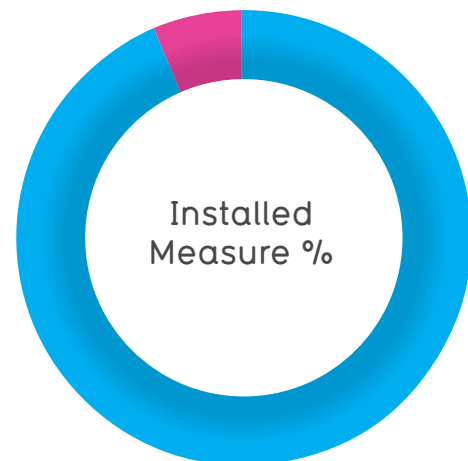
Nest works in partnership with Rent Smart Wales to ensure that all private landlords are officially registered before being allowed access to support from the scheme for their rented properties.

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

The majority of works undertaken by the Nest scheme continue to be central heating systems. These installations include multiple measures e.g. boiler, radiators, room thermostats, heating controls, thermostatic radiator valves and pipe work where required.



- 93.8% Central Heating Installation
- 6.2% Standard Insulation

*“It has made such a difference to my life, I would recommend it to anybody who qualifies - extremely impressed.”*

Prestatyn Resident

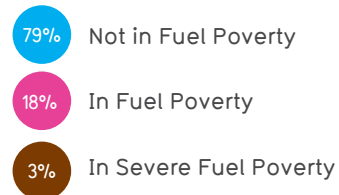
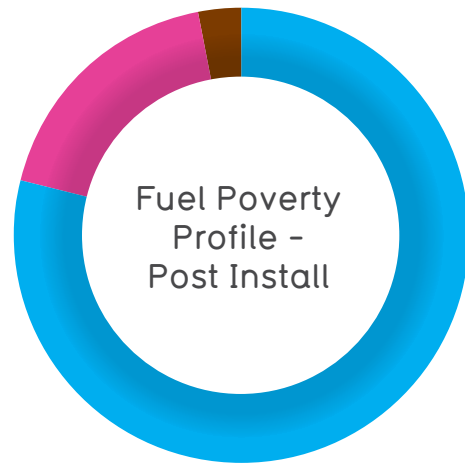
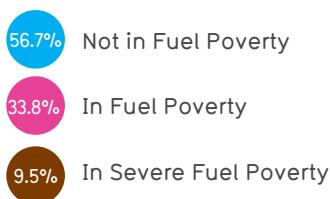
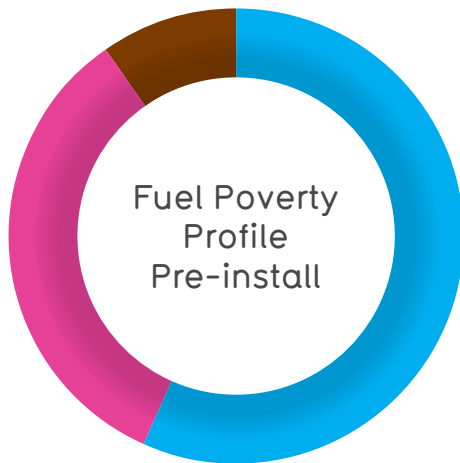
# Household and Property Characteristics

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

During the initial application process, householders are asked to provide their income. This information is assessed against modelled running costs for their household. This allows the Nest Advice Team to assess whether the customer is living in fuel poverty.

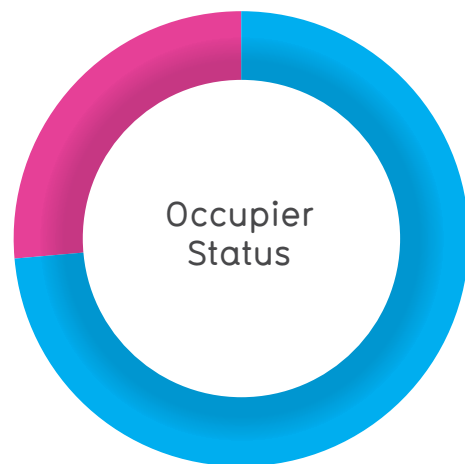
Households which spend over 10% of their income on energy bills are regarded as living in fuel poverty and households spending over 20% are classed as living in severe fuel poverty.

Prior to receiving home energy efficiency improvements, 43.3% of households contacting Nest were found to be living in fuel poverty. This includes 9.5% of households living in severe fuel poverty.



After the installation of home energy efficiency measures, the number of houses in fuel poverty dropped from 43.3% to 21%, with households in severe fuel poverty dropping from 9.5% to 3%.

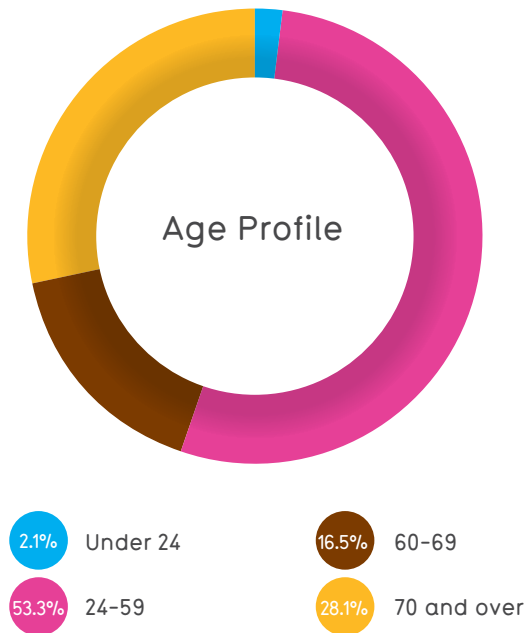
The chart below shows the breakdown of tenure for households receiving a home energy efficiency improvement package; 73.7% were owner occupied and 26.3% were privately rented.



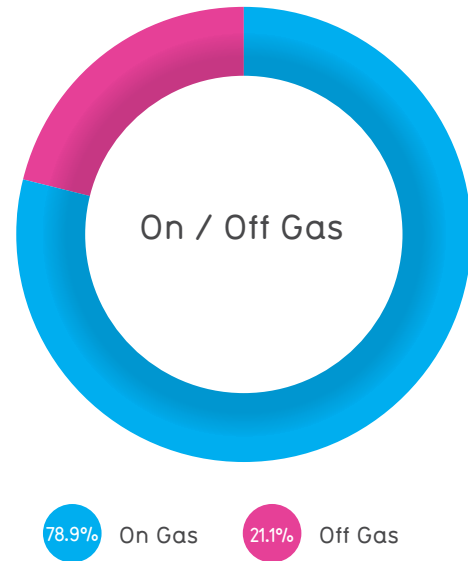
*“Thank you so much for the boiler installation. It has made an unbelievable difference to the cottage and is now cosy warm with hot water all around.”*

Blaenau Ffestiniog Resident

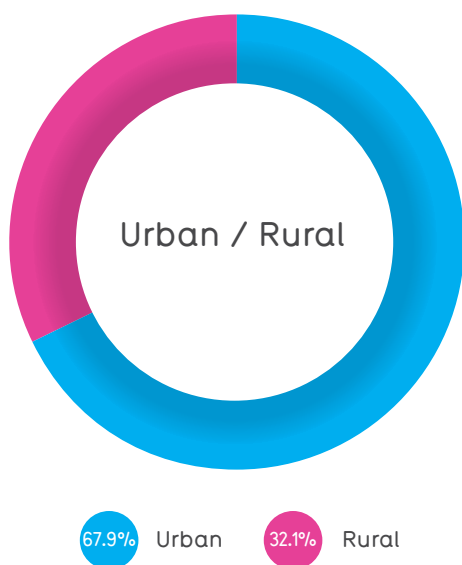
The chart below shows the breakdown by age of householders receiving a home energy efficiency improvement package. This breakdown has remained static since 2017-18 with minimal changes between the different age profiles.



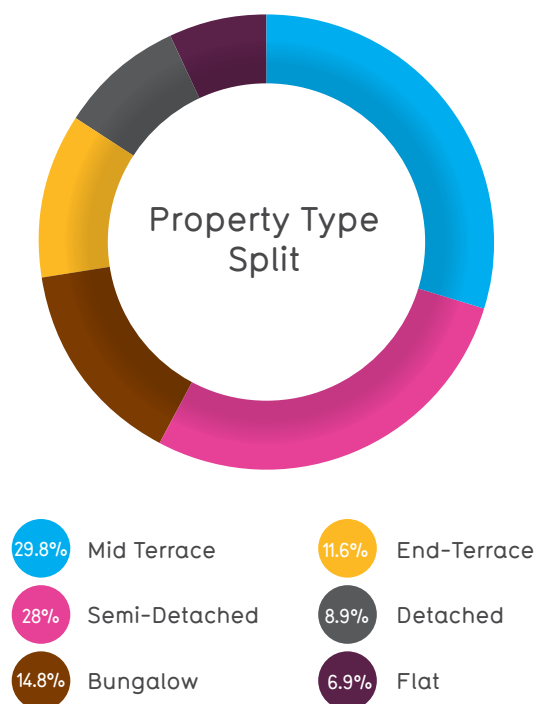
The proportion of customers who were not connected to the mains gas grid prior to receiving measures under the scheme was 21.1%, a slight decrease from 22.8% in 2017-18, as illustrated by the chart below.



The breakdown by urban and rural<sup>2</sup> classification of customers receiving a home energy efficiency improvement package is shown in the chart below and indicates that 68% of households were living in urban areas, a 2% increase from 2017-18, and 32% living in rural areas, which is a 2% decrease from the previous year.



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 41.4% of all installations, an increase from 39.2% in 2017-18. Small increases were also seen in the number of semi-detached (28% compared to 27.6% in 2017-18) and detached (8.9% compared to 8.5% in 2017-18) properties. Flats decreased from 7.8% in 2017-18 to 6.9% in 2018-19.



<sup>2</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 efficiency improvements have delivered estimated energy bill savings averaging £409 per household per year, making a real difference to fuel poor households.<sup>3</sup>

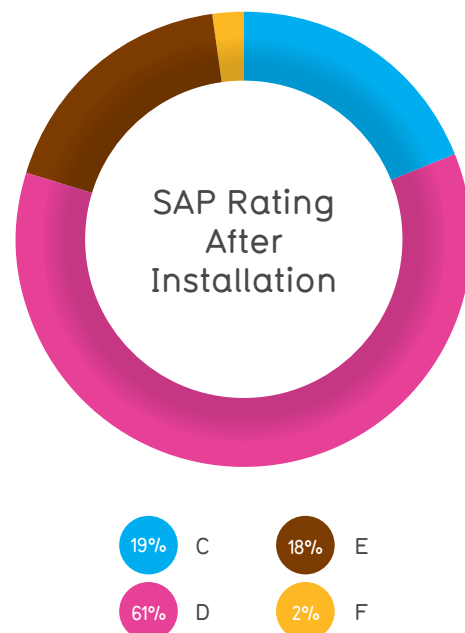
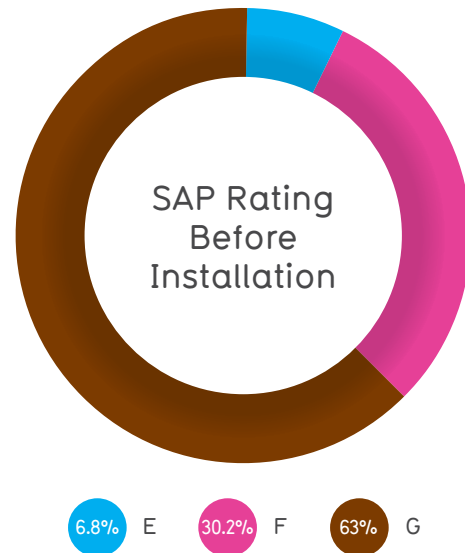
These charts show the breakdown by SAP band for households both before and after receiving home energy efficiency improvement packages. All of the properties receiving measures were very energy inefficient households - rated E (7%), F (30%) or G (63%). These figures illustrate a large increase in the percentage of G rated properties (46.8% in 2017-18) which are the most energy inefficient.

After the installation of the home energy improvement package, 80% of properties were increased to a C to D-rating, and a further 18% to an E-rating and 2% F-rating. Some properties which received improvements may remain in an E rating because it has not been possible to demonstrate value for money for the more enhanced measures required. In 2018-19, no properties remained in a G-rating.

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

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.



<sup>3</sup> Average energy bill savings estimated based on current methodology which is being reviewed

<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 £409 per year or 17,744 megajoules per annum (up from 16,952 in 2017-18).

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 228k tCO and vary from 2.5k tCO in Monmouthshire to over 24k tCO in Rhondda Cynon Taf and Carmarthenshire.

Local Authority	Sum of CO <sub>2</sub> Lifetime Saving (tCO)	Average of Energy Use Saving (megajoules)	Average of Fuel Cost Annual Saving
Blaenau Gwent	4652	18054	£414
Bridgend	13052	18175	£384
Caerphilly	13542	18081	£366
Cardiff	15772	17160	£372
Carmarthenshire	23116	20251	£440
Ceredigion	7826	18775	£528
Conwy	9894	15067	£381
Denbighshire	8785	15381	£418
Flintshire	7247	14992	£409
Gwynedd	10830	17243	£470
Isle of Anglesey	6133	18092	£480
Merthyr Tydfil	4372	16915	£321
Monmouthshire	2550	17201	£422
Neath Port Talbot	13095	19120	£370
Newport	8876	16766	£357
Pembrokeshire	12605	18471	£500
Powys	10195	18181	£454
Rhondda Cynon Taf	24686	18691	£390
Swansea	16081	17605	£385
Torfaen	4263	16689	£388
Vale of Glamorgan	5930	16295	£375
Wrexham	5388	16580	£372
<b>Grand Total</b>	<b>228891</b>	<b>17744</b>	<b>£409</b>

*“We will have a lovely warm and far more efficient home this winter. Wish all contractors we dealt with were so efficient and helpful.”*

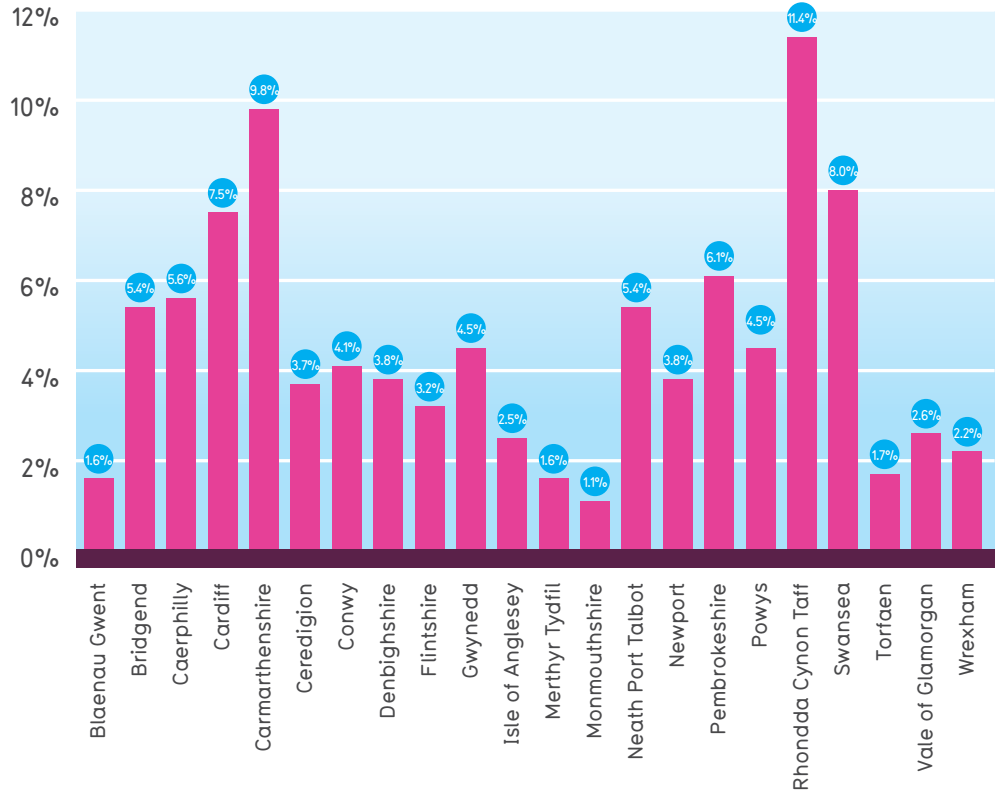
Abergele Resident

# Welsh Government Investment

During 2018-19, the Welsh Government invested £15.9 million through Nest measures.

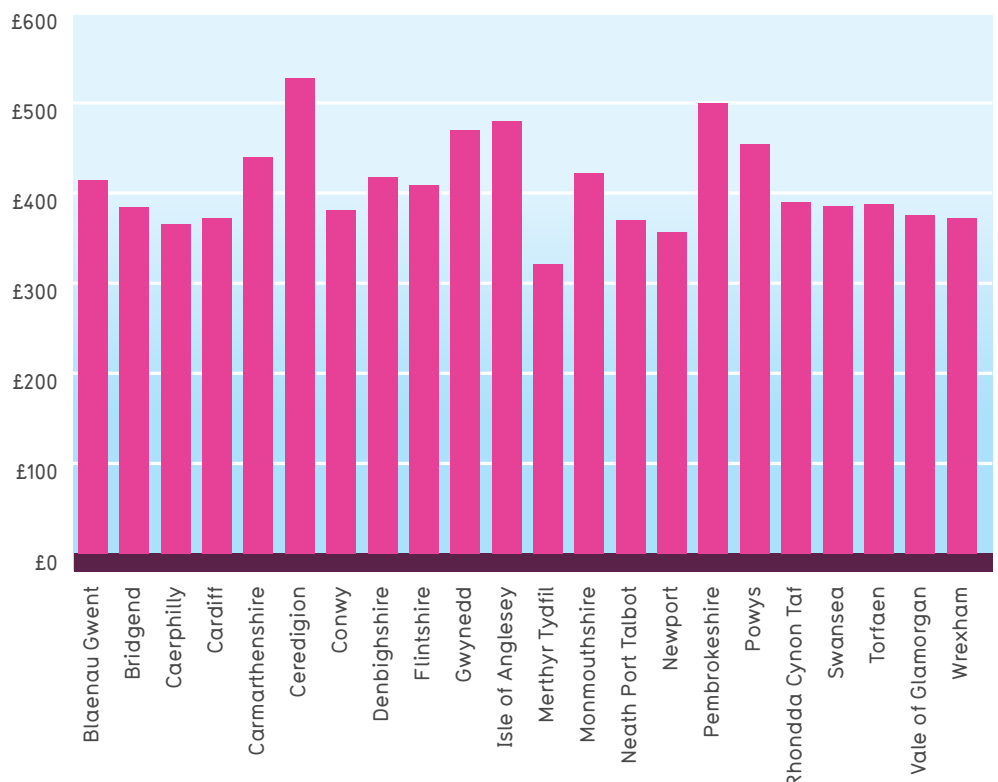
The graph illustrates the percentage of installations completed by local authority area.

Installations by Local Authority Area



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

Local Authority Average Spend Profile





# ECO Funding

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

Nest and the Welsh Government continued to work closely together to maximise the ECO funding leveraged into Nest. In 2018-19, Nest successfully leveraged £259,000 of ECO funding into Wales 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

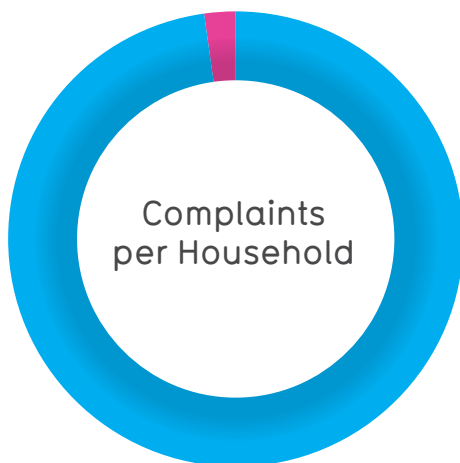
Customer satisfaction with Nest has been consistently high over the life of the scheme. In 2018-19, 99% of customers reported satisfaction with the advice services and installations provided by Nest.

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 the complaint volume represented just 1.8% of all customers receiving a home energy efficiency improvement package and the majority of customers (99%) were satisfied with the installation service provided.



0.9% Not Satisfied    99.1% Satisfied



98.2% No    1.8% Yes

## Equality and diversity

The Nest scheme aims to reach all parts of society to ensure that all households in need of support are aware of the services available and are able to access the scheme.

The work of the partnership development managers, in particular, positions the scheme alongside a range of partners delivering essential support to households across Wales. The advice and sign-posting available from Nest often contributes to a multi-agency solution for families facing multiple challenges.

The Nest team works with local health boards, discharge teams and GP surgeries and community hospitals. The Nest partnership development managers have developed existing and established new partnerships within the health sector recognising the impact a cold home can have on a person's health and wellbeing.

The Nest partnership development managers established relationships with a number of third sector organisations working with people with specific communication needs including Learning Disability Wales, Deafblind, RNIB, and Swansea Hard of Hearing Group.

The team also worked with charities supporting people with long-term illnesses, including Macmillan, MS Society, Mencap, British Lung Foundation, and Dementia Friends, recognising the financial difficulties people with specific conditions can face. There has also been a growth in engagement with charities working with people recovering from mental illness, including Hafal, Gofal, and Mental Health Matters Wales.

Nest continues to maintain relationships with organisations which support older people in Wales. The PDMs worked closely with Age Cymru and Age Connects agencies and with Care and Repair where a two-way referral process ensures that householders have access to the distinct services provided by both organisations.

Alongside the partnership engagement activities, information on the Nest scheme is available in a number of different formats including easy-read, braille, audio, large print and digital and in multiple languages. These resources are supported by Language Line to provide interpretation for those customers whose first language is not English or Welsh and through minicom or the Next Generation Text service for customers who are deaf or speech impaired to ensure that everyone has access to the scheme.

These activities underline the Nest scheme's commitment to operate within the values set out in the Well-being of Future Generations Act including collaboration, integration and prevention.

*"I'm 'over the moon' with my new boiler and radiators. I thought I'd have to be without heating as I couldn't afford to replace my old one. Brilliant service that has helped me in so many ways."*

**Wrexham Resident**

# Delivering Additional Benefits

As a Wales-based employer, Nest looks to support the communities it works in and inspire young people with a range of employment initiatives.

The community benefits team deliver outcomes in addition to the core purpose of the contract. The Welsh Government's commitment to deliver community benefit outcomes from procurement activity is designed to ensure that wider social and economic issues are taken into account when spending public money. The intention is to achieve the very best value for money in the widest sense by targeting opportunities for recruitment, training and education for those furthest from the jobs market, local supply chain development, and support for education and community regeneration activity.

Community benefits can include environmental measures to do with energy and sustainability, social aspects such as utilising local unemployed people on the workforce, the provision of training for apprenticeships, and economic, such as using the Sell2Wales website to advertise opportunities to local SMEs.

The Welsh Government Warm Homes Nest scheme achieved a Welsh local multiplier of £2. This multiplier measures how the Nest scheme spending generates local economic impact and benefit to communities - for every £1 spent on the Nest scheme, £2 has been returned in economic benefit.

British Gas, the Nest scheme manager, is required to encourage the participation of Welsh SMEs when procuring site contractors and other suppliers. This year, the approach has resulted in the creation of 11 jobs and 20 apprenticeships being employed to work on the scheme.

Vulnerability has been a focus area this year and Nest is recognised as a Disability Confident Employer, and a Dementia Friendly and Friends Against SCAMs organisation. All staff have become Dementia Friends and pledged their support for these social action movements. Additionally, Nest has delivered Dementia Friend Awareness sessions for the Cwm Taf Health Board and, in September, attended the Wales Against Scams Conference in Swansea.

In November, Nest collaborated with Ebbw Vale Job Centre to run a series of employability sessions which resulted in voluntary work placements. Due to the success of the programme, Nest offered an apprenticeship opportunity to one of the placements and offered ongoing support to another, both are now in stable employment.

Business Class is a Business in the Community programme, delivered by Careers Wales, that creates mutually beneficial and collaborative partnerships between businesses and schools. During the year, Nest continued its partnership with Abertillery Learning Community and expanded their partnership to Ysgol Clywedog in Wrexham.

Within the partnerships for 2018-19 Nest has engaged 1,494 students by:

- Delivering employability workshops, focusing on CV writing and Interview skills
- Mentoring a cohort of Year 8 students on life skills, confidence, revision techniques and career options
- Conducting Attendance Recognition and Reward programme
- Supporting Welsh Baccalaureate pupils to complete their 'Global Citizenship'

The Nest team's continued relationship with Business in the Community's Business Class provided the opportunity to take CRE8 to its third region of South West Wales, replicating the approach undertaken in previous years. CRE8 is an inter-school competition aimed at improving school pupils' understanding of work and career choices where students design an energy efficient product from recycled materials. Preliminary events were held in November and December and fifteen schools took part in the CRE8 finals held at the University Wales Trinity St David (Swansea) in January and again at Parc y Scarlets (Carmarthenshire) in February. Lesley Griffiths, Minister for Energy Efficiency, Environment and Rural Affairs, attended the Carmarthenshire event and spoke with each of the participating teams about their energy efficient product.

## Looking ahead

As the current Welsh Government Warm Homes Nest scheme enters its second year in 2019-20, the need to tackle fuel poverty and help those most in need is still as important as it has ever been.

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 fully test the professional health referral process for a further 12-month period for people suffering from chronic health conditions affecting their circulatory or respiratory system which are often made worse by living in a cold or damp home
- Investigative work will be done exploring the range of mental health conditions affecting the people of Wales and whether householders with specific mental health conditions would benefit the most from receiving a package of energy efficiency measures through the Nest scheme
- 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 team will continue to develop its community benefit activities. Working with our network of Wales-based installers and suppliers, Nest will lead a team of volunteers to undertake a community regeneration project and revitalise a community building or area in collaboration with local partners.

The team will increase opportunities to promote employment and learning, in partnership with local Job Centres and Careers Wales.

Nest will continue its partnership with Business in the Community's Business Class programme supporting the Heads of the Valley and Wrexham Clusters. Nest will also be expanding the CRE8 programme to North West Wales schools.

*"Very pleased with new heating. Everyone involved was very polite and professional. Quality of products and work was excellent. I will save a lot of money on heating bills."*

**Carmarthen Resident**