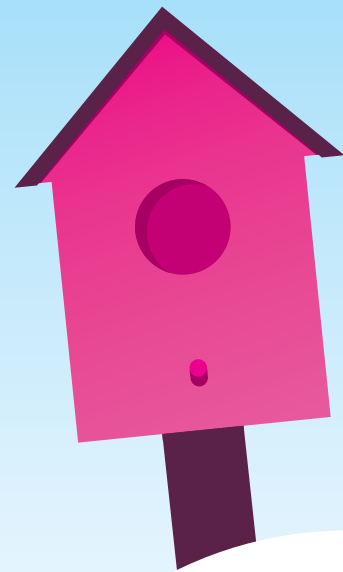


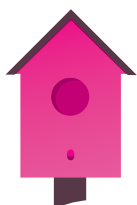


Nest Annual Report

2021-22



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



**Nyth
Nest**

Gwneud
Cymru'n
Glyd
Making
Wales
Cosy



**Cartrefi Cylid
Llywodraeth Cymru
Welsh Government
Warm Homes**



**Llywodraeth Cymru
Welsh Government**

Ministerial Foreword

As we emerged from the COVID-19 pandemic, we were once again reminded of the perils and uncertainty of a global community.



The war in Ukraine and continued uncertainty over fuel supplies mean global wholesale gas prices have reached unprecedented highs. The resulting energy and cost of living crisis has plunged up to half of all households into fuel poverty. Our programme to improve the energy and thermal efficiency of our homes has never been more important.

In 2021-22, Welsh Government provided funding of £24.5m to deliver the Warm Homes Programme Nest Scheme. The investment which has been provided has helped improve home energy efficiency for lower income households and those most in need. More than 5,000 households have benefitted from home energy efficiency measures during this reporting period.

Better targeting of support this year means more than 20.5% of households benefitting through the scheme were living in severe fuel poverty and 34.1% in fuel poverty. This delivers on our principled approach of helping the worst affected first in our efforts to tackle fuel poverty.

Through the Nest scheme, we have also provided access to energy advice to more than 15,700 people alongside other support to help them make the most of their hard-earned money. This advice has included signposting to third party services such as benefit entitlement checks and money management advice.

The Nest Scheme is also important in reducing carbon emissions, delivering against the Government's commitment to tackle the climate emergency. Achieving near zero carbon emissions from buildings is one of the biggest decarbonisation challenges we face. Whilst the Nest scheme is not predominantly a decarbonisation scheme, the immediate carbon benefits contribute to this objective. The learning from Nest, both of Welsh Government and the supply chain, will be applied to schemes to deliver decarbonisation of buildings in the future.

The continued and ongoing uncertainty in the energy market and the increasing of energy costs highlights, more than ever, the need to improve the energy efficiency of homes across Wales to reduce energy use and associated costs. This is the focus of the Warm Homes programme.

As the country continues to recover from the effects of the COVID-19 pandemic, together with the energy crisis being faced, I will continue to work with key partners delivering the Nest Scheme to ensure we keep supporting and assisting those people who are the most in need. This includes continuing to drive innovation through the contract such as greater flexibility on the use of solar PV as a low carbon energy efficiency measure in homes across Wales.

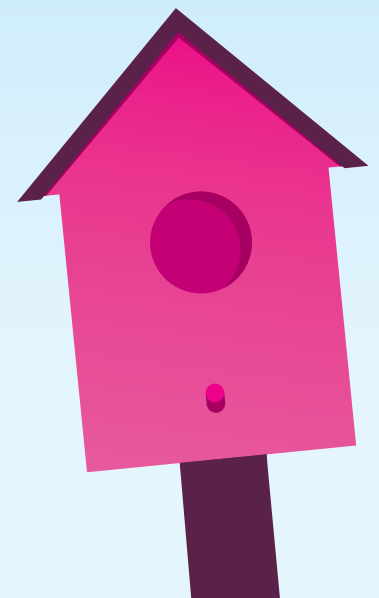
I have recently made a statement outlining my decision to further enhance our offer to help those households in fuel poverty. The intention is to introduce a replacement national demand-led scheme to focus on those homes in fuel poverty. The new demand-led service, which is anticipated to be procured in 2023, will replace the current Nest scheme, but with a greater emphasis on decarbonisation.

Julie James MS
Minister for Climate Change



Contents

- 2 Foreword from Julie James MS, Minister for Climate Change
- 5 About Nest
- 6 Reaching vulnerable households during COVID-19
- 7 Advice and support
- 9 Home energy improvement packages
- 10 Household and property characteristics
- 12 Improving energy efficiency
- 14 Welsh Government investment
- 15 Householder satisfaction
- 16 Building partnerships across Wales
- 18 Delivering additional benefits
- 19 Looking ahead



About Nest

Welsh Government Warm Homes Nest scheme provides energy efficiency improvements to low-income households and those living in areas of deprivation across Wales.

In 2021-22, £24.5 million of Welsh Government funding 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.

Our priorities

- Providing households with free, impartial advice and signposting to a range of support services.
- Supporting eligible households with a package of free home energy measures such as a new boiler, central heating system, insulation or solar panels.
- Working with a range of partner organisations to ensure the scheme reaches the most vulnerable households in Wales during the COVID-19 pandemic.
- Supporting Welsh Government's fuel poverty strategy to help people struggling to meet the cost of their domestic energy needs.

Our successes

Despite the challenges created by COVID-19, in 2021-22, the scheme provided:

- 15,777 households with free and impartial energy saving advice.
- 5,127 households with a home energy improvement package, such as a central heating system, a boiler, insulation, or solar panels.
- A modelled average energy bill saving of £300 per year.
- Benefit Entitlement Checks resulting in a household average £3,254.24 potential increase in benefit take-up.
- 100% of installations completed by Wales-based installers.
- Creation of 15 jobs and supporting our contractors with 25 apprenticeships and 2 traineeships.

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



Mr. B, a Rhondda Cynon Taf resident with a young family, was delighted to have solar PV installed via the Nest scheme:

"I thought it was all too good to be true. Prior to the installation we were spending approximately £3 a day for electricity but with the solar PV the best day I have tracked was £1.80. We are close to cutting our bills in half."

Reaching vulnerable households during COVID-19

The marketing approach for 2021-22 built on the extensive knowledge and expertise gained from delivering the scheme since 2011.

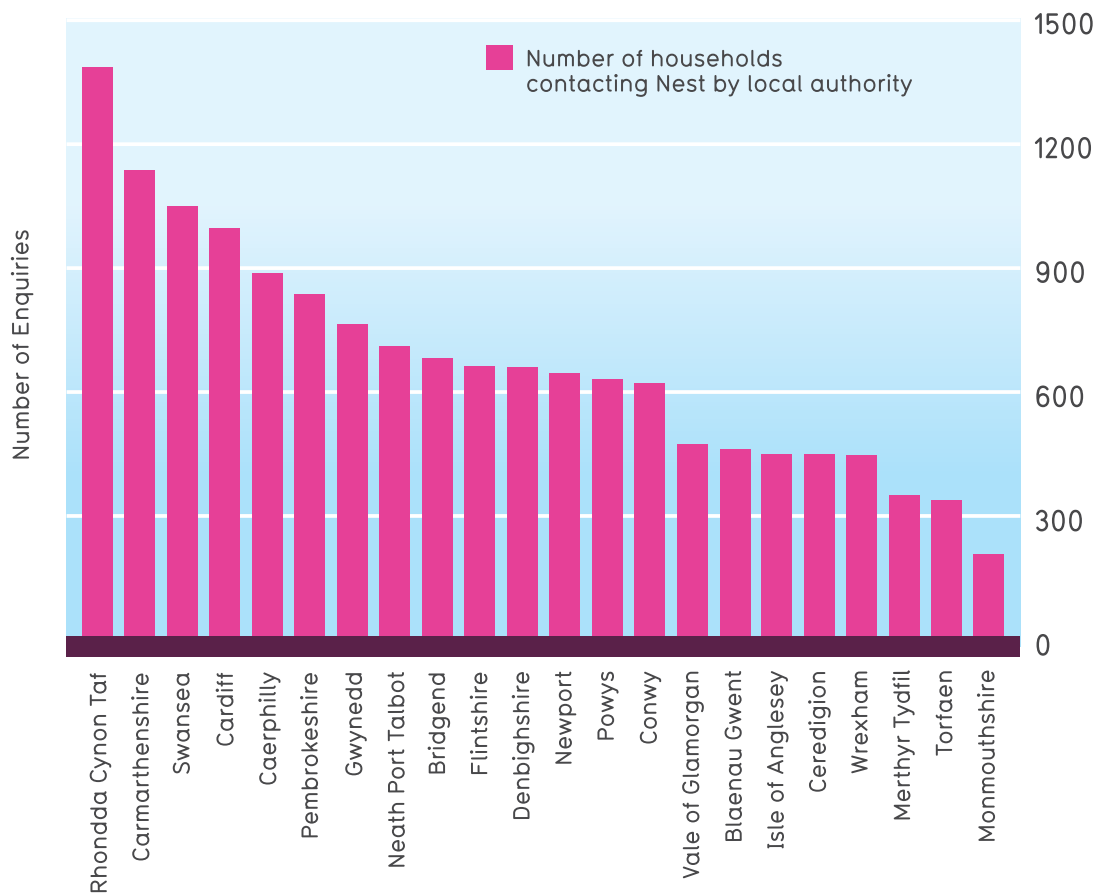
Customer analysis and data insights were used to inform marketing, incorporating demographic and geographic indicators, to ensure customers who are most in need of support were reached with the most appropriate communication.

The range of promotional activities used to engage customers included Wales-wide advertising campaigns, partnership engagement and publicity activities targeted specifically to areas across Wales where there are the highest levels of deprivation.

This included:

- Promotion of the Nest website with over 122,500 visits during 2021-22.
- Working with local authorities to deliver a direct mail campaign which reached over 29,500 vulnerable households in Wales.
- Paid Facebook and Google adverts targeted at eligible customers throughout Wales.
- Supporting health boards, charities, and community organisations across Wales to reach households who may benefit from our advice and support.

Number of Nest enquiries by Local Authority, 2021-22



Advice and support

In 2021-22, Nest provided 15,777 households with tailored advice and referrals to third party services.

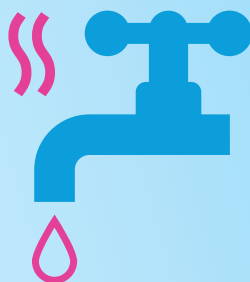
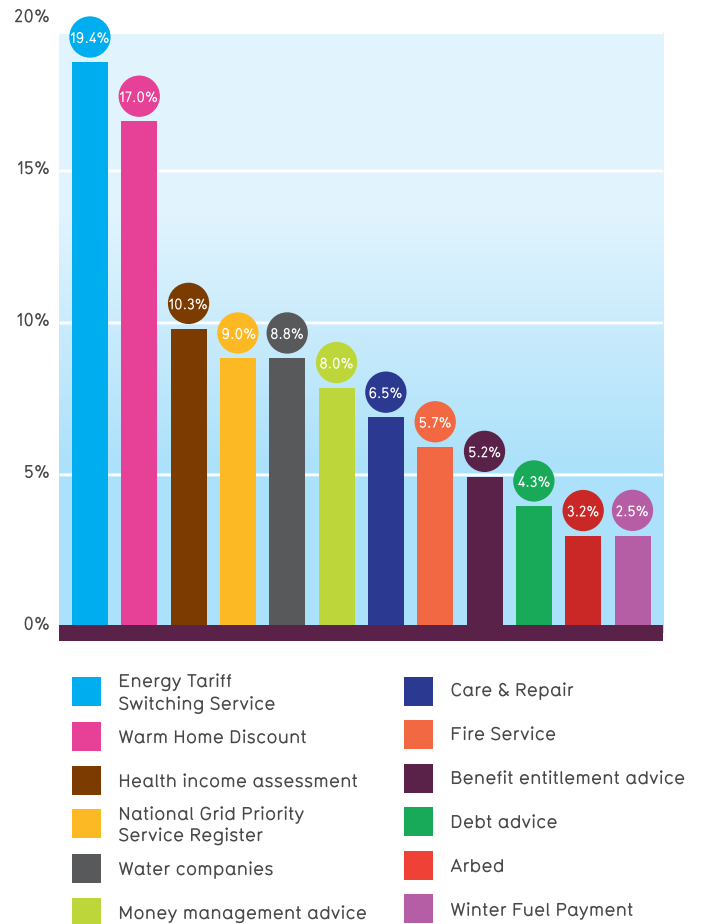
Every customer who calls the Nest helpline receives tailored advice and support from our advice team to ensure they are receiving the most appropriate help to match their specific needs. This includes energy saving and water efficiency advice, a package of free home energy efficiency improvements, and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

Third party support

10,156 households were referred or recommended to contact one or more third party services in 2021-22. These services include:

- **Benefit entitlement checks** – Riverside Advice provides a review service for Nest customers to help them maximise their income.
- **Money management advice** – MoneyHelper provides customers with independent advice about debt management and handling their income and outgoings more effectively.
- **Care & Repair services** – Care & Repair provide access to a caseworker service which provides home support to eligible customers.
- **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 National Grid (previously Western Power Distribution) to receive additional support in the event of a power cut.
- **Fire and Rescue Services** – Vulnerable households can access an in-home fire safety check through all Fire and Rescue Services in Wales.
- **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. They are also given advice and support on behavioural changes which can save money on their energy bills.

Percentage of households receiving a third party referral or recommendation, 2021-22



“Nest dealt with my telephone call swiftly and promptly and explained everything step by step: excellent. It was a friendly, helpful, and professional service: very efficient and great communication. I had heating, a hot water tank and a boiler fitted: excellent job fixing everything. I would recommend.”

Denbighshire resident

Benefit entitlement checks

During the year, 1,249 households were referred for a benefit entitlement check and 293 households were found to be eligible for new or additional benefits averaging £3,254 per household. This equates to £953,492.32 in benefit take-up this year.

Benefit entitlement checks	
Number of householder referrals	1,249
Number of householders claiming new/ additional benefits	293
Average increase to annual household income	£3,254.24

Care & Repair services

Care & Repair agencies provide a range of services to help older people live in homes which are safe, secure and appropriate to their needs. Nest signposted and referred 1,561 households to Care & Repair in 2021-22.

Care & Repair services	
Number of householder referrals	1,561
Number of householders using caseworker service	271

Warm Home Discount

In total, 4,045 customers were referred to their energy supplier for the Warm Home Discount in 2021-22 with 414 Nest customers qualifying for the discount, amounting to total savings of £57,960.

Warm Home Discount	
Number of householder referrals	4,045
Number of householders receiving Warm Home Discount	414
Total value of Warm Home Discount	£57,960

Fire and Rescue Services

Nest referred 1,350 customers to Fire and Rescue Services across Wales of which 205 received a home fire safety check.

Fire Service	
Number of householder referrals	1,350
Number of householders receiving home safety report	205

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, 2,089 customers were referred.

Water companies	
Number of household referrals	2,089
Customers benefiting from HelpU	10
Customers benefiting from Water Direct	5
Customers benefiting from Customer Assistance Fund	9
Customers benefiting from Water Sure	15

Money management advice

Customers who received money management advice totalled 1,910 an additional 1,036 customers received debt management advice.

Other advice services	
Money management advice	1,910
Debt advice	1,036

Home energy improvement packages

Welsh Government’s Warm Homes Nest scheme provides assistance to households in 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 new boiler, central heating system, insulation or solar panels.

The criteria for home improvements are - a household member is in receipt of a means tested benefit and the property is privately owned or rented with an indicative energy rating of E, F or G; or a household member is living with a health condition (in a D, E, F, G rated privately owned or rented property) and in receipt of an income below defined thresholds.

Nest health pilot

A total of 16,451 households were assessed through the health criteria between July 2019 and the end of March 2022 having failed to meet the scheme’s means tested benefit criteria. Of these, 7,943 (48.3%) met the health condition and property criteria and were referred for an income assessment with 4,710 (28.6%) passing the income assessment and therefore meeting all health criteria – 3,834 of these have had measures installed.

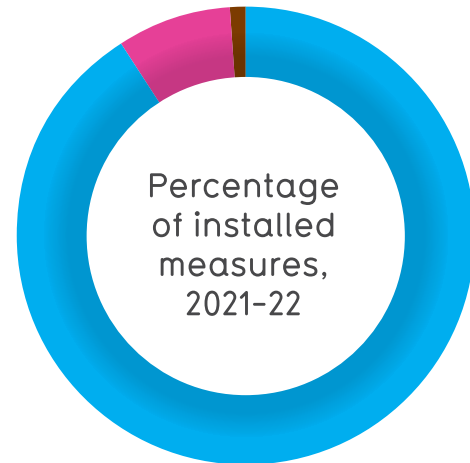
Many health criteria referrals were vulnerable households:

- 69.9% aged 60 years old or more.
- 49.4% in single income households aged 60 years old or more.
- 27.5% in two adult households aged 60 years old or more.
- 34.7% of households were living in a property with an energy efficiency rating of E, F or G.
- 65.3% of households were living in a property with an energy efficiency rating of D.
- 59.8% of households have an income below 80% of the income thresholds and 19.0% less than 50% of the income threshold.

Working in partnership

Nest works in partnership with Rent Smart Wales to ensure 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 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 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, or loft insulation and some may include newer technologies like solar panels, 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.

Household and property characteristics

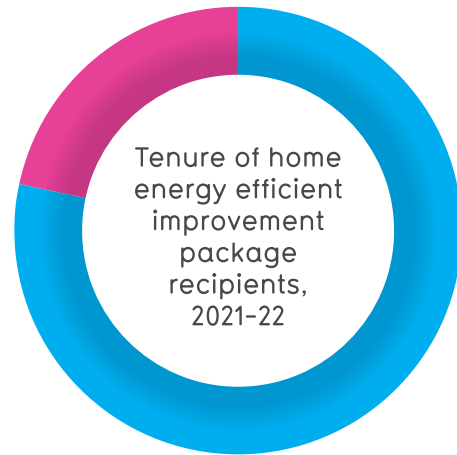
Nest aims wherever possible to bring people out of fuel poverty.

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 who 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.

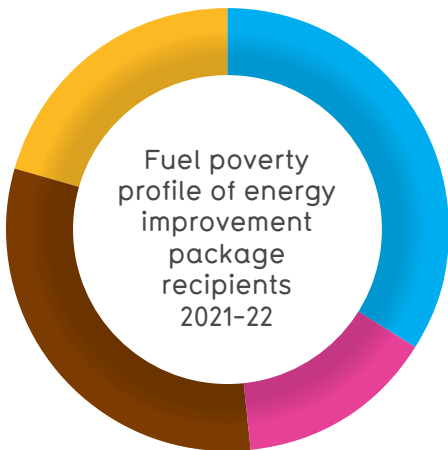
Prior to receiving home energy efficiency improvements, 54.6% of households contacting Nest were estimated to be living in fuel poverty. This includes 20.5% of households living in severe fuel poverty.

The chart below shows the breakdown of tenure for households receiving a home energy efficiency improvement package: 78.6% were owner occupied and 21.4% were privately rented.

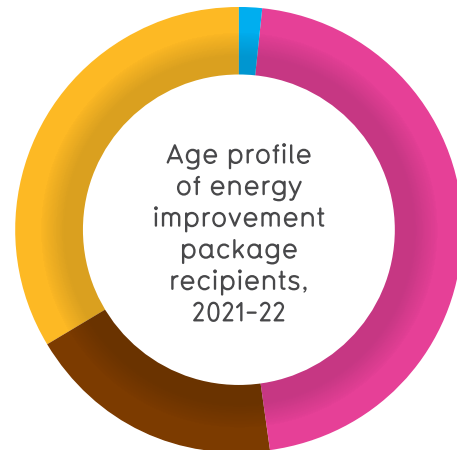


78.6% Owner occupied 21.4% Privately rented

The chart below shows the breakdown by age of householders receiving a home energy efficiency improvement package.

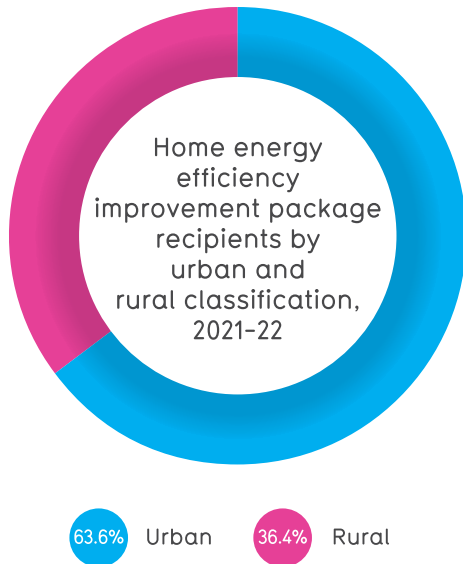


34.1% In Fuel poverty 14.4% Not in fuel poverty (Qualified through health criteria)
 31.0% Not in fuel poverty (means tested) 20.5% In severe fuel poverty

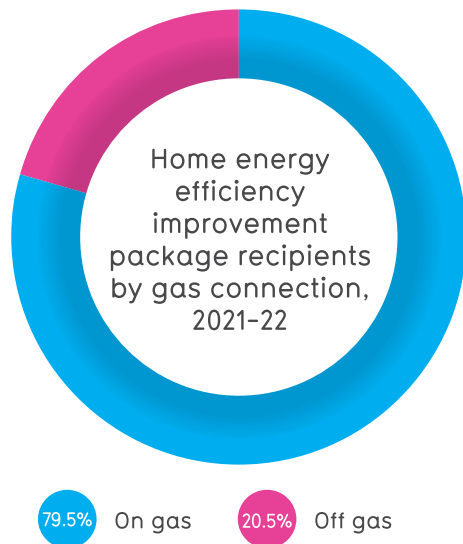


1.87% Under 24 18.69% 60-69
 46.08% 24-59 33.36% 70 and over

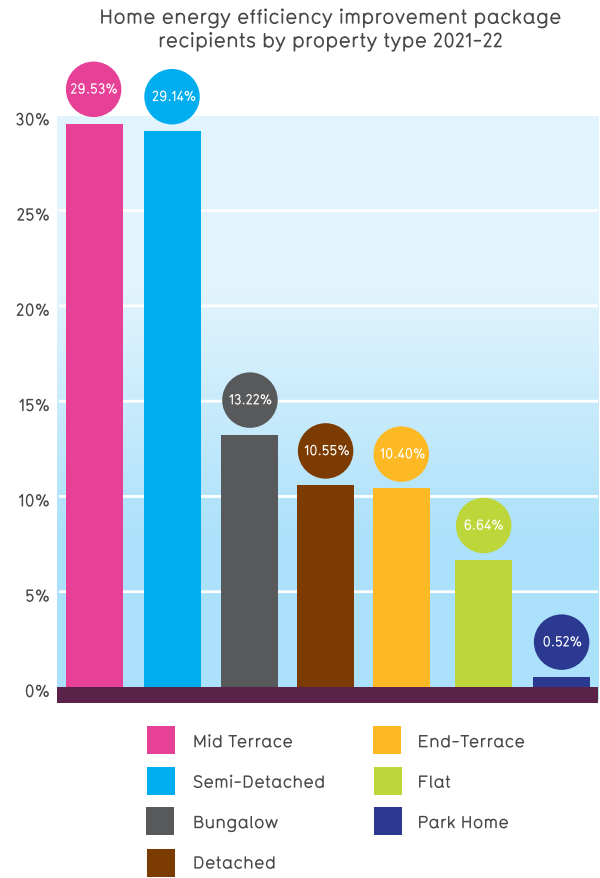
The breakdown by urban and rural classification of customers receiving a home energy efficiency improvement package shows 63.6% of households were living in urban areas, and 36.4% were living in rural areas, an increase of 3.6% from the previous year.



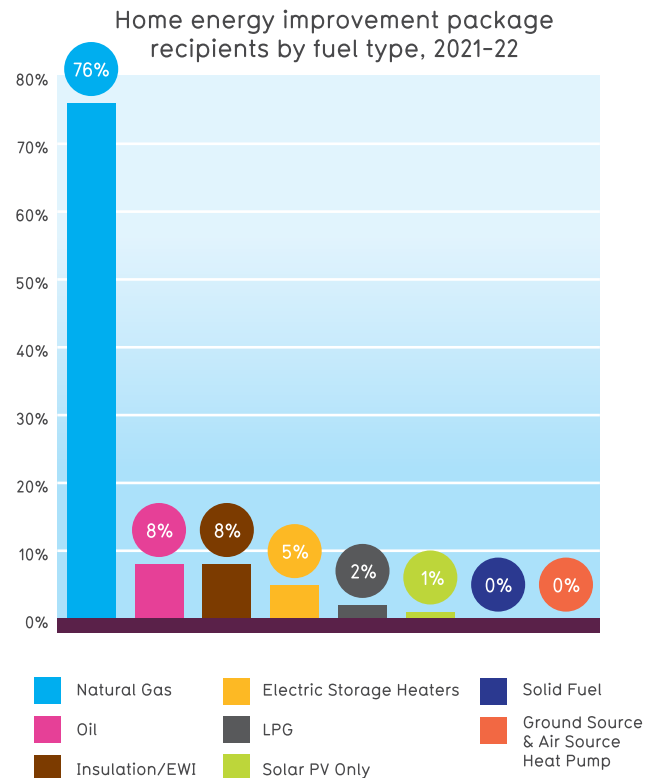
The proportion of customers who were not connected to the mains gas grid prior to receiving measures under the scheme was 20.5%, an increase of 2.7% from the previous year.



Breakdown by property-type of households who have received a home energy efficiency improvement package is shown in the graph below.



The chart below further details the types of off gas measures which were completed during 2021-22.



Improving energy efficiency

Nest home energy efficiency improvements have delivered estimated energy bill savings averaging £300 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 the properties receiving measures were very energy inefficient households – rated D (7.1%), E (4.3%), F (31.3%) or G (57.3%).

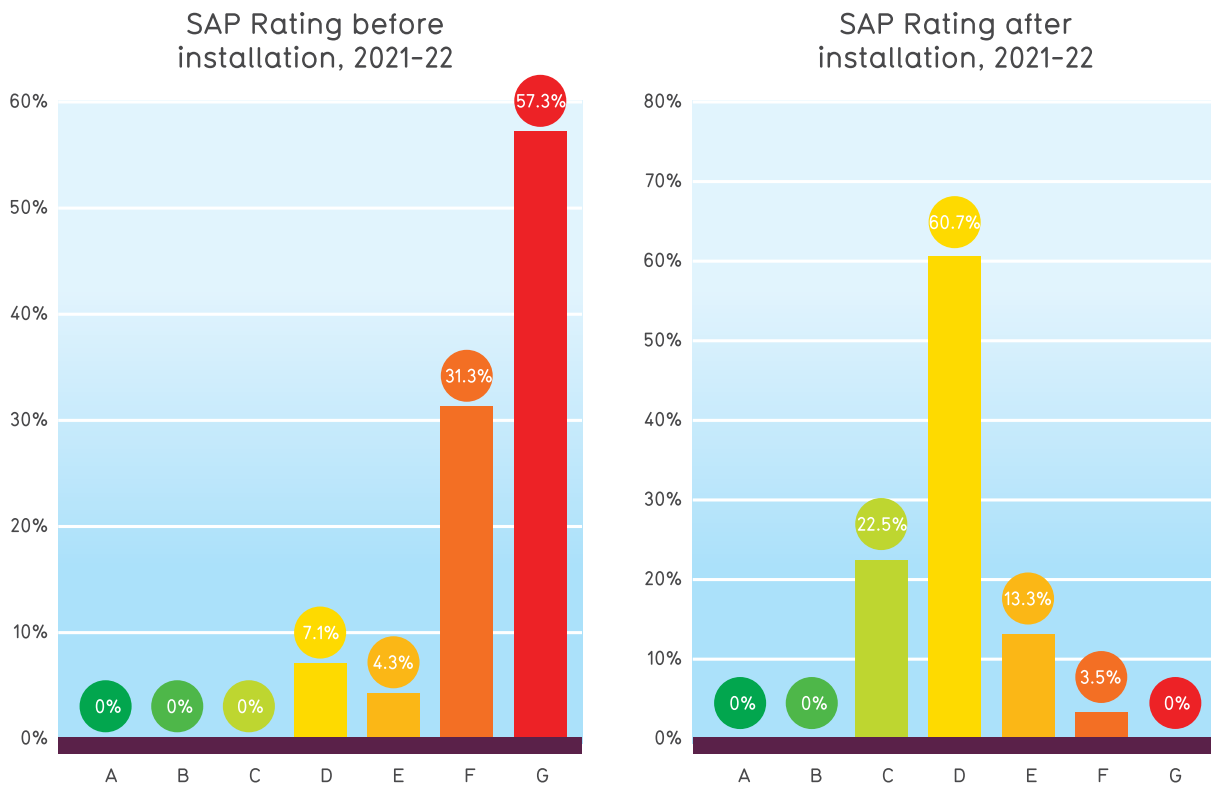
After the installation of the home energy improvement package, 83% of properties were increased to a C to D-rating and a further 14.3% to an E-rating and 2.7% to an F-rating. Some properties which received improvements may remain in an E rating because it has not been possible to demonstrate value for money for the more enhanced measures required. In 2021-22, no properties remained in a G-rating.

The Nest scheme calculates the effects of energy efficiency improvements on the homes using an Reduced Data SAP¹ 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 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.



1. 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.

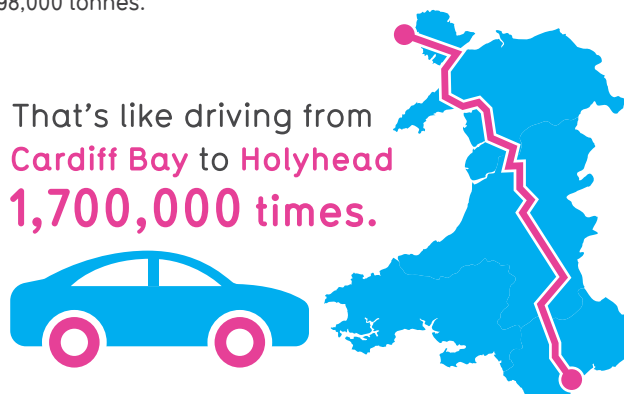
Household savings

The chart shows the breakdown of modelled energy savings per household receiving measures by local authority, with an estimated average saving of £300 per year or 21,957 megajoules (units of energy) per annum. This shows an increase from 20,323 megajoules in 2020–21.

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 CO₂ by over 98,000 tonnes.

That's like driving from Cardiff Bay to Holyhead 1,700,000 times.



Local authority	Sum of CO ₂ lifetime saving (tCO)	Average of energy use saving (megajoules)	Average annual fuel cost saving
Blaenau Gwent	2,348	24,687	£294
Bridgend	4,705	21,664	£241
Caerphilly	5,226	23,331	£279
Cardiff	4,752	19,417	£243
Carmarthenshire	9,895	24,373	£343
Ceredigion	3,453	23,915	£408
Conwy	2,773	21,385	£217
Denbighshire	2,184	21,083	£179
Flintshire	2,746	20,162	£174
Gwynedd	4,926	24,969	£344
Isle of Anglesey	2,525	23,172	£322
Merthyr Tydfil	2,765	23,285	£358
Monmouthshire	1,260	21,938	£358
Neath Port Talbot	5,493	21,684	£237
Newport	3,813	20,062	£319
Pembrokeshire	6,907	21,806	£384
Powys	4,593	24,317	£384
Rhondda Cynon Taf	13,913	22,183	£442
Swansea	6,769	20,171	£220
Torfaen	2,547	21,876	£316
Wrexham	2,195	20,844	£187
Vale of Glamorgan	3,186	19,929	£261

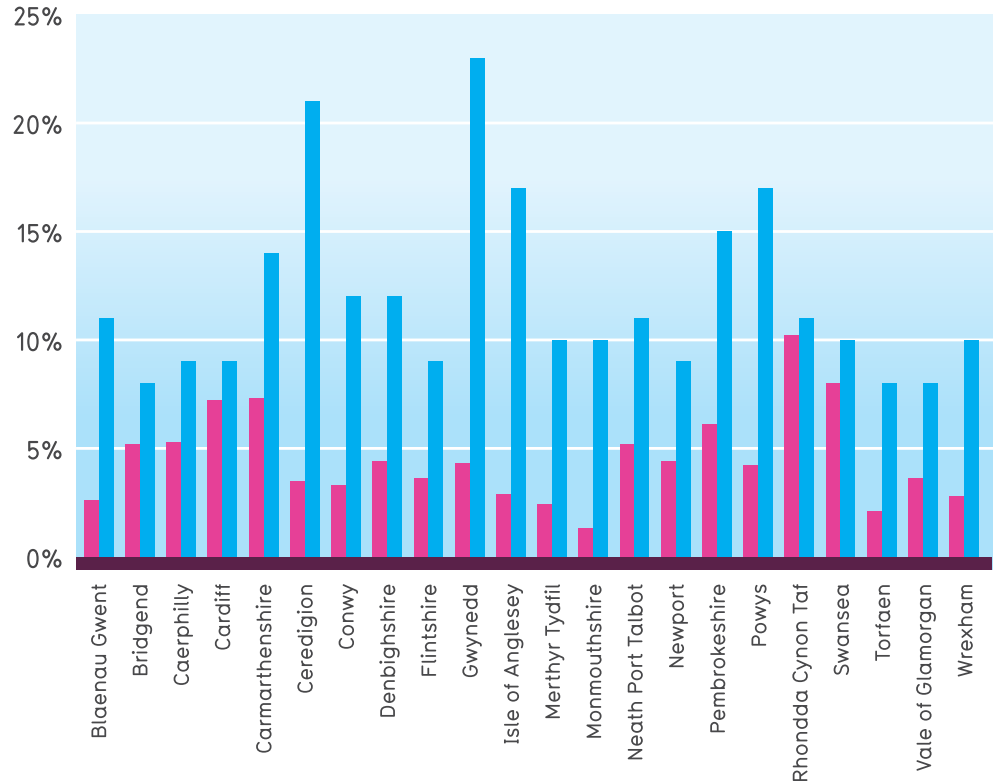
Welsh Government investment

During 2021-22, the Welsh Government invested £24.5 million through Nest measures.

Installations by Local authority area, 2021-22 /
Distribution of fuel poor households by local authority area, 2017-18

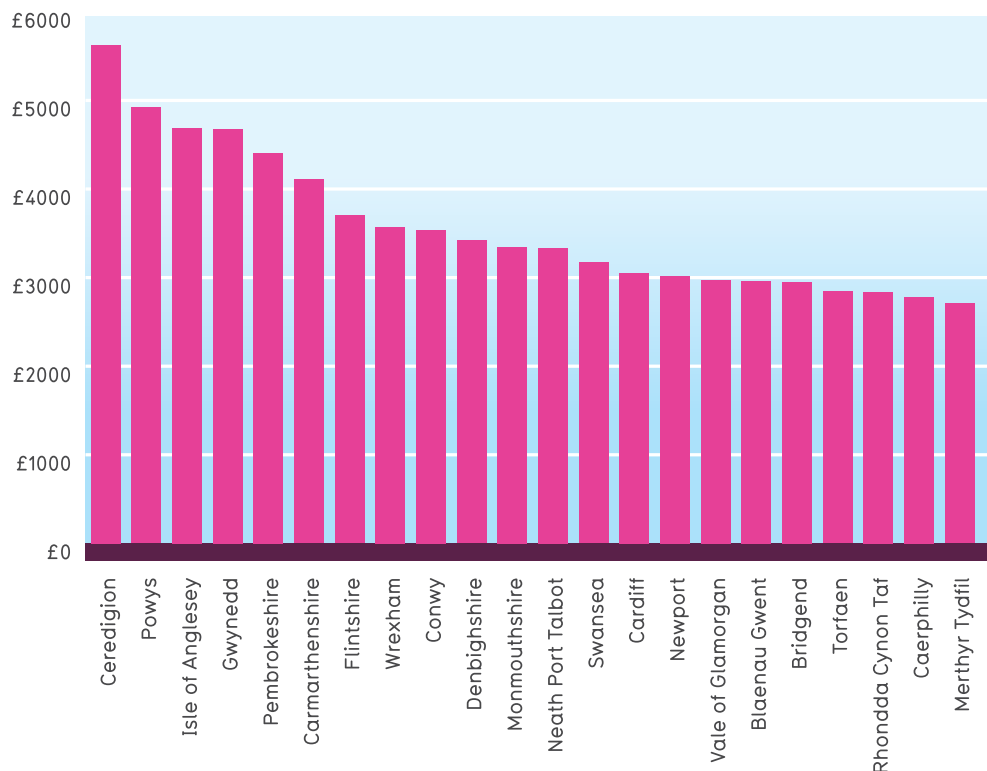
The graph illustrates the percentage of installations completed by local authority area in 2021-22 along with the estimated percentage of households in fuel poverty, based on the Welsh housing conditions survey of 2017-18.

- Installations by local authority area, 2021-22
 - Distribution of fuel poor households by local authority area, 2017-18
- Source: Welsh housing conditions survey, 2017-18



Local authority average spend per household 2021-22

This chart shows the average spend on home energy efficiency improvements by local authority. The spend is higher in some local authorities due to the number of properties not on mains gas.



Householder satisfaction

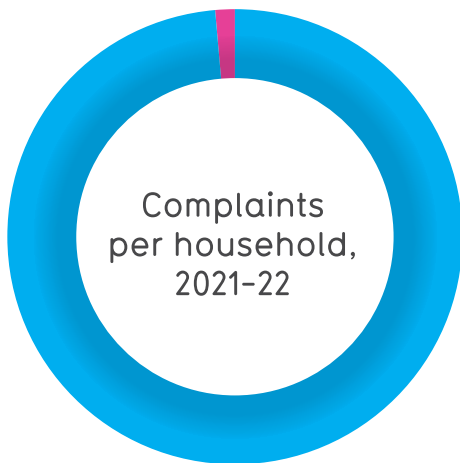
Customer satisfaction with Nest has been consistently high over the life of the scheme. In 2021-22, 98.8% of customers reported satisfaction with the advice services and installations provided by Nest.

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 1.2% of all customers receiving a home energy efficiency improvement package and the majority of customers were satisfied with the installation service provided.



1.2% Not satisfied 98.8% Satisfied



98.8% No 1.2% Yes

Building partnerships across Wales

Our Partnership Development Managers (PDMs) work with local authorities, health boards, charities, and community organisations across Wales to help reach households who may benefit from our advice and support.

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

- Local authorities (teams working in housing, social services, affordable warmth partnerships, environmental health, specialist public protection and minimum efficiency requirements enforcement).
- Socially excluded people (foodbanks and Home Start Wales).
- Disabled people's organisations (Disability Wales, Scope).
- Older people (Action for Elders, 50+ Forums, Age Cymru, Care & Repair and Age Connects).
- Health sector (local health boards, Wales Infected Blood Support Scheme and Red Cross).
- People with long-term illnesses (Alzheimer's Society, Wales Neurological Alliance, Stroke Association, Carers Wales, Macmillan).
- People recovering from mental illness (Hafal, Community Forums, Mind).
- Advice services (Citizens Advice, Serco, Money and Pensions Service, Clean Slate, Warm Wales, Groundworks North Wales).
- Network providers (Scottish Power Energy, National Grid*).
- Voluntary services (Denbighshire Voluntary Services Council, Powys Association of Voluntary Organisations).

*As of September 2022, Western Power Distribution Wales and West is now part of National Grid.

Partner organisations are trusted by customers, and particularly by vulnerable and socially excluded groups who need reassurance 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 Connects, Warm Wales, Dŵr Cymru and Care & Repair allows us to significantly increase the reach of Nest to key audiences by tapping into their platforms, channels, and networks.

Due to relaxation of COVID-19 restrictions, PDMs have begun to meet with organisations and customers face-to-face again. In 2021-22, PDMs presented and attended 368 in-person and virtual partner meetings.

Below are some examples of the partnerships built:

Local authorities

Direct mailing campaigns were undertaken in partnership with eleven local authorities. These included Bridgend, Cardiff, Carmarthenshire, Flintshire, Gwynedd, Neath Port Talbot, Newport, Pembrokeshire, Powys, Rhondda Cynon Taf and Swansea. PDMs also worked with Caerphilly and Wrexham local authorities on partnership campaigns to support residents. PDMs have also delivered Nest training and presentations to raise awareness of support among staff across Wales. This includes training sessions with Caerphilly Community Connectors, Carmarthenshire Social Services, Cwmbran Wellbeing team at Torfaen Council, Rhondda Cynon Taf Interlink Community Wellbeing Co-ordinators, and Swansea Council's Private Rented Sector team.

Health boards

Hywel Dda University Health Board

As part of the Housing and Health Bevan Exemplar project, PDMs have worked on a best practice toolkit for health boards across Wales. PDMs delivered training presentations to Ceredigion Community Mental Health teams and took part in Community Pharmacies Wales driver's training to equip them with Nest information across the Hywel Dda health board area. PDMs also delivered presentations to the Carmarthenshire Health and Wellbeing Network, while continuing to support Lifestyle and Smoking Cessation teams, enabling service users with respiratory, cardiovascular, and mental health conditions to receive Nest support. In addition, there is ongoing engagement with all seven health boards across Wales to raise awareness of Nest.

Betsi Cadwaladr University Health Board

PDMs have begun engagement with the Betsi Cadwaladr University Health Board community hubs, supplying marketing materials and attending events to discuss the cost of living with residents. These partnerships play a crucial role in allowing the scheme to reach the most vulnerable households. PDMs also attend Engagement Practitioners' Forums, a network of organisations to identify opportunities for collaboration.

Third sector partnerships

Scope Disability Energy Hub

PDMs have provided training to Disability Energy Hub advisers, a new Energy Redress scheme funded project who offer energy advice for disabled households and helps address any extra costs they may experience.

Care & Repair Cymru 70+ Project

PDMs work closely with Care & Repair to help them identify customers who will be eligible for Nest. Training sessions are delivered by PDMs to offer guidance on individual cases. The Nest Partner Portal allows Care & Repair to refer customers and follow their progress from application to installation.



“I work with a wonderful team of Home Energy Officers right across Wales, every one of my colleagues is passionate about helping people stay warm and safe at

home. We have a great relationship with the Nest team, together we have helped people enjoy such positive outcomes. In southeast Wales a person contacted us – they had no heating, no funds and they felt there was nowhere to turn for help. Our Home Energy Officer worked with our client to prepare and apply to the Nest team and was successful. Our client received a new, efficient boiler and a fully functioning heating system, they are thrilled, warm and delighted with the way the installation was carried out from start to finish.”

Jo Harry, Project
Manager 70+ Cymru,
Care & Repair



Care & Repair Cymru

Advice services

Citizens Advice Cymru

One of our PDMs delivered a presentation alongside Citizens Advice Cymru staff at an all-Wales Universal Credit & Energy Efficiency Advice Session hosted by Welsh Government. PDMs delivered training updates to Citizens Advice Warmer Wales advisors and worked closely with regional and local energy support schemes delivered by Citizens Advice in:

- Blaenau Gwent
- Caerphilly
- Ceredigion
- Conwy
- Denbighshire
- Flintshire
- Monmouthshire
- Rhondda Cynon Taf
- Ynys Môn

A partnership between Nest, Citizens Advice and Advicelink Cymru provides a debt advice and customer referral service. PDMs also delivered online energy workshops and public drop in events with Citizens Advice Regional Energy Champions. The Nest advisor team also received training from Citizens Advice staff, to help further improve customer service.

Delivering additional benefits

The Welsh Government Warm Homes Nest scheme continues to forecast 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.

The intention is to achieve the very best value for money in the widest sense. We ensure our community benefits strategy incorporates and delivers outcomes for each of the following:

- Generate employment and training opportunities for priority groups.
- Deliver and support educational and equality and diversity initiatives.
- Help build capacity in community organisations.
- Support supply chain development.

A summary of our key achievements, along with some of the projects we delivered in 2021-22:

Educational support initiatives

We were recognised at Careers Wales' Valued Partner Awards. Our project with Ysgol Clywedog in Wrexham, supporting young people to engage with the world of work, was named Best Ongoing Relationship with a School.



Home of the Future

Our school competition, Home of the Future, challenged students to create an online game which would make a home more energy efficient. With support from Technocamps, a digital outreach programme for students and adults, online workshops were held to provide guidance on game creation and energy saving advice. Entries were received from 27 teams and individuals, with the winners announced at an online ceremony in July 2021. The winning team from St Martin's Comprehensive School in Caerphilly won £2,000 to spend on equipment for their school.

Generating employment and training opportunities for priority groups

Nest has continued to support Jobcentre Plus and the Mentoring Circles programme with some great results. Virtual workshops have been delivered with 246 people in attendance. Our feedback survey has shown:

- 81.2% of attendees made changes to their CV.
- 91.3% of attendees gathered answers to potential interview questions.
- 100% of attendees would recommend the workshop to others.
- 49.3% of attendees have obtained a positive outcome (either in employment or volunteering).

Building capacity in community

organisations

Alzheimer's Society Memory Walk

Nest colleagues volunteered to be marshals for this year's Memory Walk in Cardiff. Placed on the last check point, we cheered on over 1,200 walkers, making a real difference to people affected by dementia.

Blaenau Gwent's Christmas Toy Appeal

The Nest team donated to the appeal, allowing fifty presents to be purchased for local families.

Ukraine Appeal

Items were collected by the Nest team to donate to the appeal, organised by Beaufort Hill Miners Welfare Hall. This included children's medicines, first aid materials, medical supplies, baby changing items and non-perishable food for transportation.

Our outlook for 2022–23

We continue to enhance and develop our community benefits activities by seeking new partnerships and supporting community organisations throughout Wales. We have continued to increase opportunities promoting employment and learning, Nest is registered with Remploy Cymru's Community Partnership Network to support their diversity and inclusion strategy for employment. We are also supporting SMEs across Wales with opportunities to upskill within the renewable technology area.



"After leaving school, I started at Ystrad College and All Round Energy Solutions Ltd. I have completed my L2 in Plumbing & Heating and now

continuing with my L3 qualification. Doing an apprenticeship allows me to be hands on working and earning money whilst learning new things. My goal is to become fully qualified and keep working in a job that I love doing."

**Ethan, Apprentice,
All Round Energy Solutions Ltd**

Looking ahead

The Nest scheme has been running since 2011, but with rising energy bills and the cost of living, the need to tackle fuel poverty and help those most in need is as important as it's ever been.

The Nest scheme will continue to tackle fuel poverty in Wales and:

- Work with a range of partner organisations to ensure the scheme reaches those households in most need.
- Continue the rollout of solar PV and battery storage to eligible households and deploy newer technologies including air source heat pumps.
- Launch a Winter Fuel Campaign in November 2022 to support households across Wales with advice on saving money on energy bills, as well as signposting to vital support services to maximise income.
- Continue to contribute to Welsh Government's energy and poverty strategies.
- Continue to assist housing co-operatives and support the private rental sector.
- Operate within the values set out in the Well-being of Future Generations Act including collaboration, integration, and prevention.

The Nest scheme 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.

Find out more about how the Welsh Government Warm Homes Nest scheme can help make your home warmer and home energy efficient:

Call freephone 0808 808 2244

Visit nest.gov.wales

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