



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

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



0808 808 2244
www.nestwales.org.uk



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



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Nest: WG Flagship Fuel Poverty Reduction Programme in Wales



What is Fuel Poverty?

- “Welsh Government class a household to be in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income on all household fuel use”

Satisfactory being:

- 21°C in main living area and 18°C in other areas
- Severe fuel poverty is defined as being “when a household spends more than 20% of income on household fuel use”

- <http://www.assembly.wales/Research%20Documents/Fuel%20Poverty%20-%20Quick%20guide-15022011-210270/qg11-0002-English.pdf>

Principle Causes of Fuel Poverty:

- Low income
- Fuel costs
- Access to infrastructure (e.g. Mains gas – LPG/all electric)
- Energy efficiency of the property
- Energy behaviour (e.g. using portable heaters vs central heating system)



Welsh homes in context

- UK has the oldest housing stock in Europe
- Wales has the oldest housing stock in the UK

Of the 1.3m homes in Wales:

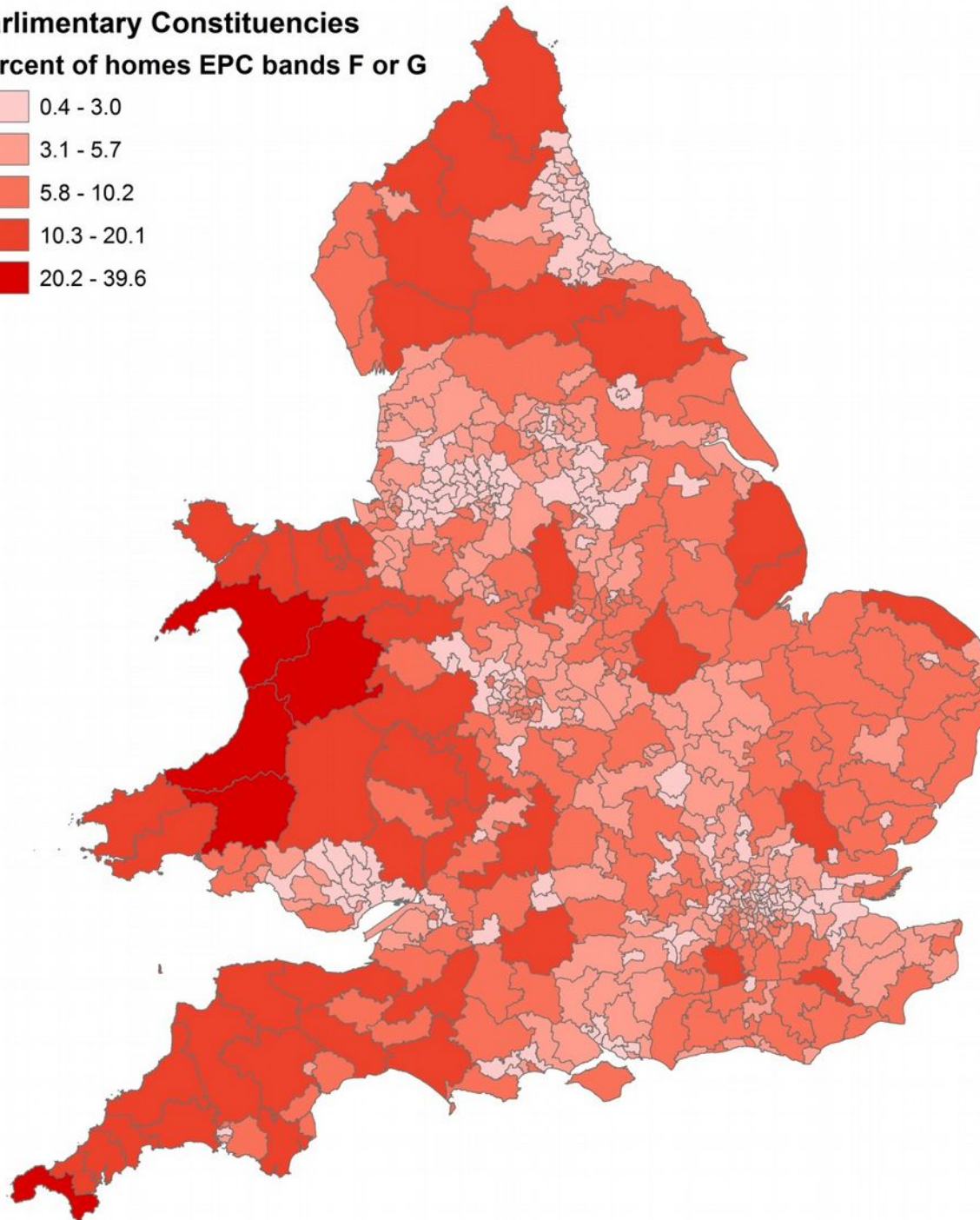
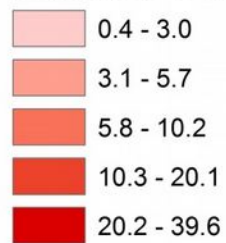
- 430,000 solid wall homes
- 749,000 under insulated lofts
- 220,000 cavity walls remain unfilled

(2014 figures)



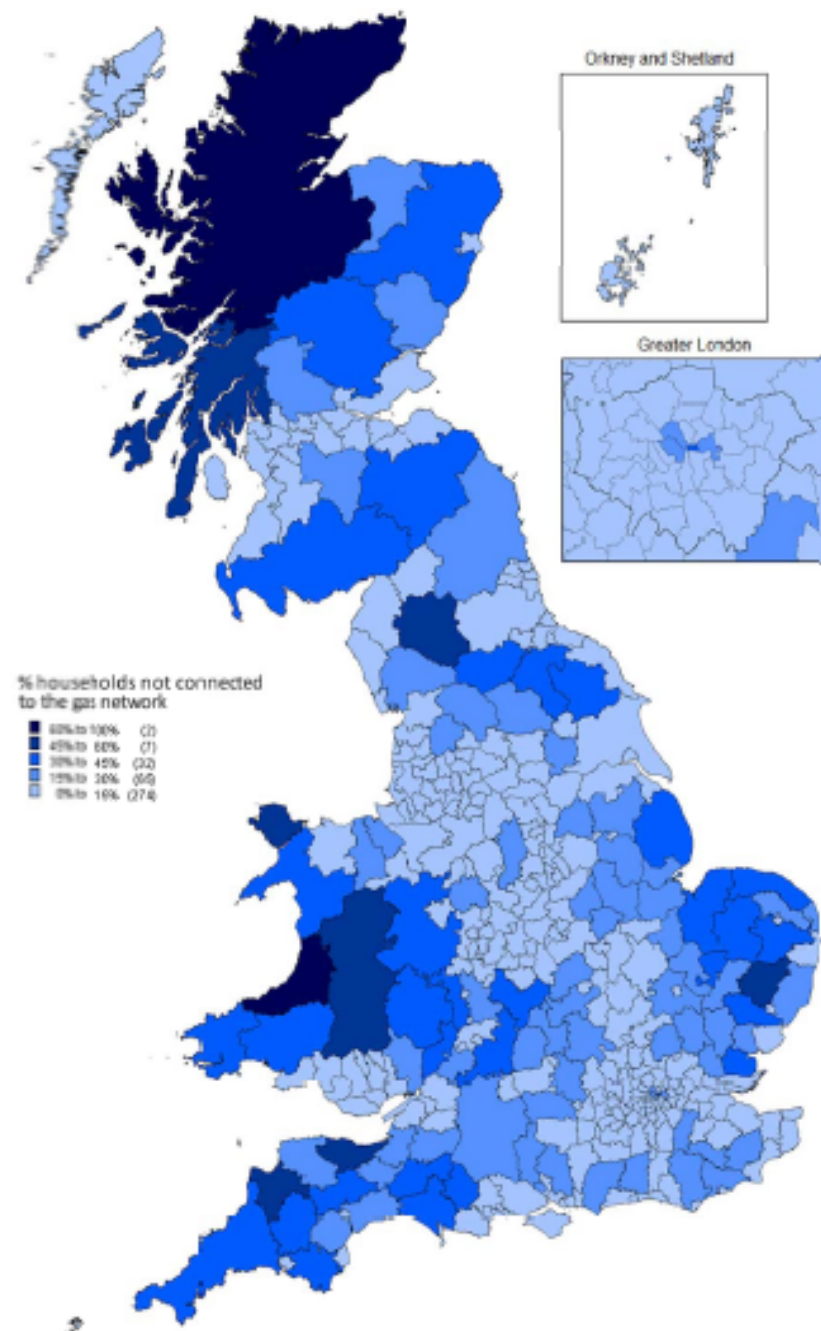
Parliamentary Constituencies

Percent of homes EPC bands F or G



Source:
CSE 2016

Figure 1: Proportion of properties without a gas meter by local authority (DECC sub-national estimates)





Targeting Fuel Poverty by wards

Nest are working across Wales to target wards with the highest incidences of Fuel Poverty. In Powys, these include:

- Llanfyllin, Banwy, Llanbrynmair, Glantwymyn, Machynlleth
- Ystradgynlais SA9 1; Llandrindod East/West LD1 5, LD1 6; Llandrindod South LD1 5, LD1 9; St Mary LD3 7
- (WG Fuel Poverty Indicators)



What is Nest?

- Nest is part of the Welsh Government Warm Homes Programme
- Something for **everyone**:
 - Signposting
 - Benefit Entitlement Check
 - Energy / Switching advice
- **Free home improvements** through **Whole House** Assessment targeting people in fuel poverty and people in vulnerable situations
- Complementary scheme to existing services



Call: 0808 808 2244 Free from landlines and mobiles
www.nestwales.org.uk



Nest signposting

- Warm Home Discount - **£140 off electricity bill**
- **Water Sure Wales** – Capped water charges where eligible
- Priority Services Register – **Priority** in the case of a power cut/meter reading/meter access
- Switching energy supplier – Average **£150 saving per year**
- Water meters – can **reduce water bills** for smaller households
- Care and Repair
- Fuel Club networks



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Support for those in energy debt

- Fuel direct – **Debt and energy costs** paid through benefit
- Water direct – **Debt and water costs** paid through benefit
- Welsh Water **customer assistance fund** – Payment plan and debt wipe off
- SWALEC Priority Assistance Fund – **Debt wipe** off if criteria met
- Energy **supplier trust funds** – E.g British Gas/EDF, debt wipe off in extreme circumstances.



Hard to reach Hard to treat

To qualify for a **whole house assessment** and Nest home improvement measures, you must:

- **Own or privately rent** your home in Wales
- Claim a means tested benefit
- Live in a property which is **E, F** or **G** rated on the EPC

If unsure: 3 tick boxes on Nest leaflet 😊



Energy Efficiency Rating

	current	potential
<i>Very Energy Efficient - lower running</i>		
(92 - 100) A		
(81 - 91) B		
(69 - 80) C		73
(55 - 68) D		
(39 - 54) E	37	
(21 - 38) F		
(1 - 20) G		
<i>Not Energy Efficient - higher running costs</i>		



E, F or G Rated Homes

As a guide, a property in the **E**, **F** or **G** band would typically have one or more of the following characteristics:

- **No central heating**, part or **inefficient** central heating
- **Solid stone or brick** construction (no cavity)
- **Low levels** of insulation
- **Single glazing (full/partial)**



Means Tested benefits

- Child tax credit where the *individual* income is below **£16,105**
- Council tax reduction scheme (excluding single person occupancy reduction)
- **Housing benefit**
- Income based job seekers allowance
- Income related employment and support allowance (previously incapacity benefit)
- Income support
- **Pension credit (savings or guarantee)**
- **Universal credit**
- Working tax credit where the *individual* income is below **£16,105**



Nest support

Improvements available for **eligible** households include:

- New central heating systems
- New radiators
- Loft insulation
- Cavity wall insulation
- Draughtproofing (as part of Nest measures package)
- Solid wall insulation
- Renewable energy generation systems (e.g. Air source heat pumps)
- Woodburning stoves



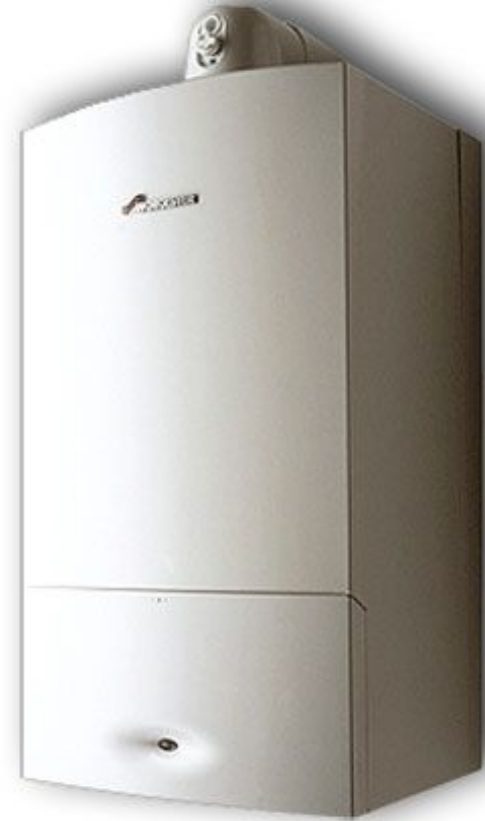
Customer Journey

- Customer calls **0808 808 2244** or is referred by partner
- Tailored **advice and support** is provided directly and through partners as appropriate
- Households complete a **remote home energy check** to identify whole house assessment eligibility
- **Score generated** which indicates whether household is eligible



Customer Journey

- **Personal Customer Manager** arranges whole house assessment
- **Whole house assessment** takes place within 15 working days
- Aim to complete work within **45 working days**
- **Priority installation** to those with health vulnerability



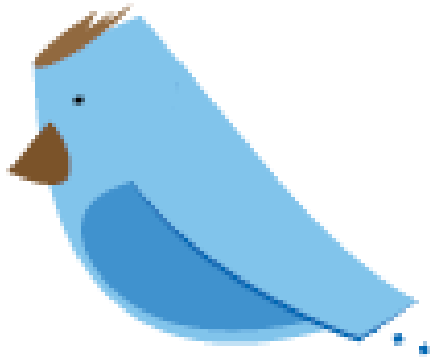
Nest Stories

- [https://
www.youtube.com/watch?v=2vFvwFkdhKE](https://www.youtube.com/watch?v=2vFvwFkdhKE)



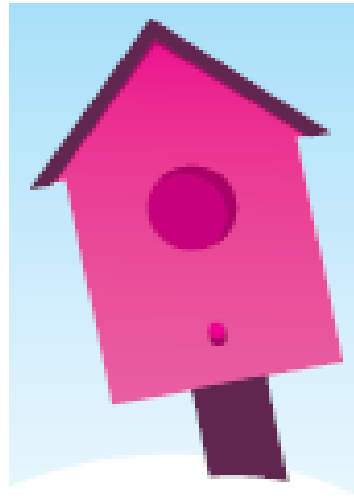
Nest 2011-2016

85,000



Households
receiving
advice and
support

23,700



Homes
receiving home
energy
improvements

£11,100,000



Annual
energy bill
savings



In the last year (2015-16):

- Over 17,000 people contacted Nest
- Over 6,000 received home energy improvements
- Over 1,400 were referred for a Benefit Entitlement Check – 348 households were found to be eligible for new or additional benefits averaging £1,174 per household
- Nearly 4,000 referred to their energy supplier for Warm Homes Discount (value of £47,320 savings)
- 1,451 households were referred to Care and Repair services
- Nearly 800 households referred to North Wales and Mid and West Wales fire services – 408 received a home safety check



How to refer

- Signpost service users to Nest **0808 808 2244**
- Use the Nest partner portal -
- **<http://partnerportal.nestwales.org.uk>**
- Call Nest on behalf of the service users (third party)



How to refer

Nest Login

Please login to continue:

Username	<input type="text" value="Cantref"/>
Password	<input type="password"/>
	<input type="button" value="Login"/>

Welcome Cantref

Welcome to the Nest Portal. As you can see there have been some changes to the site. You are able to view Quarterly PDF reports and Bi-weekly Excel reports [here](#). All applications to the Nest Programme will now be made through the Nest Wales website.

The link below will take you to the Contact Us form within the Nest Wales Website. You'll need to enter the name and address of the applicant using the postcode lookup. If the address is not found you will need to contact the advice centre directly on **0808 808 2244**

When referring a client **you need to fill in the 'Are you completing this on behalf of someone else?' section**. You will need to include the following:

- **Nest Partner ID** - Shown in the greeting line at the top of this page
- **Applicant Tenure**
- **If they are receiving a Means Tested benefit, if so, which one**
- **How to contact the applicant** - is there a third party dealing with the application?

This section is imperative as it means that the advisor is able to attach this applicant to your **Nest Partner ID**, without this you will not be able to receive updates on this applicant's progress.

Then answer the Nest questions at the bottom and click **Request a call back**. That's it – you're done!

Please follow the link below.

<http://www.nestwales.org.uk/eform/submit/call-back-request-form>

Partner Portal

Your Details

*Required field

First name *

Last name *

Post code *

Please note that this scheme is only open for residents of Wales

Select address ▼

Number

Street name *

Town/City *

County

Telephone *

Email

☒ Are you completing this on behalf of someone else?

Please give your name, telephone number AND the name of the organisation you work for OR your relationship to the applicant (maximum 500 characters)

Partner: Nest Partner ID
Client is homeowner
Means tested benefit (Pension Credit)
Please contact client directly/Please contact third party: Daughter, Miss Bloggs 07791200300

Note: This service is only available to residents of Wales

Some questions

To help us understand more about your household, please answer the questions below:

	Yes	No
Do you find your home hard to heat?	<input checked="" type="radio"/>	<input type="radio"/>
Are you or your partner over 59?	<input checked="" type="radio"/>	<input type="radio"/>
Is anyone in your household under the age of 25?	<input type="radio"/>	<input checked="" type="radio"/>
Do you have central heating in your home?	<input checked="" type="radio"/>	<input type="radio"/>
Does anyone in your household receive benefits?	<input checked="" type="radio"/>	<input type="radio"/>
Do you worry about the cost of your fuel bills or other debts?	<input checked="" type="radio"/>	<input type="radio"/>



Working Together

- Nest /portal training for teams and community groups.
Talks.
- **Partnership** working: LAs, 3rd Sector, Direct Mailing
- Project work: Drop in sessions – two way referral
- **Events** – Nest can attend or organise. Newtown 25/10

Annual Report

www.nestwales.org.uk/Resources

Available from your PDM:

- Partner guide PDF
- Leaflets & leaflet holders
- A4 posters – other sizes available on request
- Different language leaflets





Diolch

Thank you



Key Information and Questions

Nest Website: www.nestwales.org.uk

Partner Support

Mid and West Wales

Peter.Hughes@est.org.uk