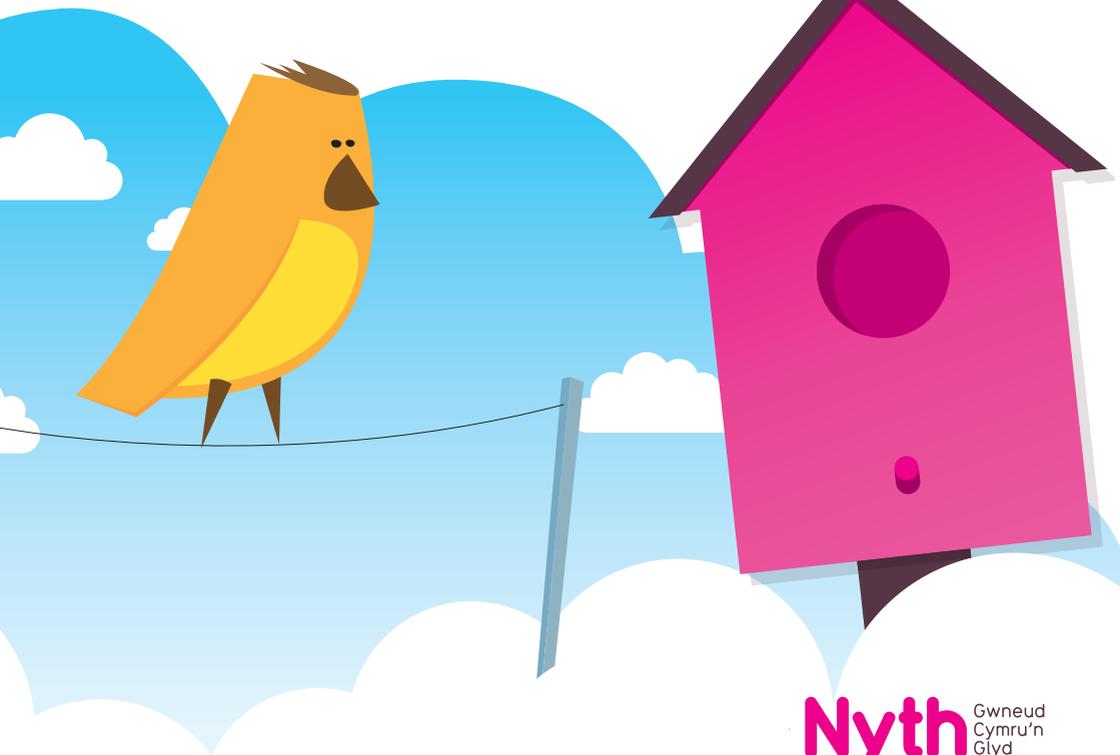


# A guide to Nest

Nest is a Welsh Government scheme working to help reduce the number of households in fuel poverty and make Welsh homes warmer and more energy-efficient places to live.



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

# What is Nest?



Nest is designed to help householders lower the cost of their energy bills and make their homes warmer.

Nest can provide everyone with advice on:

- saving energy
- money management
- fuel tariffs
- benefit entitlement
- energy suppliers

How can Nest help people in fuel poverty?

Fuel poverty is defined as people who spend more than 10% of their household income on heating their home.

Nest offers advice to everyone on energy saving and income maximisation.

Nest can also provide the householders living in the hardest to heat properties with a package of no cost home improvements to help make their home warmer.

Householders who are entitled to home improvements, at no cost, must satisfy ALL of the following criteria:

- They own or privately rent their home
- They live in an F or G rated property (see page 3)
- They are on a means tested benefit (see page 5)

# Information for partners

## How can I help promote Nest?

As a partner, working closely in communities across Wales, you will no doubt come across people who need help making their homes warmer and more affordable to heat.

Nest has Partnership Development Managers and Outreach Advisors covering the whole of Wales who are able to arrange training sessions and presentations to ensure your organisation is fully aware of the help Nest can provide to your communities.

We are happy to attend local partner events and advice surgeries and visit community groups to inform how the Nest scheme can help them and the people they work with.

Our marketing team can also provide newsletter copy for your communications; leaflet holders, leaflets and posters for display in your premises, and provide press support for your events when Nest is present.

## The Partner Portal

To make the referral process easier for you, partners can log into the Nest Partner Portal (<http://partnerportal.nestwales.org.uk>) to make a Nest application.

Using your unique user name and password, as provided by your local Nest Partner Development Manager, you can make a Nest application on behalf of your client.



# Guide to F or G rated households

## What does F or G rated mean?

The Standard Assessment Procedure (SAP) is used to calculate a household energy efficiency rating on a scale of 1-100 - with 100 being the most efficient and 1 the least.

This scale is converted into bands - A to G - where A is the most efficient and G the least efficient. Properties with a SAP of 38 points or less are in the F or G rating, and therefore qualify for Nest.

## How do you know if a house is F or G rated?

There are many different factors that affect a household's energy efficient rating, and only a SAP survey carried out in the home can confirm a household's rating.

(21-38) F

(1-20) G





However, as a guide, a property in the F or G band would typically have all, or most, of these characteristics:

- No central heating, or a central heating system with a very inefficient boiler. Usually this would mean a 15+ year old boiler but some newer boilers may also be inefficient.
- An un-insulated hot water cylinder
- Solid walls, un-insulated cavity walls or walls of a non-traditional construction type
- Less than 100mm of loft insulation
- Single glazed windows
- No low energy light bulbs or draughtproofing

Homes where the main heating system uses a fuel other than mains gas, and detached, semi-detached or end-terrace properties are also more likely to be F or G rated.

## Eligible benefits list

To qualify for Nest, a householder must be in receipt of one or more of the following benefits:



Child Tax Credit: household money coming in is below £15,860 a year



Council Tax Benefit Award (reductions and discounts do not qualify on their own)



Housing Benefit



Income-based Jobseeker's Allowance



Income-related Employment and Support Allowance



Income Support



Pension Credit



Working Tax Credit: household money coming in is below £15,860 a year



## How to apply

The householder, or someone on the householder's behalf, can call 0808 808 2244. Alternatively there is a call back request function at [nestwales.org.uk](http://nestwales.org.uk).

Upon enquiry a Nest advisor will run through some questions to get an indicative energy performance rating for the property. If the information from the phone questionnaire indicates that the applicant is eligible for Nest, and the property has an F or G energy rating, a Nest assessor will arrange a visit to conduct a full home energy assessment.

The assessment will recommend a tailored package of home improvements to bring the property up to a C rating where possible. If the householder is happy with the recommendations, a Nest contractor will arrange a convenient time to install the home improvements.

If the energy performance rating is above an F rating, Nest advisors can provide information on other schemes which may provide home improvements to the householder at low or no cost.

The Nest Partner Portal is web based and an easy way for partner organisations to refer clients into Nest, particularly if a client is vulnerable and unable to make the referral themselves.

Partner organisations have the opportunity through the portal to track the progress of clients they have referred into the scheme and report on the numbers of clients referred.

If you think that your organisation could benefit from the Nest Partner Portal please contact your local Partner Development Manager (contact details overleaf).

# Useful contacts

## Partnership development team

Nest has Partnership Development Managers across Wales to provide further assistance to stakeholders and partners.

To find out more about how Nest can help in your area, contact your local Nest representative:

### North Wales (Anglesey, Gwynedd, Wrexham)

Toni Langley  
email: [toni.langley@est.org.uk](mailto:toni.langley@est.org.uk)  
mobile: 07538 375 994

### North Wales (Conwy, Denbighshire, Flintshire)

Rick Ward  
email: [rick.ward@est.org.uk](mailto:rick.ward@est.org.uk)  
mobile: 07903 443 655

### West Wales (Carmarthenshire, Pembrokeshire, Swansea, Neath Port Talbot, Ceredigion)

Carol Lincoln  
email: [carol.lincoln@est.org.uk](mailto:carol.lincoln@est.org.uk)  
mobile: 07973 852 733

### Mid and South Wales (Powys and S.E. Wales)

Kirsten Deakin  
email: [kirsten.deakin@est.org.uk](mailto:kirsten.deakin@est.org.uk)  
mobile: 07944 568 162

Sarah Evans  
email: [sarah.evans@est.org.uk](mailto:sarah.evans@est.org.uk)  
mobile: 07852 961 436

Call us free on  
**0808 808 2244**

