



arbed am byth
CYMRU

ARBED ANNUAL REPORT

2020/2021



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MINISTERIAL FOREWORD

Our Warm Homes Programme contributes to improving the quality of homes in Wales. It supports people who struggle to meet the cost of their home energy needs, as well as contributing to our ambitions to reduce carbon emissions into our natural environment.

The current uncertainty in the energy market and rising energy costs highlights, more than ever, the need to improve the energy efficiency of homes across Wales to reduce energy use and associated costs.

As part of the Welsh Government Warm Homes Programme, the Arbed Scheme has been improving the energy efficiency of homes since 2011. The scheme has supported some of the most vulnerable people in our society.

The Arbed Scheme has also contributed to our efforts to reduce domestic carbon emissions as part of the wider effort to achieve net zero by 2050. The improvements to home energy efficiency delivered in this reporting year have saved an estimated 2.37 tonnes of carbon per property improved, supporting the Welsh Government to meet our obligations to tackle fuel poverty, achieve net zero and create decent homes for the people of Wales.

The year covered by this report has witnessed unprecedented challenges which have had a significant impact on Arbed delivery. Using combined Welsh Government and European investment of £7.8m, home energy efficiency improvements delivered through the scheme have helped improve the lives of 1,032 householders, saving on average more than £300 on bill payer's domestic fuel bills.



Julie James MS
Minister for Climate Change

ARBED YEAR 3

No one could have predicted the year we've just experienced. Amongst other things, keeping up delivery of Arbed throughout the Covid-19 pandemic created some enormous challenges.

While we are not yet through this, there are some positives we can look back on in 2020/2021; a year that saw over 1,000 homes in Wales improved with energy efficiency packages that will reduce their energy costs, lower the carbon emissions from those homes and better prepare homes in Wales for the de-carbonised future we all need to achieve.

Building on previous delivery success in East Wales, the delivery focus this year has been predominantly across the West Wales and Valleys area, utilising European Regional Development Funding to access communities where fuel poverty is higher, and the need for energy efficient homes is greater.

We have improved our marketing of the scheme to use more social media and enable everyone in Arbed areas to access a QR code to help determine eligibility, so we do not have to enter homes that we are not able to help. This has improved the user experience, made the scheme more transparent and I know the Arbed am Byth team have worked exceptionally hard to achieve this.

Throughout 2020/2021, Arbed am Byth delivered 22 schemes in 13 Local Authority areas. We have carried out 2,395 home assessments to treat 1,032 homes.

As part of the work we undertake, we have delivered over £24,000 of Community Benefit investment, seen 527 hours of training delivered and 19 apprenticeships started, investing further in the long-term benefit for communities across Wales and ensuring people entering the jobs market now will have the skills we will need to decarbonise our housing stock, and provide a safer climate for all of us.

Our job is far from over and we will continue to keep householders safe, well informed, and warmer in their homes as we continue to deliver the benefits of Arbed to the end of the current contract period. While Covid-19 is still with us, we now know we can work safely and effectively in peoples' homes and continue to deliver energy efficient homes in Wales.

Diolch yn fawr / Thank you.

Crispin Jones
Managing Director
Arbed am Byth



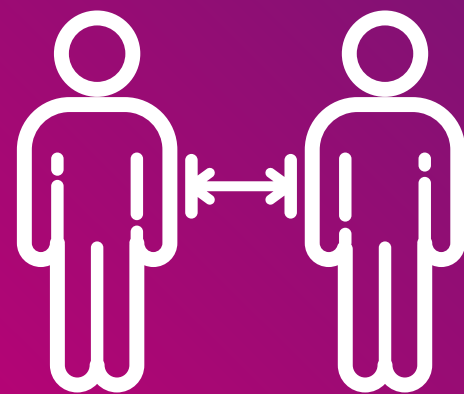


ARBED AND COVID 19

At the start of the Covid-19 pandemic, we made the decision that Arbed should not stop delivering. The majority of the Arbed am Byth team were furloughed for a few short weeks, however we knew that people in Wales, who were spending a lot more time at home, needed the help that the Arbed scheme can bring, more than ever. We invested heavily in safe operating protocols and trained our staff, our supply chain, our suppliers and our customers, on how we could work safely together.

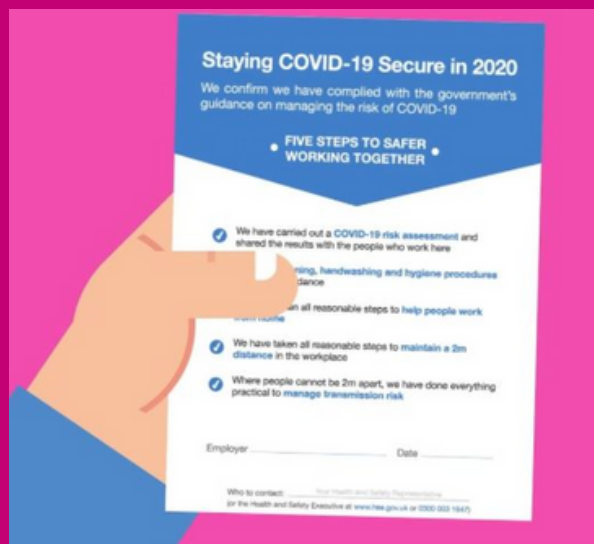
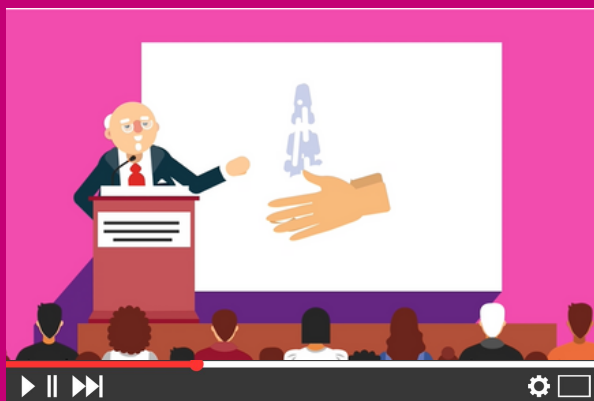
Arbed am Byth has effectively mitigated risk of Covid-19 delivery across more than 1,000 properties with only one instance where Covid-19 symptoms were identified within 2 weeks of a member of the Arbed team working in a customer's house. They were swiftly tested and thankfully found to be negative.

We have worked hard with government partners to develop this safety system of work, calling customers regularly to check for symptoms, using wearable distancing technology, creating safe havens in our customers' homes when we are working and letting neighbours and visitors know that we are on-site and access is restricted.



We created an information video on the precautions and measures we have implemented to ensure that we can keep our customers and staff safe during the pandemic.

This video is still prominently displayed on our website and our social media accounts.

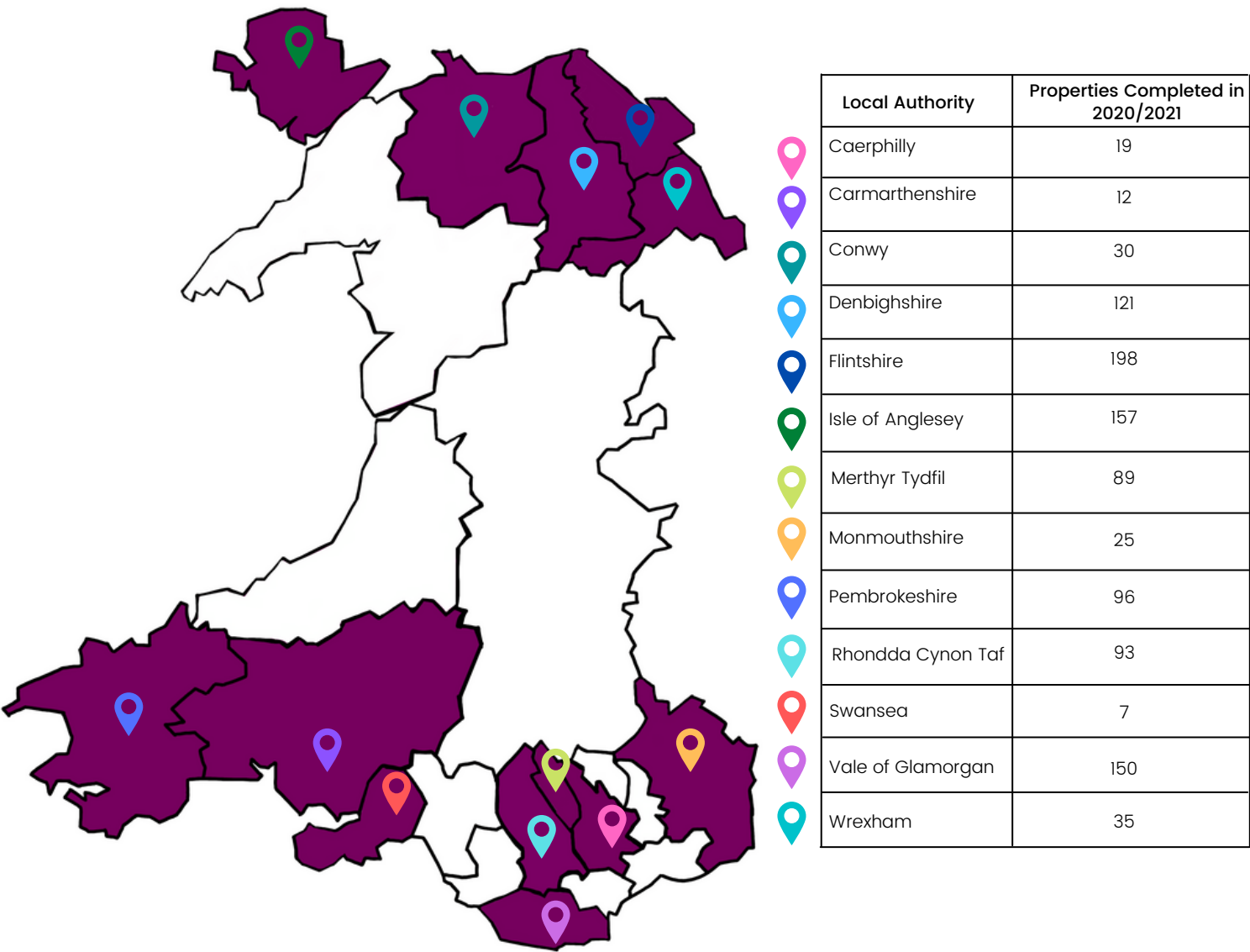


HEADLINE RESULTS

Despite a year in which industry and activity throughout Wales, the UK, and the world, have been impacted in unprecedented ways, Arbed am Byth delivered 1,032 completed properties over the 2020/2021 period.

Arbed am Byth are pleased that we have delivered consistently over this period and have positively facilitated change for so many vulnerable householders and families across Wales.

LOCAL AUTHORITIES AREAS THAT HAVE BENEFITED FROM THE ARBED SCHEME IN 2020/2021



KEY RESULTS FOR 2020/2021

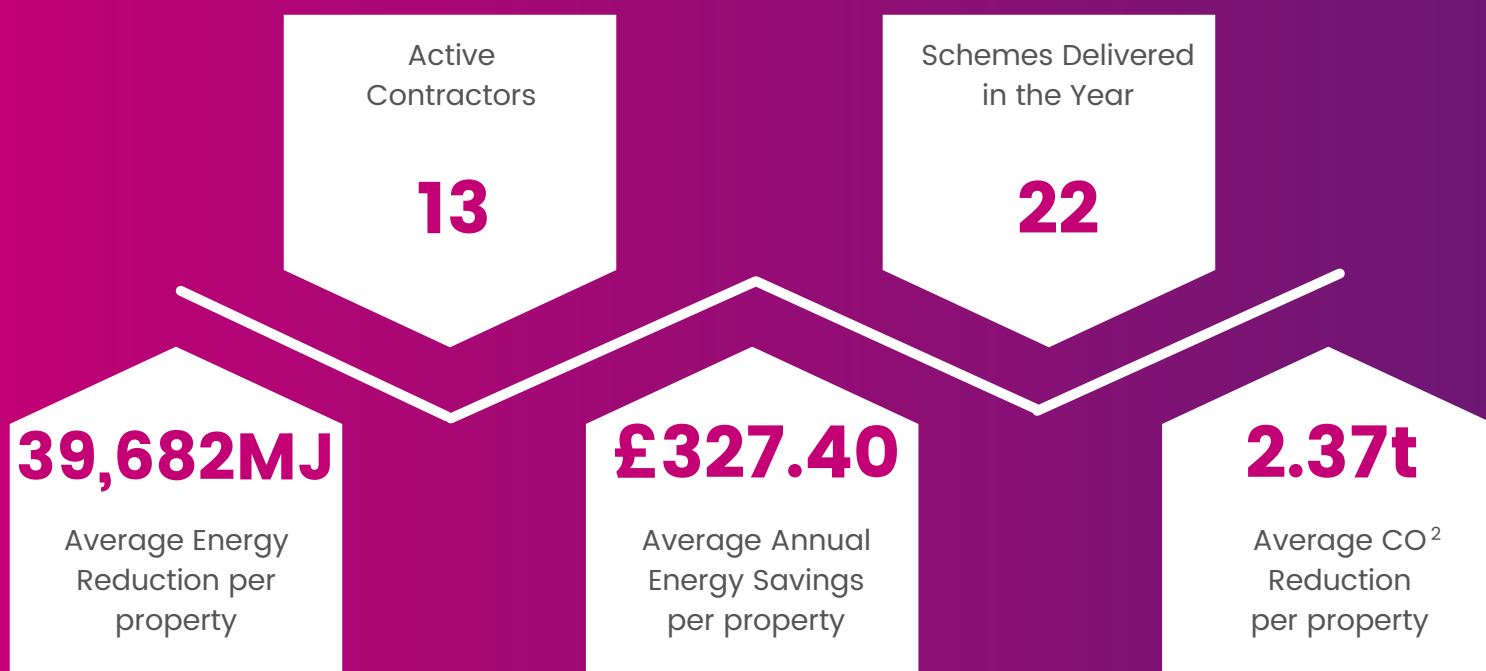


*Of which, 28% Very Satisfied and 72% Satisfied

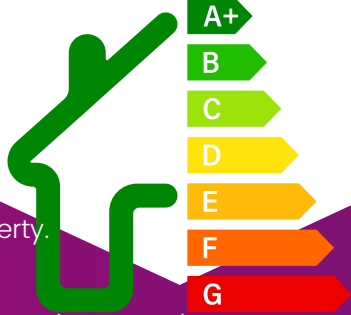
**The purpose of this assessment is to complete an Energy Performance Certificate (EPC), which will identify the most beneficial energy saving measures

***The average improvement in the energy performance rating (Standard Assessment Procedure, or SAP) of each property was 18.93 points.

ARBED IN NUMBERS 2020/2021

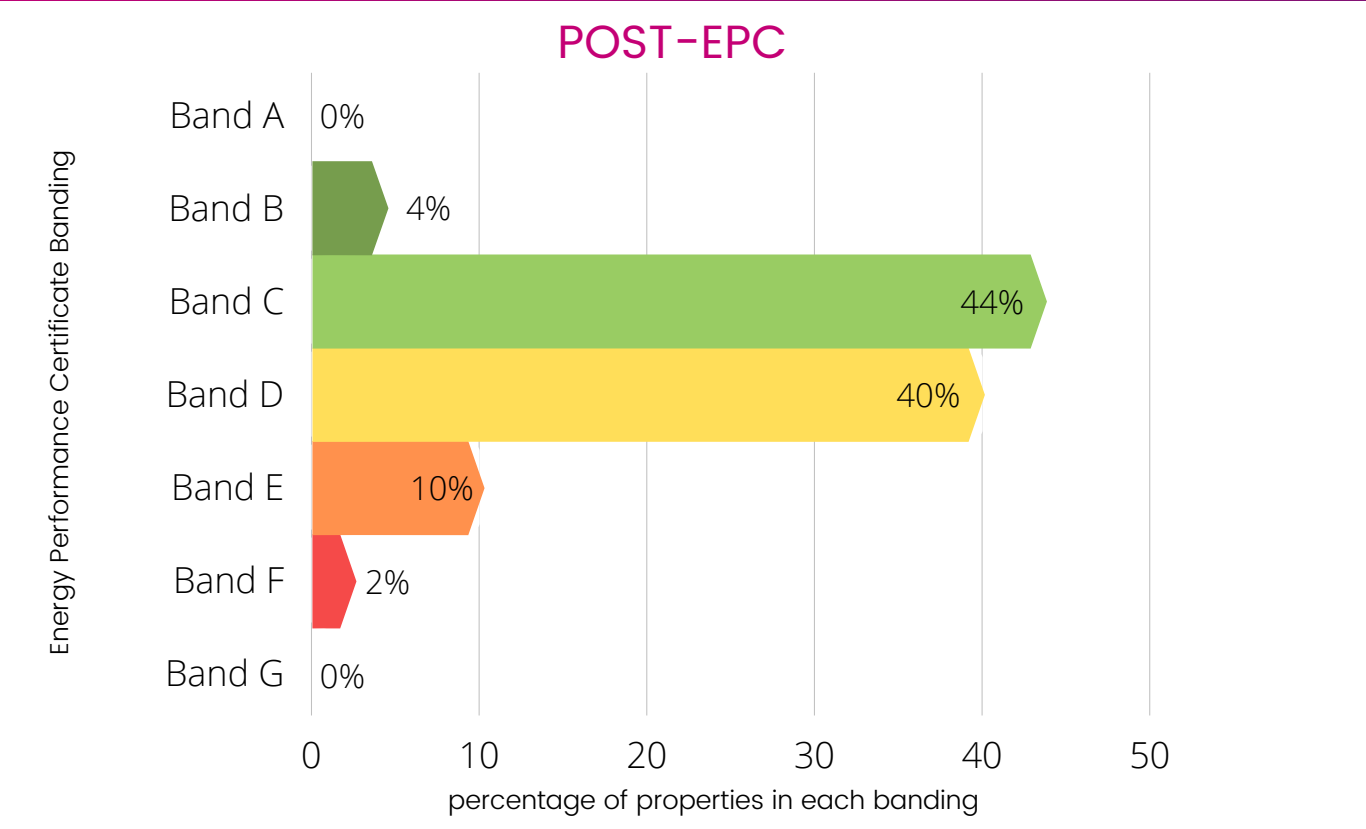
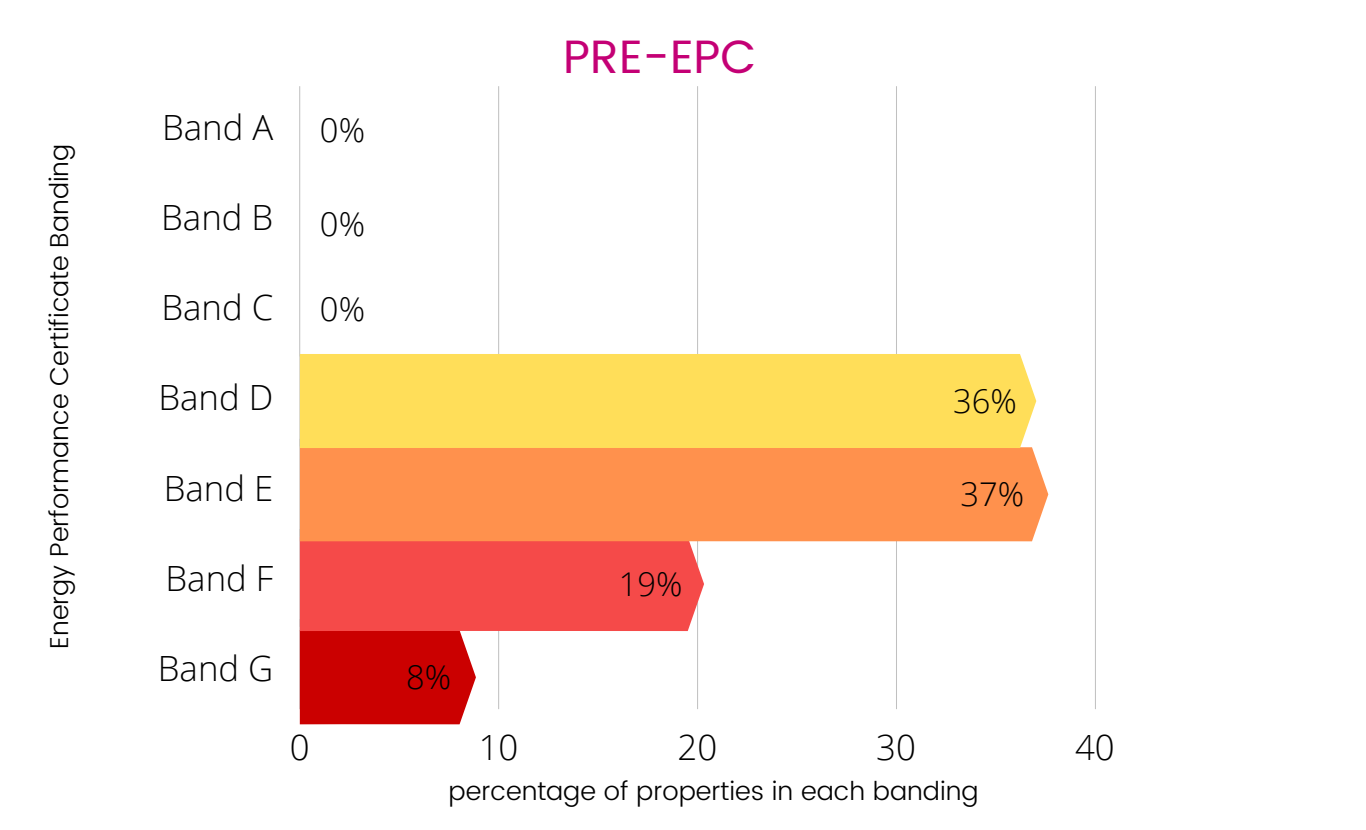


EPC BANDS



The measures installed during 2020/2021 have made an impact on the energy efficiency of the properties we treated. Illustrated below is the pre and post Energy Performance Certificate bands, which have improved on average **18.93** SAP points per property.

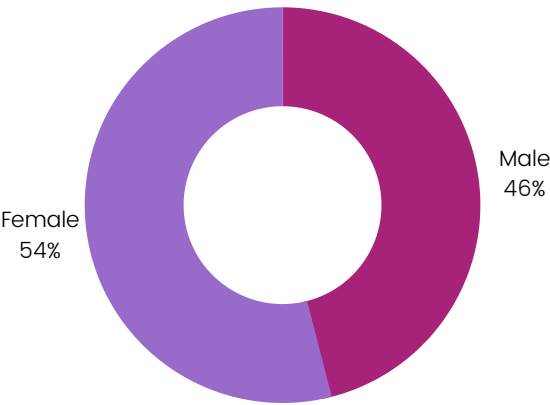
The SAP rating system is the methodology used by the Government to assess and compare how much energy a dwelling consumes and how much carbon dioxide it emits, based on standardised occupancy conditions. The ratings are expressed on a scale between 1 and 100, where 100 represents no energy cost.



DEMOGRAPHICS 2020/2021

Gender

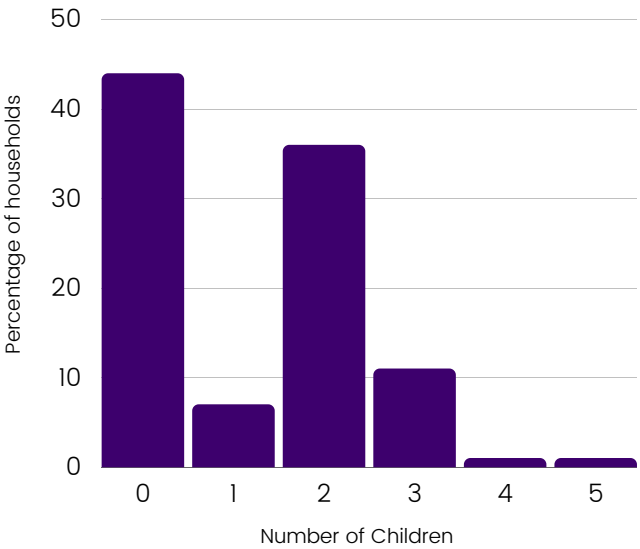
based on the main contact



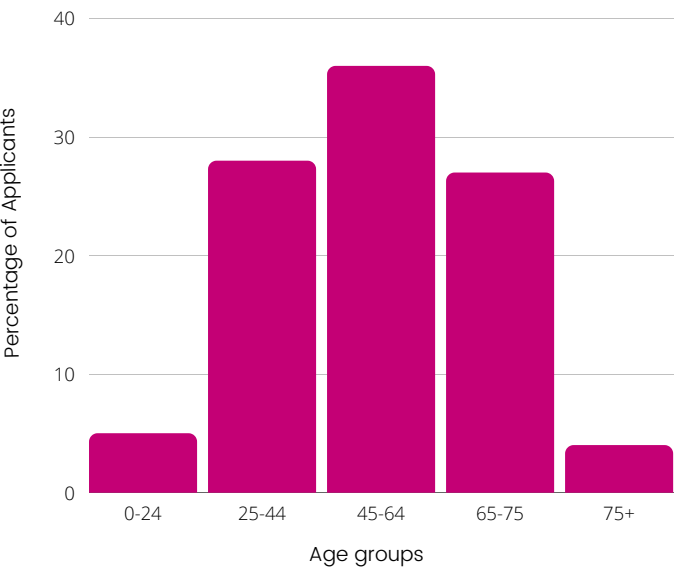
0% of people registered as non-binary or preferred not to say

Children

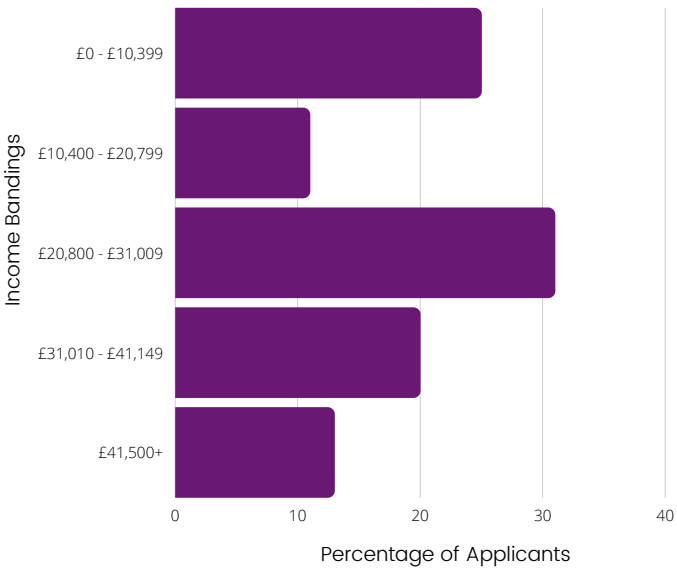
number of children per household



Age



Individual Applicant Income Bandings



*50% of applicants chose not to disclose this information



COMMUNITY BENEFITS

Community Benefits are a crucial part of the success of the Arbed scheme in Wales and Arbed am Byth is very proud of the difference we can make in vulnerable communities. The funding Arbed am Byth receives from the Welsh Government and the European Regional Development Fund allows for significant improvements to be made on a community basis in areas of Wales that have experienced high levels of deprivation.

Arbed am Byth have supported 12 community benefit projects and groups in the last year. These investments have been crucial, even more so than in previous years due to the unprecedented challenges Covid 19 has produced. The projects range in size and nature with examples ranging from significant heating improvements being delivered to a community centre in RCT; to football equipment to a local team in Vale of Glamorgan; to donations to a mental health charity in Wrexham and a food bank in Blaenau Ffestiniog. Arbed am Byth have enriched the local areas in ways that extend beyond home improvements to make a continued difference in the communities.

The Arbed scheme has created 66 directly employed jobs across Wales. The entirety of the supply chain is Wales based, with 288 employment opportunities created as a result of the contract. Arbed am Byth has also been instrumental to the placement of 19 apprenticeships within the supply chain.



COMMUNITY BENEFITS



Donation of £1000 to Castell Alun friends Association Flintshire

At the start of Covid there was a shortage of personal protective equipment. A group of staff from Castell Alun High school on hearing of the shortage realised they could use the school's Design & Technology equipment to produce face shields and decided to help.

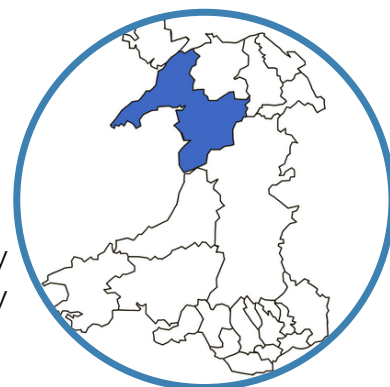


Since then the project has grown and they have teamed up with "Flintshire sews" and can now produce face shields, pressure relievers to keep the elastic from face masks off the ears, scrub hats, masks and scrub bags.



They initially funded the materials themselves but as the materials started to run out, Arbed am Byth donated £1000 to go towards the cost of the production materials.

The equipment was donated to Marie Curie, Haulfryn Care Home, DASU domestic violence refuge, Caergwrle pharmacy, Gwastad Hall nursing home, Home Care Agency Chestnut House Nursing Home, Williams & Sons Funeral Directors, Lache Lane Health Care, Allied Healthcare Wrexham, Home Care Matters and Wrexham Maelor Renal Unit.



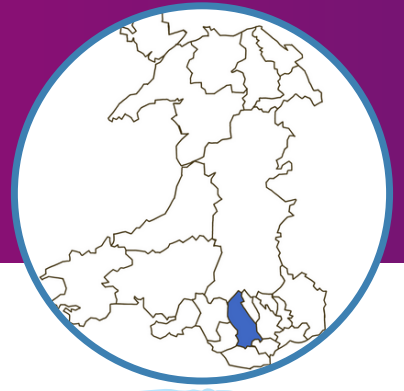
£500 donated to the Blaenau Ffestiniog Foodbank

Blaenau foodbank has been established to provide short term, emergency food to individuals and families in crisis. The food bank has been run solely by volunteers over the years, and it just would not exist without them.

The food parcels include cereal, milk, fruit juice, soup, pasta, meat, fish, vegetables, and pudding, providing balanced and nutritional meals for a minimum of three days. The quantity of food given is dependent upon the number of adults and children in the family.

Arbed am Byth donated £500 to the Foodbank to go towards providing further support to vulnerable families such as financial advisors, their Help through Hardship helpline and community group investments.

COMMUNITY BENEFITS



Abergorki Community Hall Treorchy.

The Abergorki Community hall is a three-story landmark building in Treorchy and the largest charitable organisation in the Rhondda valleys. It was built with the famous "Miners' Penny" and then given to the Community after completion in 1915. For 106 years the hall has served the Community of Treorchy and beyond.

Arbed am Byth arranged for the supply and fit of 10kW array comprising of 30 Solar Panels. Contractors Warmplan Heating agreed to fit the system for free and Wolseley donated £3800 to purchase the system. The Solar Panels will reduce the energy bills considerably and will allow the money saved to be ploughed into the redecoration of the Hall to aid sustainability for the future.



SOCIAL MEDIA

At Arbed am Byth we recognise the importance of customer engagement to a business, and, despite the challenges, the 2020/2021 year has been the most successful year to date.

We have run several social media campaigns to celebrate a wide range of national and international awareness days such as Mother's Day, World Poetry Day and Earth Hour as well as running a St David's Day colouring competition.

Over the year our Facebook page has seen a 65% increase in Page Likes and we have seen a 13-fold increase in our Weekly Total Reach

Our Twitter page has seen similar successes with many more Profile Visits and our posts have reached 4 times as many user newsfeeds.

In March 2021 we launched an Instagram profile which has been received well and we are gaining more followers on a daily basis.



IN REVIEW: CASE STUDY

Customer: Alisha

Scheme: Pembrokeshire

Date delivered: November 2020



Alisha wrote to Arbed after the successful installation of the system at her home in November. Her husband has vascular dementia and has found any prior home renovation work undertaken to be stressful.

She was particularly impressed with how Arbed am Byth managed the instructions with the contractors, endorsing the decision to 'make his sitting room safe and comfortable first, before completing work on the rest of the house'.

'They worked nonstop, cleaning throughout and due to the initiative of prioritising the comfort room, we barely noticed any impact on our day'.

The final product has seen an 'old, unpredictable 24 year old system replaced by a dependable, efficient boiler'.

Measures Received:

Condensing Boiler

Radiators

Heating Controls

— “

We are very grateful
and feel set up for
winter

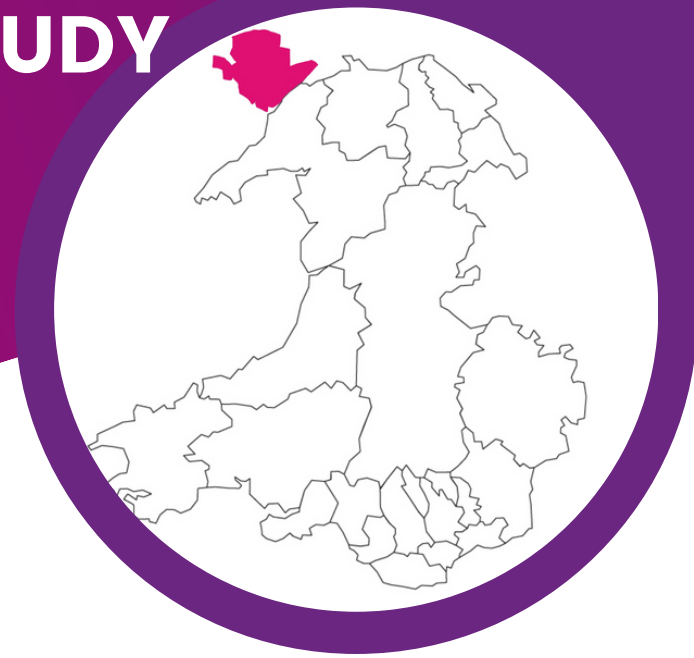
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IN REVIEW: CASE STUDY

Customer: Brenda

Scheme: Isle of Anglesey

Date delivered: November 2020



Brenda signed up for the scheme just as the Covid-19 pandemic was at it's highest. As a landlady, she had no expectations of any work being completed so she was thrilled when she received her offer of a brand new heating system.

Every appointment was completed on time, compliant to Covid-19 regulations and she was informed of the next steps at every stage of the journey.

Her tenants are overjoyed with the process and already seeing a huge benefit of having a more efficient heating system.



Measures Received:

Condensing Boiler

Radiators

Heating Controls

— “

It's so much warmer, I think I should move in there myself!

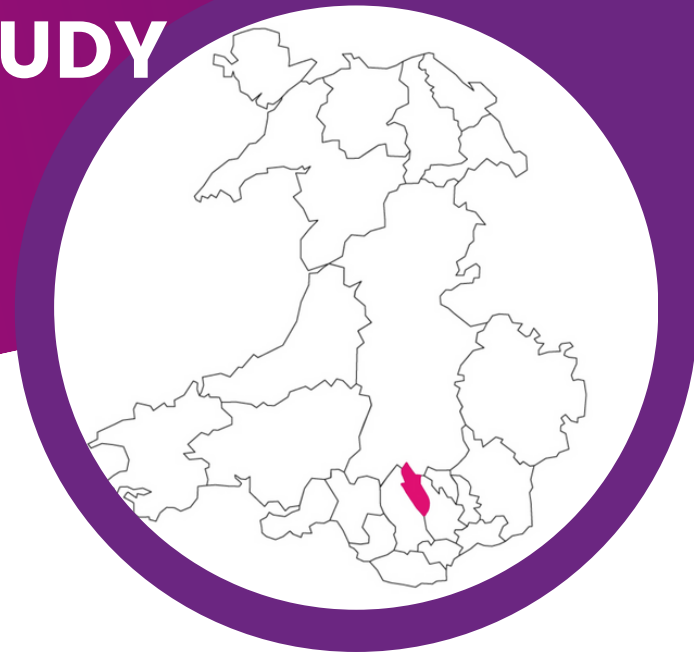
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IN REVIEW: CASE STUDY

Customer: Carol

Scheme: Merthyr Tydfil

Date delivered: September 2020



Carol is a single mother who has been struggling with heating the home, but was also very nervous and cautious to undertake any home improvement work due to the Covid-19 pandemic as Merthyr was the highest infected area at time of install.

She personally thanked our a member of our Customer Service Team for their patience and understanding when submitting her application.

At each stage of the journey we explained the process and she received extensive support from the contractors to emphasise the safest methods of installation which put her mind at ease.

Carol was also delighted with the professionalism and efficiency of the installation team who ensured that all Covid-19 regulations were adhered to. The quality of their work was also fantastic.

Measures Received:

Solar panels

Central Heating

Heating Controls

Insulation

— “

A big thank you for all the empathy shown and professionalism when installing my solar panels

— ”



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CYMRU

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Welsh Government

**Cronfa Datblygu
Rhanbarthol Ewrop
European Regional
Development Fund**



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



Llywodraeth Cymru
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