

## **ATISN 24889 – Supplementary Information**

### About this information

There are two distinct stages involved in the Nest service:

- the advice service, which includes an assessment of eligibility alongside the provision of general information and advice on energy and household finance related matters, and
- the technical assessment of properties and installation of appropriate energy efficiency measures

Information about both stages is provided below.

Please note that the time periods for the records are different, but are made clear in the text below. Due to the time lag between referrals from the advice service to the technical teams, the data does not reflect the same group of customers.

### Nest advice service

Below is a table showing all outcomes for customers in the Cardiff, Caerphilly & Vale of Glamorgan areas. The table shows a column for the first 12 months of the scheme in financial year 2024/25, and a column showing the current financial year (2025-26) to the end of June. This represents the most up to date verified data we hold.

#### **Customers who received advice from Nest: Outcome at the Advice Service stage**

<b>Outcome</b>	<b>1 April 2024 – 31 March 2025</b>		<b>1 April 2025 – 30 June 2025</b>		<b>Total</b>	
Referral - Nest scheme	320	42.4%	86	40.6%	406	42.0%
Referral - Cardiff Council ECO scheme	8	1.1%	0	0%	8	0.7%
Customer decided to contact ECO4 directly	14	1.9%	0	0%	14	1.4%
Customer decided to contact Local Energy Advice Partnership	3	0.4%	0	0%	3	0.3%
Customer chose not to proceed with referral	41	5.4%	24	11.3%	65	6.7%
Landlord cancelled the application	1	0.1%	0	0%	1	0.1%
Does not qualify – household income too high	183	24.2%	51	24.1%	234	24.2%
Does not qualify – customer only wanted radiators or windows	34	4.5%	1	0.5%	35	3.6%
Does not qualify – household lives in a socially rented home	10	1.3%	3	1.4%	13	1.3%
Does not qualify – other	50	6.6%	13	6.1%	63	6.5%
Does not qualify – SAP too high – currently EPC A	2	0.3%	0	0%	2	0.2%
Does not qualify – SAP too high – currently EPC B	7	0.9%	4	1.9%	11	1.1%
Does not qualify – SAP too high – currently EPC C	82	10.9%	30	14.2%	112	11.6%
<b>Total</b>	<b>755</b>		<b>212</b>		<b>967</b>	

#### Notes:

1. To ensure the data answers your question accurately, it does not include customers who rang for energy efficiency and low carbon technology advice only (i.e. they were not seeking an assessment of eligibility) nor those who have yet to provide the necessary paperwork to complete the assessment of eligibility.
2. Do not qualify – other: there were a range of reasons for these not qualifying, including the property was empty, up for sale or under renovation; the customer was moving or hadn't been living at the property for the required 6 months.

Nest delivery service: outcome at technical stage

Below is a table showing the outcome for customers in the Cardiff, Caerphilly & Vale of Glamorgan areas after the customer has been referred into the Nest scheme for the last 12 month period (to 31 July 2025)

Outcome		
Does not qualify – SAP score calculated as too high	34	18.2%
Does not qualify – other	34	18.2%
Customer cancelled (either before or after the assessment)	60	32.0%
Successful	59	31.6%
<b>Total</b>	<b>187</b>	<b>100.0%</b>