

24/11/2025

Dear

**ATISN 26310**

### **Information requested**

Thank you for your request which I received on 28/10/2025. You asked for information regarding the number of properties supported and receiving physical improvements under both the Optimised Retrofit Programme and the Nest Programme for each year of operation.

### **Our response**

The information you requested is enclosed.

#### Optimised Retrofit Programme (ORP)

In 2020-21, 1,252 premises were included in applications. This increased in 2021-22, which covered 3,847 premises. The programme expanded significantly in subsequent years: 2022-23 supported 5,975 premises, 2023-24 reached 8,846 premises, and 2024-25 included 6,714 premises. For the current year, 2025-26 represents the largest uptake of the programme to date, supporting 8,565 planned premises alongside surplus allocations.

We take physical improvements to mean measures such as external wall insulation (EWI) and low-carbon interventions like solar panels and heat pumps. Many retrofits consist of multiple modifications delivered across several interventions and are subject to delays for a variety of reasons such as tenant refusals or alterations during installation. The final figures across all years are therefore not yet available. A 'true-up' exercise is underway to verify actual delivery against landlord applications and will account for these variations.

#### Warm Homes Nest scheme

Verified data on households supported and those receiving physical improvements through the Warm Homes Nest scheme is published in the annual reports, which are publicly available on the Welsh Government website: [Warm Homes Nest Scheme Annual Reports](#). These reports provide detailed year-by-year figures on the number of households assisted and the types of improvements delivered, including energy efficiency measures and low-carbon technologies. We are aiming to publish the 2024-25 annual report before the end of the year.

### **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response.

Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely