

# Wales & West Utilities Vulnerability & Carbon Monoxide Allowance (VCMA) Registration Form

Information required	Description
Contact Name	Tom Robinson
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Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	70+ Cymru
Total VCMA funding required (£k)	£130,000
Problem	<p>People with sensory loss do not have access to specialist equipment, information, or advice on Carbon Monoxide in a way that is accessible and meets their needs.</p> <p>People who are deaf are particularly affected due to sound-based alarm systems being most commonly used. More work is needed to protect older people with sensory loss from Carbon Monoxide (CO).</p> <p>Wales &amp; West Utilities will look to extend this successful partnership with Care and Repair Cymru, which began in RIIO GD1, and looked to raise awareness of the dangers of CO with over 60's in Wales, whilst making referrals the Priority Service Register (PSR); and look to incorporate further work to identify meaningful solutions for people experiencing sensory loss.</p>
Scope and Objectives	<p>This project is ready to commence via specialist Managing Better caseworkers, who are specially trained to offer information and advice to help assist people living with sensory loss aged over 50 across Wales to live independently at home. Last year, Managing Better helped 2,265 people in Wales and in 2021 the service won Alzheimer's Society's Dementia Friendly Diversity Award in recognition of the methods we use to deliver Managing Better.</p> <p>We will offer carbon monoxide monitors and PSR sign ups to all Managing Better clients, and ensure they understand how to use the monitor, and what to do if the alarm goes off or</p>

## Criteria

	<p>they think they are experiencing CO poisoning. We will produce and deliver materials on how to use their CO monitor in a way that meets their needs, for example (but not limited to) Braille or Large Print. Around 8% of all people helped via Managing Better are aged under 60, so with this project we aim to expand the age range of people we are able to help too, as well as accessing those harder to reach groups living with sensory loss who require specialist methods of communication.</p> <p>The objectives and benefits of this project include:</p> <ul style="list-style-type: none"> <li>- Expanded reach of the current partnership to those aged under 60 and living in additionally vulnerable situations with sensory loss.</li> <li>- Provision of CO monitors, PSR sign ups and specialist information and advice to improve housing safety for those living with sensory loss in Wales.</li> <li>- Access to additional materials on information about carbon monoxide monitors and gas safety that support those with specialist communication needs. These resources will be used in homes across Wales within the Care &amp; Repair network and will be shared with our Managing Better project partners (detailed below), further expanding WWU reach via these new specialist materials.</li> <li>- An awareness campaign using these materials, with our Managing Better partners.</li> </ul>
<p>Expected outcomes and the associated actions.</p>	<ul style="list-style-type: none"> <li>- We will integrate conversations on carbon monoxide and gas safety into all home visits with our Managing Better clients. Between April 2020 and March 2021, this was 2,265 people. This year has seen increased demand for the service.</li> <li>- Improve home (gas) safety for people in Wales living with sensory loss through CO monitor fitting and awareness raising during our home visits and telephone assessments</li> <li>- Improve health and wellbeing for Wales' most vulnerable older people</li> </ul>

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	<p>living with sensory loss by alleviating worry and signing up clients with sensory loss to the PSR</p> <ul style="list-style-type: none"> <li>- Ensure people living with sensory loss in their own home understand how to access help if their alarm goes off or they suspect carbon monoxide exposure through bespoke materials that meet their communication needs</li> <li>- Enable people living with sensory loss to access materials on carbon monoxide and gas safety in a medium that meets their communication needs. We will share these materials with our partners, further expanding the reach of the project.</li> <li>- Further raise awareness of the work of WWU across Wales with the people we come into contact with directly through our client facing work, and indirectly via our partners and their networks, including the Stroke Association, Alzheimer’s Society, RNIB and RNID, understanding that when we influence our Managing Better caseworkers to take on this take, we influence their wider professional and personal networks at work too.</li> </ul>
Scale of VCMA project and SROI calculations	<p>Using our historic data, we have forecasted a reach over the term of this project and calculated the SROI over a 5-year period:</p> <p>Total gross present value = £2,074,118.56          Net Present Value = £1,925,977.58          SROI per £1 spent = £13.00</p>
Project Partners and third parties involved	<p>This project will be delivered in partnership between Wales &amp; West Utilities, and Care and Repair Cymru.</p>
VCMA Project start and end date	<p>This project will begin on 1 April 2022 and run until 31 March 2026.</p>
Geographical area	<p>The project will be delivered all over Wales.</p>

Please return all completed forms to: [VCMA@wwutilities.co.uk](mailto:VCMA@wwutilities.co.uk)

For further information on the VCMA please use the below link to the Ofgem guidance document:

[Vulnerability and Carbon Monoxide Allowance \(VCMA\) Governance Document | Ofgem](#)