

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

Information required	Description
Contact Name	Paisley Henderson
Contact Number	07970654577
Contact Email	<a href="mailto:paisley.henderson@wwutilities.co.uk">paisley.henderson@wwutilities.co.uk</a>
Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	Gas Safety Ambassadors (GSA)
Total VCMA funding required (£k)	Total £25,200
Problem	<p><b>The Problem:</b></p> <p>We are committed to raising awareness of the dangers of carbon monoxide (CO) and educate customers on how to keep them and their family safe. We provide key gas safety information on how to safely maintain their appliances and how to reduce the risk of CO in their home.</p> <p>We also want to raise awareness of the potential dangers that may be present whilst we are conducting our work. As we are working out in the public, we want to make sure that we raise awareness of the keys things to be mindful of around our sites to help keep customers safe</p> <p><b>What is Carbon Monoxide (CO)?</b></p> <p>You can't see it. You can't smell it. You can't taste it. Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas that is released when any fossil fuel doesn't burn properly.</p> <p>Breathing it in can make you unwell, and it can kill. Even low levels of exposure, over a long period, can cause serious health issues.</p> <p><b>Severe CO poisoning causes approximately 60 accidental deaths per year in England and Wales (NHS).</b> Exposure to carbon monoxide at sub-lethal levels cause non-specific symptoms, (e.g., headaches, nausea, dizziness). This means exposure to carbon monoxide could be under-reported.</p> <p><b>Low awareness of CO</b></p> <p>Research has shown that awareness of <b>CO remains low and is lowest in young adults</b>, with only a quarter understanding the risks or what to do if they suspect the presence of CO.</p> <p>Our figures in 2021 revealed that those who we interacted with had an average awareness of <b>4.8/10</b> in relation to the dangers of CO.</p>

## Criteria

	<p>Gas and CO safety customer research carried out collaboratively by all GDNs in 2020 showed awareness of CO poisoning fatality was significantly <b>lower amongst younger people (82% for 16-24yr olds compared to 92% overall)</b> and this age group is far <b>less likely to have a working audible CO alarm (26% compared to 63% of 65 – 74yrs)</b> and less likely to think it important to have <b>gas appliances annually services (79% compared to 97% for 65-74yr olds)</b>. It also showed that <b>nearly half (49%) of 16-24yr olds thought that CO had a smell</b>. This signified that this is a cohort who are at greater risk due to their attitude to CO risks and associated preventative measures.</p> <p><b>Site Safety Risks for Children</b></p> <p>Compass reported that <b>each year 2 or 3 children die after gaining access to construction sites</b> and many more are injured. Some children are drawn to construction sites as exciting places to play.</p> <p><b>Why are younger people more at risk?</b></p> <p>Children are more at risk from unsafe gas practices as they are not always in control of their environment and are reliant on adults in keeping them safe. <b>This means that they have little control over whether the people they live with service their appliances or get an audible CO alarm.</b></p> <p>From a health perspective, <b>children are at higher risk for CO poisoning because they breathe faster than adults</b>. CO can build up in a child's body and replace oxygen in their blood. The child's brain, organs, and tissues can be damaged from a lack of oxygen. <b>A child may have long-lasting (permanent) damage to the brain or heart</b>. This depends on the amount of CO exposure. Severe carbon monoxide poisoning can cause nervous system symptoms days or weeks later. This is known as delayed neurologic syndrome. In some cases, CO poisoning can lead to death.</p> <p>ROSPA reports that children under the age of five years and people in later life (those over the age of 65, and particularly those over 75) <b>are most likely to have an accident at home</b></p> <p><b>Engaging at the right level</b></p> <p>HSE conducted research around health and safety attitudes in young people which showed <b>how the importance of Health and Safety was widely recognised</b>. The young learners talked about wanting H&amp;S information to be clear, concise, and relevant, with an explanation of the risks and the response in language they could understand and a format that they were able to visually engage with.</p>
<p>Scope and Objectives</p>	<p>In our Business Plan for RIIO GD2 we made a commitment to reach at least 10,000 people a year through either face-to-face contacts, or by providing educational materials; demonstrating success by a CO survey of understanding before and after the engagement. We will target all ages and demographics with our messages.</p> <p>In addition, we committed to reaching 250,000 homes a year with CO awareness messaging through our usual communications for connections, planned and emergency work, and through social media channels.</p>

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	<p><b>Our Ambition</b></p> <p>To keep people safe by; raising awareness of the risks of CO arising from both appliances connected to the mains gas network and other sources, to effect behaviour change to safeguard all those at risk, and to provide access to suitable CO safety devices for people who may struggle to access one themselves.</p> <p><b>Objective:</b></p> <p>Actively look to reduce the risk associated with unsafe gas practices and dangers around our sites by providing free awareness sessions to our communities help keep them and their families safe.</p> <p><b>We will do this by:</b></p> <ul style="list-style-type: none"> <li>• Recruiting and training colleagues to become Gas Safety Ambassadors to deliver key safety messaging to the communities they serve</li> <li>• Encouraging those who have received our safety information to spread the word to family and friends and encourage them to be gas and site safe.</li> <li>• Recording the awareness before and after the session to demonstrate a % increase in awareness</li> <li>• Actively targeting areas that are most at risk such as:             <ul style="list-style-type: none"> <li>○ those living in socially deprived areas</li> <li>○ those living in a CO hotspot area</li> <li>○ those living in areas where we are carrying out planned work</li> </ul> </li> </ul> <p><b>The Scope</b></p> <ul style="list-style-type: none"> <li>• Work with colleagues through planned gas works and emergencies to identify key target audiences and provide free awareness sessions in their schools or other planned events</li> <li>• Design fit for purpose material that covers the key information which is available in various languages and formats (slides, videos etc.)</li> </ul>								
<p>Expected outcomes and the associated actions.</p>	<table border="1"> <thead> <tr> <th data-bbox="501 1312 820 1435">Anticipated Project outcomes (the difference it will make)</th> <th data-bbox="820 1312 1102 1435">Associated Actions (what we will do to achieve the outcome)</th> <th data-bbox="1102 1312 1385 1435">Success Criteria (How we know the outcome has been achieved)</th> </tr> </thead> <tbody> <tr> <td data-bbox="501 1435 820 2031"> <p>People feel more in control knowing the dangers of CO to be able to keep them and their families safe and able to share that information.</p> <p>Customers are better informed of the role that WWU play in keeping their communities safe and have a better awareness of who to contact in a gas emergency</p> <p>Customers are given broader information on</p> </td> <td data-bbox="820 1435 1102 2031"> <ul style="list-style-type: none"> <li>• Provide vital gas &amp; site safety information and what actions to take in an emergency.</li> <li>• Educate school pupils who are affected by our replacement or emergency work on key safety information</li> <li>• Deliver appropriate messaging around site safety to</li> </ul> </td> <td data-bbox="1102 1435 1385 2031"> <p>We will use the return data from our forms and feedback surveys to continually review the impact this programme is having on colleagues and those engaged.</p> <p>Look to use incident data (safety related incident reports) and complaints data from our REPEX work to tailor future content</p> </td> </tr> </tbody> </table>			Anticipated Project outcomes (the difference it will make)	Associated Actions (what we will do to achieve the outcome)	Success Criteria (How we know the outcome has been achieved)	<p>People feel more in control knowing the dangers of CO to be able to keep them and their families safe and able to share that information.</p> <p>Customers are better informed of the role that WWU play in keeping their communities safe and have a better awareness of who to contact in a gas emergency</p> <p>Customers are given broader information on</p>	<ul style="list-style-type: none"> <li>• Provide vital gas &amp; site safety information and what actions to take in an emergency.</li> <li>• Educate school pupils who are affected by our replacement or emergency work on key safety information</li> <li>• Deliver appropriate messaging around site safety to</li> </ul>	<p>We will use the return data from our forms and feedback surveys to continually review the impact this programme is having on colleagues and those engaged.</p> <p>Look to use incident data (safety related incident reports) and complaints data from our REPEX work to tailor future content</p>
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	<p>general gas safety, so they know what to do in an emergency ultimately keeping themselves and their community safer</p> <p>Children are provided with a for-life message that they can take home to their family members to help keep them safe</p>	<p>educate pupils about the dangers they may face on our sites</p>												
	<p>Colleagues can deliver safety measures in the communities they serve to keep people safe and provides them with a greater sense of job satisfaction.</p>	<ul style="list-style-type: none"> <li>• Focus our efforts by actively targeting CO hotspot postcodes and areas of deprivation</li> <li>• Actively book sessions in areas where WWU REPEX work is being carried out</li> </ul>	<p>We will carry out reviews with our GSAs bi-monthly to review the content they are delivering and obtain their feedback for potential adaptation to the programme</p>											
<p>Scale of VCMA project and SROI calculations</p>	<p><u>Project scale</u></p> <ul style="list-style-type: none"> <li>• <b>Reach 4,000</b> people per annum with our campaign through: <ul style="list-style-type: none"> <li>○ Direct education via GSA visits <b>to 2,000</b> people per year</li> <li>○ Provision of <b>1,000</b> take home packs to KS1 pupils per year</li> <li>○ An indirect reach of a <b>further 2,000</b> guardians via take home pack</li> </ul> </li> <li>• Maintain a minimum of <b>18 active Gas Safety Ambassadors</b></li> </ul> <p><u>SROI:</u></p> <table border="1" data-bbox="502 1411 1380 1556"> <thead> <tr> <th colspan="2">5-year Results</th> </tr> </thead> <tbody> <tr> <td rowspan="4"><b>Economic</b></td> <td><b>Total cost</b></td> <td>£24,211.47</td> </tr> <tr> <td><b>Total gross present value</b></td> <td>£89,848.86</td> </tr> <tr> <td><b>NPV</b></td> <td>£65,637.39</td> </tr> <tr> <td><b>SROI</b></td> <td>£2.71</td> </tr> </tbody> </table>			5-year Results		<b>Economic</b>	<b>Total cost</b>	£24,211.47	<b>Total gross present value</b>	£89,848.86	<b>NPV</b>	£65,637.39	<b>SROI</b>	£2.71
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<p>Project Partners and third parties involved</p>	<ul style="list-style-type: none"> <li>• Colleagues and operational workforce</li> <li>• Schools and educational facilities</li> </ul>													
<p>VCMA Project start and end date</p>	<p>Project will Start September 2022 and will run until Dec 2025 with an annual review taking place at the end of each year.</p> <p><u>Timeline:</u></p> <ul style="list-style-type: none"> <li>• Prep work for the programme to commence September</li> <li>• Recruitment for GSAs in September</li> <li>• Train successful GSAs end of Oct</li> <li>• Review content with GSAs end of Oct</li> <li>• Finalise all materials and processes Nov</li> <li>• Order all materials Dec</li> <li>• Launch a call for schools to apply for session Dec</li> </ul>													

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	<ul style="list-style-type: none"><li>• Actively source schools to visit in our targeted areas Jan onwards</li><li>• Collate a sessions calendar of booked visits with schools</li><li>• Official Project launch Jan 2023</li></ul>
Geographical area	WWU area

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](#)