

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	Newquay Crisis Support
Total VCMA funding required (£k)	£100,000
Problem	<p>Newquay foodbank, based in Cornwall, have seen a dramatic increase in the number of people accessing their hubs for support. Although the impact is instant in delivering essential food to those in need of crisis help, the underlying issues are not always addressed.</p> <p>The primary reason for people accessing the foodbank over the last 12 months is due to low income and budgeting. With the increase in fuel and living costs, the numbers are expected to rise.</p> <p>Newquay are anticipating at least 4,500 food parcels will be given this year. This figure could dramatically increase due to cost-of-living pressures and the winter months.</p>
Scope and Objectives	<p>WWU, Newquay Foodbank, and Hope4U will supported service users in Newquay by delivering a service in conjunction with foodbank hubs providing an ideal opportunity for WWU and Hope4U to gather and give out information. People will be greeted and invited to take refreshments while their voucher is processed, and their food is packaged. Staff working in the hubs will use this opportunity to open a conversation and try to discover some of the underlying reasons as to why the visit was required.</p> <p>From the foodbank's experience, many of the conversations reported are around low incomes, benefits, budgeting, and the increasing fuel costs. By referring people</p>

Criteria

	<p>through to Hope 4U, service users will benefit from a non-judgemental service that includes:</p> <ul style="list-style-type: none"> • Checking income and benefit entitlements – income maximisation • Budgeting advice • Energy and Water saving hints • Behaviour changes on energy and water usage • Information on smart meters • Applying for grants including energy and water arrears • Negotiating energy bill queries • Information and registration on the Priority Services Register • Access schemes to reduce utility costs – social tariffs • Information available at the hubs to raise awareness of carbon monoxide • Information available at the hubs to raise awareness of the Priority Services Register • Access to fuel vouchers <p>Not everyone will access the Hope 4U service, but it is anticipated that approximately 30 families per month will initially take up the service.</p> <p>Newquay foodbank will also run two Christmas events over the term of this project, providing additional support to service users over the festive period.</p>
<p>Expected outcomes and the associated actions.</p>	<p>Leaflets will be included in every food parcel that contain information on Carbon monoxide, energy hints and tips, and the Priority Services Register.</p> <p>The following outcomes are estimated for a 12-month period:</p> <ul style="list-style-type: none"> • Circa 4,500 people to receive information on carbon monoxide • Circa 4,500 people to receive information on the Priority Services Register • Up to 350 families to receive advice and support through Hope 4U <p>From the Hope 4U advice and support services, it is anticipated that:</p>

Criteria

	<ul style="list-style-type: none"> Up to 350 families will be referred to Hope 4U to receive in-depth financial services. <p>It is anticipated that:</p> <ul style="list-style-type: none"> 25% Receive Income maximisation check and information on current arrears/debts 60% Receive Budgeting Advice 70% Receive Energy and Water Saving Hints 70% Receive information on changing behaviour to save on energy and water usage 45% Access charities, trust funds to help with energy arrears 50% Access fuel vouchers sites <p>Due to the advice, it is anticipated that subsequent referrals to the foodbank will be reduced.</p>
Scale of VCMA project and SROI calculations	We have taken the forecast support measures from Hope4U and Newquay Foodbank and used these as the input to our SROI model. The output shows a £5.65 net benefit per £1 invested.
Project Partners and third parties involved	This project will be delivered through a partnership of Wales & West Utilities, Hope4U and Newquay Foodbank.
VCMA Project start and end date	Start Date: 1 st Nov 2022 End Date: 31 st Oct 2024
Geographical area	This project will be run in Newquay, Cornwall, England.

Please return all completed forms to: 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](#)