

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	Supporting Vulnerable People in Warm Spaces
Total VCMA funding required (£k)	£105,755
Problem	<p>With the cost-of-living crisis and rising energy bills disproportionately affecting the most vulnerable in society, we have seen local authorities, community centres, foodbanks etc... adapting their services and opening hours to make warm spaces available for longer. Whilst the increased level of support offers an immediate relief from the sever drops in temperature and cold homes, the service is not a long-term solution. Customers who would otherwise be more comfortable in their own homes, need practical support to tackle the systemic issues like fuel poverty, access to benefits, and support to maximise their income.</p>
Scope and Objectives	<p>Those living in cold homes need practical advice and support to access unclaimed benefits, and to maximise their income. Organisations offering this support are opening their spaces for longer, offering a warm, comfortable space for people to use during the coldest periods of year. However, accessing support measures can often take weeks and in some cases months, leaving people in hardship to return to cold homes.</p> <p>Wales & West Utilities responds to more than 80,000 gas emergencies annually, and when a household's gas supply must be isolated, Winter Warm Packs are offered to our customers.</p> <p>Warm Packs consist of small measures such as thermal blankets, gloves, socks, a hat, thermos, hot water bottle, hand warmers, and a</p>

Criteria

	<p>thermometer. Our packs will also include information promoting the Priority Service Register (PSR), Carbon Monoxide (CO) awareness, and useful tips to use energy more efficiently.</p> <p>5000 Warm Packs have been ordered and will be distributed out to various hubs across our network and provided to customers to ensure a smoother transition between leaving a warm space and potentially returning to a cold home. They will be able to use these small measurers to keep warm and comfortable in their own homes, bridging the gap between accessing support measures and receiving financial outputs.</p>
Expected outcomes and the associated actions.	<p>Through the relationships developed by various community-based organisations, we will look to provide 5000 Winter Warm Packs to customers within our network.</p> <p>The expected outcomes from this project:</p> <p>Households will realise financial benefits – WWU have forecasted 32.82% who receive information on the PSR and sign up will be eligible for the Warm Home Discount Scheme, with 20% eligible for water social tariffs. In addition, the inhabitants of these households will realise health benefits associated with being warmer and more comfortable through the small energy efficiency measures we provide.</p>
Scale of VCMA project and SROI calculations	<p>We have taken the forecast support measures from Warm Banks and used as the input to our SROI model. The output shows a £3.35 net benefit per £1 invested.</p>
Project Partners and third parties involved	<p>This project will be delivered through a partnership of Wales & West Utilities, and Warm Banks.</p>
VCMA Project start and end date	<p>Project Start: 01/01/2023</p>
Geographical area	<p>Winter Warm Packs will be distributed to various community-based support organisations across Wales & West Utilities network.</p>

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](#)