

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

Information required	Description
Contact Name	Tom Robinson
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Contact Email	Tom.Robinson@wwutilities.co.uk
Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	Hospital to Home Confidence Support
Total VCMA funding required (£k)	£30,000
Problem	<p>Every year, over 90,000 babies are cared for in neonatal units in the UK because they have either been born prematurely (before 37 weeks of pregnancy), are sick, or disabled. 20,000 of these children will also be admitted to the intensive care units. As a result, parents will often stay at hospitals to provide support and care for their newborns. During this time parents will usually be without a bed, access to a shower and other hygiene products, unless they make trips back and forth to their homes.</p> <p>Furthermore, because of the palliative care that these infants require, their parents, when able to take them home, will often experience an increase in their general living costs, including large increases to their energy consumption. Subsequently parent carers are more susceptible to falling into fuel poverty, with benefits such as carers allowance providing just £62.50, per week if parents provide up to 35-hours of care to their child. Often parents do not consider themselves carers for up to two years, missing vital support they are entitled to, financial and social.</p>
Scope and Objectives	<p>Advocates & Angels currently serve every child's ward in Wales with hygiene essentials through care packages for parents and expectant parents providing palliative care to their children.</p> <p>This project will look to utilise this supply chain and reinforce each care package with targeted messages to raise awareness of the dangers of Carbon Monoxide (CO), and signpost to the Priority Service Register (PSR) which all families will be eligible to join.</p> <p>Additionally, these care packages give Advocates & Angels the opportunity to provide free CO alarms to eligible families in person, as well as Keep Warm Packs containing a</p>

Criteria

	<p>range of low/zero cost heating options including blankets, hot water bottles and hand warmers, for when families return home.</p> <p>Advocates & Angels will also create a page on their website where parents can learn about CO and apply for CO alarms and warm packs online.</p> <p>Over a two-year period, Advocates & Angels aim to reach 7,000 families with their care packages.</p>												
Expected outcomes and the associated actions.	<p>WWU will fund this project at a cost of £30,000 for 13 months. Through the on the ground support provided by Advocates & Angels in neonatal wards, we will look to support at least 7,000 parents within Wales.</p> <p>Expected Outcomes:</p> <ul style="list-style-type: none"> - Through our VCMA specific Social Return on Investment (SROI) tool, developed for us by Sirio, we believe 64% of eligible consumers engaged with about the PSR will sign up. - WWU have forecasted that 32.99% of those who receive information on the PSR and sign up will be eligible for the Warm Home Discount Scheme, with 10% eligible for water social tariffs. - Those who sign up to the PSR will also be prioritised during a utility interruption by network companies and get communications in formats of their choice ensuring they are not disadvantaged and receive and inclusive service from companies. - In addition, the occupiers of these households will realise health benefits associated with being warmer and more comfortable through the small energy efficiency measures we provide. 												
Scale of VCMA project and SROI calculations	<p>We have taken the forecast support measures from Advocates & Angels and used them as the input to our SROI model. The output is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #444; color: white; text-align: center;">5-year Results</th> </tr> </thead> <tbody> <tr> <td rowspan="4" style="background-color: #444; color: white; text-align: center; vertical-align: middle;">Economic</td> <td style="background-color: #eee;">Total cost</td> <td style="text-align: right;">£29,403.69</td> </tr> <tr> <td style="background-color: #eee;">Total gross present value</td> <td style="text-align: right;">£129,264.91</td> </tr> <tr> <td style="background-color: #eee;">NPV</td> <td style="text-align: right;">£99,861.22</td> </tr> <tr> <td style="background-color: #eee;">SROI</td> <td style="text-align: right;">£3.40</td> </tr> </tbody> </table>	5-year Results			Economic	Total cost	£29,403.69	Total gross present value	£129,264.91	NPV	£99,861.22	SROI	£3.40
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Project Partners and third parties involved	<p>This project will be delivered through a partnership of Wales & West Utilities and Advocates & Angels, engaging with NHS hospitals and Trusts throughout Wales.</p>												
VCMA Project start and end date	<p>Start date: 1st August 2023 End Date: 31st August 2025</p>												
Geographical area	<p>This project will be run across all paediatric wards in Wales.</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](#)