



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

Information required	Description
Contact Name	Tom Robinson
Contact Number	07890 315438
Contact Email	tom.robinson@wwutilities.co.uk
Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	Welfare Benefits Advice Service for Unpaid Carers and their Families
Total VCMA funding required (£k)	£50,000
Problem	According to the State of Caring Report 2021 (Carers Wales) "If the health and social care systems are to recover, they must value and put in place support services for carers to enable them to carry on. 2022 must begin with urgent action to meet the needs of unpaid carers who have gone above and beyond during the pandemic." Since the pandemic, the number of unpaid carers in Wales has increased significantly and their physical and mental health has deteriorated, their services disrupted, and their careers curtailed if they are in employment. Unpaid carers were suffering before the pandemic but if recovery from the pandemic is to happen carers need to have improved access to practical financial advice and assistance to enable carers to continue to support their friends and loved ones who are ill, disabled, elderly, suffer with mental health or substance misuse issues. Carers reported, in the State of Caring Report 2021, that 23% feel unconfident of managing financially over the next year (2022) and 8% of unpaid carers are unable to afford utility bills. These figures have been made worse through the pandemic







Project Eligibility/ Registration



Criteria

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	with 36% of carers struggling to make ends
	meet; 23% are or have been in debt since
	the pandemic. In addition, energy bills have
	increased substantially whilst furlough has
	ended, Universal Credit reduced, and 66%
	carers are saying that they are spending
	more on groceries and bills since the start
	of the pandemic.
	This project will look to bolster the support
	being provided by Bridgend Carers Centre.
Scope and Objectives	Bridgend Carers Centre will hire a Welfare
	Benefits Advisor for a 2-year period, which
	will increase support to unpaid carers. This
	will help carers to avoid poverty through a
	diverse range of benefit applications
	(Attendance Allowance, PIP, Carers
	Allowance, Pension Credit, Council Tax
	Discount, DLA etc), improve debt
	management, and improve overall
	wellbeing for them and the people they
	care for. The Welfare Benefits Advisor
	would offer holistic support by assessing
	the financial situation, helping with debt,
	disabled badge applications, raising
	awareness of house/ car insurance
	comparison websites to save money, water
	meter installation, bereavement grants and
	benefits, energy efficiency awareness,
	applications for the Warm Home discount
	scheme, Nest Scheme applications
	(dependant on eligibility), CO safety
	initiatives and energy comparisons. They
	will actively sign eligible customers up to
	the Priority Service Register (PSR), provide
	awareness and advice around Carbon
	Monoxide (CO), access to free CO monitors,
	and utilise their existing network of
	partnerships to deliver ongoing support
	beyond this project agreement.
	We anticipate that this project will be
	achieve at least 900 interactions between
	the Welfare Benefits Advisor and clients,
	resulting in savings of at least £400,000.
Expected outcomes and the associated	Wales & West Utilities will fund this project
actions.	at a cost of £50,000 for a 2-year period. We
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Project end date: 30 April 2024	VCMA Project start and end date	
		Project end date: 30 April 2024







Geographical area

This project will be run in Bridgend, Wales.

Please return all completed forms to: <u>VCMA@wwutilities.co.uk</u>

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



