

# 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	FRAME: Fuel Poverty & CO Awareness Project
Total VCMA funding required (£k)	£50,000
Problem	<p>The Charity National Energy Action predicts that around 4 million homes in the UK were already classed as fuel poor before a surge in global energy market prices triggered one of the steepest energy bill hikes in October 2021. Campaigners are braced for a record increase in the numbers of people unable to pay their energy bills following another hike this spring. "Those on lowest incomes and in less-efficient homes will not just face financial hardship but intolerable living conditions, ill health and, for too many, a shortened life,".</p> <p>Adam Scorer, chief executive of National Energy Action. Pembrokeshire FRAME is a supported employment and life changing charity that transforms hundreds of lives in Pembrokeshire each year, by providing access to learning, supported and meaningful occupation, social enterprise, voluntary and employment opportunities, help and support to enable individuals to reach their potential. Many people come to Pembrokeshire FRAME having been turned away from support elsewhere. They battle with all kinds of issues such as disabilities, learning difficulties, breakdowns, poverty, mental health, illness, loneliness, lack of confidence and low self-esteem. In addition to Pembrokeshire FRAME's existing work, they are keen to holistically</p>

## Criteria

	<p>support their communities and one of their priorities is to provide support to ensure their health and safety and ability to lead independent lives. There is a need to support their participants, volunteers, staff, and local community through this predicted difficult time and also to provide awareness programmes about the dangers of carbon monoxide in their homes.</p>
<p>Scope and Objectives</p>	<p>As part of this project Pembrokeshire FRAME are requesting funding for a Community Fuel Co-ordinator who will develop and deliver a 2-year project focused on the following objectives:</p> <ul style="list-style-type: none"> <li>• Raising awareness about energy efficiency and tackling fuel poverty</li> <li>• Acting as a community point of contact for those with fuel poverty issues offering information and signposting for assistance with unclaimed benefits, tariff comparisons etc</li> <li>• Supporting people to decarbonise their home heating, offering guidance and signposting</li> <li>• Delivering workshops, talks and activity events in our Green Shed Community Reuse Centre</li> <li>• Exploring the potential to work with local school groups across Pembrokeshire and with our local Pembrokeshire College based in Merlin's Bridge</li> <li>• Exploring the potential, then following up and working with local community groups such as Norman Industries, Mind, Sandy Bears, Pembrokeshire People First, to invite groups to attend our sessions or for our Co-ordinator to deliver outreach sessions</li> <li>• To raise awareness about the dangers of carbon monoxide</li> <li>• To be a point of distribution for free CO monitors whereby we can identify individuals most in need of these</li> <li>• To support our vulnerable participants, volunteers, staff and vulnerable members of the community with locking cooker valves and any other appropriate safety assistance and advice that we can provide</li> </ul>

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	<ul style="list-style-type: none"> <li>• Development of literature, booklets and online content including videos and online workshops to support our awareness raising project</li> <li>• To recruit and train a team of Community Fuel Champions to provide fuel poverty related support to the local community making this a sustainable and ongoing project</li> </ul>
<p>Expected outcomes and the associated actions.</p>	<p>Outcomes of this project will include:</p> <ul style="list-style-type: none"> <li>• Recruitment of 1 Full Time Community Fuel Co-ordinator</li> <li>• Recruitment of at least 5 Community Fuel Champions (volunteers)</li> </ul> <p>They will:</p> <ul style="list-style-type: none"> <li>• Deliver at least 8 talks/workshops and awareness raising events each year (4 at Pembroke Dock &amp; 4 at Merlin's Bridge)</li> <li>• Provide a telephone hotline operated 5 days per week to answer specific fuel poverty and/or CO related enquiries</li> <li>• Provide face to face contact for community fuel poverty/CO enquiries 5 days per week</li> <li>• Raise awareness of energy efficiency &amp; tackling fuel poverty to at least 5000 visitors to Pembrokeshire FRAME's sites each year through leaflets, posters, campaigns, local media etc Further potential to reach up to 12,000 individuals indirectly</li> <li>• Raise awareness of dangers of Carbon Monoxide amongst all vulnerable participants, staff, and volunteers at Pembrokeshire FRAME. We currently have 30 members of staff, 50 participants and 30 volunteers and currently 3 trustees. As part of our new strategy, we are looking to increase our referrals and volunteer numbers.</li> </ul> <p>Expected Achievements:</p> <ul style="list-style-type: none"> <li>• Making a difference to the local communities of Pembrokeshire particularly those most in need</li> <li>• Letting the community know that Wales &amp; West Utilities Network and</li> </ul>

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	<p>Pembrokeshire FRAME care about their health and wellbeing</p> <ul style="list-style-type: none"> <li>• Improving the wellbeing of local people each year, helping to increase life span, and leading to happier healthier lives</li> <li>• Helping to reduce fuel poverty, helping people to economise and to reduce their bills and use energy more wisely</li> <li>• Protecting the most vulnerable in Pembrokeshire including those with mental health issues and learning disabilities</li> <li>• Supporting individuals in laymen terms helping to reduce the complications involved in energy accounts</li> <li>• Supporting as many people in Pembrokeshire of all ages as possible</li> <li>• Developing links and partnerships to support the community</li> </ul> <p>The project will also enable us to create a small community hub with our fuel related events calendar which will help us to:</p> <ul style="list-style-type: none"> <li>• Promote sustainability and decarbonisation</li> <li>• Reduce loneliness and isolation</li> <li>• Promote the work of Wales and West Utilities</li> </ul> <p>The project will also provide employment for a local individual and volunteering opportunities for local people. Volunteering opportunities help people to meet others, undertake meaningful work, help people gain new skills which may lead to future employment and the further reduction of their own fuel poverty.</p>
Scale of VCMA project and SROI calculations	We have taken the forecast support measures from Pembrokeshire FRAME and used as the input to our SROI model. The output shows a £9.21 net benefit per £1 invested
Project Partners and third parties involved	This project will be delivered through a partnership of Wales & West Utilities and Pembrokeshire FRAME.
VCMA Project start and end date	The project will run from April 2022 until March 2024
Geographical area	Pembrokeshire, Wales

# Project Eligibility/ Registration Criteria

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](#)