

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

Information required	Description
Contact Name	Tom Robinson
Contact Number	07890 315438
Contact Email	<a href="mailto:Tom.Robinson@wwutilities.co.uk">Tom.Robinson@wwutilities.co.uk</a>
Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	Advice and Advocacy
Total VCMA funding required (£k)	£46,978
Problem	<p>Women Connect First (WCF) is a charity established in 2001 to maximise the participation and integration of vulnerable and marginalised BAME women &amp; families from diverse communities in Cardiff and the surrounding areas. They provide culturally appropriate opportunities to meet, socialise and learn together. Their mission is to offer a holistic service in a safe space that empowers disadvantaged women, enhances their lives, and ensures their voices are heard at all levels. Through their service 'Know Your Rights &amp; One 2 One Advice and Advocacy' they have identified multiple issues within the communities they interact with which may be the result of unfamiliarity and lack of awareness of the problems that may put them at high risk:</p> <ol style="list-style-type: none"> <li>1. Lack of awareness to the silent killer carbon monoxide.</li> <li>2. Indiscretion shown towards the importance of active detection alarms at home (it is popular among the older women to deactivate the smoke alarms because the noise is annoying).</li> <li>3. Broken boilers unattended due to the cost or disputes with the landlord.</li> <li>4. Leaking and broken radiators which are neglected as the resident could be at risk of eviction if any problems are raised with landlord.</li> <li>5. Lack of awareness around available support.</li> </ol>

## Criteria

	<p>Utility providers passing information to the clients that may be misleading and cause arrears.</p>
<p>Scope and Objectives</p>	<p>We will reach out to the most isolated and vulnerable ethnic minority communities who are isolated due to the language and socio-economic barriers by running awareness workshops in different languages which may help save lives. We will engage with 350 participants and tailor our service to suit the needs of our target groups in Cardiff/Barry &amp; Newport. Our objectives are to:</p> <ol style="list-style-type: none"> <li>1. Raise awareness and understanding on the risks of carbon monoxide.</li> <li>2. Ensure that households are using a carbon monoxide alarm and understand the need for keeping them active.</li> <li>3. Make sure WCF is informed on how to prevent any accidents happening at home as a result of carbon monoxide inhalation.</li> <li>4. Gain knowledge of precautions and measures to be followed in case an accident happens.</li> <li>5. Equip WCF's advice team (staff &amp; volunteers) with important skills which may help them save lives.</li> <li>6. Provide energy advice in group workshops and one to one to raise awareness and answer questions on the beneficiaries' rights with their energy providers.</li> </ol> <p>Inform the target groups on how to be on the priority service register and why it is important.</p>
<p>Expected outcomes and the associated actions.</p>	<p>Wales &amp; West Utilities will fund this project at a cost of £46,978 for an initial one-year period. We expect there to be around 350 people helped directly through this project to understand and defend against the dangers of carbon monoxide, learn about, and sign up to the priority service register, learn about energy safeguarding and how to maximise their income.</p> <p>Through these efforts, we expect service users to experience decreased stress and improved wellbeing as well as additional knowledge on resources and benefits available to them which</p>

## Criteria

	<p>for some users will mean an improved financial situation.</p> <p>Many if not all of these measures will improve service users lives long past the length of the project, both in practical knowledge/safety and financial help.</p>
Scale of VCMA project and SROI calculations	We have taken the forecast support measures from Women Connect First and input them into our SROI model. The output shows a £5.10 net benefit per £1 invested.
Project Partners and third parties involved	This project will be delivered through a partnership of Wales & West Utilities, and Women Connect First.
VCMA Project start and end date	<p>Project start date: 01/12/22</p> <p>Project end date: 30/11/23</p>
Geographical area	This project will take place in South Wales, centred in Cardiff, Barry and Newport.

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](#)