

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

| Information required | Description |
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| Contact Name | Tom Robinson |
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| Contact Email | Tom.robinson@wwutilities.co.uk |
| Address | Wales & West House, Celtic Springs, Spooner Close, Coedkernew, Newport, NP10 8FZ |
| Project title | Heat Ability |
| Total VCMA funding required (£k) | £100,000 |
| Problem | <p>Since 2020 CSE has provided in-depth energy advice and support to disabled people living in Bath & Northeast Somerset (B&NES) through the Energy Redress-funded ABLE (Assisting B&NES on Local Energy) programme. During this work CSE have consulted with both disabled and non-disabled people, living in fuel poverty, in this area and know there are still two key problems that need to be addressed:</p> <ol style="list-style-type: none"> 1. Disabled people in B&NES need additional support relating to energy. There is ongoing demand for energy advice tailored to the needs of disabled people in B&NES. Disabled people are more likely to suffer cold-home related health problems and greater fuel poverty risks: low-incomes, poor housing, additional disability costs (e.g., equipment). They tend to miss out on energy-related advice being less able to leave home (Two studies from Universities Leicester and York, 2013). A study on Alzheimer’s disease (Barbara Gray et al.) found that it was the second highest cause of excess winter deaths; and that removing even a few risk factors substantively lowers people’s vulnerability. An estimated 4,000 B&NES residents are disabled and in fuel poverty. In the last 18 months, CSE has given advice to 1,800 people in this cohort. |

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| | <p>2. Low-income households in B&NES need support when changing their heating system. A major issue among both disabled and non-disabled households in B&NES is the lack of confidence, knowledge and support for households who have newly installed heating systems- either transitioning to new low carbon heating options (e.g., air source heat pumps) or moving from coal or electrical storage heaters to gas central heating.</p> <p>The ABLE project funding is ending in April 2022 however, as highlighted above, there is still a substantial amount of help and support needed in B&NES. This project will look to address those issues by superseding the Energy Redress-Funding.</p> |
| <p>Scope and Objectives</p> | <p>Heat Ability has the following objectives:</p> <ol style="list-style-type: none"> 1. To provide advice and support to 400 households per annum in B&NES who have a disabled person and are at risk of fuel poverty, to help them stay warm at home and reduce the costs of energy. 2. To provide advice and support to 100 low-income households per annum in B&NES who have new heating systems, to help them stay warm at home and reduce the costs of energy and ensure they are more confident around using their heating more effectively. 3. Work with local organisations, community groups and local people in B&NES to address the energy and housing needs of disabled people and low-income households with new heating systems. <p>The project will fund a dedicated experienced energy advisor working alongside CSE’s advice team to deliver in-depth and personalized one-to-one support to 500 clients per annum, through home visits, outreach events, advice surgeries (assuming no COVID restrictions), and by freephone, providing advice, casework and follow-up. The advisor will deliver advice</p> |

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and support to our target group through weekly attendance/contact at meetings, ward visits etc. at the Royal United Hospital Bath. CSE will work with a network of local organisations that support disabled people. This network has been established over the last two years to ensure that disabled people can be referred to CSE for energy advice. Support will be mainly targeted at disabled households (400 households per annum) with low-income households (100 per annum) supported with their move to new heating systems (e.g., low carbon heating).

To support for households who have a disabled person and are at risk of fuel poverty, the advisor will help each client in a number of ways, including:

- Personalised fuel poverty advice on behaviour changes to save energy in the home and lower bills.
- Advice on income maximisation, claiming benefits and referrals for specialist financial or debt support.
- Fuel debt advice, payment plans, debt clearance and referrals for specialist advice.
- Access to rebates, such as Warm Home Discount, and other grants/funds.
- Priority Services Register (PSR) information and sign ups, if not already on the register.

CSE are able to adapt their services and materials in to Easy Read formats, translate them into many popular languages in B&NES, and also make use of British Sign language services where necessary.

For households with newly installed heating (e.g., moving to air source heat pumps), CSE will work with a number of partners, to ensure they can target, and then support local people who need advice and support on their new heating system. Each household will receive one of CSE's relevant

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| | <p>leaflets in either digital or hard copy, e.g., Making the most of your air source heat pump., or Upgrading to a central heating boiler. Depending on COVID restrictions this may also involve a home visit, which can be a more effective way to demonstrate heating controls, timers, thermostats etc. All those supported will also receive full in-depth advice on keeping warm, reducing energy bills, and improving their homes' energy efficiency, as described above.</p> |
| <p>Expected outcomes and the associated actions.</p> | <p>Wales & west Utilities will fund this project for a 2-year period at a cost of £100,000. During this time, we anticipate total savings for the target groups, of up to £1.1m.</p> <p>The project will achieve the following outcomes:</p> <ul style="list-style-type: none"> • Households supported will have improved financial skills and understanding leading to reduced financial hardship and stress. • Beneficiaries will have improved physical and psychological wellbeing through living in warmer homes with more affordable energy costs. • Beneficiaries will have improved knowledge and confidence to better manage their energy use. • Organisations, community groups and local people in B&NES will be better able to work together to address the energy and housing needs of disabled people, those struggling with keeping affordably warm and be more aware of fuel poverty, its causes, and potential solutions. <p>Through additional support measures like the PSR, CO awareness material, and partnerships already cultivated by CSE this project will also see longevity past the project period, in terms of support for customers.</p> |
| <p>Scale of VCMA project and SROI calculations</p> | <p>We have taken the projected support measures identified by CSE and used as inputs to our SROI model. The output shows a net £41.58 benefit for each £1 invested in the project</p> |

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| Project Partners and third parties involved | Project will be undertaken in partnership with Wales & West Utilities and CSE, who will also be connecting charities and services in the Bath area like Bath Carers Centre, Bath Disability Trust and B&NES Alzheimer's Society. |
| VCMA Project start and end date | This project will begin in May 2022 and run over 2 years ending in May 2024. |
| Geographical area | This project will run in the Bath and northeast Somerset area. |

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](#)