

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

Information required	Description
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Address	Wales & West House, Celtic Springs, Spooner Close, Coedkernew, Newport, NP10 8FZ
Project title	Swansea Carers Fuel Poverty/ Income Maximisation Project
Total VCMA funding required (£k)	£59,979
Problem	<p>There are 30,347 self-identified carers in Swansea (Census 2011) &amp; each year, approximately 10, 000 people become a carer and 10,000 stop caring.</p> <p>Carers often work long hours, with no training or support, and may only receive £67.60 a week in Carer's Allowance benefit for a delivering a minimum of 35 hours a week care - this equates to just £1.93 per hour. As a result, many carers find themselves in financial difficulty and struggling to pay for their living expenses.</p> <p>Caring for someone with a long term health issue/deteriorating health means they have to spend a lot more to heat their homes sufficiently, which some struggle to afford due to depleted incomes/ other significant costs associated with supporting someone with their illness ( e.g. expensive equipment. home adaptations, special diets, travel, medical appointments) the cared for are usually at home more (exacerbated by the pandemic) and so need to use more energy to keep the house warm.</p> <p>The cost of fuel bills has and will be significantly increasing, making winter a particularly difficult time for those with</p>

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	<p>limited incomes. The energy price cap is now expected to rise by 30- 40% in April 2022.</p> <p>The average UK household spent £1,214 on energy bills each year (2018) , it is estimated that over a quarter of households with a disabled person spent more than £1,500 per year – with nearly 20% of these households spending over £2,500 per year. (Scope “Out in the cold”)</p> <p>Carers Trust - State of Caring 2021 - key findings:        In 2021, 8,500 current and former carers shared their experiences and helped inform the State of Caring 2021 report:</p> <ul style="list-style-type: none"> <li>• One in five unpaid carers are worried they may not cope financially over the next 12 months</li> <li>• One in four carers (23%) may not have enough money to cover their monthly expenses</li> <li>• Carers spend an estimated £1,370 a year on average on services or equipment for the person they care for</li> <li>• Over half of carers (52%) feel anxious or stressed about their finances</li> </ul> <p>This project will look to tackle the issues carers in Swansea, face, which are expected to get worse over the next 12 months, by providing them with the support and advice they desperately need.</p>
<p>Scope and Objectives</p>	<p>This project will see Wales &amp; West Utilities work with principal partner Swansea Carers Centre, who have over 26 years’ experience in delivering holistic carer support services (across Swansea) including early identification, intervention, and prevention work, personalised practical support &amp; signposting to other specialist agencies to meet local carers needs.</p> <p>Swansea Carers Centre intend to employ a part-time, experienced, carers Fuel Poverty/ Income maximisation Officer, who</p>

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	<p>will offer direct support to carers, through one-to-one appointments, developing, promoting, and delivering fuel poverty and income maximisation training workshops and offering carer advice surgeries in community settings. In addition to this they intend to recruit and train volunteers to support this project and help expand reach in the community.</p> <p>They will undertake benefits checks for all the carers, and their cared for, that they work with in the Swansea County area, helping to maximise their income. They will help reduce debt with energy suppliers by assisting with negotiations. 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.</p> <p>Over the intended delivery period of this agreement, we expect directly help between 800 – 1,200 carers and their cared for, with 800 – 1500 indirectly supported because of our interventions.</p>
<p>Expected outcomes and the associated actions.</p>	<p>Wales &amp; West Utilities will fund this project at a cost of £59,979 for an initial two-year period. We expect there to be between 800 – 1200 direct beneficiaries and anticipate total savings of approx. £1.5m over the term of the agreement.</p> <p>The expected outcome from interventions with each carer/ cared for are more financial, practical, and emotional support, increased awareness of benefits available and how they can be accessed, reduced stress, and improved wellbeing, and a reduced likelihood of carer breakdowns in the Swansea area.</p> <p>Through additional support measures like the PSR and partnerships already cultivated</p>

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	by Swansea Carers Centre this project will also see longevity past the project period, in terms of support for carers.
Scale of VCMA project and SROI calculations	We have taken the forecast range of intervention from Swansea Carers and used as the input to our SROI model. The output is that the project shows a £21 net benefit for each £1 invested.
Project Partners and third parties involved	This project will be delivered through a partnership of Wales & West Utilities, and Swansea Carers Centre.
VCMA Project start and end date	Project start date: 01 April 2022 Project end date: 30 April 2024
Geographical area	This project will be run in the count and city of Swansea in west Wales.

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](#)