

VULNERABILITY AND CARBON
MONOXIDE ALLOWANCE (VCMA)

Wales & West Utilities Annual Report 2022-2023



This is our second annual report which covers all Vulnerability and Carbon Monoxide Allowance (VCMA) related activities specific to Wales & West Utilities' network. It covers the first two years of the RIIO-GD2 regulatory period which runs from 1st April 2021 to 31st March 2023 and builds on our previous report which was published on 1st July 2022. The gas distribution networks (GDNs) are also publishing a collaborative report, which complements and should be referred to alongside this report.

Our annual report outlines how we have worked with key stakeholders and created robust partnerships to identify and deliver projects offering additional support to people who are most in need within the communities we serve.

Over the last year we have seen a significant rise in customers seeking advice and support in terms of energy affordability due to the cost of living crisis. Our report demonstrates how we have worked with partners to help customers keep safe and warm in their own homes during this challenging time.

Putting customers at the heart of everything we do is a central focus for Wales & West Utilities and supports the commitments we've made within our RIIO-GD2 Business Plan. Seeing the impact these partnerships are having on our communities is something we are extremely proud of.



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1

Overview of VCMA

VCMA is a 'Use It or Lose It' (UIOLI) allowance and must be used between April 2021 and March 2026, within RIIO-GD2

Overview of VCMA

VCMA was initiated as a result of stakeholder feedback off the back of RIIO-GD2 business plan engagement, recognising the position of GDNs to support customers above and beyond our licence obligations. Ofgem created a £60m pot (2018/19 prices) covering a five-year period, to deliver VCMA projects focusing on vulnerability and carbon monoxide (CO) initiatives relating to energy safeguarding and raising awareness of the dangers of CO.

Each GDN has a proportion of the pot based upon the number of customers gas is supplied to. In WWU's case, it is just under 12% (11.9%) of customers resulting in a share of £7m (with current inflation, we have £8.55m in real years' allowance). The VCMA governance rules outline that at least 25% of the allowance must be spent on collaborative VCMA projects covering a wider UK footprint, with the remaining 75% being spent on company specific projects. Company specific projects provide localised support across our network and opportunities to trial a project before it is expanded and delivered collaboratively. As a group of GDNs, and to demonstrate how we have worked together effectively, we hold an annual showcase event highlighting some of the partner organisations we have worked with and the outcomes we have seen delivered.

VCMA is a 'Use It or Lose It' (UIOLI) allowance and must be used between April 2021 and March 2026, within RIIO-GD2. As a responsible GDN, we must be able to demonstrate that the money has been spent well with a positive Social Return on Investment (SROI) and has targeted those who are most in need. Projects are registered with Ofgem through Project Eligibility Assessments and annual reporting and showcase events allow demonstration of strategy and how the money has benefited customers.

As demonstrated throughout this report, we have doubled our spend in the second year of delivery under the VCMA and believe we have risen to the challenge of reaching those who are most in need, taking on board feedback from our Year 1 performance and through engagement with internal and external key stakeholder groups.

The partnerships we have created this year have been supported by our stakeholders and have made a real difference to people's lives offering real support and benefits – as demonstrated through project outcomes and real life case studies/testimonials.

We have reviewed each project throughout and upon completion (where applicable) and review any challenges, anything that has worked particularly well and how we have overcome any obstacles to embed into future projects/project extensions.

RIIO-GD2: April 2021 – March 2023

We have invested £3m over two years, which has resulted in the outcomes highlighted here.

VCMA projects delivered

24

People reached directly through projects

48,427

People reached indirectly through media campaigns

23,723

Social return on investment

£8.98/£1

Savings for our customers

£5,340,060

Priority Service Register (PSR) referrals

14,164

CO awareness surveys

16,317

CO alarms issued

8,121

Accessible CO alarms

71

Locking cooker valve (LCV) installations

90

Associated benefits are from company specific projects only and further benefits have come from working in collaboration with the other GDNs, details of which can be found in the collaborative annual report, which can also be found on the [VCMA pages on our website](#).

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Strategy

Our strategy outlines our approach, how we work with project partners to identify customer need and how we evaluate and measure projects to embed lessons learnt.

Our approach

Our stakeholders have been key to creating and developing our strategy and approach, taking into consideration our customers' prioritisation of our current business plan commitments.

We have taken on board feedback from our Year 1 report and feedback from the annual showcase event to ensure we are plugging any gaps and focusing our efforts in the right areas. We have applied a targeted approach focusing on specific needs and vulnerabilities (aligned to PSR needs codes), ensuring we have a good geographical spread across our network.

We will continue to establish and maintain partnerships with trusted organisations, such as Care and Repair, Warm Wales and National Energy Action (NEA), who are already embedded within our communities, to help support some of the most vulnerable people in our area.

Click here to see our [VCMA strategy](#).

Our strategy and approach helps us to identify customer need and work with trusted organisations who are already embedded in the community to reach the most vulnerable.

Our approach consists of six key areas:



Analyse and Identify: Knowing who needs support and when, what support is needed and why, where it is available and how it can be accessed



Engage: Understanding what support our communities want and what the need of customers is



Collaborate: Using trusted organisations to deliver support services that go above and beyond our business as usual activities to meet customers' needs



Deliver: Funding the provision of a suite of tailored services that addresses vulnerability and fuel poverty through our network of sustainable partnerships and our own employees



Facilitate: Giving colleagues the skills to identify those most in need and how to access support and referral pathways for customers in vulnerable situations



Evaluate and Report: Ensuring the delivered services have the intended impact and remain the most suitable approach. Reporting both social and financial outcomes through annual reports, case studies and showcase events using learning to inform and improve future projects.

To provide additional support that goes above and beyond our obligations, reaching and safeguarding the most vulnerable people both now and in the future, by creating a strategic network of partnerships to help individual households, small businesses and communities tackle fuel poverty, energy affordability and by improving accessibility to free support services.

Identifying needs and solutions

In order to understand the needs of our customers and how we can work with VCMA project partners to maximise outcomes for our communities, we gather insight from multiple sources:

- ▶ We engage with a number of groups such as Citizens Advice, NEA, charity organisations and government, including APPCOG. In addition to this, we seek the views of our customers, through surveys and our Citizens Panel, our colleagues, and through trusted experts including our Customer Engagement Group (CEG). This engagement underpins the delivery of our projects and provides reassurance that we are spending the money well, reaching those who are most in need.
- ▶ We use data such as the Gas Supplier Priority Services Register and reports from NEA and the Institute of Customer Service (ICS) to name a few.

Some of the key audiences we have focused on, but have not been limited to, include:

- ▶ customers living in less affluent areas
- ▶ customers at risk from cold damp homes
- ▶ people in vulnerable situations, including those with specific needs – as demonstrated in our projects with Kidney Care UK and Maggie's Cancer Trust
- ▶ people most affected by CO, including over 65s and under 14s
- ▶ young families expecting a child or with children under 5
- ▶ BAME communities – as demonstrated in our project with Women Connect First.

Using the insight and understanding of the target groups, we seek partnerships to co-create projects which address and meet the needs and demonstrate good outcomes for our customers.



Working together

Building upon the partnerships we developed in RIIO-GD1 and within the first year of delivery under the VCMA, we have created and maintained new and existing relationships to set up new projects and extend existing projects with additional funding. An example of this is our work with Warm Wales. We had established a relationship with Warm Wales in RIIO-GD1, however after the first year of delivery under VCMA and the benefits delivered to our customers, we reviewed the project and agreed to extend the project for a further two years.

Supported by feedback from our key stakeholders and stakeholder groups, we understand the importance of utilising partners who are already known in communities and those who have already built relationships with those who are most in need.

We also work with our projects' partners to promote longevity and sustainability by encouraging the support of services post VCMA. We share best practice and encourage contact amongst our partners to help create a robust partnership network across Wales and the south west.

In addition to the above we develop referral pathways for our internal colleagues to introduce our customers to partners when appropriate. We recognise the value in sharing best practice, learned from our project partners, with our frontline staff. This is so that we can offer our customers the very best service from their very first interaction with us. Furthermore, we encourage participation through our Championship Cup, bringing together our workforce to develop new ideas/projects focused on supporting vulnerable customers in their localities, with some healthy competition.



One of our customers speaking at our annual Championship Cup conference, talking about the impact of our partnerships and how it has made a difference to her life

Measuring outcomes and benefits

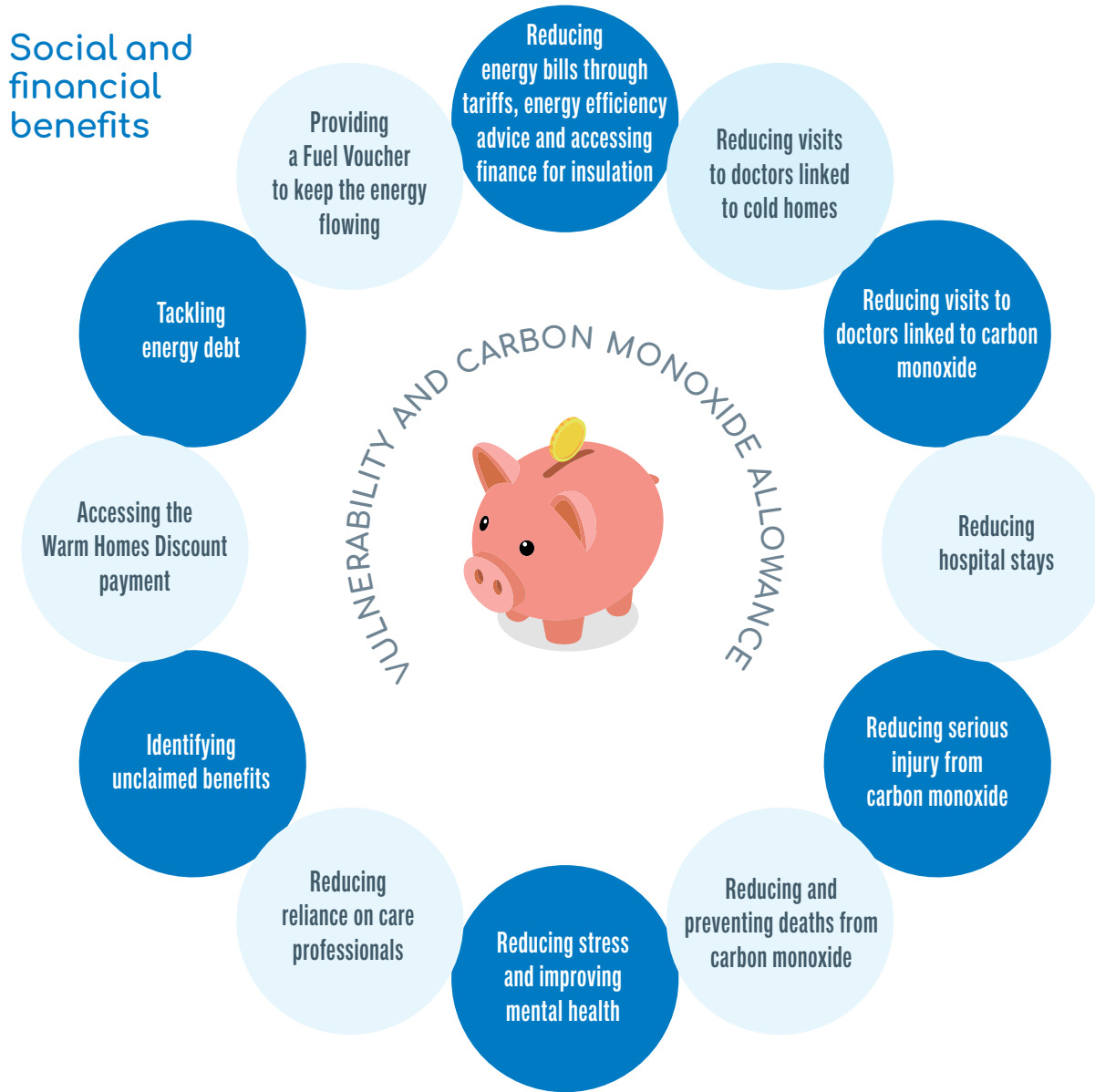
The success of a project can be determined through the information produced by our Social Return on Investment (SROI) model. Each GDN developed similar models which assess the social and financial benefits to a customer, and the governance rules state that a project must project a positive SROI to be funded through the VCMA.

When setting up a project, we complete a Project Eligibility Assessment (PEA), and produce a forecasted SROI per project. This information is submitted to Ofgem and uploaded onto our website. We undertake quarterly reporting meetings with our partners to make sure projects are kept on track in terms of deliverables and complete an actual SROI at the end of each period (depending on the duration of each company specific project). This allows us to reflect on the project performance and embed lessons learnt for future improvements.

Our current SROI model, developed by Sirio, is used to demonstrate social and financial benefits for each of our projects, making sure that the outcomes and benefits are greater than the project investment. Social and financial benefits are illustrated on the right.

In addition to these benefits, and to demonstrate the real impact our projects have, we have included case studies and testimonials from real customers who have been helped via our VCMA projects. These are outlined in the detail of our project breakdown further on in the document.

Social and financial benefits



3

Summary of company specific projects and outcomes

This section highlights the activities that have been carried out under the VCMA between April 2022 – March 2023 and builds on our delivery of Year 1.

of company specific projects and outcomes

In Year 2, we have spent a total of £1.991m on VCMA projects, of which £1,535,791 has been spent on company specific projects and the remaining £456,152 on collaborative projects. This includes:

- ▶ Project costs
- ▶ Staff costs to manage VCMA partnerships and projects (including operational costs)
- ▶ Miscellaneous costs.

During the first two years of the VCMA, we have applied the following approach when working with our delivery partners and supporting customers:

▶ Crisis support

- This funding enables partners to provide fuel voucher support to customers to keep the heating on in the short term, and enables further discussions which lead to long-term changes.
- Keep Warm packs include items which help to keep the person warm if they are worried about switching the heating on or running appliances which contribute towards additional energy costs.

- Where we find customers during our works with faulty appliances or pipework and they are at risk of being off gas due to costs or capacity to deal with. In these cases, we will either repair with our trained engineers or refer to partnerships to action via gas safe engineers.

▶ General advice and signposting

Our funding helps to establish or increase the capacity of telephone helplines and for partners to carry out more in-person events. Outcomes will include:

- accessing unclaimed benefits
- reviewing energy debt and direct debit payments
- accessing funding for energy efficiency measures
- energy behaviour advice such as understanding boiler and radiator controls.

▶ Advocacy support

- Partners take referrals from WWU and their network of partners and provide in-depth support to customers to claim benefits, apply for energy measures, and three-way calls with energy suppliers to resolve issues. All cases are followed to their conclusion ensuring the customer receives what they are entitled to.

▶ Targeted campaigns

- CO safety and awareness and provision of free monitors
- PSR information and referrals to energy suppliers, Distribution Network Operators (DNOs) and water companies
- Schools and community education through our Gas Safety Ambassadors.

I didn't have any money worries until this year. I lived quite comfortably on my salary. I had a little bit of emergency money put away but that's been eaten up and I'm now living pay-check to pay-check and eating up all of my overdraft every month. I have even started going to a food exchange with my friend. That's not something I would have known about let alone used before but I'm now having to use it a lot more readily.

SUMMARY of company specific projects and outcomes

Below is a summary of the outcomes from WWU projects undertaken in the period 1st April 2022 to 31st March 2023 (excluding collaborative):

VCMA Year 2: 2022/2023

VCMA projects delivered

23

People reached directly through projects

35,450

People reached indirectly through media campaigns

10,036

Social return on investment

8.98/£1

Savings for our customers

£4,734,906

Priority Service Register (PSR) referrals

13,003

CO awareness surveys

13,710

CO alarms issued

6,436

Accessible CO alarms

71

Locking cooker valve (LCV) installations

37



SUMMARY of company specific projects and outcomes

In Year 2 of VCMA delivery, we invested a total of £1.991m supporting partnership organisations across our network and in collaboration with the other GDNs to raise awareness of the Priority Services Register, the dangers of carbon monoxide and supporting people to access services such as benefit entitlement checks, tariff switching and energy efficiency advice.

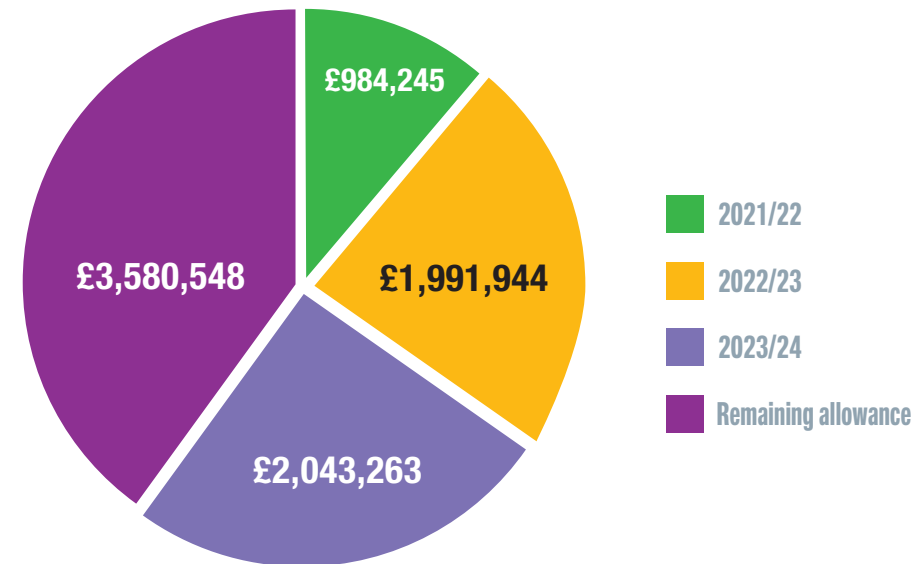
Our projects are summarised under four main themes:

- ▶ fuel poverty and energy affordability
- ▶ services beyond the meter
- ▶ carbon monoxide awareness
- ▶ supporting priority customer groups.

These themes feature throughout the report and you can read about some of our case studies on [pages 17-27](#).

A total of 39% of our projects are delivered across our whole network, while 44% are Wales specific and 17% south west specific. Going forward we are working with project partners to ensure there is a consistent coverage across our network and identifying potential projects that can be expanded nationally.

RIIO-GD2: April 2021 – March 2026 committed spend



VCMA GD2 summary

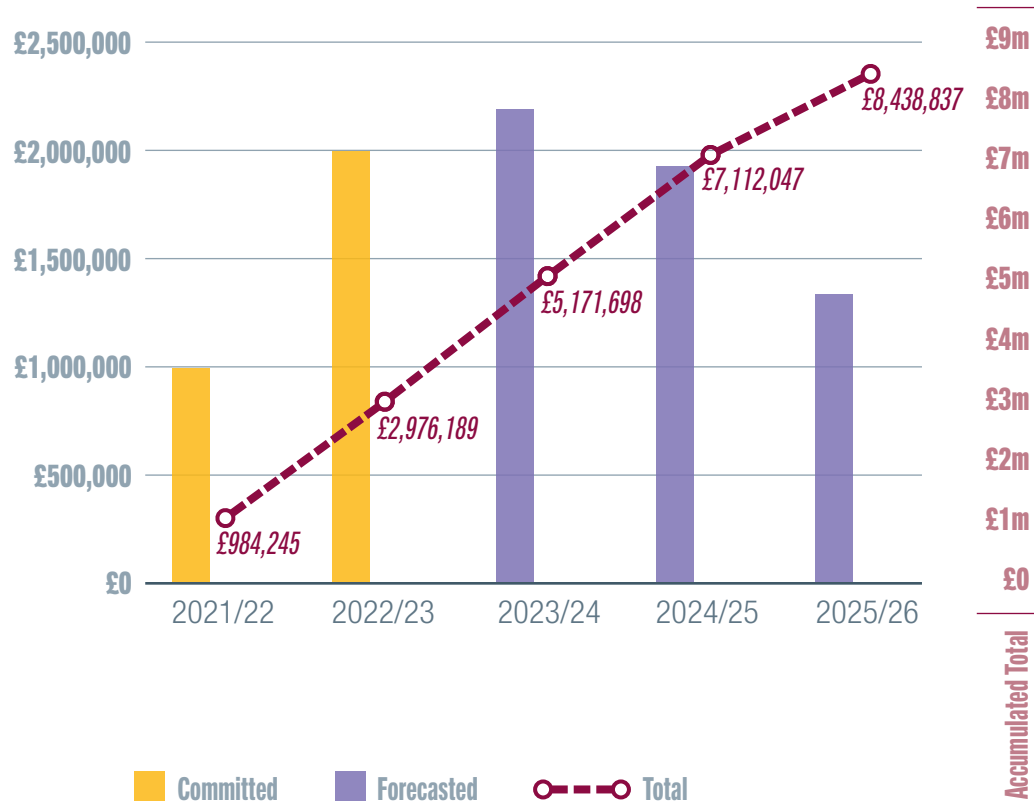
	2021/22	2022/23	2023/24	2024/25	2025/26	TOTAL
Forecasted	–	–	£2,185,925	£1,940,349	£1,336,374	£8,438,837
Committed	£984,245	£1,991,944	£2,043,263	£1,669,393	£828,572	£7,517,417
Company specific	£795,811 80.85%	£1,535,791 77.10%	£1,468,133 71.85%	£1,175,694 70.43%	£528,997 63.84%	£5,492,089 73.06%
Collaborative	£188,434 19.15%	£456,152 22.90%	£575,130 28.15%	£493,699 29.57%	£299,575 36.16%	£2,025,327 26.94%
Misc costs rolled up as individual						

SUMMARY of company specific projects and outcomes

As the VCMA is a Use It or Lose It (UIOLI) allowance and to ensure we spend the full amount supporting those who are most in need, we have doubled our spend in our second year of delivery and have forecasted an increased spend profile of £2.5m for the third year of VCMA. With energy costs rising and the ongoing cost of living crisis, we are continuing to work with partners to tackle both shorter term issues and longer term crisis support.

Our forecasted spend for VCMA1 is highlighted in the graph below:

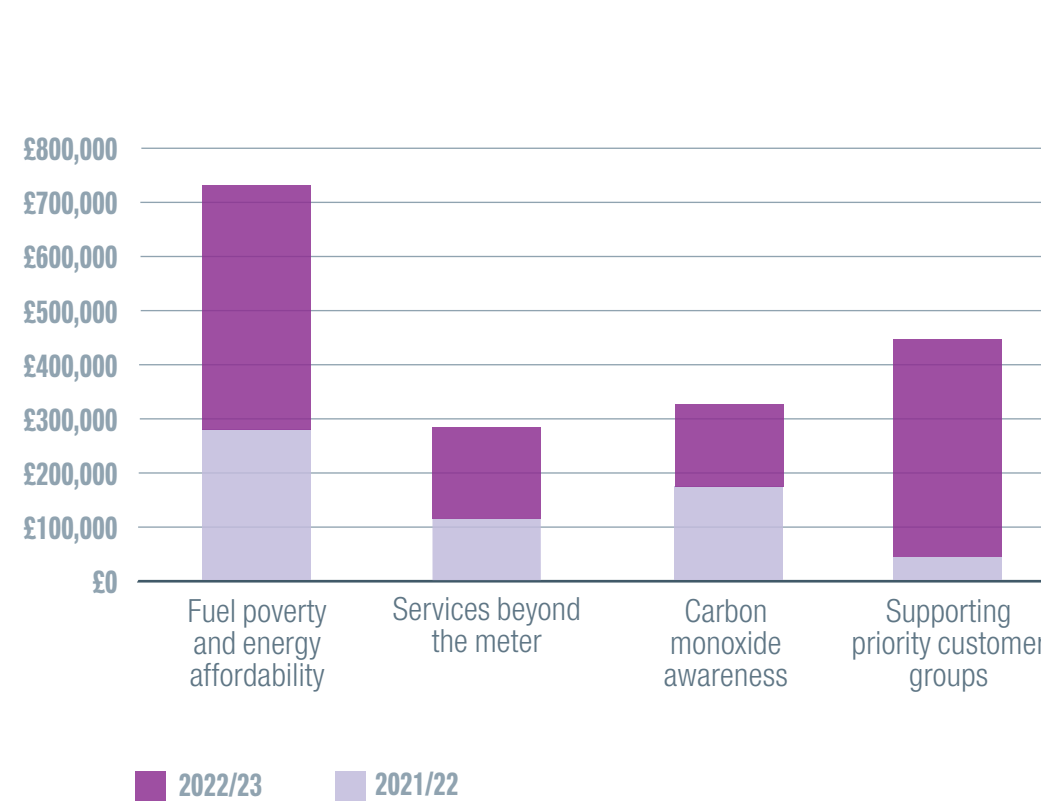
Committed and forecasted spend



This second graph below represents our Year 1 and Year 2 spend collectively. As you can see, there has been a significant increase in people needing support relating to fuel poverty and energy affordability, due to the cost of living crisis. This is something we will continue to focus on going into Year 3 of delivery and will work with organisations to ensure customers can remain safe and warm in their own homes.

For full details on VCMA related activities for 2021/22 please [click here for our Year 1 Company Specific and Collaborative Annual reports](#).

VCMA 1 spend (to date)



4

Case studies

This section highlights some of the great projects which have been split into four main strategic themes. Click on each section to be taken through to the supporting case study.

Fuel poverty and energy affordability

Programmes designed to help customers struggling to afford energy

Services beyond the meter

Direct operational support provided to vulnerable customers as we go about our work

Carbon monoxide awareness

Programmes to increase awareness of CO, how to stay safe and the impact of CO on different vulnerabilities and age groups

Supporting priority customer groups

Programmes targeted at supporting PSR-eligible customers

Adra

Prosiect Sero
Net Gwynedd

PROJECT AT A GLANCE

- ▶ **Duration:** 2 years
- ▶ **Investment:** £100,000 over 2 years
- ▶ **Forecast SROI:** £15.72
- ▶ **Status:** On track

Why we're working together

In April 2022, figures published show almost 200,000 households in Wales (14%) were living in fuel poverty in October 2021. A further 153,000 households were at risk of fuel poverty.

These figures are stark and worrying; they show the depth of the energy crisis before the winter started and before the domestic energy cap was raised by 54% in April 2022. Adra estimated, using the 2021 modelled estimates of fuel poverty, and revising them to take account of fuel prices (electricity, mains gas, and heating oil) from April 2022, that:

- ▶ up to 45% (614,000) of all households could be in fuel poverty following the price cap increase in April 2022



- ▶ up to 8% (115,000) of all households could be in severe fuel poverty
- ▶ up to 15% (201,000) of all households could be at risk of falling into fuel poverty.

These figures highlight the necessity of the support services that Adra and their Energy Wardens provide.

How we're working together

Adra proposed to build on the success of their Prosiect Sero Net Gwynedd, previously funded by Energy Redress fund, and expand it to include awareness around the PSR and the danger of CO, which became so much more important in the wake of the cost of living crisis.

Energy Wardens employed by Adra, operating throughout mid and north Wales, are working with existing energy focused community enterprises to provide awareness sessions covering energy safeguarding, using energy efficiently, CO, the PSR, and how to access more in-depth support to tackle fuel poverty. Sessions are provided to groups, but the Energy Wardens also make appointments to support individuals with more complex needs.

WWU further supports this project by providing bilingual resources, access to small energy efficiency measures such as Keep Warm packs, and CO monitors to be installed in vulnerable households.

Partnership impact and learning

This partnership kicked off in December 2022, and in the first three months of delivery Adra have been able to support 126 households. Support has ranged from simple energy efficiency advice, to in-depth support to access grants and benefits.

Initial case studies and customer feedback from this project have highlighted the value of this support being delivered in hubs. It has given customers the opportunity to share their experience with their peers, supporting themselves by sharing advice, whilst having the opportunity to speak to an Energy Warden if necessary.

KEY ACHIEVEMENTS

- 🏆 Households reached: **126**
- 🏆 Energy conversations: **80**
- 🏆 CO awareness conversations: **121**
- 🏆 PSR registrations: **56**
- 🏆 Benefits checks: **£3,554** (to date)

We are extremely pleased to work in partnership with Wales & West Utilities on this project to raise awareness of the dangers of carbon monoxide within our communities. With the help of our partners DEG, the project has also enabled us to provide vital energy saving advice and support to Gwynedd residents during the cost of living crisis.

Adra spokesperson

This hub is brilliant. I would be lost without it.

Mr Butterworth

Warm Wales/National Energy Action

Gas Appliance Repair and Replace Scheme

PROJECT AT A GLANCE

- ▶ **Duration:** 2 years
- ▶ **Investment:** £279,491
- ▶ **Forecast SROI:** £10 per £1 spent
- ▶ **Status:** Exceeding target

Why we're working together

As a gas distribution network (GDN) our licence obligations only extend to making internal pipework and appliances safe in the event of a gas escape or carbon monoxide alarm. When we undertake planned work at a customer's home, we will test the internal pipework and appliances but if a leak is found or an appliance won't relight then we pass this back to the customer to resolve as the fault is on their equipment.

While in most cases tenants can contact their landlords to solve their issues, and private homeowners a Gas Safe Registered (GSR) engineer, we recognise that this does leave a portion of our customer base who may be on low incomes and/or vulnerable that would not be able to get back on gas easily.



How we're working together

Wales & West Utilities ran a tender event to source solutions to three separate issues in readiness for the beginning of GD2, one of which was to repair or replace gas appliances following an interruption, that would not relight. Warm Wales won the tender and subcontract this work out to National Energy Action (NEA).

NEA receives direct referrals from WWU frontline staff who attend properties where a gas appliance is found to be faulty. NEA assesses the customer's eligibility for the programme and if eligible, then appoints a trusted GSR engineer in the area to attend the property in question. The GSR engineer will assess what work is required to get the customer back on gas, and then undertake the repair/replacement of the appliance.

In addition, NEA will undertake further action to support the customer with energy efficiency, help to access benefits and grants that they may be eligible for, and to maximise their household income.

Partnership impact and learning




During the first year of delivery, we realised that the initial proposal underestimated the level of support that would be required to keep our vulnerable customer base on gas, following emergency interruptions. This has resulted in additional funding being awarded to cover the shortfall in Year 2.

The project has also provided clarity on the reality of the circumstances some of our low-income/vulnerable customers are living in, with generally poor living conditions and appliances that have not been maintained sufficiently. This highlights the need for a more proactive approach, considering servicing and gas safety checks in addition to repairs and replacement. In the light of VCMA 2 this approach is being considered by Ofgem.

CO safety and awareness

Our projects here focus on not only raising the awareness of the dangers of CO, but also better understanding the impacts that CO has on different age groups and vulnerable groups.

KEY ACHIEVEMENTS

-  Households reached: **179**
-  Appliance repairs/replacements: **179**
-  Savings to customers: **£156,292**

Mrs O was very happy that her services were restored as she had no other access for showering/heating and is keen to maintain her independence as long as she is able.

.....
Ms X thankful that she has been able to get support which would be unaffordable to her with her current health issues.

Safety Ambassador Initiative

Raising CO awareness alongside gas and site safety to primary school children



Why we're working together

Children are at risk from unsafe gas practices as they are not always in control of their environment and are reliant on adults in keeping them safe. This means that they have little control over whether the people they live with service their appliances regularly or have an audible CO alarm. Our aim is to equip as many young people as possible with vital gas safety information and encourage them to start conversations at home on how to stay safe.

Having suspended in-person school sessions due to Covid-19, we have now relaunched our Gas Safety Ambassador initiative by visiting primary school children to deliver our interactive sessions on CO awareness and gas and site safety. We provide children with take-home packs containing an informative leaflet on the dangers of CO which can also be shared with their families.

How we're working together

Working with a Cardiff primary school we redesigned our sessions and materials to ensure sessions are delivered in a



fun and informative way, with children taking a participative role. We have recruited and trained new ambassadors and begun delivering our 'Get Creative, Be Safe' sessions which help drive home the simple steps children and their families can take to stay safe from the dangers of carbon monoxide – the silent killer.

As part of the sessions, ambassadors explain what gas does in the home and how it gets there, before detailing what Wales & West Utilities do to make sure people continue to receive a safe and reliable gas supply. They also spend time explaining the actions people should take if they were to smell gas or suspect CO poisoning, before encouraging youngsters to learn the national gas emergency number.

Partnership impact

Between February and end of March of this year we reached 240 children. By the end of this school year (July 2023) we expect to reach 1,000 children and ambassadors have made a concerted effort to contact more schools and book visits for the school year 2023-2024, actively targeting areas most at risk such as:

- ▶ those living in socially deprived areas
- ▶ those living in a CO hotspot area
- ▶ those living in areas where we are carrying out planned work.

Targeted support for vulnerable customers

Unexpected trends like the unprecedented rise in energy costs, of the cost-of-living crisis in general disproportionately affect our vulnerable customers. That is why we are dedicated to working with specialist partners to tailor our support services to be as inclusive and effective as possible.

KEY ACHIEVEMENTS

- 🏆 Schoolchildren reached: **240**
- 🏆 Across **5** sessions delivered (in 2023 only)
- 🏆 Programme redeveloped
- 🏆 Gas ambassadors signed up across the network: **21**



It was really good to have an outside person come into school to give us tips on staying safe. I now know what to do in an emergency and will definitely be telling my family the national gas emergency number!

Year 2 pupil Angharad Chandler of Severn Road Primary School, who received our first relaunched session

The event was delivered in a fun and informative way and all children were engaged throughout. We are grateful to have this as a resource from Wales & West Utilities and will certainly look to add additional sessions for other year groups.

Andrew Jones, Deputy Head at Severn Road Primary School

Crunch Digital Media

PSR Digital Media
Campaign

PROJECT AT A GLANCE

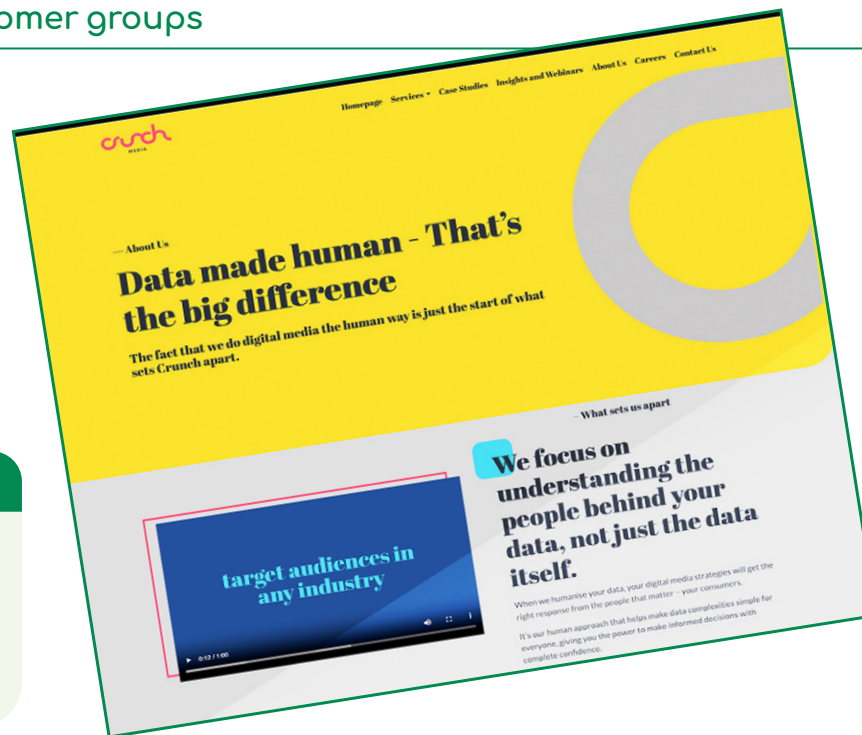
- ▶ **Duration:** 16 months
- ▶ **Investment:** £31,082 over 16 months
- ▶ **Forecast SROI:** £50.22
- ▶ **Status:** Exceeding target

Why we're working together

Light, power and heating are essential services for our society. Different customers have different needs or interests, and some consumers are significantly less able than others to protect or represent their own interests in the energy market.

To assist these consumers, each gas and electricity supplier, DNO, water supplier and water distributor owns and maintains a Priority Services Register (PSR). This entitles the consumers who are eligible to be on the register to access free information and support services, to make sure they are completely looked after.

We've partnered with Crunch Digital Media to raise awareness of the PSR through multiple digital media platforms, helping us target the correct demographics, and make it easier for our customers to sign up.

**How we're working together**

We are using Facebook and targeting methods: targeting users with an interest in saving, parents with young children, influencers and users at risk. We are segmenting these audiences by targeting based on interests, job titles and demographics. We will then retarget users who have visited the landing page or engaged with the initial ad, whilst excluding users who have completed sign up.

Partnership impact and learning

By working with Crunch to promote the PSR via digital media, we have seen a big increase in the number of sign-ups. Utilising Facebook, Crunch's approach considers demographics, specific searches and audience engagement, particularly

Crunch have worked with Wales & West Utilities for more than five years delivering digital media strategies and business support across departments. Over the past two years our key PSR campaign has enabled us to build audience insights and data that will drive more impactful and better performing digital campaigns for the VCMA project and all future projects within this sector.

Crunch spokesperson

CASE STUDY **Crunch Digital Media**

focusing on parents with young children and “at risk” users such as the over-60s.

The project has seen a tremendous cost vs benefit, with sign-ups costing in the region of just £2.65, and by helping 10,178 homes to register on to the PSR, we are able to demonstrate a Social Return on Investment (SROI) per £1 spent of £57.81.

The success of this partnership has resulted in the project being scaled up to include SGN and Cadent’s networks, with a collaborative project kicking off in Summer 2023. In the meantime, our existing project has been extended to fill the gap.

KEY ACHIEVEMENTS

- 🎯 Impressions*: **2,517,031**
- 🎯 Clicks: **126,014**
- 🎯 PSR registrations: **10,178**

* Impressions represents the opportunity a person has had to see the content Crunch has produced for the PSR.



CASE STUDY

Maggie's Cancer Trust

Reducing Fuel Poverty and Maximising Household Income for People with Cancer



Click the ipad to watch a video of Maggie's working with customers and their experiences

Supporting priority customer groups

Support provided at Maggie's Cancer Centre in Cardiff to fill out forms for income maximisation

PROJECT AT A GLANCE

- ▶ **Duration:** Originally 1 year extended to 18 months
- ▶ **Investment:** £50,000 (+ £25,000 for extension) over 18 months
- ▶ **Forecast SROI:** £22.35 per £1 spent
- ▶ **Status:** Exceeding target

Why we're working together

A cancer diagnosis can have a devastating impact financially as well as emotionally. For many families, income is already stretched. Research by Macmillan Cancer Support indicates that 83% of people experience financial hardship as a direct result of their cancer through a loss of income and/or increased costs. The report found that on average, people are £570 a month worse off because of their illness. People with cancer are especially vulnerable to fuel poverty as income often falls at a time when they are facing increased costs, particularly utility bills.



Maggie's provided constant support throughout the pandemic when little or no other support was available and were set to build from this in the face of the cost of living crisis.

How we're working together

Wales & West Utilities split the funding equally between three Maggie's centres based in Swansea, Cardiff and Cheltenham. We reinforced their services by providing training to their benefits advisors, staff, and volunteers around the PSR, CO, and provided awareness of our wider VCMA activities for additional support.

Maggie's advisors provide support at their purpose-built centres, that are award winning for their architecture and which are calm, friendly and welcoming places, full of light and warmth. They have a kitchen table at their heart, offer glimpses and views of the nature that surrounds them, and provide thoughtful spaces to find privacy as well as places to come together as a group.

Benefits advisors then provide holistic support to individuals helping lift them out of fuel poverty, maximise their income and to access the correct benefits and grants available to them.

Patients are signed up to the PSR and are provided awareness around CO during coffee mornings and group events at the centres.

Partnership impact and learning

Our support was originally intended to last one year but has been extended for six months due to the success and levels of support provided to cancer patients.




Over the course of 12 months Maggie's has been able to support 1,852 people, helping them access more than £2m in benefits and grants, averaging over £1,000 per individual/household.

We learned the importance of being able to provide organisations such as Maggie's with reassurance of funding and the significance of longer projects lasting years instead of months. This issue was highlighted as the Cardiff centre was unable to retain the post of benefits advisor throughout our pilot.

Despite this the project has proven the value of organisation supporting customers with chronic illnesses, and how they are disproportionately affected by unprecedented increases in energy prices.

Once our partnership comes to its end, we will assess the outcomes against a similar project being run by the other GDNs, to confirm how we move forward with a collaborative UK wide project.

KEY ACHIEVEMENTS

-  Households reached: **1,852**
-  Energy conversations: **1,852**
-  Benefits checks: **£2,122,880**

Just last year our benefits advisors provided advice on more than 3,000 occasions and we expect this level of demand to continue, or increase, during the rest of this year and throughout 2023, as the unprecedented uncertainty of job security and employment continues.

This funding from Wales & West Utilities will help alleviate the distress of crippling financial worries to many of our cancer patients and we are very grateful.

**Partner spokesperson,
Maggie's Cancer Trust**

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Future look

Highlights how we will adapt to changes in VCMA funding and some of the exciting projects we have in the pipeline to continue to support our communities.

Moving forward

Going forward we are looking at how we engage with our internal teams, such as our Sustainability team, to make sure we can help customers feel supported through the energy transition and how this is reflected in our VCMA partnerships.

We have plans in place to update our training materials, supported by our VCMA partners, to ensure our operational colleagues feel supported and have the knowledge of how to refer a customer to our partners as and when required. This will help them overcome any challenges or obstacles they may face when out on site with customers who can be supported through our network of partners, whether it's more holistic support required or relating to a specific need.

In order to support future projects, we have also been doing some work in the data and demographics space so we have granularity of where to focus our efforts in terms of VCMA projects for the remainder of RIIO-GD2.

Major funding update

As a group of GDNs, we have worked with Ofgem and other key national stakeholders to review the allowances we have to help vulnerable customers. Policy changes mean that funding

for first-time gas heating is very limited, resulting in under-delivery of the Fuel Poor Network Extension Scheme (FPNES). Transferring those allowances, which total over £110m, to the VCMA will result in the overall VCMA pot being almost trebled in value over the RIIO-GD2 period. Our share of this money will be £16m and we have named this new funding VCMA2.

Changes are expected to be confirmed by August 2023. This does create a challenge in terms of timescales with only two and a half years to spend the additional money, but also offers opportunities for large-scale collaborative projects with national partners.

The GDNs have updated their VCMA strategies to account for the additional VCMA2 funds. We have also worked with Ofgem and stakeholders to review the VCMA guidance document including additional scrutiny and approval of high value.

For VCMA2 our prime focus will be on expanding funding for partnerships providing support to customers to keep the gas on, while energy costs remain at historically high levels. This will be a combination of additional funding for some existing partnerships and new projects with partners with proven track records of delivery.

Adapting our approach

While crisis support will continue to be required, we want customer engagement and outcomes to be sustainable encouraging the households to engage in exploring:

- ▶ how household income can be increased
- ▶ the energy efficiency of the home
- ▶ awareness of using heating controls
- ▶ improved energy efficiency behaviours.

Mr S was delighted with the outcome: he tells us that he feels warm and safe in his home.

Mr X and Ms Y delighted that their home is warm so they can leave hospital.

I would never have been able to navigate my way through the various departments to claim these benefits without the help of Maggie's, and my peace of mind has improved.

FUTURE LOOK

While energy affordability and keeping customers on gas will be our key drivers, we will take every engagement as an opportunity to raise awareness of the PSR and CO. We will be using fuel poverty and data demographic data

such as Office of National Statistics (ONS), Welsh Government data, and tools which overlay multiple set of data to deliver our projects. **We have committed to the following company specific projects for 2023/24:**

Partner	Forecasted funding	Duration	Project description	Outcomes
Kidney Care UK	£287,000	2 years	This project will allow the Welsh Kidney Network to work with Kidney Care UK and support patients throughout Wales on kidney dialysis. They will also make referrals to Auriga who will undertake more in-depth financial support.	750 patients supported by Patient Support Advocacy Officers. 35% of these patients will be referred on for further financial support from Auriga. Average financial savings per patient to equal £4,000.
Shelter Cymru	£37,500	2 years	Shelter Cymru will deploy up to two full-time equivalent fuel-debt advisors, reinforcing their existing telephone advice service and debt and benefit caseworkers, to support households in crisis, facing the prospect of losing their homes due to low income and/or poor mental and physical health.	10,000 people reached with general debt and energy advice. 265 people per annum referred on for in-depth financial support including benefit entitlement checks, social tariffs, access to hardship grants etc.
Advocates and Angels	£12,500	2 years	Advocates and Angels supports all children's wards across Wales and helps new families adjust to life with a child in need of palliative care. They will be reinforcing their service to include information about the PSR and to raise awareness of the dangers of CO.	3,000 families per annum will be engaged with messages about the PSR and CO, via care packages. These families will be supported with PSR referrals and helped to access free CO monitors by Advocates and Angels.
Wotton Lawn	£62,500	2 years	Wotton Lawn Mental Health Hospital is a trust in Gloucester providing mental health support to patients that are admitted. Their supported discharge service also looks to provide financial support to patients in order to get them back on their feet and in their own homes. Our funding will reinforce this service to reach more patients and to include energy specific support including PSR referrals and awareness of the dangers of CO.	650-680 patients will be admitted to Wotton Lawn per year, and 120 of those will be helped through the supported discharge service.
RoSPA	£61,111	2 years	RoSPA provides support via online resources around keeping children safe, being safe at work, and being safe at home. They will develop their resources to raise awareness of the PSR and the dangers of CO.	100,000 families enabled with resources to make their homes safer and reduce accidents.

Opportunity for company specific projects to be expanded nationally

We believe we have risen to the challenge of establishing new partnerships supporting the most vulnerable communities across our networks, investing VCMA funding on projects that are supported by key stakeholders.

With the introduction of VCMA2, we will further adapt to make sure we are getting the best value for our customers by working with new and established organisations as the number of projects we support grows.

Closing statement

I'm incredibly proud of the projects our Vulnerability and Carbon Monoxide Allowance has enabled us to support throughout GD2. Our customers are at the core of everything we do, and our VCMA funding allows us to go further and build upon our proud track record of supporting customers and providing inclusive services.

The partnerships we have developed with organisations, and our fellow gas networks, are already making huge differences to those struggling to pay their bills, increasing energy efficiency and making sure customers are safe in their homes, no longer at risk of carbon monoxide effects.

We are passionate about the important role we play and, as a responsible business, we will be focused on growing our partnerships, our skills and our reach to really make a difference to those who need it.



Graham Edwards Chief Executive



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Appendix

Full list of projects relating to Year 1 and Year 2 VCMA projects including spend, funding and SROI information.

Company specific

Please [click here](#) to view the associated Project Eligibility Assessments for each of the below projects, as well as our collaborative projects.

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Carbon monoxide awareness	Heavenly Game Over Campaign	To reach young people, aged 16–25 with CO awareness messaging, through the proven route of the Game Over creative campaign run by Heavenly Media. The campaign maintains longevity of the digital media campaign.	Heavenly	£30,000	01/04/2021	28/02/2022	£4.09	Heavenly developed a creative campaign, targeted at 16–25-year-olds, utilising various social media and media platforms. Game Over was developed with a video game theme, which was expected to resonate well with 16–25-year-olds, increasing the chance of a successful engagement. Heavenly did two media bursts during the winter months, in November 2021 and January 2022, using platforms such as Facebook, Snapchat, Spotify, YouTube and ITV Hub as there was scope to reach more than 4.5m 16–25-year-olds with this potentially life-saving information.	Reach = 13,545 Actual SROI = £4.09	Completed
Supporting priority customer groups	RCT & Partners Lower Cynon Pilot	Partnership lead by RCTCBC working with local community groups to raise awareness of CO using engaging and appropriate methods.	Rhondda Cynon Taff County Borough Council	£28,150	01/04/2022	31/08/2022	£8.26	RCTCBC engaged with various community groups in the Lower Cynon Area of South Wales, including Barod, RCT People First, Feel Good Factory, among others, and successfully delivered CO awareness campaigns, as well as free CO alarms.	Reach = 253 PSR Referrals = 83 CO Surveys = 322 Alarms = 197	Completed

APPENDIX Company specific

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Carbon monoxide awareness	South Wales Fire & Rescue CO Alarms for the Profoundly Deaf	To support 10 households with profoundly deaf occupants, using specialist CO alarms and wearable tech; and to assess the value of the equipment.	South Wales Fire & Rescue	£5,000	01/04/2022	31/03/2023	£0.13	Project under-delivered due to lack of uptake from the profoundly deaf community. Lessons learned are around engagement and how we raise awareness of this equipment. Of those who did receive this equipment, the feedback was very positive.	Reach = 3	Completed
Supporting priority customer groups	Care & Repair 70+	To support the older community throughout Wales with in-depth, wholistic support to access unclaimed benefits, maximise income, and to access small to large energy efficiency measures.	Care & Repair	£85,000	01/12/2022	31/03/2023	£40.82	Project was supported through the final four months of the 2022/23 regulatory year following the end of C&RC's Energy Redress Funding. The project had set outcomes for each month which were surpassed.	Reach = 588 Actual SROI = £33.64 Savings = £352,483 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	Completed
Supporting priority customer groups	Warm Banks Supporting Vulnerable People in Warm Spaces	Programme to support warm banks throughout Wales & south west England with Keep Warm Packs, consisting of small energy measures, and helping to raise awareness of the PSR and CO.	Warm Banks	£105,755	01/01/2023	31/03/2023	£3.35	Our project saw us support foodbanks across our network in key areas, such as Cardiff, St Austell, Newquay, Pembrokeshire and others. We distributed 5,000 Keep Warm Packs in total.	Reach = 5,000 Actual SROI = £3.64	Completed

APPENDIX Company specific

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Fuel poverty and energy affordability	WWU, National Grid, Bristol Water and University of the West of England Resource West	The Resource West's project aim is to encourage the public to save money and help protect the environment by reducing the consumption of energy and water while still maintaining warm homes. It achieves this by bringing local utility companies together to provide single consistent messages about how to make savings and get help in doing so.	WWU, National Grid, Bristol Water, University of the West of England	£15,000	01/09/2022	30/04/2023	£3.00	This project has completed delivery.		Completed
Services beyond the meter	Wales & West Utilities Locking Cooker Valves	Supporting those in the WWU network who are experiencing memory loss issues, to maintain their independence and prolong their time living in their homes.	Wales & West Utilities	£25,000	01/04/2021	31/03/2026	£14.58	Ongoing delivery of LCV's from GD1 through to GD2.	Reach = 89 Actual SROI = £15.15	On track
Carbon monoxide awareness	Wales & West Utilities WWU Led CO Awareness Campaigns (FRS, Codebreakers, WWU Ops etc.)	Various programmes focused on providing free CO alarms to the most vulnerable in our network, and raising the general awareness of the dangers of CO.	Wales & West Utilities	£495,846	01/04/2021	31/03/2026	–	This project is ongoing and ever-evolving as we determine new campaigns to undertake and new in-roads with partner organisations who can distribute free CO alarms to the vulnerable customers within our network.	Reach = 8,181 Accessible Alarms = 49	On track
Carbon monoxide awareness	Care & Repair Managing Better with CO Monitors	Supporting the older community in Wales, with targeted support looking to raise awareness of the PSR, CO, and to provide free CO monitors where appropriate.	Care & Repair	£160,000	01/04/2021	31/03/2026	£13.00	This project is ongoing and has been continuously reaching the older community in Wales to support with PSR referrals and CO surveys.	Reach = 4,334 Actual SROI = £24.05 PSR Referrals = 2,527 CO Surveys = 2,669	On track

APPENDIX Company specific

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Carbon monoxide awareness	Life Skills Bristol Adults with Learning Difficulties and Special Educational Needs Programmes	Specialist support targeted at raising the awareness of the dangers of CO for adults with learning difficulties, and children in life-like settings.	Life Skills Bristol	£50,000	01/04/2021	31/03/2026	£5.51	Project is under way and has begun delivering CO safety sessions as part of its wider safety programme, with both schoolchildren and adult learning difficulty groups. They are tracking success of the programme through WWU's partner survey.	Reach = 13,675	On track
Carbon monoxide awareness	DangerPoint CO Heroes	Specialist support targeted at raising the awareness of the dangers of CO for children in life-like settings.	DangerPoint	£35,717	01/04/2021	31/03/2026	£5.51	Project is under way and has begun delivering CO safety sessions as part of its wider safety programme, with both schoolchildren and adult learning difficulty groups. They are tracking success of the programme through WWU's partner survey.	Reach = 11,837	On track
Fuel poverty and energy affordability	Warm Wales Healthy Homes Healthy People – Energy Efficiency and Fuel Poverty Programmes	National project covering WWU network area, looking to provide wholistic support in accessing unclaimed benefits and maximising income for households in fuel poverty.	Warm Wales	£1,245,000	01/07/2021	30/06/2025	£10.00	Following the success of this project over the first year of GD2, we extended the overall project for a further two years. HHHP has supported people throughout WWU's network area, and has been able to achieve average household savings of up to £605 per annum.	Reach = 2,208 Actual SROI = £7.71 PSR Referrals = 775 CO Surveys = 818 Savings = £1,335,917 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	On track

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Services beyond the meter	National Energy Action (NEA) Gas Appliance Referral Scheme	Providing practical support to low income and fuel poor households to help restore their gas services to their appliances following emergencies where appliances have been found to be faulty or not fit for use.	National Energy Action (NEA)	£266,000	01/07/2021	30/06/2023	£10.00	Following the success of this project over the first year of GD2, we extended the overall project for a further two years. NEA has been able to make direct savings to households of circa £156,000, averaging around £873 of saving per household.	Reach = 179 Actual SROI = £2.42 Savings = £156,292 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	Exceeding target
Supporting priority customer groups	Crunch PSR Facebook Campaign	Target social media campaign to raise awareness of, and increase referrals to, the PSR.	Crunch	£30,000	01/03/2022	30/06/2023	£50.22	This project has been extremely successful over the first two years of GD2, exceeding the targets set out prior to kick off. The project is now being considered by the rest of the GDNs to be collaboratively worked on and upscaled to a national project.	Actual SROI = £57.81 PSR Referrals = 10,178	Exceeding target
Supporting priority customer groups	Bridgend Carers Welfare Benefits Advice Service for Unpaid Carers and their Families	Targeted carer specific support services focused at raising awareness of energy efficiency, the PSR, and the dangers of CO, whilst helping carers to access relevant benefits and to maximise their incomes.	Bridgend Carers	£50,000	01/04/2022	31/03/2024	£19.25	Bridgend Carers Centre has over-achieved in their first year of delivery, supporting unpaid carers in the Bridgend county to access unclaimed benefits and to maximise their income. Their two benefits advisors have been able to achieve on average £1,600 per household.	Reach = 158 Actual SROI = £13.09 PSR Referrals = 76 CO Surveys = 113 Savings = £265,435 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	Exceeding target

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Supporting priority customer groups	Maggie's Cancer Trust Reducing fuel poverty and maximising household income for people with cancer and their carers across South Wales	Targeted support services for patients diagnosed with cancer, focused at raising awareness of energy efficiency, the PSR, and the dangers of CO, whilst helping carers to access relevant benefits and to maximise their incomes.	Maggie's Cancer Trust	£75,000	01/04/2022	31/03/2024	£22.35	<p>WWU's partnership with Maggie's Cancer Trust stood alone from the collaborative project, and has slightly different approaches. WWU supported the Cardiff, Swansea and Cheltenham branches of Maggie's.</p> <p>They have overachieved in the first year of delivery bringing in more than £2m of savings for their customers. The project has been extended for a further six months to allow for more data to come in from the GDN collaborative project, to determine the approach we take into the future.</p>	<p>Reach = 1,852</p> <p>Actual SROI = £64.58</p> <p>CO Surveys = 50</p> <p>Savings = £2,122,880</p> <p><i>** Savings equate to benefit entitlement checks, hardship grants etc.</i></p>	Exceeding target
Fuel poverty and energy affordability	Pembrokeshire FRAME Fuel Poverty & CO Awareness Project	Community led support services focused at raising awareness of energy efficiency, the PSR, and the dangers of CO, whilst helping carers to access relevant benefits and to maximise their incomes.	FRAME	£50,000	01/05/2022	30/04/2024	£9.21	<p>FRAME's project was very much focused on utilising the well-established trusted relationship that FRAME has within its community. The centre has core values and priorities focused around sustainability and volunteering, which have been embedded into our partnership together.</p> <p>The project is on track and is continuing into the second year of delivery.</p>	<p>Reach = 1,073</p> <p>Actual SROI = £1.49</p> <p>PSR Referrals = 36</p> <p>CO Surveys = 1,041</p> <p>Savings = £31,076</p> <p><i>** Savings equate to benefit entitlement checks, hardship grants etc.</i></p>	On track

APPENDIX Company specific

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Fuel poverty and energy affordability	Centre Sustainable Energy (CSE) Heat Ability	Targeted support services for disabled and low-income households, focused at raising awareness of energy efficiency, the PSR, and the dangers of CO, whilst helping carers to access relevant benefits and to maximise their incomes.	Centre for Sustainable Energy (CSE)	£100,000	01/05/2022	30/04/2024	£41.58	The heat ability project has been embedded in the B&NES community for some time and, as such, is on track and achieving its targets. They are predominantly supporting disabled households with energy efficiency and access to unclaimed benefits, but are also supporting low-income households with these services.	Reach = 723 Actual SROI = £18.67 PSR Referrals = 113 CO Surveys = 212 Savings = £165,030 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	On track
Supporting priority customer groups	Swansea Carers Centre Swansea Carers Fuel Poverty/Income Maximisation Project	Targeted carer specific support services focused at raising awareness of energy efficiency, the PSR, and the dangers of CO, whilst helping carers to access relevant benefits and to maximise their incomes.	Swansea Carers Centre	£59,980	01/08/2022	31/08/2024	£21.51	The start of this project was delayed, and therefore has not completed its first year of delivery. However, they are on track to overachieve on their targets.	Reach = 288 Actual SROI = £31.64 PSR Referrals = 273 CO Surveys = 204 Savings = £560,919 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	On track

APPENDIX Company specific

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Fuel poverty and energy affordability	Hope4U/ Newquay Food Bank Newquay Crisis Support	Providing referrals pathway for Newquay Foodbank to refer their service users to Hope4U where they will receive in-depth support to access unclaimed benefits, hardship grants, and support to maximise their income.	Hope4U/ Newquay Foodbank	£100,000	01/11/2022	31/10/2024	£5.65	This project has had a slow start due to a change in management at Newquay foodbank.	Reach = 23 Actual SROI = £2.73 PSR Referrals = 1 CO Surveys = 79 Savings = £95,514 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	On track
Supporting priority customer groups	Women Connect First Advice and Advocacy	Targeted support for BAME women's group in Cardiff, focused on energy efficiency and raising awareness in appropriate methods.	Women Connect First	£46,978	01/12/2022	30/11/2023	£5.10	This project has now mobilised and begun interacting with the various communities it serves in Cardiff. They have set up coffee mornings, held their own International Women's Day event in the Town Hall, and set up a crèche to support families.	Reach = 1,563 Actual SROI = £1.19 PSR Referrals = 32 CO Surveys = 1,563	On track
Fuel poverty and energy affordability	Adra Prosiect Sero Net Gwynedd (Project Net Zero Gwynedd)	Targeted support services for rural communities in North Wales, through Energy Wardens.	Adra	£100,000	01/01/2023	31/12/2024	£15.72	Adra is supporting its community with energy wardens attending customers' properties, but also through its hubs throughout North Wales.	Reach = 121 PSR Referrals = 56 CO Surveys = 121 Savings = £3,554 <i>** Savings equate to benefit entitlement checks, hardship grants etc.</i>	On track

APPENDIX Company specific

Area	Project name	Description	Partner(s)	VCMA Project cost	Start date	End date	SROI	Project update	2022/23 delivery outcomes	Project status
Carbon monoxide awareness	Wales & West Utilities Gas Safety Ambassadors	Utilising workforce to raise awareness of the dangers of CO throughout primary schools within WWU network.	Wales & West Utilities	£25,200	01/01/2023	31/12/2025	£2.71	Our ambassadors are continuing to reach out to schools within our network area to offer the free awareness sessions.	Reach = 240	On track
Supporting priority customer groups	Kidney Care UK / Auriga Services Vulnerable Patients with Kidney Disease in Wales	Targeted support services for patients diagnosed with chronic kidney disease, focused at raising awareness of energy efficiency, the PSR, and the dangers of CO, whilst helping carers to access relevant benefits and to maximise their incomes.	Kidney Care UK/ Auriga Services	£568,000	01/01/2023	31/12/2024	£8.87	This project is in the final stages of mobilisation, with already a few Patient Support Advocacy Officers (PSAOs) delivering services to patients and making referrals through to Auriga.		Mobilising

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