

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

Information required	Description
Contact Name	Paisley Henderson
Contact Number	07970 654577
Contact Email	paisley.henderson@wwutilities.co.uk
Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	Carbon Monoxide (CO) Safety Centre Projects
Total VCMA funding required (£k)	£85,717 for GD2
Problem	<p><b>The Problem:</b></p> <p>We are committed to raising awareness of the dangers of carbon monoxide (CO) and educate customers on how to keep them and their family safe. We provide key gas safety information on how to safely maintain their appliances and how to reduce the risk of CO in their home.</p> <p><b>What is Carbon Monoxide (CO)?</b></p> <p>You can't see it. You can't smell it. You can't taste it. Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas that is released when any fossil fuel doesn't burn properly.</p> <p>Breathing it in can make you unwell, and it can kill. Even low levels of exposure, over a long period, can cause serious health issues.</p> <p><b>Severe CO poisoning causes approximately 60 accidental deaths per year in England and Wales (NHS).</b> Exposure to carbon monoxide at sub-lethal levels cause non-specific symptoms, (e.g., headaches, nausea, dizziness). This means exposure to carbon monoxide could be under-reported.</p> <p><b>Low awareness</b></p> <p>Research has shown that awareness of <b>CO remains low and is lowest in young adults</b>, with only a quarter understanding the risks or what to do if they suspect the presence of CO.</p> <p>Our figures in 2021 revealed that those who we interacted with had an average awareness of <b>4.8/10</b> in relation to the dangers of CO.</p>

## Criteria

	<p>Gas and CO safety customer research carried out collaboratively by all GDNs in 2020 showed awareness of CO poisoning fatality was significantly <b>lower amongst younger people (82% for 16-24yr olds compared to 92% overall)</b> and this age group is far <b>less likely to have a working audible CO alarm (26% compared to 63% of 65 – 74yrs)</b> and less likely to think it important to have <b>gas appliances annually services (79% compared to 97% for 65-74yr olds)</b>. It also showed that <b>nearly half (49%) of 16-24yr olds thought that CO had a smell</b>. This signified that this is a cohort who are at greater risk due to their attitude to CO risks and associated preventative measures.</p> <p><b>Why are younger people more at risk?</b></p> <p>Children are more at risk from the dangers of carbon monoxide than most adults and this is due to several factors. There is also the additional factor that children are not always in control of their environment and are reliant on adults in keeping them safe. <b>This means that they have little control over whether the people they live with service their appliances or get an audible CO alarm.</b></p> <p>From a health perspective, <b>children are at higher risk for CO poisoning because they breathe faster than adults</b>. CO can build up in a child's body and replace oxygen in their blood. The child's brain, organs, and tissues can be damaged from a lack of oxygen. <b>A child may have long-lasting (permanent) damage to the brain or heart</b>. This depends on the amount of CO exposure. Severe carbon monoxide poisoning can cause nervous system symptoms days or weeks later. This is known as delayed neurologic syndrome. In some cases, CO poisoning can lead to death.</p> <p><b>Engaging at the right level</b></p> <p>HSE conducted research around health and safety attitudes in young people which showed <b>how the importance of Health and Safety was widely recognised</b>. The young learners talked about wanting H&amp;S information to be clear, concise, and relevant, with an explanation of the risks and the response in language they could understand and a format that they were able to visually engage with.</p> <p><b>Educating adults</b></p> <p>As temperatures drop and people turn up their heating, new research from Energy UK's 'CO Be Alarmed!' campaign reveals that one in three Britons –</p> <ul style="list-style-type: none"> <li>• over 17 million people – are at risk from CO poisoning as they don't have a CO alarm in their home – despite 94% saying they are aware of the risk.</li> <li>• 54% don't know that a lazy yellow flame on appliances such as cookers is a warning sign</li> <li>• 76% were unaware that increased condensation inside windows is a red flag</li> <li>• 55% didn't know to look out for sooty stains on or around appliances such as cookers.</li> </ul>
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## Criteria

	<ul style="list-style-type: none"> <li>• 49% of respondents didn't know that breathlessness is a symptom of CO</li> <li>• 38% were unaware that nausea can be a sign of poisoning</li> <li>• 32% were unaware that headaches can mean an appliance is emitting CO</li> </ul> <p><b>Supporting those with Learning Difficulties</b></p> <p>People with learning disabilities have poorer health than the general population, much of which is avoidable. This means that people with learning disabilities experience health inequalities, often starting early in life. The impact is serious. As well as having a poorer quality of life, people with learning disabilities die at a younger age than their non-disabled peers.</p> <p>There are five determinants of health inequalities</p> <ol style="list-style-type: none"> <li>1. Greater risk of exposure to the social determinants of poorer health such as poverty, poor housing, unemployment, discrimination and isolation.</li> <li>2. Increased risk of health problems associated with specific genetic, biological and environmental causes of learning disabilities.</li> <li>3. Communication difficulties and reduced understanding of health issues.</li> <li>4. Personal health risks and behaviours such as poor diet and lack of exercise.</li> <li>5. Problems with access to healthcare provision</li> </ol>
<p>Scope and Objectives</p>	<p><b>Our Commitment</b></p> <p>In our Business Plan for RIIO GD2 we made a commitment to reach at least 10,000 people a year through either face-to-face contacts, or by providing educational materials; demonstrating success by a CO survey of understanding before and after the engagement. We will target all ages and demographics with our messages.</p> <p>In addition, we committed to reaching 250,000 homes a year with CO awareness messaging through our usual communications for connections, planned and emergency work, and through social media channels.</p> <p><b>Our Ambition</b></p> <p>To keep people safe by; raising awareness of the risks of CO arising from both appliances connected to the mains gas network and other sources, to effect behaviour change to safeguard all those at risk, and to provide access to suitable CO safety devices for people who may struggle to access one themselves.</p> <p><b>Objective</b></p> <p>Raise awareness of the dangers of Carbon Monoxide (CO) and educate customers on how to keep them and their families safe.</p>

## Criteria

	<p><b>Scope</b></p> <ul style="list-style-type: none"> <li>• Deliver life-like scenarios in the educational facility on the dangers of CO to 15,000 children and teachers per year</li> <li>• Deliver training to professional support workers to be able to deliver accurate and engaging CO specific messages/ activities at the centre</li> <li>• Provide information leaflets for all groups to take home detailing potential hazards, CO and gas safety advice and available safety devices.</li> <li>• Develop and deliver a short quiz to demonstrate the awareness of participants before and after awareness sessions.</li> <li>• Update the existing gas cooker hob at facility, providing a more interactive experience for participants in training and awareness sessions.</li> <li>• Provide reporting, case studies, and contribute to showcase event to demonstrate the impact of the partnership to beneficiaries accessing the support and awareness provided by the centres</li> </ul> <p><b>Additional Project Scope – Vulnerable Adults</b></p> <ul style="list-style-type: none"> <li>• Provide bespoke sessions to Adults with Learning Difficulties on the dangers of CO</li> <li>• Provide a minimum of 430 free CO alarms to people with learning difficulties (400 through Lifeskills and 30 through Dangerpoint)</li> <li>• Following training sessions delivered by Wales &amp; West Utilities, provide follow on services to include but not limited to registration to the Priority Services Register (PSR), and access to Locking Cooker Valves (LCVs).</li> </ul>									
<p>Expected outcomes and the associated actions.</p>	<p><b>Outcomes, associated actions, and success criteria</b></p> <table border="1"> <thead> <tr> <th data-bbox="424 1267 791 1406"> <b>Anticipated Project outcomes (<i>the difference it will make</i>)</b> </th> <th data-bbox="791 1267 1082 1406"> <b>Associated Actions (<i>what we will do to achieve the outcome</i>)</b> </th> <th data-bbox="1082 1267 1375 1406"> <b>Success Criteria (<i>How we know the outcome has been achieved</i>)</b> </th> </tr> </thead> <tbody> <tr> <td data-bbox="424 1406 791 1783"> <ul style="list-style-type: none"> <li>• Vulnerable adults are provided with an accredited CO alarm that meets health and safety standards</li> </ul> </td> <td data-bbox="791 1406 1082 1783"> <ul style="list-style-type: none"> <li>• Specialist accessible CO alarms available for customers who need them</li> <li>• 430 CO alarms provided to vulnerable adults who visit the Safety Centres</li> </ul> </td> <td data-bbox="1082 1406 1375 1783"> <ul style="list-style-type: none"> <li>• CO alarms are distributed to vulnerable adults with information and advice provided for guardians and carers</li> </ul> </td> </tr> <tr> <td data-bbox="424 1783 791 2009"> <ul style="list-style-type: none"> <li>• Children are better informed of the role that WWU play in keeping their communities safe and have a better</li> </ul> </td> <td data-bbox="791 1783 1082 2009"> <ul style="list-style-type: none"> <li>• Raise awareness of the dangers of CO and what action to take to prevent and report it</li> </ul> </td> <td data-bbox="1082 1783 1375 2009"> <ul style="list-style-type: none"> <li>• A clear increase in awareness measured through the CO questionnaire.</li> </ul> </td> </tr> </tbody> </table>	<b>Anticipated Project outcomes (<i>the difference it will make</i>)</b>	<b>Associated Actions (<i>what we will do to achieve the outcome</i>)</b>	<b>Success Criteria (<i>How we know the outcome has been achieved</i>)</b>	<ul style="list-style-type: none"> <li>• Vulnerable adults are provided with an accredited CO alarm that meets health and safety standards</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist accessible CO alarms available for customers who need them</li> <li>• 430 CO alarms provided to vulnerable adults who visit the Safety Centres</li> </ul>	<ul style="list-style-type: none"> <li>• CO alarms are distributed to vulnerable adults with information and advice provided for guardians and carers</li> </ul>	<ul style="list-style-type: none"> <li>• Children are better informed of the role that WWU play in keeping their communities safe and have a better</li> </ul>	<ul style="list-style-type: none"> <li>• Raise awareness of the dangers of CO and what action to take to prevent and report it</li> </ul>	<ul style="list-style-type: none"> <li>• A clear increase in awareness measured through the CO questionnaire.</li> </ul>
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	<p>awareness of CO to pass onto family members</p> <ul style="list-style-type: none"> <li>• Provide supporting literature with our alarms that contains key safety information and WWU referral details</li> <li>• Collect data via their questionnaires around awareness before and after</li> <li>• Engage 15,000 children per year through with our CO messages</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor visitor numbers &amp; CO alarm reports</li> </ul>	
	<ul style="list-style-type: none"> <li>• Vulnerable adults are referred for additional support measures through one link</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain referrals for the PSR and other support measures</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor the sign ups through these methods</li> </ul>
Scale of VCMA project and SROI calculations	We have taken the projected support measures identified by Lifeskills and DangerPoint and used them as inputs for our SROI model. The output shows a net £5.51 benefit for each £1 invested in the projects.		
Project Partners and third parties involved	<ul style="list-style-type: none"> <li>• Dangerpoint</li> <li>• Lifeskills</li> </ul>		
VCMA Project start and end date	<b>2021-2026 GD2 – with annual reviews</b>		
Geographical area	North Wales – Lifeskills Bristol – Dangerpoint		

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](#)