

Alzheimer's, Dementia and Care show 2023

Vulnerability and Carbon Monoxide Allowance

31 March 2023

SGN



SGN

Your gas. Our network.

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1 Description

Funding GDN(s)	SGN
For Collaborative VCMA Projects:	
Date of PEA submission:	31/03/2023
Project contact name:	Alzheimer's, Dementia and Care show 2023
Project contact number/email:	Kerry Potter Kerry.potter@sgn.co.uk
Total cost (£k)	£2,024.87 Covers stand and courier costs only.
Total VCMA funding required (£k)	£2,024.87

2 Problem statement

The needs of customers living with dementia(s) and serious illnesses are complex and often require the support of unpaid and paid carers to ensure that there are relevant safeguards in place to keep loved ones safe at home.

It is therefore crucial that we can effectively engage expert stakeholders to ensure that these support networks, from family members to professional care support organisations are aware of the utility safeguarding services designed to support vulnerable customer groups stay safe and warm at home.

Through talking to our partners and stakeholders it is apparent that carers, both unpaid and paid have gaps in knowledge of support services available to help provide tailored safeguards for people living with dementia(s) and other conditions that impact the health and independence of people with critical illnesses.

In order to reach this target audience with impact, we were recommended by our partners that the Alzheimer's, Dementia and Care Show was a well-attended event bringing together both unpaid and paid carers, and care organisations together over a two-day event to gather information on support services designed for in home care.

3 Scope and objectives

The Alzheimer's, Dementia and Care Show 2023, was hosted in London between the 3rd and 4th March and brings together experts in health care, care services, health and well-being support and safeguarding services with stall holders and presentations to engage those interested in the support of people living with complex care needs. <https://alzheimersshow.co.uk/london/>

The scope of the activity is to engage attendees of the event via two approaches:

1. Providing a presentation on the main stage to highlight the support available via utility companies for customers in vulnerable circumstances
2. The hosting of a marketplace stall, demonstrating the gas safety device – the locking cooker valve, providing information and a sign-up desk for the Priority Services Register (PSR) and information on other energy safeguarding schemes designed to help customers stay safe and warm at home.

4 Why the project is being funded through the VCMA

This initiative will provide support for households that are eligible for core support services that utilities provide however they are also hard to reach due to communication barriers. By engaging this community of carers and care organisations we will increase awareness and access to key services including the PSR, fuel poverty advice, and other energy safeguarding / wellbeing services whilst delivering a positive Social Return on

Investment. This initiative will empower carers to support vulnerable customers, increasing safety and peace of mind, returning a positive social return on investment.

5 Evidence of stakeholder/customer support

5.1. SGNs Vulnerable Steering Group

Our Vulnerable Steering Group has helped us shape our vulnerability strategy and our priorities for GD2. With their guidance we intend to prioritise key initiatives to support our most vulnerable customers. It is with guidance and support from our dedicated Vulnerable Steering Group that SGN use data to prioritise and target communities most likely to be living in a cold and unhealthy home.

In 2021 our strategic steering group re-iterated the vital impact we could have by co-ordinating our activities with others to support those most in need, those most impacted by the cost of living and energy cost crisis – especially those most vulnerable due to poor health.

6 Outcomes, associated actions and success criteria

6.1. Outcomes

Through effective engagement with unpaid carers, paid carers and care agencies we aim to increase the awareness of those supporting the most vulnerable in our communities through energy safeguarding schemes. The output of this engagement is to remove the barriers that impact vulnerable customers from being supported by utility companies with increased sign ups onto the PSR, increased requests for gas safety devices including the Locking Cooker Valve as well as support through partner organisations on affordability services.

6.2. Success Criteria

- Over 380 personalised PSR conversation with eligible households and care workers
- Engage with 700-800 care workers and carers of vulnerable people living with dementia(s) and complex care needs on energy safeguarding including the following subjects;
 - Priority Services Register
 - CO Awareness
 - Locking Cooker Valves
 - Utilities Against Scams
 - Energy efficiency
 - Energy costs and what to do if you're unable to afford energy

7 Project partners and third parties involved

Alzheimer's, Dementia and Care Show 2023 (Draw Events) – hosted the show

SGN presented at the event on the support services available to eligible households via utility companies in addition to engaging with carers at the marketplace stall

Cadent supported at the event, engaging with carers at the marketplace stall

8 Potential for new learning

Learning

Through our attendance at the Dementia and Care Show 2023 we expect to gain feedback from care workers and carers of people living with dementia and complex care needs about their access to and understanding of the support that is available through their GDN.

This will help us to understand how we can support vulnerable households living with dementia, be that directly, or through those that provide care for them.

9 Scale of VCMA Project and SROI Calculations

Working with SIA Partners we've developed a number of social proxy values aligned to the work and outcomes we and our partners are delivering. Using these along with the DNO SROI assessment tool and methodology we have carried out an assessment of the financial and wellbeing outcomes associated with this project, and we forecast a positive net SROI of £7.56

Social Value Measurement

5-year reporting figures		
Economic	Total cost	£2,024.87
	Total gross present value	£17,331.32
	NPV	£15,306.45
	SROI	£7.56

10 VCMA Project start and end date

The project will run from 01 January 2023 to 31 March 2023

11 Geographic area

Event in London, but attendees from across the UK

12 Approval

Rob Gray - Director of Stakeholder Relations and Communications