

# PROGRAMME IMPACT RESULTS: THE VULNERABILITY INITIATIVE

In partnership with Wales and West Utilities, SGN and Cadent and the Ofgem VCMA Fund

The Vulnerability Initiative

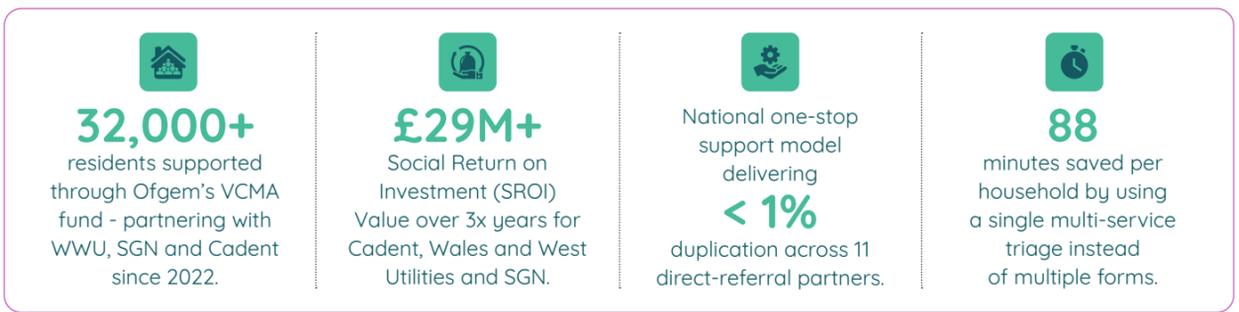
HEALTHY HOMES SOLUTIONS  
Helping the nation live better



www.thevulnerabilityinitiative.org

Thank you to our funding partners - Wales & West Utilities, SGN and Cadent - for working with us since 2022 to reduce fuel poverty, improve wellbeing and support households facing the greatest vulnerability or hardship across the UK.

## VCMA IMPACT SUMMARY



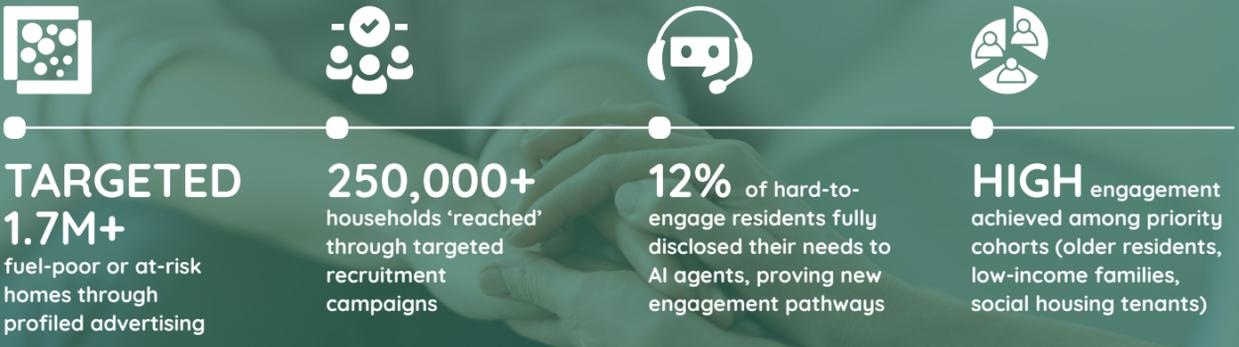
## PSR AND CO SAFETY IMPACT



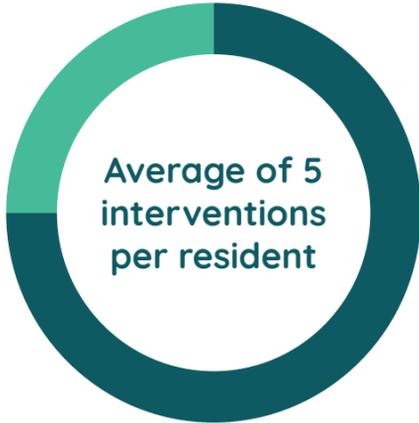
## REACH & ENGAGEMENT PERFORMANCE



## FUEL POVERTY IMPACT



## DIRECT SUPPORT REFERRALS



**33** wellbeing and Income & Expenditure partner organisations and growing

**11** direct-referral partners, all receiving structured, high-quality case information

Partner / Safeguarding Pathway	*Direct Referrals Since Jan 2025
Priority Services Register (PSR)	24,000+ full registrations
Vulnerability Registration Service (VRS)	14,000+ registrations
NEF / Better Housing Better Health (BHBH)	*5,768+
Warm Wales	*2,418
IE Hub	*4,662+
Independent Age	*1,466
Alzheimer's Society	*541
auriga	*165
Kidney Care UK	*118
<b>TOTAL (Safeguarding + Partner Referrals)</b>	<b>Over 53k+ referrals supported to date.</b>

**LCT & ECO HOME IMPROVEMENT IMPACT**



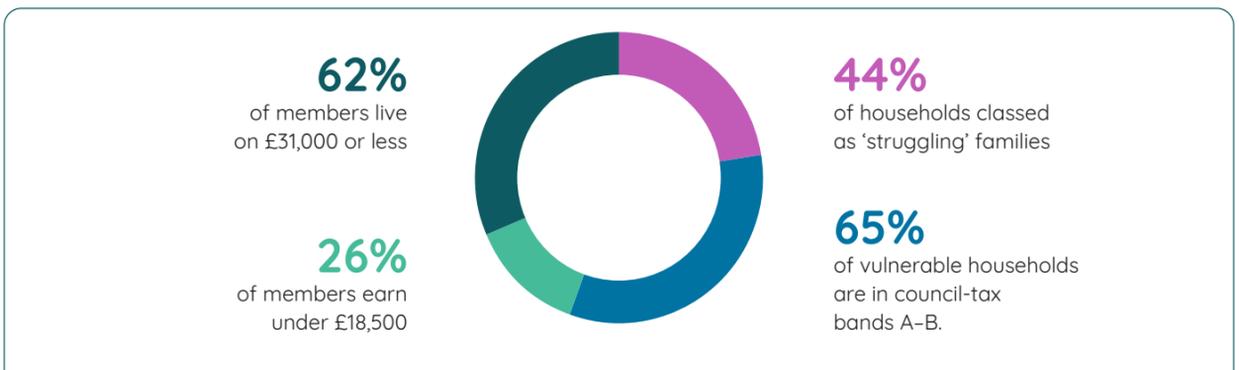
**8,000+** homes identified as eligible for Home Improvement Grants

## SOCIAL IMPACT, ENGAGEMENT & WELLBEING

**7.65/10** average member wellbeing score

**56,000+** positive social-media reactions in 2025

## DEMOGRAPHIC INSIGHTS



**THANK YOU TO OUR PARTNERS:** A heartfelt thank you to all the organisations who make this work possible. Together with IE Hub, Policy in Practice, the Vulnerability Registration Service, Warm Wales, NEF/Better Housing Better Health, Kidney Care UK, Independent Age, the Alzheimer's Society, the MS Society, Cruse Bereavement Support, Auriga Services, Welfare Together, Warm Homes/NEA, TransUnion, local authorities and housing associations, and our wider wellbeing and safeguarding partners including Maggie's Cancer Support, Mental Health UK, Shout, and GamCare.

The Vulnerability Initiative

To register for the Vulnerability Initiative scan the qr code



www.thevulnerabilityinitiative.org