

# Case Study

**Organisation:** Barnardos

**Project Title:**

**Date:** 27/04/26

Northern Gas Networks (NGN) are keen to know how the VCMA funding makes a difference and case studies help us see the real impact the project has made. NGN also use case studies in annual reports and in conversations with other partners and GDN's, therefore it is very important that the case study preserves people's anonymity.

If you have any photographs you would also like to share with us, please include them at the bottom of this case study or you can attached them to your email alongside this case study.

**Background/Scenario** *(this should include details such as: the individual circumstances; vulnerability characteristics; who the client was referred to you by; why they were seeking support; any comments or feelings they noted upon coming to your organisation for support)*

Will attends Barnardo's and cares for his father who has disabilities. Will referred to myself as he is a vulnerable young carer. Will's father was become increasing less mobile and Will was worried about everyday household duties that he didn't feel equipped to deal with. Will has completed the priority services to ensure they have the right support. He also completed the CO2 training and awareness. Will identified that he had a boiler located in his bedroom, but no CO2 alarm was installed. As this is a Council property, we discussed that the council should provide them free of charge. Will also completed financial support to help Will with his dad's finances. Will also asked for support around meter readings for both gas and electricity as his father used to do this but can't due to mobility reasons.



**What action was taken to support the individual(s)?** *(this should include any specific activities undertaken by your organisation to address the support needs of the client, including any onward signposting/referrals that were made).*

Will spoke to his local council and a free Carbon Monoxide alarm was provided for his bedroom. The council also advised that they would check it yearly. We also discussed energy suppliers, making sure that Will was on the correct tariffs. Will spoke to them and it was suggested that Will may want to transfer to a key meter to allow Will to be more in charge. However, Will said that now he knows how to read meters and how to read bills, he feels confident to stay on dual fuel as he understands that the family will save money this way. He asked for support around energy saving within the home which we completed.

**What was the outcome(s) of the above?** *(this should include specific outcomes arising from the activities mentioned above eg, PSR referral, benefit entitlement identified, energy efficiency knowledge increased, including amount of any savings or income maximisation gained as a result).*

- 1. Carbon Monoxide alarm fitted
- 2. Knowledge around reading bills, reading meters, energy saving tips
- 3. Maximised income due to being on dual fuel with energy supplier
- 4. PSR completed


**How did this impact the individual(s)?** *(this should include details of how the above activities and outcomes made a difference to the household eg. Impact on confidence levels, affordability, health and wellbeing)*

As Will now has a carbon monoxide alarm fitted in his home, he feels safer. Will said he feels his confidence has increased as he can now read bills and meters to make sure that the family are on the correct tariffs and knows how to switch suppliers to ensure he is always getting the most for their money.

**Are there any photographs to be included in this case study?**

- Yes
- No

*Please state below who has completed this case study and confirm that all personal data has been anonymised.*

<b>Name:</b>	CLAIRE KAPUR
<b>Signature:</b>	

I confirm that all personal data within this case study has been anonymised.