

The  
Vulnerability  
Initiative.

# FREE HELP AND SUPPORT FOR YOU AND YOUR FAMILY

Are you struggling with bills or need extra support? We're here to help

- ✓ Free eligibility checks
- ✓ Access to various support services
- ✓ Simplified application process
- ✓ Confidential and secure
- ✓ Over 26,000 households already helped

Register for FREE  
online by scanning  
the QR code



If you need to talk to  
one of our team  
**call 0800 151 3012**



# One simple registration making it easy for you

The **Vulnerability Initiative** is a free service run in partnership with **local housing associations, local authorities, and Wales & West Utilities**.

By registering once, our team connects you directly with the trusted partners you need

- Some partners provide information and guidance
- Others we can automatically refer you to so they reach out and help you directly



Safe and secure – your details are only shared with approved partners



Over **26,000 households** are already getting help from our service and team



It's free, confidential and we have over 30 support partners we work with

The  
Vulnerability  
Initiative

**Register now**

Scan the **QR code** or call  
**0800 151 3012** to register today



# Support available through our partners

## Examples of help available:

### Income & Benefits:

Policy in Practice and IE Hub can check if you are owed extra support or help with debts

### Bills & Energy Costs:

NEF Better Housing Better Health, Warm Wales, and NEA can help reduce utility bills and help heat your home

### Health & Wellbeing:

Kidney Care UK, Mental Health UK, Maggie's Cancer Care, Alzheimer's Society

### Later Life, Bereavement and Vulnerability:

Independent Age, Cruse Bereavement Support and The Vulnerability Registration Service



Alzheimer's Society

Cruse



MAGGIE'S  
Everyone's home of cancer care



Kidney Care UK



WARM WALES  
CYMRU GYNNES



GamCare  
Funder of the National Gambling Helpline

MS Society



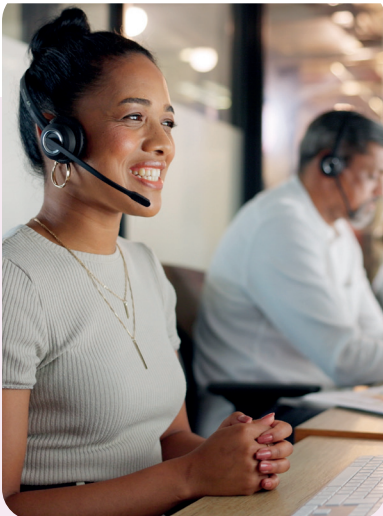
IE Hub



Independent Age



Policy in Practice



WALES & WEST  
UTILITIES

Cadent  
Your Gas Network



SGN

Not sure what help you need?  
Register today and we'll guide you  
to the right partner

### Privacy reassurance:

We only share your information with approved partners who can support you

## The Vulnerability Initiative.



“The Vulnerability Initiative has given me the confidence to reach out for help - I only had to explain my situation once, and the team helped identify the right support partner. for me.”

- Sara, Devon.

### Contact details

☎ 0800 151 3012  
🌐 [www.virsp.org](http://www.virsp.org)



### In Partnership with:



### Funding statement:

This service is funded by the VCMA Programme through Wales & West Utilities. To learn more, visit Ofgem's VCMA information page: <http://bit.ly/3WWtQbq>

### Disclaimer

*Healthy Homes Solutions Ltd (and its Vulnerability Initiative) provides this service under the VCMA programme. While we connect residents with our partner organisations, Healthy Homes Solutions Ltd is not liable for the delivery or outcomes of any services provided by those partners. Full terms are available at [www.vidc.org/terms](http://www.vidc.org/terms)*

[www.healthyhomesolutions.co.uk](http://www.healthyhomesolutions.co.uk)