

## Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)  
*Bangladesh Association Community (BACP) Project Centre for Warmth - Extension*

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*Updated May 2025 - Aamina Vhora*



## Gas Network Vulnerability & Carbon Monoxide Allowance (VCMA) Governance Document - Project Eligibility Criteria

<b>Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement)</b>	
In order to qualify as a VCMA project, a project must:	
<b>VCMA Eligibility Criteria</b>	<b>Criteria Satisfied (Yes/No)</b>
<b>a)</b> Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	<b>Yes</b>
<b>b)</b> Either: <ul style="list-style-type: none"> <li><b>i.</b> Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</li> <li><b>ii.</b> Provide awareness on the dangers of CO, or</li> <li><b>iii.</b> Reduce the risk of harm caused by CO;</li> </ul>	<b>Yes</b>
<b>c)</b> Have defined outcomes and the associated actions to achieve these;	<b>Yes</b>
<b>d)</b> Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	<b>Yes</b>
<b>e)</b> Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	<b>Yes</b>
<b>Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects</b>	
In order to qualify as a VCMA project, unsafe pipework and essential gas appliance servicing, repair or replacement must meet the following criteria:	
<b>a)</b> A GDN has to isolate and condemn unsafe pipework or an essential gas appliance following a supply interruption or as part of its emergency service role;	<b>N/A</b>
<b>b)</b> The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	<b>N/A</b>
<b>c)</b> Sufficient funding is not available from other sources (including national, devolved or local government funding) to fund the unsafe pipework or essential gas appliance servicing, repair or replacement.	<b>N/A</b>
<b>Section 3 - Eligibility criteria for collaborative VCMA projects</b>	
In order to qualify as a collaborative VCMA project, a project must:	
<b>a)</b> Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria;	<b>N/A</b>
<b>b)</b> Have the potential to benefit consumers on the participating networks; and	<b>N/A</b>
<b>c)</b> Involve two, or more, gas distribution companies.	<b>N/A</b>

**Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA)  
Governance Document - Project Registration Table 2**

<b>Information Required</b>	<b>Description</b>
<b>Project Title</b>	Centre for Warmth – Bangladesh Association Community Project (BACP) - Extension
<b>Funding GDN(s)</b>	Cadent company specific project
<b>Role of GDN(s) *For Collaborative VCMA Projects only</b>	N/A
<b>Date of PEA Submission</b>	May 2023  <b><u>Updated May 2025</u></b>
<b>VCMA Project Contact Name, email and Number</b>	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
<b>Total Cost (£k)</b>	Centre Costs: £195,700.00 Slow Cookers: £2,784.00 Project Management Costs: £7,939.36 Total: £206,423.36  <b><u>Updated May 2025 – additional costs</u></b>  Centre costs: £77,416.00 Slow cookers: £1,252.80 Leaflets: £1,763.64 Project management cost 4% = £3,217.30  Total = £83,649.74
<b>Total VCMA Funding Required (£k)</b>	£206,423.36  <b><u>Updated May 2025</u></b>  £290,073.10
<b>Problem(s)</b>	<p>The 2019 Index of Multiple Deprivation (IMD) for Health Deprivation and Disability, ranked Rochdale at position 14 (from a total of 151 upper-tier local authorities in England). A lower score indicates more deprivation. Rochdale has the fourth lowest IMD rank of the ten GM local authorities.</p> <p><sup>1</sup>Studies show that people who live in deprived areas usually have poorer health and use healthcare more often than people who live in less deprived areas.</p> <p>The health needs of Rochdale borough are shaped by deprivation. Rochdale have more health problems and poorer life expectancy. Not all areas of the borough are deprived and people</p>

<sup>1</sup> [www.rochdale.gov.uk/joint-strategic-needs-assessment-jsna/borough-profile-joint-strategic-needs-assessment-jsna/2](http://www.rochdale.gov.uk/joint-strategic-needs-assessment-jsna/borough-profile-joint-strategic-needs-assessment-jsna/2)

	<p>living in the least deprived areas of the borough usually have better health.</p> <p><b><u>Updated May 2025</u></b></p> <p>The partnership with Cadent over the last three years has strengthened BACP’s capacity to provide valuable services to the community. BACP works with a vision to promote the welfare and wellbeing of the deprived and disadvantaged ethnic and new migrant communities within Rochdale, helping to break down the social and economic barriers and thereby, assist in the effective integration with the wider community.</p> <p>The various works through BACP Centre for Warmth incite positive changes in the lives of the people by bringing to them opportunities to raise awareness, advance skills, reduce depravity, improve health and wellbeing, tackle isolation and loneliness, and promote cohesion.</p> <p>In Rochdale, 20.1% of the population was income-deprived in 2019. Of the 316 local authorities in England, Rochdale is the 15th most income deprived.<sup>2</sup></p> <p>BACP provides a multi-purpose community resource base to be used for the social and economic benefit of those marginalised within the local community; The services are not restricted to any single community. Anyone walking through the door can avail of these services without any discrimination. The services benefit all sections of the community – children, young and old, men and women – as activities taken up are befitting to their needs and expressed desires. BACP approaches the needs and concerns of its service users with a friendly and caring service ethos.</p> <p>Thus, the Centre for Warmth project is needed to continue so BACP can weather the challenges to remain relevant by improving its delivery through recruitment of additional manpower, restructuring and system improvement.</p>
<p><b>Scope and Objectives</b></p>	<p>Cadent will supply BACP with £206,423.36 of VCMA funding to deliver an extension for a 2-year project.</p> <p>This funding will be used to deliver the following:</p> <ul style="list-style-type: none"> <li>• Individuals will receive advice on income maximisation and help with benefits.</li> <li>• Individuals will receive advice on energy efficiency.</li> <li>• They will deliver advice on CO awareness.</li> <li>• Vulnerable people will receive a free CO alarm.</li> <li>• Individuals will be given advice on the PSR.</li> <li>• Individuals will be assisted to register for the PSR.</li> <li>• Slow cooker sessions will be hosted to educate people on a more efficient way of cooking, and they will receive a free slow cooker.</li> <li>• The above sessions will alleviate loneliness and isolation by offering groups/activities.</li> <li>• Other organisations will benefit from the above by BACP outreach workers hosting sessions at their premises.</li> </ul>

<sup>2</sup> [Exploring local income deprivation](#)

	<p>This project aims to reach approximately 1400 people over a 2-year period. This will be divided as follows:</p> <ul style="list-style-type: none"> <li>• 1400 individuals will receive advice on benefits /income maximisation.</li> <li>• 700 individuals will receive advice on energy efficiency.</li> <li>• 700 individuals will receive advice on Carbon monoxide awareness.</li> <li>• 700 individuals will be given advice on the PSR.</li> <li>• 200 individuals will be assisted to sign up to the PSR.</li> <li>• 100 individuals will be educated on how to use a slow cooker to help lower energy usage.</li> <li>•</li> </ul> <p>1400 people will alleviate loneliness and isolation by attending sessions and groups.</p> <p><b><u>Updated May 2025</u></b></p> <p>Cadent will provide BACP with an additional £83,649.74 for an additional 9-month extension. The funding will enable the Centre to provide additional services as listed below:</p> <p><b><u>Project Objectives</u></b></p> <p>The success of the project will be measured against achieving the additional below objectives:</p> <ul style="list-style-type: none"> <li>• 750 individuals will receive advice on benefits/income maximisation.</li> <li>• 750 individuals will receive advice on energy efficiency.</li> <li>• 500 individuals will receive advice on carbon monoxide awareness.</li> <li>• 750 individuals will be given advice on the PSR.</li> <li>• 75 individuals will be assisted to sign up to the PSR.</li> <li>• 45 individuals will be educated on how to use a slow cooker to help lower energy usage.</li> </ul>
<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p>Cadent believe that this project meets all the required VCMA eligibility criteria.</p> <p>A. The project is forecasted to have a positive SROI. Please see the relevant section for more information. We believe this project has the deliverables necessary to create a positive social return on investment - see the below section for more details.</p> <p>B. The project will either:</p> <ol style="list-style-type: none"> <li>i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</li> <li>ii. Provide awareness on the dangers of CO, or</li> <li>iii. Reduce the risk of harm caused by CO.</li> </ol> <p>The project will provide support to customers living in vulnerable situations through energy efficiency advice/income maximisation. The project will also offer customers education on the dangers of CO and issue audible alarms to particularly at-risk households. Finally, the project will reduce the risk of harm caused by CO through offering free safety checks on unsafe appliances</p>

	<p>that have not been historically serviced by a gas safe registered engineer.</p> <p>C. The project has defined outcomes and the associated actions to achieve them. This project has clearly defined outcomes and associated outcomes, the meeting of which will quantify success. Further information on the project's outcomes and associated actions can be found in the relevant section below.</p> <p>D. The project goes beyond the activities funded through other price control mechanisms or required by licence obligations. The method in which energy efficiency, gas safety and income maximisation advice is issued to families on this project is innovative and goes beyond BAU. Additionally, the offer of a free gas appliance safety check conducted by an upskilled Cadent engineer is a first for the VCMA and business as a whole.</p> <p>E. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding.</p> <p>This project will be delivered solely through Cadent's VCMA funding.</p>
<p><b>Evidence of Stakeholder/Customer Support</b></p>	<p>Cadent conducted extensive stakeholder and customer engagement to obtain feedback on its RIIO-GD2 business plans and subsequent Vulnerability and Carbon Monoxide Allowance (VCMA) delivery.</p> <p>Firstly, we conducted "Energy Diaries", a piece of research aimed at gauging the customer's attitudes towards the rises in energy prices, as well as the support offered by organisations such as Cadent. The Energy Diaries demonstrated that customers continue to support the key measures that we identified when developing our RIIO-2 plan, with a heightened requirement to support people with the cost-of-living crisis.</p> <p>The Centre for Warmth - L30 partnership recognises this feedback by offering vulnerable households essential support with income maximisation and energy efficiency services.</p> <p>Secondly, we regularly seek to obtain the feedback of stakeholders such as Citizens Advice and National Energy Action (NEA) to understand the needs of customers in vulnerable situations. These regular conversations allow Cadent to gain feedback on the initiatives we are or should be supporting, and also ensure that the projects are in the best interests of our customers. Stakeholders have provided consistent feedback on the need for energy networks to focus their funding on supporting households most impacted by the cost-of-living crisis.</p> <p>This project takes this feedback into account by creating a partnership with a trusted local charity, positioned in an area with levels of deprivation and fuel poverty significantly higher than the national average.</p> <p>Finally, Cadent asked customers for their views on which of the below statements best described their health and financial situation compared to 2021:</p>

	<ul style="list-style-type: none"> <li>• My current household’s health or financial situation is worse off compared to 2021.</li> <li>• My current household’s health or financial situation is the same compared to 2021.</li> <li>• My current household’s health or financial situation is better off compared to 2021.</li> </ul> <p>60% of participants responded that their households' health or financial situation was worse off this year compared to 2021 levels.</p> <p>This project aims to support households most impacted by a downturn in their financial health through offering services such as income maximisation and benefit entitlement checks.</p> <p>During the last 6 months of the partnership with BACP we have attended various meetings with the community. When we launched the project the Mayor of Rochdale attended to personally “Thank Cadent” for the support they have given to the centre as it has made a huge difference to the area in which he still lives.</p> <p>Speaking to the ladies’ group which attend the centre every week they expressed their gratitude regarding the slow cooker sessions which has given them a safer, cheaper way of cooking.</p> <p>Finally, the four new members of staff that have been employed by the BACP who were otherwise unemployed are now in a successful job for another 2 years.</p> <p><b><u>Updated May 2025</u></b></p> <p><b>Quote from Centre Manager:</b></p> <p><i>“The partnership initially produced a lifeline for BACP. It then helped to build a foundation with the needed resources and capacity building and the organisation is now reviving to be a thriving community base. This partnership can prove to be a lasting legacy.</i></p> <p><i>The foundation that has been built needs to be sustained. BACP wants to develop further as a community hub and continue to help improve the lives of the vulnerable communities in all age group and ethnicity through addressing the relevant (cost of) living issues, accessing to new skills and opportunities, tackling isolation and loneliness. We want to further increase our rising footfall and generate more positive outcomes for our communities. We want to extend partnership with other organisations and communities through outreach and engage them on Cadent priorities of energy efficiency, income maximisation, benefits, PSR and healthy living.”</i></p>
<b>Information Required</b>	<b>Description</b>
<b>Outcomes, Associated Actions and Success Criteria</b>	<p><b><u>Project Outcomes</u></b></p> <p>The VCMA project will be delivered in partnership with BACP and aims to support approximately 1400 people with home energy, income, and CO advice over the 2-year extension.</p>

The Centre for Warmth Project aims to achieve the following outcomes:

- Provide individuals with advice on income maximisation and benefit entitlement.
- Provide individuals with advice on energy efficiency.
- Provide individuals with advice on Carbon Monoxide safety.
- Provide slow cooking sessions to individuals to educate them on cooking more efficiently.
- Provide individuals with advice on the PSR.
- Help individuals alleviate loneliness and isolation by providing a safe place for them to meet and interact.

### Associated Actions

Cadent's funding will be used to:

- Employ 4 part time advice workers to offer advice on energy efficiency, CO and PSR.
- Employ 2 experienced Advice workers to give advice on income maximisation and benefit entitlement and debt problems.
- Keep the centre running by assisting with running costs for time spent on the project.
- Host slow cooking sessions to help families to lower energy consumption by using a slow cooker instead of a conventional oven.
- Host sessions on CO awareness.
- Host sessions on the PSR

### Success criteria

The success of the project will be evaluated against the meeting of the project's objectives. These objectives include:

1. The project will reach 1,400 individuals across the course of the 2-year contract.
2. 1,400 individuals will receive in-depth 1-2-1 advice on income maximisation.
3. 700 individuals will receive energy efficiency advice.
4. 100 individuals will receive support with learning how to use slow cookers as an affordable, efficient, and healthy means of cooking.
5. 700 individuals will receive advice on CO.
6. 200 individuals will receive support to sign up to the PSR.
7. 700 individuals will receive advice on the PSR.
8. 1,400 individuals will attend the sessions to help alleviate loneliness and isolation.

**Updated May 2025**

	<p>The project extension will build upon aspects of the project that have been proven to be successful thus far, since adapting to the needs of the community.</p> <p><u>Associated Actions</u></p> <p>Cadent will continue to provide the funding, resources and training required to support BACP for an additional 9 months, to ensure the successful continuation of the Centre for Warmth project - to advance skills, reduce depravity, improve health and wellbeing, tackle isolation and loneliness, and promote cohesion.</p> <p><u>Success Criteria</u></p> <p>The success of the extension will be measured against achieving the additional objectives:</p> <ul style="list-style-type: none"> <li>• 750 individuals will receive advice on benefits/income maximisation.</li> <li>• 750 individuals will receive advice on energy efficiency.</li> <li>• 500 individuals will receive advice on carbon monoxide awareness.</li> <li>• 750 individuals will be given advice on the PSR.</li> <li>• 75 individuals will be assisted to sign up to the PSR.</li> <li>• 45 individuals will be educated on how to use a slow cooker to help lower energy usage.</li> </ul> <p>These figures are included in the SROI calculation below.</p>
<p><b>Project Partners and Third Parties Involved</b></p>	<p>Cadent and BACP</p>
<p><b>Potential for New Learning</b></p>	<p>Since the project began in April 2021 Cadent has realised that every area/town seem to be suffering with the same problems. Fuel poverty, unemployment, low wages, and the cost-of-living crisis.</p> <p>Alongside these, each area is also dealing with specific issues such as domestic violence and high incidences of self-harm in children. These are dealt with by these centres as there are no alternative services available.</p> <p>Cadent have brought the centres together on a forum in order for them to share ideas, best practice, and resources.</p> <p>This forum has helped to forge links with the centres across Cadent's five networks, that were not previously there, and this acts as a support network.</p> <p>This takes place online every six months and is proving beneficial to all the centres involved.</p> <p><u>Updated May 2025</u></p> <p>This vital support will continue to enable the centre to address fuel and food insecurity, ensure that individuals claim all the support they are entitled to, and continue to support individuals.</p> <p>Cadent will continue to listen to the centre's feedback, as we have done with the extension model, by ensuring the funding is</p>

	<p>more flexible to meet each centre's unique needs while still meeting the funding criteria.</p>
<p><b>Scale of VCMA Project and SROI Calculations</b></p>	<p>The BACP Centre for Warmth will deliver support for a 2-year period and will focus on advice for approximately 1,400 customers.</p> <p>The total reach will be divided as below:</p> <p>1,400 individuals receiving income maximisation advice = £2,403,954.00  700 individuals receiving energy efficiency advice = £257,439.00  700 individuals will receive advice on CO = £6,111.00  200 individuals will receive support to sign up to the PSR = £28,778.00  100 individuals will receive a slow cooker and be educated on how to cook a healthy meal on a budget: £23,642.00  161 individuals will alleviate loneliness and isolation through attending sessions = £193,200.00</p> <p>Total reach of 1,400 individuals across the 2 years.</p> <p>Total Investment = £206,423.36</p> <p><b><u>SROI calculations:</u></b></p> <p>5-year gross present value= £2,913,124.00  1-year gross present value= £640,584.80</p> <p>5-year Social Return on Investment = £2,706,700.64  1-year Social Return on Investment = £537,373.12</p> <p>SROI ratio £1:14</p> <p><b><u>Updated May 2025</u></b></p> <p>Cadent will invest an additional £83,649.74 in partnership with BACP. For the full duration of the project, including the original and extension period, Cadent will invest £290,073.10 over 35 months.</p> <p>Total investment = £290,073.10</p> <ul style="list-style-type: none"> <li>• 2,150 individuals will receive advice on benefits/income maximisation = £3,691,786.50</li> <li>• 1,450 individuals will receive advice on energy efficiency = £533,266.50</li> <li>• 1,200 individuals will receive advice on carbon monoxide awareness = £10,476.00</li> <li>• 275 individuals will be assisted to sign up to the PSR = 39,569.75</li> <li>• 145 individuals will be educated on how to use a slow cooker to help lower energy usage = 34,280.90</li> <li>• 247 individuals alleviated from loneliness and isolation = £432,250.00</li> </ul>

	<p><b><u>SROI calculations:</u></b></p> <p>5-year gross present value = £4,741,629.65 1-year gross present value = £1,010,075.93</p> <p>5-year net present value = £4,453,120.74 1-year net present value = £911,158.59</p> <p>SROI ratio £1:15</p>
<b>VCMA Project Start and End Date</b>	<p>Start date May 2023 End date June 2025</p> <p><b><u>Updated May 2025</u></b></p> <p>Start date: June 2023 End date: March 2026</p>
<b>Geographical Area</b>	The project will be delivered in Cadent's North-West Network. Supporting the communities in Rochdale.
<b>Remaining Amount in the Allowance at Time of Registration</b>	Remaining funding left in the Licensee's/ Licensees' funding pot.

## Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA) Governance Document - PEA Control Table

In order to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (incl. project eligibility assessment), the below table should be completed as part of the project registration process.	
Stage 1: Sustainability and Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 22/05/23	Review Completed By: Emma Turnbull
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: Update: 26/08/26	Review Completed By: Phil Burrows Update: Emma Turnbull
Step 3: Director of Sustainability & Social Purpose Sign-Off: Mark Belmega Update: Phillip Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 18/03/24 Update: 11/09/2025	
Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem ( <a href="mailto:vcma@ofgem.gov.uk">vcma@ofgem.gov.uk</a> )	
Date that PEA Document Uploaded to the Website: March 2024 Update: February 2026	
Date that Notification Email Sent to Ofgem: March 2024	