Cadent
Your Gas Network

Centre for Warmth - Gladstone Park Community Centre extension

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Gladstone Park Community Centre Extension - Centre for Warmth

Emma Turnbull – Safeguarding Specialist

October 2023

Updated November 2025 (Lucy Nembaware)

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

Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement) In order to qualify as a VCMA project, a project must:	
VCMA Eligibility Criteria	**Criteria Satisfied (Yes/No)**
a) Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	**Yes**
b) Either: **i.** Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or **ii.** Provide awareness on the dangers of CO, or **iii.** Reduce the risk of harm caused by CO;	**Yes**
c) Have defined outcomes and the associated actions to achieve these;	**Yes**
d) Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	**Yes**
e) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	**Yes**
Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects In order to qualify as a VCMA project, unsafe pipework and essential gas appliance servicing, repair or replacement must meet the following criteria:	
a) 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;	**N/A**
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	**N/A**
c) 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.	**N/A**

Section 3 - Eligibility criteria for collaborative VCMA projects In order to qualify as a collaborative VCMA project, a project must:	
a) Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria;	**N/A**
b) Have the potential to benefit consumers on the participating networks; and	**N/A**
c) Involve two, or more, gas distribution companies.	**N/A**

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

Information Required	Description
Project Title	Centre for Warmth - Gladstone Park Community Centre 'Here 2 Help' Extension
Funding GDN(s)	Cadent company-specific project
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable
Date of PEA Submission	October 2023 **Updated November 2025**
VCMA Project Contact Name, email and Number	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	Centre costs: £167,700.00 Large slow cookers costs: 30 x £27.84 = £835.2 Project management costs: £6,741.41 **<u>Updated November 2025- additional costs</u>** Centre costs: £31,600.00 Slow cookers: £556.80 Leaflets: £881.82 Project Management cost: £1,321.54 Total: £34,360.16
Total VCMA Funding Required (£k)	£175,276.61 **<u>Updated November 2025</u>** £209,636.77
Problem(s)	Peterborough is an area located on Cadent's East Midlands network and has high levels of deprivation. Peterborough is in fact one of the most deprived areas across Cadent's network. High levels of deprivation are often linked to broader issues such as fuel poverty, fuel debt, increased Carbon Monoxide risk and financial adversity. Seeking help is daunting for many, especially when there is a language barrier, as effective two-way conversations become complex. [1] Non-English-speaking citizens struggle to access or locate services that are available and are often frightened to leave their homes as they do not feel social inclusion and feel like an outsider in the local community due to being misunderstood. This hinders their ability to seek help due to fear of being misunderstood, as it is difficult for their needs to be communicated clearly. This can lead

[1] S.N. Ramlan, S.N. *et al.* (2018) *The impact of language barrier and communication style in organizational culture on expatriate's working perform, Growing Science.* Management Science Letters. Available at: http://www.m.growingscience.com/msl/Vol8/msl_2018_38.pdf (Accessed: October 27, 2022).

	to isolation and the feeling of being left behind, putting a strain on front line services as they seek help from the council, for translation and support on how to claim benefits or help to read/understand their letters. COMPAS Charity was established in 2010 as a community group and transformed into CIO in 2017. There are three main strands that the charity focuses on: 1. Advice provision – provide free advice to people from vulnerable groups (predominantly from the Roma communities and other migrant workers) in the areas of EU settlement scheme, welfare, job seeking, housing etc. Provide advice face to face (Peterborough, Kent and Wales), and also over the phone and social media. 2. Mentoring – COMPAS mentors work across 18 schools in Peterborough, Kent and Wales and supports children from vulnerable communities. 3. Physical and Mental health provision – providing services to reduce child obesity and mental health issues especially among children and young people. Gladstone Park Community Centre aims and objectives[2]: • Meeting the needs of members of migrant communities by the provision of advice, support and information or in any other way required; and by engaging with service providers, public bodies, institutions and organisations to enable those entities to better adapt their services, policies and activities to the needs of the migrant communities. • Promotion of social inclusion for the public benefit by working with people who are socially excluded on the grounds of their ethnic origin, religion, belief or creed (in particular, members of the Roma community) by developing the capacity and skills of members of that community to assist them to integrate with and participate more fully in society. • The advancement of citizenship and community development by promoting a better understanding within British society; and by promoting civic responsibility, good citizenship and volunteering. • The advancement of education (including social and physical training) of people in such ways as the charity trustees think fit, including by promoting the learning of native languages (including but not limited to Czech and Slovak); supporting parents to engage with their children's education; and mentoring and coaching young people. There is a significant increase in demand for the centre's services from the Romanian community (currently over 15k Romanian people in Peterborough), and from front line organisations asking them for help with translation and support. The centre can increase awareness of energy saving, the PSR platform and to distribute carbon monoxide alarms to those living in vulnerable situations.

[2] Aims & Objectives - COMPAS.org.uk

	Warmer night sessions – the sessions have been running for a year now and have enabled people to go to the centre during late afternoon / evenings, to get support, advice and something warm to eat. Due to the increased cost of living, the centre has seen increased number of clients in need of help. The centre is the only provider of free advice service that offers everyday advice in so many areas and in many languages. [3] Peterborough has an employment rate of 3.9% which results in insufficient household income leading to higher risks of carbon monoxide poisoning. Living in deprived areas limits opportunities and educational growth as only 32.3% of Peterborough's working age (16-24) have a degree or higher which is below the qualification rate for England. A lack of qualifications further complicates finding employment. **Updated November 2025** Many of the individuals and families supported by COMPAS Charity, particularly those from Roma, migrant, and other disadvantaged backgrounds, face significant barriers to accessing vital services. These include individuals affected by low income, limited proficiency in English, digital exclusion, and a lack of awareness about energy efficiency, safety, and entitlement to financial support. Without targeted safeguarding services, these communities are at increased risk of fuel poverty, poor living conditions, and health complications related to cold homes and undetected carbon monoxide exposure. Cadent's continued support is essential to help the centre identify vulnerable households, provide culturally sensitive income maximisation support, deliver energy efficiency advice, and raise awareness around carbon monoxide risks. The partnership enables the centre to intervene early, reduce hardship, and ensure that individuals remain safe, warm, and informed - outcomes that would be difficult to achieve without this dedicated support and funding. An extension is required to sustain and develop these successful outcomes.
Scope and Objectives	Project Scope Cadent will provide COMPAS Charity - Gladstone Park Community Centre with £175,276.61 of the VCMA funding to extend the project for a further two years. The two-year agreement replicates the previous year's project and other Centres for Warmth, whereby specialist benefits advisors are employed using the VCMA.

[3] *Economy of Peterborough* (2020) *Varbes* . Varbes . Available at: Cambridgeshire & Peterborough Local Economic Recovery Strategy (LERS) (2021) Document.ashx. Document.ashx. Available at: https://cambridgeshirepeterboroughcagov.cmis.uk.com/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=g2Sl9k%2BGVsFTmlGIGybfbFdUImJGMTJfAayH8RgRq9U%2F9exz1Mymow%3D%3D&rUzwRPf%2BZ3zd4E7Ikn8Lyw%3D%3D=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2FLUQzgA2uL5jNRG4jdQ%3D%3D&mCTlbCubSFfXsDGW9IXnlg%3D%3D=hFflUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvdEw%3D%3D=hFflUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJFf55vVA%3D&FgPlIEJYlotS%2BYGoBi5olA%3D%3D=NHdURQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3D&WGewmoAfeNQ16B2MHuCpMRKZMwaG1PaO=ctNJFf55vVA%3D (Accessed: October 27, 2022). (Accessed: October 27, 2022).

	Alongside specialist benefits advice, the centre will also offer essential information on carbon monoxide safety and the Priority Services Register. The project will continue to fund two full time positions within their advice service. This enables the centre to continue to offer their services to a wide number of clients from various communities. The centre will aim to provide the service in Czech, Slovak, Romanian, Portuguese, Polish, Lithuanian and Roma languages. The service will help both the clients and the front-line agencies as we will reduce the pressure on their services. The centre's ethos includes empowering people to learn new skills and to become less dependent on services. They achieve this by demonstrating to our clients how to get the required service (i.e., when they need to update their Universal Credit log), they demonstrate this on a computer in front of them and assist them to understand the system. <u>Project Objectives</u> The project includes a series of objectives against which success will be measured: 1. To support households across the project area living in isolation, fuel poverty and at risk of exposure to carbon monoxide. 2. To deliver income maximisation and home energy efficiency advice to households. 3. To encourage and support signing up to the PSR for those households that will benefit. 4. To run a warmer night session once a week through the winter months, giving families a warm space and providing a hot meal. 5. To tackle loneliness and isolation through the warmer night sessions. 6. To generate a positive social return on investment - see the below relevant section for more details. **<u>Updated November 2025</u>** Cadent will provide COMPAS charity with an additional £34,360.16 for a four-month project extension. The funding will enable the delivery of the services below between December 2025 and March 2026.During project delivery, COMPAS charity moved locations after many years of being based at the Gladstone Centre. With the new location, new service users are engaging with the project services, allowing the centre to tap into a new audience and deliver support to a wider audience. Simultaneously, this has meant the team has had to rebuild trust in some areas, influencing some services such as PSR registrations. Therefore, while the projects scope and objectives will remain broadly the same, they will embed best practise and learning informed by the previous project period to increase the project outputs.

	<u>Project Objectives</u> The success of the extension will be measured against achieving the additional objectives below: • To deliver income maximisation to 400 individuals. • To deliver home energy efficiency advice to 200 individuals. • To deliver CO safety advice to 300 individuals, individuals "most at risk" will receive a free CO alarm. • To provide 200 households with PSR advice and support 40 individuals to sign onto the PSR register. • To provide slow cooker education to 20 individuals to help them cook healthier and more energy efficient meals. • A minimum of 400 individuals will be provided with a space to stay warm and connected- 46 individuals will be alleviated from loneliness and isolation. When the project was developed, the PEA was based on a forecast; the recorded results achieved to date, together with the above and planned improvements to reporting, now provide a more accurate picture and represent a minimum expected outcome for the project. Therefore, the overall success of the project will be measured against achieving the minimum objectives below: • 3,350 individuals will receive income maximisation advice. • 331 individuals will receive in home energy efficiency advice. • 53 individuals will receive condensation/dampness support - this area of support was not initially planned but was delivered and has become a valuable aspect of the project. • To deliver CO safety advice to 628 individuals, individuals "most at risk" will receive a free CO alarm. • To provide 360 individuals with PSR advice and support 45 individuals to sign onto the PSR register. • To provide a free slow cooker and slow cooker education to 50 individuals to help them cook healthier and more energy efficient meals. • A minimum of 3,350 individuals will be provided with a space to stay warm and connected, and 385 individuals will be alleviated from loneliness and isolation.
Why the Project is Being Funded Through the VCMA	We believe that the project meets all the Vulnerability and Carbon Monoxide Allowance eligibility criteria: a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project: The project delivers a positive forecasted social return on investment. This is based on achieving the target reach for income maximisation, registrations to the PSR and education on carbon monoxide. More information can be found in the relevant section below. b. Either: i. Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or, ii. Provide awareness of the dangers of CO, or, iii. Reduce the risk of harm caused by CO;

	The project delivers services that meet all three elements of this criteria. For example, the specialist advisor will help households maximise their income, enabling residents to afford the cost of heating their home to an adequate level. The project will also raise awareness of the dangers of CO and promote registration to the PSR. c. Have defined outcomes and the associated actions to achieve these: Cadent and the Compas Charity have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below. d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and, This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions. e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding, This project will be solely delivered through Cadent's VCMA funding.
Evidence of Stakeholder/Customer Support	Gladstone Park Community Park - Petr the Centre Manager – "There was very minimal (or often zero) awareness of carbon monoxide. Many of our clients that are renting from private landlords didn't have CO alarms at home and were shocked when they heard of the potential consequences; and were happy to get a free alarm. Over the past 12 months we have helped hundreds of clients from marginalised and vulnerable groups (Roma, victims of domestic abuse, victims of modern slavery) by providing them with advice and practical support with their benefits, housing and energy supply. A number of clients came to express their gratitude for changing their lives; they have managed to clear their debts or find a job and started feeling more confident. A couple of months ago, we had a lady that had escaped domestic violence and was made homeless, with her nine-year-old child. We assisted the lady in getting emergency accommodation, registered her for benefits and signed posted her to agencies that helped her with domestic violence issues. The lady came to see us a few weeks ago to thank us and to bring our advisors some refreshments as a thank you gesture. Recently we have also helped a Romanian family that paid a lot of money to an exploiter to arrange their immigration status, but the exploiter took the money and didn't help them. Without the status, the family had no right for housing and benefits. We assisted the family in getting the relevant paperwork and subsequently with securing a house and benefits. That way we were able to prevent them from becoming homeless." Temperature Checks – we complete periodic 'temperature checks' with a cross-section of our customer base, including our Customer Forum. These demonstrate 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 – hence this. The Energy Diaries research – through extensive research with customers living in fuel poverty over a period of several months, we then engaged with experts such as Citizen's Advice, NEA and a suite of other charities operating in this space to co-create several additional initiatives that Cadent could offer to its customers. This was one of these initiatives. Charity Partnerships – we have strategic-level partnerships in place with around 40 consumer advice organisations and charities. We engage regularly to assess the benefits of existing projects and consider options elsewhere, taking the opportunity to benchmark against others and seek to learn. Centres for Warmth – the teams running the centres also fed into the development of this initiative, when considering the successes of the existing centre projects and opportunities for enhancements, based on the specific needs of the customers/households already being supported. **<u>Updated November 2025</u>** In October 2025, Cadent held a series of Customer Vulnerability conferences across its network. Charities, community centres and local businesses came together to discuss the pressing challenges faced by individuals living in vulnerable situations across the East of England. Hosted at the COMPAS Charity in Rivergate, Peterborough, Petr Torak MBE, Chief Executive Officer of Compas Charity, said: "It was fantastic to see so many like-minded businesses join forces to discuss how we best support the local community. We've been working with Cadent for a couple of years now and have seen the energy efficiency support have a big impact on the community. Bringing together other leading charities and businesses brings fresh perspectives as we look at how we continue to evolve the support we provide."
Information Required	**Description**
Outcomes, Associated Actions and Success Criteria	The partnership extension with Gladstone Park Community Centre will form part of Cadent's wider Centres for Warmth network. The Centre for Warmth project model relies on the provision of VCMA funding, materials and resource to a community centre located in an area of high deprivation, fuel poverty, and carbon monoxide risk. The increased levels of funding, resource and materials enable the community centre to ramp up its existing support for customers in vulnerable situations. <u>Project Outcomes</u> The Gladstone Park Community Centre – Centre for Warmth extension project aims to achieve the following outcomes: • Individuals will report increased levels of household income. • Individuals will report an increased awareness of the dangers of carbon monoxide (CO) and have a reduced risk of harm caused by CO. • Support will be provided to lonely local residents, ensuring that they can access the community centre and the services it offers. • Individuals will be given advice on energy efficiency and carbon monoxide awareness. • Individuals will report reduced levels of anxiety in fearing a utility outage.

	• Loneliness and isolation will be tackled through the warmer night sessions that will be offered once a week, where families can go to a safe, warm space and be provided with a hot meal. <u>Associated Actions</u> • The Gladstone Park Community Centre will implement the following associated actions to deliver the project's outcomes: • Individuals will report increased levels of household income through working with the centre's specialist benefits advisors. • Specialist benefits advisors will support households to identify and access previously unclaimed benefits. • Centre staff will all receive training on the PSR and will help eligible households through the registration process. • Clients will report an increased awareness on the dangers of carbon monoxide (CO) thereby reducing the risk of harm caused by CO. This will be achieved through the centre's staff providing CO awareness conversations and distributing CO alarms to the most at-risk households. • Individuals will report a better awareness of energy efficiency measures. • Individuals will report an improvement in their mental health because of attending the centres' activities. <u>Success Criteria</u> The success of the project will be measured against meeting the below criteria: • The project will reach 6,960 individuals with a range of services across the course of the 2 years. • 4,320 individuals will receive specialist advice on identifying and accessing previously unclaimed benefits. • 720 individuals will receive help and support on energy efficiency. • 720 individuals will receive an awareness conversation on the dangers of CO. 72 of the most at-risk households will also receive a CO alarm. • 1,200 individuals will improve their awareness of the PSR. 120 of the households reached eligible will also be supported to register. • 600 of the above individuals will attend the warmer night sessions and receive a hot, healthy meal. • 30 of the above individuals, as part of the energy-saving advice will receive a slow cooker and be educated on how to cook a healthy meal on a budget more efficiently. **<u>Updated November 2025</u>** Cadent will continue to provide the necessary funding, resources, and training to support COMPAS Charity. This commitment will ensure the sustained success of the Centres for Warmth project, while enabling the organisation to embed best practice, advance learning, and enhance the quality of its reporting. <u>Success Criteria</u> With the additional funding and project extension, the overall success of the project will be measured against achieving the criteria below: • 3,350 individuals will receive income maximisation advice. • 331 individuals will receive in home energy efficiency advice.

	• 53 individuals will receive condensation/dampness support - this area of support was not initially planned but was delivered and has become a valuable aspect of the project. • 628 individuals will receive CO safety advice, individuals "most at risk" will receive a free CO alarm. • 360 individuals will receive PSR advice, and 45 individuals will be signed onto the PSR register. • 50 individuals will be provided with a free slow cooker and slow cooker education-helping them cook healthier and more energy efficient meals. • 3,350 individuals will be provided with a space to stay warm and connected, and 385 individuals will be alleviated from loneliness and isolation.
Project Partners and Third Parties Involved	Cadent will work in partnership with the Gladstone Park Community Centre.
Potential for New Learning	Every area within Cadent's network sees households suffering the same issues - fuel poverty and low-income. Cadent has learned that each area also has issues specific to them and these are dealt with differently. To help increase cross network understanding Cadent has set up a forum for the Centres for Warmth. Every quarter they meet online and discuss various topics, share stories, tips, and best practice but most importantly resources such as food. Where one centre may have an excess, they will give it to a neighbouring one. Cadent will continue to listen to our partners to try to improve, the support and services where possible, through our centre for warmth partnerships to assist our most vulnerable customers. **Updated November 2025** Community centres are under increasing pressure to meet the growing and diverse needs of residents, particularly as resources from local authorities and the government continue to decline. Cadent has the opportunity to not only identify the most effective ways to help communities address socioeconomic challenges but also create valuable opportunities for shared learning across the wider network. Cadent remains committed to working closely with partners, listening to their feedback, and exploring new ways to strengthen support for vulnerable groups. This approach already features in the extension model, where each project is shaped by local needs and provides further learning that can be applied across other communities.
Scale of VCMA Project and SROI Calculations	Scale of VCMA Project Cadent will invest £175,276.61 in partnership with the Gladstone Park Community Centre over the two-year duration. The project will reach 6,960 individuals with a range of services from energy-saving advice, benefits advice, carbon monoxide safety advice, education on the PSR, and support to register.

The project will benefit households in close proximity to the community centre, and those in the wider area through the specialist benefits advisors and centre activities.

SROI Calculations

Investment:

Initiative	Quantity of Customers Support	Total SROI for 5 years
Income Maximisation Services	4,320	£7,417,915.20
Efficient Use of Appliances & Behaviours	720	£264,794.40
Priority Services Register	120	£17,266.80
CO Education	720	£6,285.60
Providing a slow cooker	30	£7,092.60
Lonliness and Isolation	600.00	£82,800.00
Totals		£7,796,154.60

Total Investment (5 year):	£175,276.61
Investment 1 year costs:	£87,638.31
SROI Calculations:	
5 year Gross:	£7,796,154.60
1 year Gross	£1,722,670.92
5 year Net:	£7,620,877.99
1 year Net:	£1,635,032.61

Ratio:
£1:43

Supporting households to maximise their income

Cadent worked with SIA Partners to evaluate the average five-year gross present value of supporting households to register to the PSR. They based their analysis on the DNO proxy bank value for an avoided stress management course.

They evaluated an average 5-year gross present value of £143.89 for a single PSR registration.

Educating customers on the dangers of carbon monoxide

SIA Partners also evaluated the forecasted social return on investment of several RIIO-GD2 business plan elements. These elements included CO education, CO alarm distribution and the repair/replacement of gas appliances.

They pointed to a number of factors that influenced the social value generated by educating customers on the dangers of carbon monoxide:

- A reduction in A&E visits linked to CO;
- A reduction in long term hospitalisations linked to CO;
- A reduction in deaths caused by CO;
- A reduction in time off work due to injury caused by CO;
- A reduction in ambulance callouts linked to CO;

	They calculated the average five-year gross present value of a CO-educational conversation to be £8.73 - this is based on a 1-2-1 conversation with an 80% retention rate. <u>Supporting households to register to the Priority Services Register</u> SIA Partners evaluated the average five-year gross present value of supporting households to register to the PSR. They based their analysis on the DNO proxy bank value for an avoided stress management course. They evaluated an average five-year gross present value of £143.89 for a single PSR registration. <u>The Cost of loneliness</u> The Centre for Warmth project will reach customers living in urban areas of Cadent's network. [4]BBC report found that 46% of England's urban population are aged 65 or over. [5]One-fourth of the population aged 65 years and older reported feelings of loneliness. [6]Social Psychiatry and Psychiatric Epidemiology reported a net present value of £6,000 for people who reported being lonely most of the time. This figure was across a 10-year period and equates to £600 per annum. This research concluded that older people who feel lonely are at greater risk of developing conditions such as dementia and depression. [7]The health foundation reported that 21% of older people who live alone, or face feelings of loneliness visit their GP at least once a month. This places pressure on front-line services since many people who experience loneliness think of their GP as someone they can relate to and who will listen to them, engaging in an open, friendly dialogue. The Centres for Warmth project aims to reach 600 customers through the warmer night sessions. 46% of which will be aged 65 and over. [8]Campaign to end Loneliness reported that over 700,000 people aged 65 and over are experiencing feelings of loneliness. 46% of this age group lives in urban areas which equates to 322,000 people.

[4] https://www.bbc.co.uk/news/uk-43316697

[5] https://www.cdc.gov/aging/publications/features/lonely-older-adults.html#:~:text=Older%20adults%20are%20at%20increased,the%20amount%20of%20social%20contact.

[6] https://link.springer.com/content/pdf/10.1007/s00127-019-01733-7.pdf

[7] https://www.health.org.uk/news-and-comment/news/older-people-living-alone-are-50-more-likely-to-visit-ae-than-those-who-live-with

[8] https://campaigntoendloneliness.org/guidance/wp-content/uploads/2015/06/StatisticsGFLA.pdf

	Social Psychiatry and Psychiatric Epidemiology research suggest a potential saving of £600 per annum for each older customer supported who was previously experiencing feelings of loneliness. The Centre for Warmth project will run for two years, equating to a saving of £1,200 per customer. 1. 600 people will attend the warmer night sessions. 2. 46% of the population are over 65 = 276 people 3. 25% of 276 people are lonely with health conditions = 69 people 69 people x £1200 (£600 per annum) = £82,800.00 **Updated November 2025** Cadent will invest a further £34,360.16 in partnership with COMPAS Charity, to continue supporting individuals in vulnerable situations within Peterborough. Overall, Cadent will invest £209,636.77 over the 28-month project duration. • 3,350 individuals will receive income maximisation advice = £5,752,318.50 • 331 individuals will receive energy efficiency advice = £121,731.87 • 53 individuals will receive condensation/dampness support = £9,742.46 • 628 individuals will receive advice on CO = £5,482.44 • 45 individuals will be registered to the PSR = £6,475.05 • 50 individuals will receive a slow cooker and advice on cooking healthier meals = £11,821.00 • 385 individuals will be alleviated from loneliness and isolation = £539,000 Five-year gross present value = £6,446,571.32 One-year gross present value = £1,412,514.26 Five-year net present value = £6,236,934.55 One-year net present value = £1,324,87.95 SROI Ratio: £1:30
VCMA Project Start and End Date	Start date: December 2023 End date: November 2025 **Updated November 2025** Start date: December 2023 End date: 31st March 2026
Geographical Area	The project will be delivered in Cadent's East Anglia Network.

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: 25/10/23 18/12/2025	Review Completed By: Kate Ravenscroft Nicola Campbell
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 26/20/23 15/12/2025	Review Completed By: Phil Burrows Emma Turnbull
Step 3: Director of Sustainability & Social Purpose Sign-Off: Mark Belmega / Phil Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 03/11/23 / 15/12/2025	
Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem (vcma@ofgem.gov.uk)	
Date that PEA Document Uploaded to the Website: November 2023 / December 2025	
Date that Notification Email Sent to Ofgem: November 2023 / December 2025	