

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)
Centre for Warmth – Bonny Downs Community Association (extension)

Emma Stead Safeguarding Advisor & Emma Turnbull Safeguarding Specialist
October 2023

Updated September 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: <ul style="list-style-type: none"> 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;	Not Applicable
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	Not Applicable
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.	Not Applicable
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;	Not Applicable
b) Have the potential to benefit consumers on the participating networks; and	Not Applicable
c) Involve two, or more, gas distribution companies.	Not Applicable

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

Information Required	Description
Project Title	Centre for Warmth – Bonny Downs Community Association (extension)
Funding GDN(s)	Cadent company-specific project.
Role of GDN(s) *For Collaborative VCMA Projects only	Not Applicable
Date of PEA Submission	November 2023 Updated September 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: £321,178.00 Project management 4% cost: £12,847.12 Updated September 2025 - additional costs Centre costs: £101,714.00 Slow cookers: £1,336.32 Leaflets: £881.82 Project Management cost: £4,157.29 Total: £108,089.43
Total VCMA Funding Required (£k)	£334,025.12 Updated September 2025 £442,114.55
Problem(s)	Newham, East London is a borough located in Cadent's North London Network. The borough is within the 10 percent most deprived authorities in England and has ¹ 4 LSOAs in the top 10% most deprived areas nationally. Areas with high levels of deprivation are typically affected by fuel poverty, and income deprivation is at a higher risk of carbon monoxide (CO) poisoning. Fuel Poverty Statistics suggest that households living in areas of high deprivation are at higher risk of experiencing fuel poverty - particularly as home energy efficiency, the cost of energy bills, and household income all contribute towards fuel poverty. Deprived areas are typically affected by relatively high unemployment rates and low income. Evidence shows that there is a trend in fuel poverty: the lower your income the more likely

¹ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

you are to be at risk of fuel poverty. Additionally, fuel-poor homes often have low energy efficiency ratings resulting in higher-than-average energy bills.

Income and Unemployment

ONS (2019) data indicates that deprived areas have a higher percentage of people in income deprivation. In Newham, 16.9% of the population is income -deprived and 38 out of 164 neighbourhoods in Newham were among the most deprived. Newham also remains 3rd in income deprivation affecting older people.

Newham has one of the highest rates of homelessness in the country; approximately 1 in 25 people in Newham are homeless.

Carbon Monoxide Risk and Deprivation

In the UK, approximately ²30.3 people die from accidental carbon monoxide poisoning every year, with over ³4,000 hospital visits estimated to be related to carbon monoxide.

⁴NEA (2017) research indicates that the factors which expose households to the risk of fuel poverty such as low-income, poor-quality housing and poor health impact heating and service behaviour and result in an increased risk of carbon monoxide poisoning.

Regardless of key messaging and recommendations, many low-income households are unable to afford CO Alarms and regular gas appliance safety checks.

Food Poverty

In June 2019 it was reported Almost two million Londoners – of which an estimated 400,000 are children under 16 - struggle to afford or access enough food. The statistics are the result of a survey which asked thousands of Londoners about their ability to afford or access food to gauge their level of 'food security'. From the results, it is predicted that 1.5 million adults in London have low or very low food security.

Reports of inadequate access to food were highest amongst children in East London (32 per cent).⁵

Updated September 2025

Bonny Downs Community Association (BDCA) is directly supporting hundreds of local families across Newham who are affected by various issues including fuel poverty, debt, inadequate housing and barriers to healthy food. The charity states that Cadent is one of their key funders, with funding enabling them to deliver unique support focused on energy efficiency, CO, the PSR and income maximisation.

² <http://www.co-gassafety.co.uk/wp-content/uploads/2019/01/Statistics-sheet-presspack-Jan-2019-18.01.19.pdf>

³https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/260211/Carbon_Monoxide_Letter_2013_FinalforPub.pdf

⁴ <https://www.nea.org.uk/publications/understanding-carbon-monoxide-rise-in-households-vulnerable-to-fuel-poverty/>

⁵Nearly two million Londoners struggle to afford or access enough food | London City Hall

	<p>Unfortunately, the cost- of- living crisis is still prevalent and demand for support continues to increase.</p> <p>Extending the partnership project (which includes funding and resources) is vital to sustaining support for vulnerable individuals, providing a 'one-stop-shop' of practical assistance and expert guidance to tackle the pressing issue of fuel poverty and its risk within Newham.</p>
<p>Scope and Objectives</p>	<p><u>Project Scope</u></p> <p>Cadent will provide Bonny Downs Community Association (BDCA) with £334,025.12 of VCMA funding to enable the delivery of an extended 2-year project following the successful outcomes of the initial 12-month Centre for Warmth project.</p> <p>The 2023-2025 agreement will be an extension from the previous year and replicates other Centre for Warmth models, whereby specialist advisors are employed using VCMA funding.</p> <p>The centre will provide essential information and support on carbon monoxide safety, energy efficiency advice and the priority services register (PSR) through the distribution of cadent leaflets.</p> <p>The funding will be used by the centre to continue to provide a range of services to local residents living in vulnerable situations.</p> <p>These services include:</p> <ul style="list-style-type: none"> • The employment of six part-time staff who will support residents by facilitating and issuing a range of advice including home energy efficiency, money/ debt management, benefit entitlement checks, priority services register, immigration advice, gas safety and housing advice. • The issuing of 260 slow cookers to enable to clients to cook affordable, efficient and healthy meals whilst saving energy. • Provide free holiday activities to young people suffering from food and energy poverty. • Provide a food club service that serves food to people suffering from fuel and food poverty. • Educate people on how to budget and manage money. • Run family hub sessions where families can go to a safe warm space and be offered all of the above services. <p>The centre will offer extended services such as foodbank vouchers, a clothing bank for children's clothes for families in vulnerable situations.</p> <p><u>Project Objectives</u></p> <p>The following objectives are what Cadent will use to measure the success of the Centre for Warmth – Bonny Downs Community Association.</p> <p>The project aims to reach 22,152 people over a 2-year period. They will be running a Family Hub and a Community Support Project to ensure the reach is achieved. The reach will be divided between:</p>

Outcome	Family Hub targets participation each year	Community Support Project targets participation each year	Total Family Hub + Community Support Project combined target participation each year
Food poverty relief	417 participations per year (Formula milk, cooking on budget tutorials, lunch club subsidies and Newham Food Alliance referrals.)	15 foodbank vouchers per week feeding an average of 2 people x 50 weeks of foodbank = 1500 participations per year. 25 people per week getting free food at Community Lunch x 50 weeks = 1,250 participants per year. Food Club serves 40 people per week (average of 2 people in each household) x 50 weeks = 4,000 participants.	7,167 participations per year.
Budgeting and money management	2 referrals to Community Support team per week x 39 weeks in termtime (78 unique attendees)= 78 participations per year.	4 clients attend budgeting courses each week x 50 weeks = 200 participations per year. 8 attend extra quarterly workshops = 32 participations per year.	310 participations per year.
Debt advice	2 referrals to the Community Support team per week during term time (78 unique attendees) = 78 participations per year.	8 x in-depth 1-2-1 sessions per week x 47 weeks = 376 participations per year.	454 participations per year.
Immigration support	4 advice appointments per week x 39 weeks = 156 participations per year (50 unique attendees).	Each month, 6 people with complex cases receive 3 in-depth advice appointments x 12 months = 216 participation	372 participations per year.
Housing advice	3 appointments per person x 117 unique attendees= 351 participations	31 unique people last year attended a total of 88 advice appointments = 88 participations.	439 participations per year.
Family Hub	350 participants per year.	/	350 participants per year.
Slow cooking (advice and slow cookers)	100 slow cookers were distributed and 108 participations in cooking workshops per year.	30 slow cookers distributed per year.	238 participations per year.
Kids bank of free clothing for families experiencing energy poverty	2000 items of clothing distributed to 250 unique attendees.	/	250 participants per year.
Form Filing (GP registrations, School applications etc)	156 unique attendees with 300 participations.	/	300 participants per year.
Benefits support	78 unique attendees with 156	/	156 participations per year

		participations per year		
Free summer holiday meals and activities for Young People suffering from food and energy poverty	80 unique attendees x 13 days of summer scheme = 1,040 participations	/	1,040 participations	
Total participation for the whole Cadent partnership project (Family Hub and Community Support) each year:			11,076 participations per year.	

Updated September 2025

Cadent will provide BDCA with an additional £108,089.43 for a seven-month extension. The funding will enable BDCA to deliver the additional services below. In comparison to the first two years of delivery, this phase of the project will prioritise holistic, in-depth conversations with individuals, while using social media and leaflets only in a light supporting capacity. This shift is reflected in the objectives below.

Project Objectives

The success of the project will be measured against achieving the additional objectives below:

- Provide 710 individuals with PSR advice via one-to-one or group conversations.
- Sign 71 individuals onto the PSR.
- Provide energy efficiency advice to 710 individuals via one-to-one or group conversations.
- Support 360 individuals with income maximisation advice.
- Provide 710 individuals with CO awareness advice via one-to-one or group conversations.
- Provide 50 “at-risk” individuals with a free CO alarm.
- Provide 48 individuals with a free slow cooker and 480 individuals with slow cooking advice only, highlighting the energy efficiency and nutritional benefits of slow cooking.
- 6,461 individuals will be alleviated from loneliness and isolation.

Why the Project is Being Funded Through the VCMA	<p>We believe that the project meets all of the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <ol style="list-style-type: none"> a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project: <p>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.</p> <ol style="list-style-type: none"> b. Either: <ol style="list-style-type: none"> 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;
---	---

	<p>The project delivers services that meet all three elements of these criteria. The project will raise awareness of the dangers of CO and promote registration to the PSR.</p> <p>c. Have defined outcomes and the associated actions to achieve these:</p> <p>Cadent and Bonny Downs Community Association have entered into a service agreement that will contain the project objective and actions. Further details can also be found below.</p> <p>d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and,</p> <p>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions.</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 solely delivered through Cadent's VCMA funding.</p>
Evidence of Stakeholder/Customer Support	<p>The Bonny Downs Community Association - Centre for Warmth project aims to offer customers in vulnerable situations support, particularly those impacted by the cost-of-living crisis.</p> <p>During the last year of the partnership with Bonny Downs Community Association, the centre has supported around 2,000 clients who attend the centre and live in the East Ham area.</p> <p>Bonny Downs Centre manager – “During our first year of partnership, BDCA worked with Cadent to test out some ‘Centres for Warmth’ support services to relieve energy poverty levels amongst residents of the East Ham South area during the Cost-of-Living Crisis. Cadent funded the full running costs of our weekly ‘Family Hub’ support group for very low-income families which offered benefits advice, food, warm clothes, slow cooker workshops, carbon monoxide safety training and expert advocacy appointments to help the families improve their quality of life. Cadent also funded one member of our Community Support Project team to manage our new weekly ‘Food Club’ providing discounted groceries so people affected by energy poverty can buy £30 worth of goods for just £5 each.</p> <p>Additionally, Cadent helped us to pilot a ‘Warmer Nights’ drop-in Warm Bank with free home-cooked soup, hot drinks, Wi-Fi, board games and fun activities, such as yoga and choir, for two nights per week throughout four of the coldest months. This meant that low-income residents didn’t have to sit shivering and lonely at home without any money for heating. Throughout the first year of the partnership between Cadent and BDCA, we proved to achieve all our agreed funding outcome targets and the case studies shared clearly demonstrated the life changing impact of our funded projects. Therefore, we agreed to expand our partnership for years 2 and 3 to cover a three day per week Debt Surgery, weekly Foodbank and regular Budgeting Courses. The increased funding has allowed BDCA to take on an extra Debt Advisor and a Family Advocate so we can better</p>

	<p>cope with the large numbers of people seeking our support service. Without Cadent's funding, these vital frontline poverty relief services would have had to close – in the time when they are most needed. So we are delighted to be working together towards our shared goals".</p> <p>This VCMA project is aimed at helping Newham households who are finding the need to eat into savings or reduce energy and food consumption as a result of the cost-of-living crisis. The project will offer essential support by helping households to maximise their income and use their energy more efficiently.</p> <p>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.</p> <p><u>Updated September 2025</u></p> <p>From the outset, the Centres for Warmth project has been dedicated to addressing fuel poverty by providing energy efficiency advice, income maximisation support, and other forms of assistance through community-based partnerships. This is part of the reason that up to now, the project continues to be supported by various stakeholders.</p> <p>House of Commons Library - Fuel Poverty</p> <p>In April 2025, The House of Commons Library published a report on fuel poverty. Many of the points highlighted in the report align with the key objectives that the Centre for Warmth project aims to achieve:</p> <ul style="list-style-type: none"> • Several stakeholders have recommended that governments do more on fuel poverty. • Many consumer groups argue that the pandemic has worsened fuel poverty and more needs to be done. • Fuel poverty spans energy, income, housing, and health policies. • A number of charities have campaigned for new policy on fuel poverty including increased financial support for fuel poor households and increased energy efficiency. • It highlights the need to harness and empower trusted intermediaries and independent advice providers to support clarity around information. <p>Quote from notable figure</p> <p>"BDCA is a cornerstone in East Ham. Their tireless work supports our most vulnerable residents and fosters unity in our diverse community. BDCA is an invaluable asset, creating a cohesive and harmonious environment where everyone is cared for and connected."</p> <p>Cllr Lakmini Shah, Councillor for East Ham South.</p>
Information Required	Description
Outcomes, Associated Actions and Success Criteria	<u>Project outcomes:</u>

	<p>The partnership with Bonny Downs Association expects to achieve the following project outcomes:</p> <ul style="list-style-type: none"> • To reach 22,152 individuals over the course of the initial 2-year project • Educate people about the dangers of carbon monoxide (CO) and have a reduced risk of harm caused by CO. • Provide recipes for affordable, healthy, nutritious meals to people who attend the slow cooking sessions and provide a slow cooker to those who do not already have one or cannot afford one. • Provide individuals with energy efficiency advice and share tips on how to save money on their energy bills. • People will be brought together at events; this will celebrate their shared purpose. This will tackle loneliness, and social isolation and improve mental well-being. • Provide advice on benefits, debt, immigration and housing advice. <p><u>Associated Actions</u></p> <p>Cadent will provide BDCA with £334,025.12 of VCMA funding, training and materials to enable the delivery of the project's objectives.</p> <ul style="list-style-type: none"> • BDCA will employ 6 part-time staff who will support residents by facilitating and issuing a range of advice including home energy efficiency, money/ debt management, benefit entitlement and checks, priority services register, gas safety and housing. • BDCA will issue 260 slow cookers to enable clients to cook affordable, efficient and healthy meals. • BDCA will issue carbon monoxide alarms to enable clients to stay safe against the dangers of carbon monoxide and educate those most at risk. • BDCA will coordinate events across the project period such as Community lunches, Family Hub and Kids Bank. These events will tackle loneliness and isolation. <p><u>Success Criteria</u></p> <p>The success of the project will be measured by evaluating achievement of the following objectives/outcomes.</p> <ol style="list-style-type: none"> 1. The project will reach approximately 22,152 people across the course of the 2-year duration. 2. 2,718 will receive support and advice on income maximisation services such as support completing benefit application forms, housing support, debt advice and education on how to budget and manage money.
--	---

	<ol style="list-style-type: none"> 3. 22,152 people will receive a leaflet on energy efficiency advice, and we predict that 3% of people 665 will action the energy-saving hacks. 4. 22,152 people will improve their awareness of the PSR by receiving a leaflet. We predict that 3 % of people 665 eligible households will register themselves onto the PSR. Individuals will report reduced levels of anxiety in fearing a utility outage through being assisted to register to the Priority Services Register (PSR). 5. 22,152 people will receive an awareness leaflet on the dangers of CO and general gas safety. We predict that 3% of people 665 Individuals will report an increased awareness of the dangers of carbon monoxide and an increased feeling of safety at home. 6. 476 people will receive slow cooking advice and 260 will receive a free slow cooker to help with eating on a budget and lowering energy consumption. 7. 2,527 people will feel less isolated and lonely due to attending events through the centre. <p>Cadent and BDCA will also review the qualitative outcomes and indicators of the project to determine the project's success. These include:</p> <ul style="list-style-type: none"> • Customers will feel less lonely and isolated through being able to access local community-based activities that are focussed on togetherness/social interaction. • Customers will report reduced stress and anxiety levels through feeling in better control of their finances, housing, and energy efficiency. • Customers will report improved levels of safety through having an improved understanding of the signs, symptoms, and dangers of carbon monoxide. • Customers will feel in more control of their home's energy usage through an improved awareness of energy efficiency techniques, including slow cooking. <p><u>Updated September 2025</u></p> <p>Building on two years of delivery, BDCA has undertaken an evaluation of achievements and challenges to refine the approach for this seven-month extension. Sustained funding will enable BDCA to embed successful strategies, avoid past challenges, and access the resources required to deliver maximum impact. As mentioned previously, this phase of the project will prioritise holistic, in-depth conversations with individuals, while using social media and leaflets only in a light supporting capacity.</p> <p><u>Associated Actions</u> Cadent will continue to provide the funding, resources and training required to support BDCA for an additional seven- months. This will ensure the successful continuation of the Centres for Warmth project, while the delivery team also carry forward essential best practise and learning.</p>
--	---

	<p><u>Success Criteria</u></p> <p>With the additional funding and project extension, the success of the project will be measured against BDCA achieving the additional criteria below:</p> <ul style="list-style-type: none"> • Provide 710 individuals with PSR advice via one-to-one or group conversations. • Sign 71 individuals onto the PSR. • Provide energy efficiency advice to 710 individuals via one-to-one or group conversations. • Support 360 individuals with income maximisation advice. • Provide 710 individuals with CO awareness advice via one-to-one or group conversations. • Provide 50 “at-risk” individuals with a free CO alarm. • Provide 48 individuals with a free slow cooker and 480 individuals with slow cooking advice only, highlighting the energy efficiency and nutritional benefits of slow cooking. • 6,461 individuals will be alleviated from loneliness and isolation. <p>These figures are included in the SROI calculation below.</p>
Project Partners and Third Parties Involved	<p>Cadent will work in partnership with Bonny Downs Community Association to deliver the VCMA project.</p>
Potential for New Learning	<p>The Bonny Downs Community Association - Centre for Warmth project will offer potential learning which Cadent can adopt for other VCMA-funded projects.</p> <p>The project will also provide specific insights into how fuel poverty and CO impact London-based households. Many of Cadent's VCMA projects are in urban areas. However, fewer Centres for Warmth projects are in highly ethnically diverse areas.</p> <p>Newham is the 2nd most diverse borough in London. This project will provide learning about the best methods, communication channels and services to engage vulnerable customers located in ethnically diverse urban communities. Furthermore, BDCA has a particular project/session which supports low-income families.</p> <p>The demographic of attendees is young, immigrant mothers who experience challenges such as maternity debt and acculturation-all of which contribute to their vulnerability. There are gaps in current research and projects linked to young immigrant mothers, CO safety and fuel poverty. This element of the project will provide insight into the most effective methods and services for engaging young vulnerable immigrant mothers in urban communities. It will also support the engagement of older, mainly female residents who will have had similar experiences and may not be accessing statutory benefits including pension credit due to lack of knowledge or cultural stigma.</p> <p><u>Updated September 2025</u></p> <p>Cadent will continue to engage closely with partners to strengthen support and services wherever possible, working through our Centre for Warmth partnerships to assist the most</p>

	<p>vulnerable customers. By continuing to collaborate (long-term) with grassroots organisations, we also open up opportunities for new learning and innovation in tackling fuel poverty.</p>																																						
Scale of VCMA Project and SROI Calculations	<p><u>The scale of the VCMA Project</u></p> <p>Cadent will invest £334,025.12 in partnership with the Bonny Downs Association. This VCMA project will be delivered across a two-year partnership.</p> <p>The project will support 22,152 people with a range of services.</p> <p><u>SROI Calculations</u></p> <table border="1"> <thead> <tr> <th>Initiative</th> <th>Quantity of Customers Supported</th> <th>Total SROI for 5 years</th> </tr> </thead> <tbody> <tr> <td>Income Maximisation Services</td> <td>2,718</td> <td>£4,667,104.98</td> </tr> <tr> <td>Efficient Use of Appliances & Behaviours</td> <td>665</td> <td>£244,567.05</td> </tr> <tr> <td>Priority Services Register</td> <td>665</td> <td>£95,686.85</td> </tr> <tr> <td>CO Education</td> <td>665</td> <td>£5,805.45</td> </tr> <tr> <td>Providing a slow cooker</td> <td>260</td> <td>£61,469.20</td> </tr> <tr> <td>Loneliness and Isolation</td> <td>2,527.00</td> <td>£3,056,976.00</td> </tr> <tr> <td>Totals</td> <td></td> <td>£8,131,609.53</td> </tr> </tbody> </table> <table border="1"> <tr> <td>Total Investment (5 year):</td> <td>£334,025.12</td> </tr> <tr> <td>Investment 1 year costs:</td> <td>£126,012.57</td> </tr> </table> <table border="1"> <tr> <td align="center" colspan="2">SROI Calculations:</td> </tr> <tr> <td>5 year Gross:</td> <td>£8,131,609.53</td> </tr> <tr> <td>1 year Gross</td> <td>£2,531,126.71</td> </tr> <tr> <td>5 year Net:</td> <td>£7,797,584.41</td> </tr> <tr> <td>1 year Net:</td> <td>£2,405,114.14</td> </tr> </table> <p>Ratio: £1:22</p> <p><u>Supporting households to maximise their income.</u></p> <p>Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to maximise their income. They based their analysis on the "actual" data from a 3-month project between Cadent and NEA, and historical data from NEA over the past 3 years.</p> <p>They calculated an average 5-year gross present value of supporting households to maximise their income of £1,717.11.</p> <p><u>Educating customers on the dangers of carbon monoxide</u></p> <p>Cadent also employed SIA Partners to evaluate 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.</p>	Initiative	Quantity of Customers Supported	Total SROI for 5 years	Income Maximisation Services	2,718	£4,667,104.98	Efficient Use of Appliances & Behaviours	665	£244,567.05	Priority Services Register	665	£95,686.85	CO Education	665	£5,805.45	Providing a slow cooker	260	£61,469.20	Loneliness and Isolation	2,527.00	£3,056,976.00	Totals		£8,131,609.53	Total Investment (5 year):	£334,025.12	Investment 1 year costs:	£126,012.57	SROI Calculations:		5 year Gross:	£8,131,609.53	1 year Gross	£2,531,126.71	5 year Net:	£7,797,584.41	1 year Net:	£2,405,114.14
Initiative	Quantity of Customers Supported	Total SROI for 5 years																																					
Income Maximisation Services	2,718	£4,667,104.98																																					
Efficient Use of Appliances & Behaviours	665	£244,567.05																																					
Priority Services Register	665	£95,686.85																																					
CO Education	665	£5,805.45																																					
Providing a slow cooker	260	£61,469.20																																					
Loneliness and Isolation	2,527.00	£3,056,976.00																																					
Totals		£8,131,609.53																																					
Total Investment (5 year):	£334,025.12																																						
Investment 1 year costs:	£126,012.57																																						
SROI Calculations:																																							
5 year Gross:	£8,131,609.53																																						
1 year Gross	£2,531,126.71																																						
5 year Net:	£7,797,584.41																																						
1 year Net:	£2,405,114.14																																						

	<p>They pointed to a number of factors that influenced the social value generated by educating customers on the dangers of carbon monoxide:</p> <ul style="list-style-type: none"> • 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 of work due to injury caused by CO. • A reduction in ambulance call outs linked to CO. <p>SIA Partners calculated the average 5-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.</p> <p><u>Supporting households to register to the Priority Services Register</u></p> <p>Cadent worked with SIA Partners to evaluate the average 5-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.</p> <p>They evaluated an average 5-year gross present value of £143.89 for a single PSR registration.</p> <p><u>The Cost of loneliness</u></p> <p>We have calculated this using the following evidence:</p> <p>The project will reach 22,152 customers living in urban areas of Cadent's network at face-to-face events/sessions (based on the 3% reach ratio described above)</p> <p>The project will reach customers living in urban areas of Cadent's network.</p> <p>⁶BBC report found that 46% of England's urban population are aged 65 or over.</p> <p>⁷One-fourth of the population aged 65 years and older reported feelings of loneliness.</p> <p>⁸Social 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.</p>
--	---

⁶ <https://www.bbc.co.uk/news/uk-43316697>

⁷ <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html#:~:text=Older%20adults%20are%20at%20increased,the%20amount%20of%20social%20contact>

⁸ <https://link.springer.com/content/pdf/10.1007/s00127-019-01733-7.pdf>

⁹The 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 project aims to reach 22,152 urban customers. 46% of which will be aged 65 and over. This equates to 10,190 customers. 25% of them customer will report feeling lonely which equates to 2,547.

¹⁰Campaign to end loneliness reported that over 700,000 people aged 65 and over are experiencing feelings of loneliness. 46% of this age group living in urban areas this equates to 322,000 people.

Social Psychiatry and Psychiatric Epidemiology research suggests a potential saving of £600 per annum for each older customer supported who was previously experiencing feelings of loneliness.

Therefore, 22,152 customers x 46% x 25% = 2,547 will tackle loneliness and isolation.

2,527 x £1200 (£600 per year + 2-year project) = £3,056,976.00.

Updated November 2025

Cadent will invest a further £108,089.43 in partnership with BDCA, to support individuals in vulnerable situations for an additional seven-months. Therefore, Cadent will invest £442,114.55 over the 31-month project duration.

- 3,078 individuals will receive income maximisation advice = £5,285,264.58
- 1,855 individuals will receive energy efficiency advice = £682,213.35
- 1,375 individuals will receive advice on CO = £12,003.75
- 736 individuals will be registered to the PSR = £105,903.04
- 308 individuals attending slow cooker sessions and will receive a slow cooker = £72,817.36
- 3,290 individuals will be alleviated from loneliness and isolation = £5,099,500

Five-year gross present value = £11,257,702.08
One-year gross present value = £3,205,640.42

Five-year net present value = £10,815,587.53
One-year net present value = £3,038,627.86

SROI Ratio= £1:24

N.B Please note that the loneliness and isolation figure used in the original PEA is updated in this calculation, ensuring a more

⁹ <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>

¹⁰ <https://campaigntoendloneliness.org/guidance/wp-content/uploads/2015/06/StatisticsGFLA.pdf>

	precise reflection of the individuals supported. This is also why the SROI ratio has decreased.
VCMA Project Start and End Date	Project start date:01/09/2023 Project end date:31/08/2025 <u>Updated September 2025</u> Start date: 1 st September 2023 End date: 31st March 2026
Geographical Area	The project will be delivered in Cadent's North London Network. Supporting communities and benefiting customers located in East Ham in the Newham borough of London.
Remaining Amount in the Allowance at Time of Registration	The remaining funding is 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: 31/10/2023	Review Completed By: Mary O'Shaughnessy Update reviewed by: Amanda Jones 08/12/25
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 09/11/2023 Jan 2026	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: 09/11/2023 and Jan 2026	
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: March 24 and Jan 2026	
Date that Notification Email Sent to Ofgem: March 24 and Jan 2026	