Cadent
Your Gas Network

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Centre For Warmth - St Hilda's East Community Centre

Edward Allard - Social Programmes Manager
February 2023

Updated January 2024 (Emma Turnbull)
Updated November 2025 (Lucy Nembaware)

Cadent
Your Gas Network

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 - St Hilda's East Community Centre
Funding GDN(s)	Cadent - North London Network
New / Updated (indicate as appropriate)	**Updated January 2024** **Updated November 2025**
Role of GDN(s) ***For Collaborative VCMA Projects only**	Not applicable - company specific project
Date of PEA Submission	February 2023 **Updated January 2024** **Updated November 2025**
VCMA Project Contact Name, email and Number	Name: Phil Burrows - Head of Customer Vulnerability Social Programmes Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	Centre costs: £75,000 Project manager costs: £3,349.44 Slow cooker costs (80 large and 20 small) 80 x £27.84 = £2,227.20 20 x £15.55 = £311.00 Total cost = £80,887.64 Updated January 2024 The project ran for a one-year pilot and due to the success, we have extended the partnership for a further two years. We will now invest additional funding. The breakdown is as follows: New total costs Centre costs: £235,000.00 Slow cookers cost: £6,714.20 Project management costs: £9,668.57 Total: £251,382.77 Updated November 2025 – further additional funding Centre costs: £29,000.00 Slow cookers: £696.00 Leaflets: £881.82 Project Management cost: £1,223.11 Total: £31,800.93
Total VCMA Funding Required (£k)	£80,887.64 (Original) **£251,382.77 (Updated January 2024)** **£283,183.70 (Updated November 2025)**

Problem(s)	Tower Hamlets, East London is a borough located in Cadent's North London Network. The borough is the 50th most deprived authority in England and over half of the borough is within the 30% most deprived parts of England (IMD/ONS, 2019). The borough also has one of the highest proportions of people living in poverty. Areas with higher levels of deprivation face an increased risk of being impacted by fuel poverty, income deprivation, and exposure to the dangers of carbon monoxide (CO) poisoning. <u>Fuel Poverty</u> Tower Hamlets has a higher proportion of households that are fuel-poor compared to England's average. 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 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. <u>Income and Unemployment</u> [1]ONS (2021) data indicates that deprived areas have a higher percentage of people in income deprivation. In Tower Hamlets, 19.2% of the population is income deprived. Out of 316 local authorities in England, Tower Hamlets is ranked 22nd most income deprived. More specifically, the borough is in the top 20 local authority districts based on the proportion of children and older people in income deprivation - 26.6% and 43.3% respectively. Furthermore, unemployment rates in Tower Hamlets are higher than the average for both London and England. The borough is also affected by In Work poverty, meaning that much of the working population in Tower Hamlets are struggling to meet the cost of living. <u>Problems residents in Tower Hamlets are facing</u> [2]Housing and poverty are inextricably linked. The cost of housing drives poverty, and poor housing affects people's life chances. 53% of Tower Hamlets children live in poverty and 11.2% of the borough's residents are in fuel poverty. [3]The population stands at around 280,000 people, attracting residents from all over the UK and wider international communities. The Tower Hamlets population is mobile, relatively young and is expected to increase by around 20% over the next six years.

[1]https://www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/incomeandwealth/bulletins/householddebtingreatbritain/april2016tomarch2018

[2] www.google.com/search?q=problem+people+living+in+tower+hamlets+face&oq=problem+people+living+in+tower+hamlets+face&aqs=edge..69i57.9600j0j1&sourceid=chrome&ie=UTF-8

[3] www.towerhamletstogether.com/the-challenge

	Poor Health Due to the high percentage of people living in multiple deprivation in Tower Hamlets many people suffer from poor health. Some of the key issues include diabetes, mental health issues, behavioural risk factors (smoking and diet) and multiple deprivation (income, poverty, employment). Evidence has also found that there is a direct connection between living in cold, damp, poorly heated homes and bad health. Risk of exposure to carbon monoxide and levels of deprivation Around 30-40 people living in the UK die from carbon monoxide poisoning each year. An additional 4,000 people attend accident and emergency each year because of carbon monoxide and 200 people are left hospitalised. Issues such as fuel poverty and high household debt can influence a customer's risk of exposure to the dangers of carbon monoxide. An unavailability of household income can mean that many customers do not have the means to regularly service their gas appliances and/or purchase audible carbon monoxide alarms. Debt According to the Citizens Advice Bureau those households in the lowest income group are three times more likely to be in debt, with the value of the debt being up to six months' worth of their income. Additionally, customers who rent are twice as likely as those who have a mortgage to owe more than six months of their income. When we factor in unemployment, low income, drug and alcohol abuse and mental health, the chances of people being in debt are huge. These people often do not have access to advice or believe there is a stigma to seeking advice on debt. **Updated November 2025** Many households continue to struggle under the ongoing cost-of-living pressures, with low-income families feeling the strain most harshly. In Tower Hamlets, these challenges are intensified: the borough remains one of the most deprived in London and has a particularly high proportion of children and older people experiencing income deprivation, compounded by a mix of economic, social, and structural barriers. As a result, demand for support from St.Hilda's East Community Centre is steadily increasing, yet as a charity, their ability to meet this need is limited without funding. Due to Cadent's investment, the project has already delivered meaningful support across Tower Hamlets, offering vital guidance on CO safety, energy efficiency, income maximisation, and the PSR- a valuable resource for residents. Cadent's continued support is essential to sustain and expand these targeted interventions, ensuring residents in Tower Hamlets not only survive the cost-of-living crisis but are empowered to improve their financial stability, home safety, and overall quality of life.

Scope and Objectives	Cadent will invest £80,887.64 of the VCMA funding to deliver a one-year project with St Hilda's East Community Centre. The one-year 2022-2023 agreement replicates the previous project model in other Centres for Warmth, whereby specialist benefits advisors are employed using the VCMA. Alongside specialist benefits advice, the centre will also offer essential information on carbon monoxide safety and the priority services register. The advice worker role will help to expand the community advice service that St Hilda's already has. They will provide advice in a 1:1 setting on a wide range of services including benefit checks, energy advice and poverty. They will host sessions on CO awareness and the PSR. The centre will also host slow cooking sessions to help educate people on energy-efficient cooking as well as budgeting. The project aims to provide customers with a range of services over the course of the one-year project. The total reach will be divided as below: • 170 households will receive income maximisation advice on a range of topics including benefit checks, budgeting money etc. • 170 households will receive energy efficiency advice including, setting heating hot water controls, turning appliances off standby etc. • 720 will engage with others to tackle isolation. • 720 people will receive advice on the PSR through face-to-face conversation and social media and will aim to sign up 100 to the register. • 100 households will receive slow cooking advice and learn how to cook on a budget. • 500 will engage in CO sessions to improve CO awareness. **Project Objectives** Cadent will measure the success of the Centre for Warmth – St Hilda's East Community Centre against the achievement of the following objectives: • To deliver income maximisation/home energy efficiency advice to approximately 170 households. • To deliver Carbon monoxide safety advice to approximately 500 people. • Provide advice regarding the PSR to 720 people. • To support 100 people to sign onto the PSR register. • To alleviate loneliness and isolation for 720 people. • To educate 250 people on how to cook with a slow cooker on a budget. **Updated January 2024** Cadent will invest £251,382.77 of the VCMA funding to deliver a three-year project with St Hilda's East Community Centre. The three-year 2022-2025 agreement replicates the previous project model in other Centres for Warmth, whereby specialist benefits advisors are employed using the VCMA. The project will combine with face-to-face advice with social media:

	• 745 individuals will receive income maximisation advice on a range of topics including benefit checks, budgeting money etc. • 1,363 individuals will receive energy efficiency advice including, setting heating hot water controls, turning appliances off standby etc. • 415 will engage with others to tackle isolation. • 28,345 people will receive advice on the PSR through face-to-face conversation and social media and will aim to sign up 2,835 to the register. • 250 individuals will receive slow cooking advice and learn how to cook on a budget. • 1,793 will engage in CO sessions to improve CO awareness. Cadent will measure the success of the Centre for Warmth – St Hilda's East Community Centre against the achievement of the following objectives: • To deliver income maximisation/home energy efficiency advice to 1,363 people. • To deliver CO safety advice to 1,793 people. • Provide advice regarding the PSR to 28,345 people. • To support 2,835 people to sign onto the PSR. • To alleviate loneliness and isolation for 415 people. • To educate 250 people on how to cook with a slow cooker on a budget. **Updated November 2025** Cadent will invest an additional £31,800.93 for a five-month project extension. The funding will enable the centre to deliver the services below between November 2025 and March 2026. The centre will build on their existing Centre for Warmth provision, embedding learning and best practise, alongside practical, accessible, and targeted support. Project Objectives The success of the extension will be measured against achieving the objectives below. St.Hilda's East Community Centre will: • Provide 250 individuals with PSR advice via one-to-one or group conversations. • Sign 100 individuals onto the PSR. • Provide energy efficiency advice to 250 individuals via one-to-one or group conversations. • Support 150 individuals with specialist income maximisation advice and support, including identifying and accessing previously unclaimed benefits. • Provide 250 individuals with CO awareness advice via one-to-one or group conversations and "most at-risk" individuals will receive a free CO alarm. • Provide 25 individuals with a free slow cooker, highlighting the energy related and nutritional benefits of slow cooking. • Alleviate a minimum of 28 individuals from loneliness and isolation. • Actively work to maximise their social media reach and engagement– sharing messaging focussed on CO, PSR and energy efficiency.

	Then, the overall success of the project will be measured against achieving the objectives below. Note: the figures are based on the reach achieved by the project to date via one-to-one and group conversations, and social media, plus, the additional reach expected by the extension. • 8,012 individuals will be provided with PSR advice, and a minimum of 951 individuals will sign onto the PSR. During the project delivery there has been some challenges in engaging individuals in conversations regarding PSR, which is reflected in the updated reach. The centre will actively implement key learnings to improve in this area. • 8,238 individuals will receive energy efficiency advice. • A minimum of 77 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. • 1,182 individuals will be supported with specialist income maximisation advice, including identifying and accessing previously unclaimed benefits. • 8,307 individuals will receive CO awareness advice and "at-risk" individuals will receive a free CO alarm. • 275 individuals will receive a free slow cooker and gain an understanding of the energy related and nutritional benefits of slow cooking. • A minimum of 258 individuals will be alleviated of loneliness and isolation. • The centre will have actively worked to maximise their social media reach and engagement– sharing messaging focussed on CO, PSR and energy efficiency.
Why the Project is Being Funded Through the VCMA	We believe that the project meets all of 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 advisors 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 St Hilda's Community centre 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	Cadent's independent customer engagement group report for its RIIO-GD2 business plans contains feedback on a variety of proposals, including Cadent's ambitions for tackling fuel poverty. When we asked our stakeholders if they agreed with how we allocate VCMA funding 61% supported how Cadent did this. 81% of customers and 78% of stakeholders support or somewhat support Cadent funding Warm Hubs and Centres for Warmth. The report supported Cadent's holistic approach to tackling fuel poverty, whereby a household is supported with a combination of services/advice. **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. **Stakeholder feedback** We have sent out questionnaires to organisations we deal with and some that have an interest in the customers we are looking to support, and we have received overwhelming support and confirmation that the projects we are supporting are appropriate and are helping those most at risk. **Updated January 2024**

	This project focusses on tackling fuel poverty by offering energy/income advice to at risk households. Cadent work with over 40 strategic partners to continually feed into our strategic thinking and project prioritisation (in support of customers in vulnerable situations). The Centres for Warmth initiative has proven a huge success and receives excellent feedback from charities such as National Energy Action and Age UK. We use the ongoing engagement with these key partners to inform our decision making, as we have with this project. **Updated November 2025** Many stakeholders, in close proximity and further afield to Cadent, continue to support activities and projects centred around tackling fuel poverty and its impacts, including those related to health and wellbeing. 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: • 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. This is part of the reason that to this day, the Centres for Warmth project continues to be advocated by many.
Information Required	**Description**
Outcomes, Associated Actions and Success Criteria	The partnership with St Hilda's East 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. **Project Outcomes** The St Hilda's East Community Centre - Centre for Warmth Project aims to achieve the following outcomes: • Individuals will report increased levels of household income. • Individuals will report an increased awareness on the dangers of carbon monoxide (CO) and have a reduced risk of harm caused by CO.

	• Provide support to lonely local residents, ensuring that they can access the community centre and the services it offers. • Provide individuals with energy efficiency advice and carbon monoxide awareness. • Individuals will report reduced levels of anxiety in fearing a utility outage. **Associated Actions** The St Hilda's East 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. The specialist benefits advisors will support households to identify and access previously unclaimed benefits. • Individuals will report reduced levels of anxiety in fearing a utility outage through being assisted to register to the Priority Services Register (PSR). Centre staff will all receive an awareness 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) and have a reduced risk of harm caused by CO. This will be achieved through the centre's staff providing CO awareness conversations. **Success Criteria** The success of the project will be measured against meeting the below criteria: • The project will reach 720 customers across the course of the year. • 170 households will receive specialist advice on identifying and accessing previously unclaimed benefits. • 170 households will receive help and support on energy efficiency. • 500 individuals will receive an awareness conversation on the dangers of CO. • 720 households will improve their awareness of the PSR. Approximately 100 eligible households will also be supported to register. • 100 people will learn how to cook a healthy meal on a budget using a slow cooker. **Updated January 2024** With the additional funding and project extension, the success of the project will be measured against meeting the below criteria: • 745 individuals will receive specialist advice on identifying and accessing previously unclaimed benefits. • 1,363 will receive help and support on energy efficiency. • 1,793 individuals will receive an awareness conversation on the dangers of CO.

	• 28,345 will improve their awareness of the PSR. 2,835 eligible households will also be supported to register. • 250 people will learn how to cook a healthy meal on a budget using a slow cooker. **Updated November 2025** With the additional funding and project extension, the success of the project will be measured against St Hilda's East Community Centre achieving the criteria below: • 8,012 individuals will be provided with PSR advice, and a minimum of 951 individuals will sign onto the PSR. • 8,238 individuals will receive energy efficiency advice. • A minimum of 77 individuals will receive condensation/dampness support. • 1,182 individuals will be supported with specialist income maximisation advice, including identifying and accessing previously unclaimed benefits. • 8,307 individuals will receive CO awareness advice and "at-risk" individuals will receive a free CO alarm. • 275 individuals will receive a free slow cooker and gain an understanding of the energy-related and nutritional benefits of slow cooking. • A minimum of 258 individuals will be alleviated of loneliness and isolation. • The centre will have actively worked to maximise their social media reach and engagement- sharing messaging focussed on CO, PSR and energy efficiency.
Project Partners and Third Parties Involved	Cadent will work in partnership with St Hilda's East Community Centre to deliver the project.
Potential for New Learning	When the Centre for Warmth project began the financial climate was very different and funding readily available from many sources. With the onset of Covid, war in Ukraine and the cost-of-living crisis all factoring into increased demand for services, community centres have become a lifeline for people living in surrounding communities. The centres are being asked to help with many different aspects such as benefit entitlement, housing problems and debt to name but a few. We have realised that by partnering with these centres, Cadent are in a better position to reach many more vulnerable customers than we would alone. The reason for this is because the people who work in the centres are trusted by the community. We will continue to listen and learn from their findings to support our 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	<u>Scale of VCMA Project</u> Cadent will invest £80,887.64 in partnership with St Hilda's East Community Centre over 1 years. This VCMA project will be delivered across a one-year partnership with St. Hilda's East Community Centre. The project will support approximately 720 households with a range of services. The project will benefit households in close proximity to the community centre, and those in the wider area through the specialist benefits advisors and community outreach workers. <u>SROI Calculations</u> Total investment = £80,887.64 <u>SROI Calculations</u> • 170 people supported with benefits and debt advice: £291,908.70. • 170 people supported with energy efficiency advice: £62,520.90. • 500 people advised on CO: £4,363.87 • 100 PSR sign-ups: £14,389.00. • 720 tackle social isolation: £49,680.00 (for 1x year only as the risk of experiencing loneliness and isolation can increase again after the project stops delivering support) • 100 people will receive a slow cooker and will be advised on how to cook a healthy meal on a budget: £23,642.00. Total reach of around 720 across the duration of the project. 5-year gross present value= £446,504.47 1-year gross present value= £89,300.894 5-year Social Return on Investment = £365,616.83 1-year Social Return on Investment = £73,123.366 <u>Supporting households to maximise their income</u> Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to maximise their income. SIA Partner's based their analysis on the "actual" data from a 3-month project between Cadent and NEA, and historic data from NEA over the past 3 years. SIA Partners calculated an average 5-year gross present value of supporting households to maximise their income of £1,717.11.

	An average of 720 clients will receive this service over the course of the project, equating to a total 5-year gross present value of £291,908.70. <u>Educating customers on the dangers of carbon monoxide</u> 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. SIA Partners 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 of work due to injury caused by CO; • A reduction in ambulance call outs linked to CO; 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. <u>Supporting households to register to the Priority Services Register</u> Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to register to the PSR. SIA Partner's based their analysis on the DNO proxy bank value for an avoided stress management course. SIA Partners evaluated an average 5-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. 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 720 customers. 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. Social Psychiatry and Psychiatric Epidemiology research suggest a potential saving of £600 for each older customer supported that was previously experiencing feelings of loneliness. The Centre for Warmth project will run for 1 years, equating to a saving of £600 per customer. This equates to an overall benefit for 1x year only as the risk of experiencing loneliness and isolation can increase again after the project stops delivering support. 1. 720 people using centre 2. 46% of the population are over 65 = 331.2 people 3. 25% of 828 people are lonely with health conditions = 82.8 people 207 people x £600 = £49,680.00 **Updated January 2024** Cadent will invest £251,382.77 in partnership with St Hilda's East Community Centre over three years. The project will support households with a range of services, including specialist benefits advisors and community outreach workers. SROI Calculations • 745 individuals supported with benefits and debt advice: £1,279,246.95 • 1,363 individuals supported with energy efficiency advice: £501,270.51 • 1,793 people advised on CO: £1,279,246.95 • 2,835 PSR sign-ups: £407,928.15 • 415 tackle social isolation: £747,000.00 (three-year calculation) • 250 people will receive a slow cooker and will be advised on how to cook a healthy meal on a budget: £59,105.00 Total investment = £251,382.77 Five-year gross present value = £3,010,203.50 One-year gross present value = £701,640.70 Five-year Social Return on Investment = £2,758,820.73 One-year Social Return on Investment = £620,753.06 SROI: £1:11 **Updated November 2025**

	Cadent will invest a further £31,800.93 in partnership with St.Hilda's East Community Centre, to support individuals in vulnerable situations within Tower Hamlets. Overall, Cadent will invest £283,183.70 over the 41-month project duration. • 1,182 individuals will receive income maximisation advice = £2,029,624.02 • 8,238 individuals will receive energy efficiency advice = £3,029,689.26 • 77 individuals will receive condensation/dampness support = £14,154.14 • 8,307 individuals will receive advice on CO = £72,520.11 • 951 individuals will be registered to the PSR = £136,839.39 • 275 individuals will receive a slow cooker and advice on cooking healthier meals = £65,015.50 • 258 individuals will be alleviated from loneliness and isolation = £528,900.00 Five-year gross present value = £5,876,742.42 One-year gross present value = £1,224,368.48 Five-year net present value = £5,593,558.72 One-year net present value = £1,144,368.48 SROI Ratio: £1:20
VCMA Project Start and End Date	Start Date: 1st October 2022 End Date: 30th September 2023 **Updated January 2024** End Date: 13 November 2025 **Updated November 2025** End Date: 31st March 2026
Geographical Area	The project will be delivered in Cadent's North London network. Supporting the communities located in North London.

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:16/02/23 24/11/25	Review Completed By: Gemma Norton Nicola Campbell

Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed:16/02/23 Updated 25/01/24 Updated 24/11/25	Review Completed By: Phil Burrows / Emma Turnbull
Step 3: Director of Sustainability and Social Purpose Sign-Off: Mark Belmega / Phil Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 23/03/2023 / 24/11/25	
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 23 / December 25	
Date that Notification Email Sent to Ofgem: March 23 / December 25	