

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Albert Kennedy Trust

Amanda Jones Safeguarding & Community Partnership
Lead

November 2025



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 a forecasted positive, Social Return on Investment (SROI) and Net Present Value (NPV) including for the gas consumers funding the VCMA Project (GDNs should use a common SROI model.	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 license 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	
To qualify as a VCMA Project, essential gas appliance servicing must meet the following criteria:	
a) Either: <ul style="list-style-type: none"> i. A GDN has had to isolate and condemn an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in the owner-occupied home of a customer in a Vulnerable Situation where an occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes; or iii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in a tenant-occupied home of a customer in a Vulnerable Situation where it is the tenant's responsibility to maintain the essential gas appliance, where an occupier of the property suffers from a permanent or temporary health condition that 	N/A

makes them more vulnerable to health risks associated with cold homes.	
b) The household cannot afford to service the essential gas appliance, which is assessed against criteria consistent with the Energy Company Obligation (ECO4) Guidance: Delivery document1 (see Appendix 1).	N/A
c) Sufficient funding is not available from other sources (including a social or private landlord, national, devolved, local government funding) to fund the essential gas appliance service.	N/A

Section 3 - Eligibility criteria for Collaborative VCMA Projects

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	Albert Kennedy Trust
Funding GDN(s)	Cadent
New / Updated (indicate as appropriate)	New
Role of GDN(s) *For Collaborative VCMA Projects only	N/A
Date of PEA Submission	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)	Partner costs: £85,000.00 Leaflets: £1,500.00 Project management costs (4%): £3,460.00 Total Cost: £89,960.00
Total VCMA Funding Required (£k)	£89,960.00

<p>Scope and Objectives</p>	<p><u>Problem</u></p> <p>The Albert Kennedy Trust (AKT) is a national charity dedicated to providing support for the LGBTQ+ community. Current statistics indicate that 24% of homeless youth aged 16-25 identify as ²LGBTQ+ and are at an increased risk of experiencing homophobic and transphobic abuse within their homes. Moreover, there is a concerning rise in hate crimes directed at this community, which further exacerbates their vulnerability. In the present socio-economic climate, issues such as fuel poverty, inadequate housing, and homelessness are prevalent. These challenges are often magnified for individuals within the LGBTQ+ community, highlighting the urgent need for targeted support and advocacy to address their specific circumstances.</p> <p><u>Scope and Objectives</u></p> <p>Cadent's VCMA funding will be used to enable AKT to offer advice on the benefits of being on the Priority Service Register (PSR), energy efficiency advice and Carbon Monoxide (CO) awareness and income maximisation advice as an add on to their service offer.</p> <ul style="list-style-type: none"> • Individuals reaching out to AKT will be able to access advice on CO, PSR and Energy efficiency via their website, social media posts and their online web chat. • Free carbon monoxide alarms will also be available from AKT at two of their locations or via post. • Income maximisation and benefits support/signposting will also be available for individuals.
<p>Why the Project is Being Funded Through the VCMA</p>	<p>We believe that the project meets all the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <p>a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project:</p> <p><i>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, tackling loneliness and isolation and education on carbon monoxide. More information can be found in the relevant section below.</i></p> <p>b. Either:</p> <ul 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><i>The project delivers outcomes that meets all three elements of the criteria raising awareness of the PSR, CO safety and energy efficiency practices.</i></p> <p>c. Have defined outcomes and the associated actions to achieve these:</p> <p><i>Cadent and Albert Kennedy Trust will enter a partnership that will contain project objectives and outcomes. Further details of these can</i></p>

² [Our Mission & Vision - Safe Homes for LGBTQ+ People - akt](#)

	<p><i>be found in the 'Outcomes, Associated Actions and Success Criteria' section.</i></p> <p>d. Go beyond activities that are funded through other price control mechanism(s) or required through license obligations, and,</p> <p><i>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other license conditions.</i></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>
<p>Evidence of Stakeholder/Customer Support</p>	<p>Cadent has previously conducted and continues to obtain extensive stakeholder and customer engagement on its RIIO-GD2 business plans and subsequent VCMA delivery. For instance, we regularly seek to obtain the feedback of stakeholders such as Citizens Advice and National Energy Action (NEA) to understand the needs of customers in vulnerable situations.</p> <p>These regular conversations allow Cadent to gain feedback on the initiatives we are, or should be supporting, and ensure that our VCMA-funded projects are in the best interests of our customers.</p> <p>Stakeholders have provided consistent feedback on the need for energy networks to focus their funding on supporting households most impacted by the cost-of-living crisis.</p> <p>This project takes this feedback into account by creating a partnership with a trusted charity, positioned in areas with levels of deprivation and fuel poverty significantly higher than the national average. Additionally, the customer demographic of >65 years old can be disproportionately impacted by fuel poverty, due to factors such as being more at risk of cold related illness, generally having lower levels of household income, and spending a greater proportion of time at home.</p> <p>In terms of customer engagement, we asked customers for their views on which of the below statements best described their health and financial situation in 2022-2023, when compared to 2021:</p> <ul style="list-style-type: none"> • My current household's health or financial situation is worse off compared to 2021. • My current household's health or financial situation is the same compared to 2021. • My current household's health or financial situation is better off compared to 2021. <p>60% of participants responded that their households' health or financial situation was worse off this year compared to 2021 levels.</p>

Information Required	Description
Outcomes, Associated Actions and Success Criteria	<p>Albert Kennedy Trust will train case workers and support staff to offer advice on the topics of CO awareness, the benefits of being on the PSR and energy saving tips. This advice will be available to individuals from the LGBTQ+ community across cadent networks.</p> <ul style="list-style-type: none"> • 1,000 individuals will have access to advice on CO via 1:1 webchat/casework, social media posts, leaflets, the website and tailored guidance. • 1,000 individuals will have access to advice on PSR via 1:1 webchat/casework, social media post, leaflets the website and tailored guidance • 1,000 individuals will have access to advice on energy efficiency via 1:1 webchat/casework, social media post, leaflets the website and tailored guidance • 800 individuals will have access to free CO alarms. • 1,000 individuals will sign up to the PSR. • 300 individuals will have access to signposting advice on income maximisation. <p><u>Project Outcomes</u></p> <p>The VCMA project will be delivered in partnership with Albert Kennedy Trust and aims to support 1,000 individuals with CO, PSR, Income maximisation signposting and Energy efficiency advice across a 3-month period. This project will:</p> <ul style="list-style-type: none"> • Provide CO safety advice raising awareness of signs and symptoms of CO poisoning. • Provide advice on the benefits of signing up to the PSR. • Provide advice on more efficient ways of using energy and lowering consumption through changing behaviours. • Support individuals with benefits and income maximisation signposting. • Offer free CO alarms to vulnerable individuals. • Offer advice and support to individuals who find themselves in a vulnerable situation because of their sexuality. • Improve individuals' mental wellbeing by offering support in the most devastating situations. <p><u>Associated actions</u></p> <p>The AKT project will utilise cadent's VCMA funding to support 1,000 individuals from the LGBTQ+ community.</p> <ul style="list-style-type: none"> • 1,000 individuals will receive advice on CO safety via; 1:1 webchat. Tik tok videos created with LGBTQ+ influencers Get Help webpages. • 1,000 individuals will receive advice on PSR via; 1:1 webchat. Tik tok videos created with LGBTQ+ influencers Get Help webpages. • 1,000 individuals will receive energy efficiency advice via; 1:1 webchat. Tik tok videos created with LGBTQ+ influencers Get Help webpages. • 1,000 individuals signing up to the PSR.

	<ul style="list-style-type: none"> • 300 individuals will receive signposting advice on benefits and income maximisation. • 1,000 individuals will receive a free CO alarm. <p><u>Success Criteria</u></p> <p>The success of this project will be evaluated against meeting the following objectives:</p> <ul style="list-style-type: none"> • 1,000 individuals receiving CO advice. • 1,000 individuals receiving PSR advice and going on to register. • 1,000 individuals receiving Energy efficiency advice. • 300 individuals will receive signposting advice on benefits and income maximisation. • 1,000 individuals receiving a CO alarm. <p>The above objectives will be achieved through the various delivery channels already stated.</p> <p>The projects deliverables have been forecast using the ENA GDN rulebook and is it forecast to deliver a positive social return on investment.</p>
Project Partners and Third Parties Involved	Albert Kennedy Trust
Potential for New Learning	<p>This project represents a significant milestone for Cadent, addressing the needs of a vulnerable community currently not supported by the VCMA.</p> <p>With homelessness rising across England, our discussions with AKT highlight the considerable number of individuals from the LGBTQ+ community who are affected.</p> <p>AKT specialises in providing assistance to LGBTQ+ individuals, helping them secure suitable housing and enabling them to live safely and independently.</p> <p>This initiative will enhance Cadent's understanding of the challenges these communities face and identify ways in which we, as a prominent Gas Distribution Network (GDN), can offer effective support via AKT and out in the community.</p> <p>As is the case with many of our initiatives, members of this community often seek assistance from specialised organisations that are well-equipped to understand their unique circumstances.</p> <p>As we move forward in 2025, it is important to acknowledge that this community continues to encounter prejudice, hate, and discrimination, which places them in vulnerable situations. Through this project, we aim to foster awareness and create positive change.</p>
Scale of VCMA Project and SROI Calculations, including NPV	<p>Total Investment = £89,960.00 One-year gross value = £714,580.28 Five-year gross value = £827,154.64 One-year SROI = £6.74 Five-year SROI = 7.96</p>

WACC:	4.97%	Customer volume:	4120
Year of assessment:	2026	GPV:	£827,154.64
Start year of benefits:	2026	NPV:	£734,803.89
End year of benefits:	2030	SROI:	£7.96
Attribution:	0.00%		

Non-standardised activity inputs:		Calculate	
Cost (discounted):	£9,750.75	Save	
GPV:	£664,870.74	Clear	

Activities	Is the activity delivered via direct referral or signposting?	Overall Reach	In-p-conve (1)
CO Alarm Provision	No	800	
CO Safety Information	No	1,000	
Energy Efficiency Advice (Behavioural)	No	1,000	
Income Maximisation (Welfare Benefits)	Signposting	300	
CO Training	No	10	
Energy Efficiency Advice Training	No	10	
PSR Registration	Direct Referral	1,000	

The following activities have been forecasted using the GDN rulebook as below:

- 700 individuals receiving CO advice via social media
- 300 individuals receiving CO advice via online chat
- 700 individuals receiving PSR advice via social media
- 300 individuals receiving PSR advice via online chat
- 1,000 individuals signing up to the PSR
- 700 individuals receiving energy advice via social media
- 300 individuals receiving energy advice via online chat
- 300 individuals receiving signposting advice on income and benefits via online chat
- 10 caseworkers receiving CO and energy training.
- 800 individuals will receive a free CO alarm

VCMA Project Start and End Date

Project start date: 10th November 2025
Project end date: 31st March 2026

Geographical Area

This project will operate across all Cadent networks.

Internal governance and project management evidence

Cadent carried out a review of AKT's proposal taking into account the demographics, target community and the indices of deprivation. This was then reviewed by the social programme manager and signed off by the Head of vulnerability. The project will be managed by holding monthly project management meeting between cadent and Akt to discuss progress, issues and deliverables.

**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: 03/11/2025	Review Completed By: Mary O'Shaughnessy
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 11/11/2025	Review Completed By: Emma Turnbull
Step 3: Head of Sustainability & Social Purpose Sign-Off: Phil Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 11/12/2025	
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: February 2026	
Date that Notification Email Sent to Ofgem: February 2026	