

# Vulnerability & Carbon Monoxide Allowance (VCMA)

## Project Eligibility Assessment (PEA) *Emergency Services Show 2021*

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*Hayley Tranter  
August 2021*



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

<b>Section 1 - Eligibility criteria for company specific projects (excluding boiler repair &amp; replacement)</b>	
In order to qualify as a VCMA project, a project must:	
<b>VCMA Eligibility Criteria</b>	<b>Criteria Satisfied (Yes/No)</b>
a) Have a positive Social Return on Investment (SROI), including the potential to have a Net Benefit to the customers on the funding GDN's network(s);	<b>Yes</b>
b) Either: <ul style="list-style-type: none"> <li>i. Provide a direct Net Benefit to consumers in vulnerable situations, or</li> <li>ii. Provide awareness on the dangers of CO, or</li> <li>iii. Reduce the risk of health issues caused by CO;</li> </ul>	<b>Yes</b>
c) Have defined outputs and deliverables;	<b>Yes</b>
d) Have defined outcomes, where considered appropriate by the GDN;	<b>Yes</b>
e) Relate to energy, or CO safety;	<b>Yes</b>
f) Go beyond activities that are funded through another price control mechanism or required through licence obligations; and	<b>Yes</b>
g) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	<b>No</b>
<b>Section 2 - Eligibility criteria for company specific boiler repair and replacement projects</b>	
Condemned boiler repairs or replacements are eligible as VCMA projects where:	
a) A GDN has to isolate and condemn an unsafe boiler following a supply interruption or as part of its emergency service role;	<b>NA</b>
b) The household cannot afford to repair or replace the boiler, and;	<b>NA</b>
c) Sufficient funding is not available from other sources (including national, devolved or local government funding) to fund the boiler repair or replacement.	<b>NA</b>
<b>Section 3 - Eligibility criteria for collaborative VCMA projects</b>	
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;	<b>NA</b>
b) Have the potential to have a direct Net Benefit to customers on the participating networks; and	<b>NA</b>

c) Involve two, or more, gas distribution companies.	No
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## Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA) Governance Document - Project Registration Table 2

Information Required	Description
<b>Project Title</b>	Emergency Services Show 2021
<b>Funding GDN(s)</b>	Cadent
<b>Role of GDN(s) *For Collaborative VCMA Projects only</b>	Not applicable
<b>Date of PEA Submission</b>	August 2021
<b>VCMA Project Contact Name, email and Number</b>	Hayley Tranter <a href="mailto:Hayley.tranter@cadentgas.com">Hayley.tranter@cadentgas.com</a>
<b>Total Cost (£k)</b>	£26,500
<b>Total VCMA Funding Required (£k)</b>	£26,500
<b>Problem(s)</b>	<p>Cadent offer a range of safeguarding services and run numerous projects to support customers living in vulnerable situations. Many of these could benefit other organisations, who like Cadent are interacting with 100s of vulnerable people every single day.</p> <p>The challenge is raising awareness of Cadent's services so that others can help to extend the reach that they can have. Others such as organisations working in the emergency service sector, such as paramedics, fire and rescue services and those providing the 111-telephone service.</p>
<b>Scope and Objectives</b>	<p><b>Scope</b></p> <p>We will invest in a stand at the national emergency services show, at the NEC in Birmingham. The stand will be well positioned and manned by trained Cadent staff who will actively engage with key individuals from across the emergency service sector.</p> <p>This awareness will allow services, such as fire and rescue, police, and ambulance, to utilise the support that Cadent provide, whilst also broadening the businesses knowledge regarding the challenges faced by our vulnerable customers. This will help to develop future projects and identify potential partners.</p> <p><b>Objectives</b></p>

	<ul style="list-style-type: none"> <li>- Showcase the services that are available to Cadent customers allowing the emergency and supporting units to utilise the services and spread awareness amongst vulnerable customers.</li> <li>- Network within the industry to establish key contacts and potential future partners.</li> <li>- Identify and discuss future potential projects with key stakeholders.</li> </ul>
<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p>Cadent believe that this project meets all the required VCMA eligibility criteria.</p> <ul style="list-style-type: none"> <li>A. The project will provide support to customers living in vulnerable situations by raising awareness of the services that are offered to customers by Cadent.</li> <li>B. The project has defined outcomes and the associated actions to achieve them. Please see the relevant section for more information.</li> <li>C. The project goes beyond the activities funded through other price control mechanisms or required by licence obligations. By attending the Emergency services show Cadent can raise awareness of the services that are offered to our customers and network to identify potential projects and partners.</li> </ul>
<p><b>Evidence of Stakeholder/Customer Support</b></p>	<p>Cadent has conducted extensive stakeholder and customer engagement as part of its business planning process and continues to engage with its customer forum and critical friends panel. The topic of joining up support services from a range of providers, such as those providing other emergency services has been a hot debate with our critical friends panel, with experts from the CAB and NEA noting this as a significant problem across the industry. This initiative responds directly to this feedback.</p> <p>In addition, through our engagement with Rural England, they expressed the need for linking utility companies with local government and how this would be beneficial. This was supported by Cambridge County Council who are keen for us to demonstrate how we are working with other industries to maximise reach and funding</p> <p>This project will allow Cadent to identify potential partners and projects within other industries, especially amongst the emergency services ensuring that our projects are inclusive of the different needs of vulnerable customers.</p>
<p><b>Outcomes, Associated Actions and Success Criteria</b></p>	<p><b>Outcomes</b></p> <ul style="list-style-type: none"> <li>• Showcase the services that Cadent offer and the Projects that are run to support our customers.</li> <li>• Network with emergency and support units throughout the country.</li> </ul>

	<ul style="list-style-type: none"> <li>• Education of the challenges and problems that our customers face, that have been identified by the emergency and support units.</li> </ul> <p><b>Associated Actions</b></p> <ul style="list-style-type: none"> <li>• Fund and create a stall for the emergency services show at the NEC.</li> <li>• Provide informed staff to interact with the attendees and exhibitors, providing information and networking opportunities.</li> <li>• Provide materials and information packs to those who visit the stall.</li> </ul> <p><b>Success criteria</b></p> <ul style="list-style-type: none"> <li>• Increased understanding and awareness of Cadent's services and support amongst multiple emergency and support units throughout the network.</li> <li>• Identification of potential partners for future Cadent Projects.</li> <li>• Increased awareness of customers challenges and recognition of potential future projects to help support vulnerable customers.</li> </ul>
<p><b>Project Partners and Third Parties Involved</b></p>	<p>None</p>
<p><b>Potential for New Learning</b></p>	<p>The project will provide key learning for Cadent. It will gauge the effectiveness of using shows and exhibitions to spread Cadent messaging of services that are available.</p> <p>The project will also allow Cadent to identify gaps in our customer strategy where projects can focus and potential partners that can be utilised.</p>
<p><b>Scale of VCMA Project and SROI Calculations</b></p>	<p>The purpose of the project is to network within the emergency services industry, identifying potential partners and customer challenges.</p> <p>This will allow Cadent to utilise the VCMA funding ensuring that maximum benefit is extracted for our customers through targeted projects with the suitable partners.</p> <p>Due to the nature of the project, it is not possible to quantify the SROI. However, we can quantify the value of each individual receiving CO safety advice. In order for the project to demonstrate a positive SROI, it would require an additional 10,000 people to receive CO advice. Given that the current 111 telephone service do not have a script to help customers identify the potential signs of CO poisoning or what to do should that happen, by making this intervention through the opportunity that the show presents, will likely achieve the positive SROI alone.</p>

	<p>In considering that amongst those 9,1689 attendees, 57% attend with the intention to network with the industry, the opportunity to spread news of the various initiatives that Cadent provides is significant. But as we cannot fully quantify this, we propose an estimated SROI of £26,500, equal to the cost.</p>
<b>VCMA Project Start and End Date</b>	September 2021
<b>Geographical Area</b>	This project will take place at the emergency services show at the NEC in Birmingham, where Emergency and support units throughout the country will be present.
<b>Remaining Amount in the Allowance at Time of Registration</b>	Not applicable currently.

## 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 & Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 01/03/22	Review Completed By: Gemma Norton
Stage 2: Sustainability & Social Purpose Team Management Review	
Date Management Review Completed: 18.02.22	Review Completed By: Phil Burrows
Step 3: Director of Sustainability and Social Purpose Sign-Off	
Director of Sustainability & Social Purpose Sign-Off Date: 08/03/22	
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 2022	
Date that Notification Email Sent to Ofgem: March 2022	