

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

"The Making Ends Meet Project at St James Centre Derby"

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October 2022

Updated December 2024 (Will Allard)



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)	
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 of 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 external funding sources directly accessed by a GDN, including other government (national, devolved or local) funding.	Yes
Section 2 - Eligibility criteria for company-specific essential gas appliance servicing, repair and replacement projects	
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 unavailable 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

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	"The Making Ends Meet Project at St James Centre Derby" Centre For Warmth
Funding GDN(s)	The GDN(s) which register(s) the VCMA project
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable – Cadent company – Specific project
Date of PEA Submission	November 2022 Updated: December 2024
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: £75,000.00 Carbon Monoxide Alarm Costs: £6,504.00 (400x alarms) Slow cooker costs: £7,674.00 (60x small £15.55 and 100x large slow cookers £27.84) Overall VCMA: £89,178.00 Updated December 2024 – additional costs Partner Costs: £60,000.00 Leaflets: £1,763.64 Slow Cookers: £2,784.00 Project Management: £2,581.91 Total: £67,129.55

<p>Total VCMA Funding Required (£k)</p>	<p>£89,178.00</p> <p>Updated December 2024</p> <p>Updated total: £156,307.55</p>
	<p>Derby is an area on Cadent’s East Midlands network with high levels of deprivation. It is one of the most deprived areas across Cadent’s network. High levels of deprivation are often linked to much wider issues such as fuel poverty, fuel debt, increased carbon monoxide risk, and financial adversity.</p> <p><u>Fuel poverty</u> ¹Approximately 59,295 households in Derbyshire are living in fuel poverty, according to the Derbyshire Partnership Forum. 80% of the community is classed as disadvantaged, and the vast majority of the community is from the black and ethnic minority. People living in fuel poverty are more likely to be unemployed and on a lower household income. Consequently, reducing the quality of life as houses are poorly insulated and become unsafe. As house owners cannot afford to have their gas appliances serviced regularly and are having to turn their heating down or completely off. Houses become damp due to coldness and lack of air circulation. This is a significant problem as there is an increase in conditions like heart problems, respiratory issues, depression/anxiety, and high blood pressure. These conditions strain front-line services as more people are admitted for medical attention.</p> <p><u>Fuel Debt</u> Those facing fuel debts are more likely to be living in low-income households. Due to the high cost of living and fuel prices, many families are in unmanageable debt, forcing them to choose between a hot meal or heating their homes. Living in a cold house can ²Resulting in health conditions such as heart problems and diabetes, as those with little income have staple diets that are high in salts, sugars, and fats. Resulting in higher health conditions and more strain on front-line services.</p> <p>Considering low income, alcohol, drug abuse and mental health, the likelihood of people being in debt is enormous. Seeking debt advice is daunting for some people as they believe there is a stigma to seeking it or do not know how to access help.</p> <p><u>CO Education</u> ³Around 40 people per annum die of carbon monoxide poisoning. A further 4,000 people attend accidents and emergencies each year as a result of CO poisoning, and around 2000 are left hospitalised.</p>

¹ Fuel poverty and affordable warmth. Derbyshire partnership forum. Available at: <https://www.derbyshirepartnership.gov.uk/anti-poverty-strategy/fuel-poverty-and-affordable-warmth/fuel-poverty-and-affordable-warmth.aspx> (Accessed: October 31, 2022).

² Harrington , J. et al. (2020) Food poverty and dietary quality: is there a relationship?, BMJ Journals . BMJ Journals . Available at: https://jech.bmj.com/content/63/Suppl_2/16 (Accessed: October 31, 2022).

³ Carbon monoxide poisoning sends 4,000 people to A&E each year (2011) GOV.UK. GOV.UK. Available at: Economy of Peterborough (2020) Varbes. Available at: Cambridgeshire & Peterborough Local Economic Recovery Strategy (LERS) (2021) Document.ashx. Document.ashx. Available at: <https://cambridgeshirepeterboroughcagov.cmis.uk.com/Document.ashx?czJKcaeAi5tUFL1DT>

High household debt and fuel poverty issues can significantly impact a customer's risk of exposure to the danger of carbon monoxide, as there is a lack of awareness and understanding of CO safety. Those in low-income households do not have the funding to have their gas appliances serviced regularly or purchase a CO alarm. Consequently, putting their lives at risk as they are unaware of the harm CO can cause and are oblivious to any faults with their gas appliances.

Unemployment

⁴According to statistics, 4.8% of Derby's population is unemployed, resulting in low, inadequate household income. Only 61.7% of people in the age category of 16-64 are employed. Many are unaware of the benefit entitlements they can claim to optimise household income. ⁵This affects new generations, as those who are born into a household with unemployed parents are more likely to face low academic achievements. They will not be eating nutritious meals and living in cold and damp conditions. Due to this, they are five times more likely to face poverty in adulthood.

Poor English skills

With English not being the first language for many living in deprived areas, this can make it difficult for those to seek help, as they feel isolated and an outsider to the community they are living in. Consequently, living conditions worsen, and the dangers of CO poisoning rise. ⁶Many are terrified to leave their homes and believe they will not be understood when they seek help. This strains front-line services as they turn to the council for advice on claiming the benefits they are entitled to.

No digital access

⁷Those who have no online or digital access tend to be unemployed, older, disabled or socially isolated. Suppose households have no equipment to connect to the internet. In that case, they are socially excluded and

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⁴ PlumPlot (2022) Derby average salary comparison. Plumplot. Available at: <https://www.plumplot.co.uk/Derby-salary-and-unemployment.html#:~:text=The%20unemployment%20rate%20is%20ranging,rate%20was%203.8%25%20in%202022.> (Accessed: 2022).

⁵ Statistics , N. (2016) How do childhood circumstances affect your chances of poverty as an adult?, Office for national statistics . Office for national statistics . Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/educationandchildcare/articles/howdochildhoodcircumstancesaffectyourchancesofpovertyasanadult/2016-05-16> (Accessed: October 31, 2022).

⁶ S.N. Ramlan, S.N. et al. (2018) *The impact of language barrier and communication style in organizational culture on expatriate's working perform*, *Growing Science*. ManagemScience Letters. Available at: http://www.m.growingscience.com/msl/Vol8/msl_2018_38.pdf (Accessed: October 27, 2022).

⁷ Sanders , R. (2020) *Digital inclusion, exclusion and participation*. Iriss. Available at: <https://www.iriss.org.uk/resources/esss-outlines/digital-inclusion-exclusion-and-participation> (Accessed: October 1, 2022).

	<p>disadvantaged as they are restricted in what advice/support they can receive, and they will be unaware.</p> <p>Of the available services. ⁸Likewise, those with no digital devices at home struggle to access jobs and feel isolated from society.</p> <p><u>Living with a disability</u> Having a disability, physical or mental health-related, is affected by fuel poverty. ⁹With the cost of living, people cannot afford to put their heating on, but people living with conditions such as dystonia cannot afford to go cold as their condition will flare up. Likewise, those who require specialist electrical equipment need to be able to use their electricity constantly; otherwise, their standard of life will decline—prolonging further conditions such as heart failure and respiratory issues due to living in damp conditions, as heating isn't turned on.</p> <p>Updated December 2024</p> <p>The project's sustained success has contributed to significant growth and heightened interest within the community. This increased engagement presents an opportunity to extend the current initiative, enabling the St James Centre to accommodate a greater number of advice appointments effectively.</p> <p>In recent years, we have observed a marked increase in the demand for assistance as individuals navigate various challenges associated with daily living. The need for guidance on benefits and energy efficiency has increased.</p> <p>High cost of living has compelled many households to reduce spending on essential items, placing low-income families in particularly vulnerable positions. It is common for adults to report skipping meals to ensure their children are adequately nourished or to refrain from heating during colder months due to financial concerns. Such conditions can lead to broader social implications, including family stress, diminished social and cultural engagement, and increased rates of crime and victimisation.</p>
<p>Scope and Objective</p>	<p><u>Project Scope</u> Cadent will provide St James Centre, located in Normanton, with £75,000.00 of VCMA funding to deliver a two-year project.</p> <p>The two-year 2022-2024 agreement replicates other Centres for Warmth, whereby specialist benefits advisors are employed using the VCMA funding. In addition, the centre will also provide essential information on carbon monoxide safety and energy efficiency advice. It will offer slow cooker lessons and register appropriate clients to the priority services register. Likewise, it will provide warm, fun nights in a culturally diverse way, e.g., Roma music nights.</p> <p>The project will fund one full-time post to be shared between advisors. To offer the service to diverse communities, advice must be given in a variety of languages. The aim is to provide the service in English, Asian, and East European languages.</p>

⁸ The digital divide - Good Things Foundation

⁹ Phipps, A. and Meredith, H. (2022) 'Keeping my disabled son warm will put me in debt', BBC news . BBC news . Available at: <https://www.bbc.co.uk/news/uk-england-derbyshire-62668025> (Accessed: October 1, 2022).

The funding will enable the centre to stay warm and welcoming to the community. It will also fund a full-time position over the two years, allowing the position to support the advisors with equipment and training that will enable them to work effectively.

Project Objectives

The following objectives are what Cadent will use to measure the success of the Centre for Warmth:

- The centre will reach around 2,500 clients with advice and advocacy. The worker will offer this advice in multiple languages.
- The centre will sign 800 clients over the two-year project up to the PSR register.
- The centre will reach around 680 people on energy efficiency over the two-year project.
- The centre will deliver carbon monoxide advice to 2000 clients who come into the centre.
- The centre will extend its opening hours through the winter to help support vulnerable people.
- Support 12,000 clients over the two years through this project.
- The centre will support 400 clients through the Warm Food and Warm Nights project. The centre will provide 20 slow cooker sessions and culturally fun warm nights.

Updated December 2024

Cadent will provide the St James Centre with an additional £67,129.55 for a 16-month extension. The funding will enable the centre to provide extra services, as listed below.

Project Objectives

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

- Deliver PSR advice to 480 individuals.
- Sign 48 individuals up to the PSR.
- Provide energy efficiency advice to 480 individuals via one-on-one or group conversations.
- Provide 960 individuals with income maximisation services.
- Provide 100 slow cookers at dedicated events and as individual needs emerge.
- Provide one-to-one carbon monoxide awareness conversations to 480 individuals.
- Distribute 200 carbon monoxide alarms.
- 110 individuals will attend the centre and converse with others, alleviating loneliness and isolation.

Why the Project is Being Funded Through the VCMA

Cadent believes this project meets all the Vulnerability and Carbon Monoxide Allowance eligibility criteria:

	<p>a) Social Return on Investment (SROI) is forecasted to be positive. We believe that this project has the deliverables to create a positive SROI, including for the gas consumers funding the VCMA project:</p> <p>The project delivers a positive forecasted return on investment based on achieving the target for PSR and carbon monoxide education registrations.</p> <p>b) The project will 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>The project meets all three elements of the criteria. It offers support to customers living in vulnerable situations through energy efficiency advice, carbon monoxide education, and PSR conversations.</p> <p>c) Project has defined outcomes and associated actions to achieve these:</p> <p>Cadent and St James Centre have agreed upon the project's defined outcomes following the service agreement. Further information can be found in the appropriate section below.</p> <p>d) The project goes beyond the activities funded by price control mechanisms or required license obligations.</p> <p>This method of delivering support to customers living in vulnerable situations falls outside the scope of Cadent's BAU activities. This project utilises partnerships with community stakeholders to reach communities with Cadent messaging to benefit difficult-to-reach customers.</p> <p>e) Not be delivered through external funding sources directly accessed by a GDN, including other government (national, devolved, or local) funding.</p> <p>Delivered solely through Cadent's VCMA funding.</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>The Making Ends Meet Project at St James Centre Derby aims to offer support to those living in vulnerable situations, especially those who have a history of disadvantage, e.g., the Roma Community, Asylum seekers, and Refugees.</p> <p>This project aims to help wider communities where English is not their first language, which must reduce food and energy consumption due to the cost-of-living crisis. Especially in the Roma community, to enhance the quality of life and support. Also, providing services for disabled people and those with a disadvantaged background.</p> <p>St James's three main strands of focus:</p> <ol style="list-style-type: none"> 1. St James Building—to develop a welcoming and safe building, a real home from home for the community, by providing services that bring people together from diverse backgrounds for meetings,

training, and community events. The building will also provide a base for Derby College to deliver ESOL and Derwent Stepping Stones Community Nursery.

2. Disability Services—To build seamless service for young disabled people aged 3 to 60, helping them live life to the MAX by providing specialist clubs, day opportunities, community support, and holiday activities and supporting their parents, carers, and families.
3. Advice Service—To provide an excellent, community-friendly multilingual advice and advocacy service that enhances the quality of life and supports the Roma Community's settlement and contribution to the life of Derby.

Aims and Objectives

Promotion of social inclusion by working closely with those who face exclusion due to ethnic origin, religion, belief, or language barriers, especially members of the Roma community. Developing members of that community with the capacity and skills to assist integration/involvement in society. Reducing isolation and improving quality of life.

Provision of advice, support, and information to members of migrant communities. By engaging with public bodies, service providers, institutions, and organisations to help adapt services and activities to benefit the needs of migrant communities.

Tackling isolation, fuel poverty and promoting awareness of carbon monoxide, recognising these as essential issues in communities.

The Centre for Warmth's partnership with the St James Centre will allow Cadent to apply a holistic approach to supporting fuel-poor households. Residents will receive a combination of services, such as energy advice and benefit entitlement checks, all of which are designed to increase household income, help residents better manage their energy, and tackle loneliness and social isolation.

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The Department for Energy Security and Net Zero found that 13% of households, or 3.17 million households, were fuel-poor in 2023. In real terms, the average fuel poverty gap of £ 417 also increased from £348 in 2022.¹⁰

Households in fuel poverty depend on the interaction of key drivers, including energy efficiency measures and income maximisation. Energy efficiency measures lifted 112,000 households out of fuel poverty between 2022 and 2023. Due to income maximisation, low-income households grew faster than the median income in 2023, reducing fuel poverty. Rising housing costs partially offset this. In 2023, energy prices rose, moving 28,000 households into fuel poverty.¹¹

Quote from the centre manager:

"We are utilising the additional funding from Cadent to continue to implement Cadent's three key strategies:

1. Easier – We aim to help people stay warm and independent in their homes.
2. Fairer – Our focus is helping communities and staff thrive.
3. Greener – By increasing awareness of energy efficiency among the people we support, we can reduce energy consumption and promote a greener environment.

¹⁰ <https://www.gov.uk/government/statistics/fuel-poverty-factsheet-2024>

¹¹ <https://www.gov.uk/government/statistics/fuel-poverty-factsheet-2024>

	<p>The continued support from Cadent has been vital in helping the local community in Normanton.”</p>
<p>Information Required</p>	<p>Description</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p>The VCMA project forms part of Cadent’s broader Centre For Warmth network. The Centre For Warmth project model ensures resources, materials, and VCMA funding are allocated to a community centre located in an area of high deprivation, enabling the community centre to enhance and expand its existing support for customers in vulnerable situations.</p> <p>This project will be delivered in partnership with St James Centre and will support around 6000 clients with energy/safety/health/loneliness issues over 2 years.</p> <p><u>Project Outcomes</u> ‘The Making Ends Meet Project at St James Centre Derby’ Centre For Warmth project aims to achieve the outcomes listed below:</p> <ul style="list-style-type: none"> • Provide advice and advocacy on subjects such as maximising income, debt management, benefits, housing, employment, and health. • Providing support and advice in English, Asian, and East European languages for over 2 years. • Provide residents with energy efficiency advice, registration to the PSR and carbon monoxide safety. • Provide slow cooking classes in a culturally diverse way to promote efficiency, affordability, and health benefits. <p><u>Associated actions</u> To deliver the project outcomes, the following actions will be implemented:</p> <ul style="list-style-type: none"> • The project will tackle social isolation and loneliness. • Clients’ mental health will improve through receiving advice in their first language. They should have confidence in the advice they receive, understand the information, and allow a trusted relationship to form with the community centre. • An increased awareness of carbon monoxide safety and the dangers of the poisonous gas. There will be a reduced risk of harm to CO and a decrease in hospital admissions. This will be accomplished by centre staff providing awareness sessions on CO and distributing audible alarms to the households at the most significant risk. • Centre staff will receive awareness of the PSR and help eligible households through registration. Reducing fear in clients in the event of a utility interruption. • Increased levels of awareness in specific topic areas and an increase in household income. Cadent will fund one full-time advisor to support clients regarding energy efficiency, debt, loneliness, CO safety, and

benefit entitlement checks. Households will be on a maximum income as entitled benefits will be identified and claimed through specialist support.

Success criteria

The project's success will be assessed against the project's objectives:

- Approximately 12,000 clients will be reached through the project across the initial 2-year period.
- Around 4,000 clients will receive an awareness session on safety and dangers around CO.
- Around 2000 clients are aware of PSR, and eligible households are registered with the support of centre staff.
- Around 5000 clients will receive specialist advice on identifying and accessing previously unclaimed benefits.
- Around 800 people will attend "Warm Food and Warm Nights".

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The additional services listed below will be provided via St James Centre. The three Community workers will deliver services and activities to address all the vulnerabilities experienced by people within the community supporting various demographics.

Associated Actions

The additional funding will allow the centre to extend the contracts of three community workers for a further 16 months. This extension is essential for the centre to continue delivering the 'Centre for Warmth' project. Each community worker specialises in a different language, enabling St. James to serve the community's diverse needs effectively.

Success Criteria

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

- Deliver PSR advice to 480 individuals.
- Sign 48 individuals up for the PSR
- Provide energy efficiency advice to 480 individuals via one-on-one or group conversations.
- Provide 960 individuals with income maximisation services.
- Provide 100 slow cookers at dedicated events and as individual needs emerge.
- Provide one-to-one carbon monoxide awareness conversations to 480 individuals.
- Distribute 200 carbon monoxide alarms.
- 110 individuals will attend the centre and converse with others, alleviating loneliness and isolation.

These figures are included in the SROI calculation below.

Project Partners and Third Parties Involved

Cadent will work in partnership with St James Centre to deliver the project.

<p>Potential for New Learning</p>	<p>“The Making Ends Meet Project at St James Centre Derby” Centre For Warmth project offers several areas of potential learning that Cadent can adopt for other VCMA-funded projects in RIIO-GD2.</p> <p>One of the main rationales behind funding the project is the number of residents living in vulnerable situations. In 2022, there have been significant rises in the cost of living and fuel, leading to more local residents struggling with fuel poverty. Through the VCMA funding, Cadent can help support these changes. The VCMA project will give Cadent insight into the new challenges faced by communities in 2022, with findings shared across Cadent’s VCMA programme.</p> <p>Updated December 2024</p> <p>This vital support will continue to enable the centre to address fuel and food insecurity, ensure that individuals claim all they are entitled to, and continue to support individuals in whatever way they need.</p> <p>Cadent will continue to listen to the centre's feedback, as we have done with the extension model, by ensuring the funding is more flexible to meet each centre's unique needs.</p>
<p>The scale of VCMA Project and SROI Calculations</p>	<p><u>The scale of the VCMA project</u> Cadent will invest £75,000 in partnership with St James Centre for the “The Making Ends Meet Project at St James Centre Derby” Centre For Warmth. Delivering support and a range of services to 18,380 clients over two years.</p> <p>Total investment £89,178.00)</p> <p>SROI Calculations:</p> <p>Investment: £89,178.00</p> <ul style="list-style-type: none"> • 1,250 clients supported with benefits and debt advice: £2,146,387.50 • 340 clients energy efficiency advice: £125,041.80 • 1000 clients advised on CO: £8,727.73 • 200 CO alarms issued to families: £2,181.93 • 400 PSR sign-ups: £57,556.00 • Social isolation and loneliness: £1,656,000.00 • Total reach of around 6,000 per year <p>*Per annum</p> <p>5-year gross present value= £3,995,894.96 5-year Social Return on Investment = £3,908,716.96</p> <p>1-year Gross Present Value=£799,178.992</p> <p>1-year Social Return on Investment =£781,743.392</p> <p>(minus investment Centre costs: £75,000.00</p>

Carbon Monoxide Alarm: Costs £6504.00

Slow cooker costs: £3,837.00 60x small £15.55 and 100x large slow cookers £27.84.

Supporting households to maximise their income

Cadent worked with SIA Partners to evaluate supporting households' average 5-year gross present value to maximise their income. SIA Partners 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.

SIA Partners calculated an average 5-year gross present value of supporting households to maximise their income of £1,717.11 per household and £4,292,775.00 across the average 2,500 clients over the 5 years.

Educating customers on the dangers of carbon monoxide

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 several factors that influenced the social value generated by educating customers on the dangers of carbon monoxide:

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

Distributing carbon monoxide alarms to the most at-risk households

Approximately 400 at-risk households will receive a free CO alarm throughout the two-year project.

SIA Partners calculated the average 5-year gross present value of issuing a CO alarm to be £10.91. This equates to a total 5-year gross present value of £4,363.87 across the 400 households.

Supporting households to register to the Priority Services Register

Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to register to the PSR. SIA Partner

analysed 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 and an average 5-year gross present value of 800 PSR sign-ups £115,112.00

The Cost of Loneliness

The Centre For Warmth project will reach customers living in urban areas of Cadent's network.

¹²BBC report found that 46% of England's urban population are aged 65 or over.

¹³One-fourth of the population aged 65 years and older reported feelings of loneliness.

¹⁴Social 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 10 years 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.

¹⁵The 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 12,000 urban customers, 46% of whom will be aged 65 and over. This equates to 5,520 customers.

¹⁶The Campaign to End Loneliness reported that over 700,000 people aged 65 and over are experiencing feelings of loneliness. 46% of this age group live in urban areas, which equates to 322,000 people.

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

The Centre For Warmth project will run for 2 years, equaling a saving of £1,200 per customer.

One thousand three hundred eighty customers are mostly lonely: (£600 x 2) x 1380.

This equates to an overall benefit of £1,656,000 across the entire customer group supported through the project.

¹² <https://www.bbc.co.uk/news/uk-43316697>

¹³ <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html#:~:text=Older%20adults%20are%20at%20increased,the%20amount%20of%20social%20contact.>

¹⁴ <https://link.springer.com/content/pdf/10.1007/s00127-019-01733-7.pdf>

¹⁵ <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>

¹⁶ <https://campaigntoendloneliness.org/guidance/wp-content/uploads/2015/06/StatisticsGFLA.pdf>

	<p><u>Updated December 2024</u></p> <p>Cadent will invest an additional £60,000.00 in partnership with the St James Centre. For the full duration of the project, including the original and extension, Cadent will invest £156,307.55 over 40 months.</p> <ul style="list-style-type: none"> • 2,210 individuals will receive income maximisation advice = £3,794,813.10 • 820 individuals will receive energy efficiency advice = £301,571.40 • 1,480 individuals will receive advice on CO = £12,920.40 • 448 individuals will be registered to the PSR = £64,462.72 • 260 individuals will receive a slow cooker and advice on cooking healthier meals = £61,469.20 • 1,490 individuals will be alleviated from loneliness and isolation = £2,980,000.00 <p>Five-year gross present value = £7,215,236.82 One-year gross present value = £1,741,047.36</p> <p>Five-year net present value = £7,058,929.27 One-year net present value = £1,703,547.36</p> <p>SROI Ratio: £1:£45</p>
<p>VCMA Project Start and End Date</p>	<p>Start date: December 2022 End date: December 2024.</p> <p><u>Updated December 2024</u></p> <p>Start date: 1st December 2022 End date: 31st March 2026</p>
<p>Geographical Area</p>	<p>The project will be delivered in Cadent's East Midlands network, supporting communities and benefiting customers in Derby.</p>

Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA) Governance Document - PEA Control Table

The table below should be completed as part of the project registration process to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (including project eligibility assessment).	
Stage 1: Sustainability & Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 13/01/2025	Review Completed By: Emma Turnbull
Stage 2: Sustainability & Social Purpose Team Management Review	
Data Management Review Completed: 23/01/2025	Review Completed By: Guv Dosanjh
Step 3: Head of Customer Vulnerability Social Programmes Sign-Off: Phil Burrows	
Head of Customer Vulnerability Social Programmes Sign-Off Date: 07/02/2025	
Step 4: Upload the PEA Document to the Website & a Notification Email Sent to Ofgem (vcma@ofgem.gov.uk)	
Date that PEA Document Uploaded to the Website: February 25	
Date that Notification Email Sent to Ofgem: February 25	