

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA) Centres For Warmth - Dengie Village Friends

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

Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement)	
In order to qualify as a VCMA project, a project must:	
VCMA Eligibility Criteria	Criteria Satisfied (Yes/No)
a) Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	Yes
b) Either: <ul style="list-style-type: none"> i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or ii. Provide awareness on the dangers of CO, or iii. Reduce the risk of harm caused by CO; 	Yes
c) Have defined outcomes and the associated actions to achieve these;	Yes
d) Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	Yes
e) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved or local) funding.	Yes
Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects	
In order to qualify as a VCMA project, unsafe pipework and essential gas appliance servicing, repair or replacement must meet the following criteria:	
a) A GDN has to isolate and condemn unsafe pipework or an essential gas appliance following a supply interruption or as part of its emergency service role;	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	Cadent Centre For Warmth - Dengie Village Friends
Funding GDN(s)	Cadent - Eastern Network
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable - company specific project
Date of PEA Submission	March 2022
VCMA Project Contact Name, email and Number	Name: Phil Burrows, Email: phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	£25,000.00
Total VCMA Funding Required (£k)	£25,000.00
Problem(s)	<p>The Cadent Centre For Warmth - Dengie Village Friends project will be delivered in rural and isolated parts of the Dengie peninsular in Essex.</p> <p>Rural communities face many unique challenges and residents living in these settings face an increased risk of experiencing various forms of hardship.</p> <p><u>Fuel poverty and energy efficiency</u></p> <p>Fuel poverty is a form of hardship that affects both rural and urban communities across the country.</p> <p>There are three factors that influence a household's risk of being impacted by fuel poverty. These are:</p> <ul style="list-style-type: none"> • The cost of fuel; • Levels of household income; • Property energy efficiency;

The Energy Efficiency Infrastructure Group reports that the constituency of Maldon contains ¹39,200 households. These statistics report that 29,300 (74.7%) of homes have an EPC rating lower than C.

Due to its rural setting, many of these homes will be difficult to treat and retrofit with improvement measures. Therefore, it is paramount that households are able to access information on how to use their energy more efficiently.

The project looks to tackle this problem by creating a means for isolated customers to access energy efficiency information, through attending Centre For Warmth events.

Fuel Poverty and excess winter mortality

The local-level statistics from the Energy Efficiency Infrastructure Group also detail information on the levels of excess winter mortality in Maldon.

3,700 households within the constituency of Maldon are currently living in fuel poverty.

The report details the number of excess winter deaths in Maldon in 2016/2017. There were 60 excess winter deaths of which:

- 18 can be attributed to cold housing conditions;
- 12 can be linked to the coldest 25% of Maldon homes;
- 6 can be directly attributed to fuel poverty;

These statistics support the theory that fuel poverty and cold housing conditions present a significant challenge to communities within Maldon.

The Centre For Warmth project looks to tackle this issue by offering residents the opportunity to meet in a safe, warm and friendly space. Residents will also be offered free, trusted, and expert information on how to stay warm and use their energy more wisely.

Social isolation and loneliness

Social Isolation and loneliness pose many mental and physical health risks to residents living in this form of vulnerability.

¹ <https://www.theeeig.co.uk/constituencies/maldon/>

	<p>Customers living in semi-rural communities (such as Maldon) have a higher risk of being socially isolated due to a number of factors:</p> <ul style="list-style-type: none"> • ²Essex already has a higher older population than the national average. Older people with care needs are projected to increase by 63% over the next 20 years to a potential 131,200 older people in need of social care and support. • Facilities and transport can be limited. Partners at Maldon Community Voluntary Service report massive issues with community transport links to surrounding larger towns and cities. This limits the employment and social interaction opportunities for local residents. • There is often a lack of local employment opportunities, • Evidence suggests that broadband and technical support can be inadequate. <p>Social isolation is often more prevalent in older demographics of the population. An ONS report from 2015 reported that the number of people within the UK population aged 65 plus living in rural and semi-rural areas increased 37% between 2001-2015. This trend has been witnessed in Maldon, where a significant portion of the population are in older age brackets.</p> <p>In terms of the societal impact of loneliness, a ³London School of Economics' 2017 briefing paper reported that the cost to individuals, their families and society that arises from loneliness related poor health could be estimated conservatively at £6000 in older people. This figure was across a 10-year period and equates to an annual cost of £600.</p> <p>This project looks to address this issue by promoting togetherness and social interaction. The project revolves around a roadshow model, whereby Maldon Community Voluntary Service visit 6 communities once a fortnight over the course of 12-months. This allows the project to bring support to a number of isolated communities, where transport is limited.</p>
Scope and Objectives	Project scope

² <https://campaigntoendloneliness.org/guidance/case-study/essex-county-council-isolation-index/>

³ <https://www.lse.ac.uk/business/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf>

Cadent will provide Maldon Community Voluntary Service with £25,000 of VCMA funding to enable the delivery of an initial 12-month Centre For Warmth project.

The funding will be utilised by the charity to provide a range of services to local residents living in vulnerable situations, through the mechanism of a "roadshow" style community events model.

Maldon Community Voluntary Service and their network of partners will conduct bi-weekly visits to fixed venues within 6 isolated rural communities. The community events will be held at venues such as village halls, cafes and function rooms and will be aimed at communities with a lack of existing activity/infrastructure.

The services delivered to attendees at the community events include:

- The issuing of home energy advice and information on how to manage fuel more effectively.
- Practical support on how to stay warm.
- The issuing of free audible carbon monoxide alarms and education on the signs, symptoms, and dangers.
- Support with debt and household budgeting. Maldon Community Voluntary Service have a strong network of referral partners (such as CAB), and there will be a provision whereby staff can refer customers with more complex needs to experts.
- Activities designed to promote together and social interaction. This will tackle the issues associated with loneliness and isolation.
- Delivering awareness and a means of registration to the priority services register.
- Wider support on more general wellbeing issues such as mental health, physical health, and housing.

The project aims to reach between 720 - 1,440 residents across the initial 12-months of the project. This reach can be broken down into:

- Maldon Community Voluntary Service will deliver 3 community events per week.

- The parties expect that between 5-10 customers will attend each event.
- Factoring in holidays, the project will be delivered across a 48-week year, equating to a total reach of between 720 - 1,440 people.

In terms of the number of residents supported with each of the project's services, Cadent has forecasted that the below percentages will be achieved.

- 50% of attendees will receive practical energy advice. This energy advice will cover topics such as efficient use of appliances and behaviours, heating and hot water controls and condensation and dampness support.
- 30% of attendees will receive support with maximising their household income, through both advice offered by Maldon Community Voluntary Service and wider referrals to expert partners.
- 50% of residents will receive carbon monoxide alarms and education.
- 50% of attendees will meet the needs code of the priority services register and will successfully register.
- 100% of residents will be offered a safe, warm, and friendly space that will promote togetherness and tackle loneliness and isolation.

Project objectives

The Centre For Warmth - Dengie Village Friends project contains a series of objectives that success will be measured:

- To support customers across the project area living in isolation, fuel poverty and at risk of exposure to carbon monoxide.
- To generate a positive social return on investment - see the below relevant section for more details
- To support between 360 - 720 customers (an average of 540) with home energy efficiency advice.

	<ul style="list-style-type: none"> • To support between 360 - 720 customers (an average of 540) with carbon monoxide education and alarms. • To support between 360 - 720 customers (an average of 540) with registration to the priority services register. • To offer community activities that promote togetherness and social interaction to between 720 - 1440 customers (an average of 1,082). • To offer income maximisation services to between 216 - 432 customers (an average of 324).
<p>Why the Project is Being Funded Through the VCMA</p>	<p>Cadent believe that this project meets all the required VCMA eligibility criteria.</p> <ol style="list-style-type: none"> a. The project is forecasted to have a positive SROI. Please see the relevant section for more information. <p>Yes - see the below section for more information.</p> b. The project will either: <ol 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 carbon monoxide, or, iii. Reduce the risk of harm caused by carbon monoxide. <p>This project will provide support to customers in vulnerable situations through the activities designed to increase awareness of energy efficiency techniques and tackle loneliness and isolation. The project will also offer attendees carbon monoxide alarms and education.</p> c. The project has defined outcomes and the associated actions to achieve them. <p>This project has clearly defined outcomes and associated outcomes, the meeting of which will quantify success. Further information on the project's outcomes and associated actions can be found in the relevant section below.</p>

	<p>d. The project goes beyond the activities funded through other price control mechanisms or required by licence obligations.</p> <p>The method of delivering support to customers living in venerable situations is innovative, as it utilises partnerships with key community stakeholders such as Maldon Community Voluntary Service. This allows for some of the hardest to reach communities to benefit from Cadent's messaging, whilst also being offered a means of tackling loneliness and isolation.</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 delivered solely through Cadent's VCMA funding.</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>Cadent's ⁴independent 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.</p> <p>The report supported Cadent's holistic approach to tackling fuel poverty, whereby a household is supported with a combination of services/advice.</p> <p>The CEG recognised the need for a holistic approach that supports a household with its fuel prices (FPNES), energy efficiency (advice/repair and replacement) and household income (income maximisation).</p> <p>The Centre For Warmth - Dengie Village Friends project 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 support with household finances/debt, all of which are designed to increase household income and help residents better manage their energy.</p> <p>Cadent sought feedback from national rural communities charity ACRE on our proposals, particularly how we ensure that rural and semi-rural communities stand to receive benefit from Cadent's management of the VCMA.</p>

⁴ <https://cadentgas.com/nggdwsdev/media/Downloads/business-plan/Cadent-CEG-report-with-appendices.pdf>

	<p>ACRE supported Cadent's strategy of using projects that promote togetherness in rural and semi-rural communities. The charity also supported Cadent's strategy of tackling isolation, fuel poverty and promoting awareness of carbon monoxide, recognising these as important issues in communities.</p> <p>With a national view on the dangers of loneliness, a ⁵June 2021 story from the Department for Digital, Culture, Media & Sport and the Office for Civil Society stated that the UK " Believe that tackling loneliness is an important international challenge".</p> <p>This project supports the tackling of this challenge by promoting togetherness and offering residents a means of meeting in rural and isolated communities.</p>
<p>Information Required</p>	<p>Description</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p><u>Project outcomes</u></p> <p>The VCMA project will be delivered in partnership with Maldon Community Voluntary Service and aims to support between 720 - 1,440 residents with energy/safety/loneliness issues across an initial 12-month project period.</p> <p>The Centre For Warmth - Dengie Village Friends project aims to achieve the following outcomes:</p> <ul style="list-style-type: none"> • Provide support to lonely local residents, ensuring that they can access the community events that address the risk of loneliness and isolation. • Provide support and advice to customers on numerous topics including home energy efficiency, income maximisation, debt and general health and wellbeing. • Provide residents with awareness and a means of registering to the priority services register. • Isolated and rural communities are offered support with hosting community activities. These activities will be focussed on promoting togetherness and social interaction. <p><u>Associated actions</u></p>

⁵ <https://www.gov.uk/government/news/joint-message-from-the-uk-and-japanese-loneliness-ministers>

- Cadent's funding will be used by Maldon Community Voluntary Service to manage and deliver a programme of community events across an initial 12-month period.
- These community events will be hosted by rural venues such as cafes, function rooms and village halls. They will be delivered once a fortnight in a village with higher levels of fuel poverty, deprivation, and loneliness.
- Maldon Community Voluntary Service will allocate staff to the project that are skilled in liaising with customers in vulnerable situations.
- Cadent will provide Maldon Community Voluntary Service with training resources to enable their team to give effective advice on energy efficiency and carbon monoxide safety.
- Maldon Community Voluntary Service will liaise with a network of partners to ensure a holistic package of support is offered through the project. Examples of partners include emergency services, CAB, local councils, and GP surgeries.
- Cadent will provide Maldon Community Voluntary Service with audible carbon monoxide alarms that will be issued to residents that are at higher risk of exposure to CO. This risk will be determined by a customer's inability to purchase an alarm, have their gas appliances serviced annually, or have their chimney flue swept.
- Cadent will provide Maldon Community Voluntary Service with information on the priority services register, as well as details on the registration process.

Success criteria

The success of the project will be evaluated against the meeting of the project's objectives. These objectives include:

1. Community activities that promote togetherness and social interaction will be delivered to between 720 - 1440 customers (an average of 1,082).

	<ol style="list-style-type: none"> 2. Audible carbon monoxide alarms and carbon monoxide education will be issued to between 360 - 720 customers (an average of 540). 3. Income maximisation services and assistance with debt will be offered to between 216 - 432 customers (an average of 324). 4. Between 360 - 720 customers (an average of 540) will receive support with home energy efficiency advice, specifically on efficient use of appliances and behaviours, heating and hot water controls and condensation and dampness support. 5. Between 360 - 720 customers (an average of 540) will receive awareness and a means of registering to the priority services register. <p>As well as aiming to reach a target number of customers, Cadent and Maldon Community Voluntary Service will review the qualitative benefits/indicators of the project as part of the final evaluation.</p> <p>Meeting of the below indicators will help Cadent determine the success of the project:</p> <ul style="list-style-type: none"> • Residents will realise increases in household income through the issuing of income maximisation services and offering support with managing debt. • Customers will report a decrease in anxiety and stress due to receiving support with home energy, financial and wider issues. • Isolated members of the community will reported an improvement in mental wellbeing through experiencing lower feelings of loneliness. • Customers will report an increased awareness of the dangers of carbon monoxide and an increased feeling of safety at home. • Customers will report decreased feelings of anxiety due to the benefits of priority services registration, e.g. support during an outage.
<p>Project Partners and Third Parties Involved</p>	<p>Maldon Community Voluntary Service and their wider network of referral partners (e.g. CAB, emergency services, GP surgeries etc.)</p>

<p>Potential for New Learning</p>	<p>The Centre For Warmth - Dengie Village Friends project offers many potential areas of learning that Cadent can adopt for other VCMA-funded projects in RIIO-GD2.</p> <p>One of the main rationales behind funding the project was its focus on supporting rural communities. Many of Cadent's projects naturally focus on more urban areas and we wanted to ensure that all customer demographics received benefit from the VCMA.</p> <p>This project will deliver learning on the best methods, communication channels and services to engage rural customers living in vulnerable situations.</p> <p>When assessing options for VCMA projects, we considered the effectiveness of directly engaging with end customers (rather than using a project partner such as Maldon Community Voluntary Service).</p> <p>This project will provide insight on the effectiveness of working community stakeholders such as Maldon Community Voluntary Service. We believe that these types of stakeholders are trusted members of communities, and Cadent's partnerships with them allows us to engage previously difficult to reach customers with VCMA-funded services.</p> <p>The project focuses on tackling loneliness and isolation, as well as other energy safeguarding issues. Many customers living in isolation (particularly those that display other vulnerabilities) may be hesitant to re-engage with their local community following the pandemic. This project will offer learning on how Cadent as a GDN can best support customers who may still have concerns around social interaction following Covid-19.</p>
<p>Scale of VCMA Project and SROI Calculations</p>	<p><u>Scale of VCMA project</u></p> <p>The Centre For Warmth - Dengie Village Friends project will deliver support for an initial 12-month duration. The project will focus on the provision of advice to between 720 - 1,440 customers.</p> <p>The project will be delivered in six isolated and rural communities within Maldon. These communities will have a lack of existing activities and infrastructure and there will be known issues of loneliness, fuel poverty and deprivation.</p> <p>The total reach of the project is divided between:</p>

- An average of residents will 1,082 customers will participate in community activities designed to promote togetherness and social interaction.
- An average of 540 customers will receive free audible carbon monoxide alarms and education.
- An average of 540 customers will receive support with home energy efficiency advice, specifically on efficient use of appliances and behaviours, heating and hot water controls, and condensation and dampness support.
- An average of 324 residents will receive assistance with income maximisation and debt management.

This project will take place in areas with high levels of isolation, as well as pockets of fuel poverty. Cadent's previous activity in this area of the network has been limited, and this project will allow us to support a new customer group.

Social return on investment calculations

PLEASE NOTE THAT THE CALCULATIONS BELOW FOR SROI ARE BASED ON FORECASTED DATA FROM SIA PARTNERS HOWEVER, EXISTING C4W SCHEMES ACTUAL DATA SHOW CONSIDERABLY MORE BENEFIT. THIS WILL BE AMENDED WHEN WE HAVE SUFFICIENT ACTUAL DATA FROM THIS PARTNERSHIP.

- Forecasted 5-year social return on investment = £391,369
- Forecasted 1-year social return on investment = £58,273.80
- Investment = £25,000
- Forecasted total 5-year gross present value = £416,369
- Forecasted 5-year gross present value from the issuing of energy efficiency advice = £159,105.60
- Forecasted 5-year gross present value from the distribution of carbon monoxide alarms and education = £10,604.20
- Forecasted 5-year gross present value from the issuing of income maximisation services and debt management = £152,158.60
- Forecasted gross present value from reducing the risk of health conditions

associated with loneliness and isolation = £16,800

- Forecasted 5-year gross present value from registration to the priority services register = £77,700.60

Gross present value from the issuing of energy efficiency advice

Cadent previously employed SROI consultants SIA Partners to evaluate the average 5-year gross present value that can expect to be realised from the issuing of a number of energy advice topics.

These average 5-year gross present values are:

- Efficient use of appliances and behaviours = £367.77
- Heating and hot water controls = £332.33
- Condensation and dampness support = £183.82

Customers will be offered support with these issues based on their individual circumstances. As such, we have made a conservative assumption that on average, customers will receive support with at least one topic.

The average gross present value of the above energy advice topics is £294.64.

We forecast that approximately 540 residents will receive advice on home energy efficiency. This equates to a total 5-year gross present value of £159,105.60

Gross present value from issuing carbon monoxide alarms and education

As part of RIIO-GD2 business planning, Cadent employed consultancy firm SIA Partners to evaluate the social value created by the issuing of carbon monoxide alarms and education.

Carbon monoxide alarms

This PEA's social return on investment rationale is consistent with other Cadent registered VCMA projects. The methodology behind the below calculations is available upon request.

SIA Partners evaluated that the social value created by the issuing of carbon monoxide alarms can be split into the following categories:

- Avoidance in CO-related accident and emergency visits.
- Avoidance of long-term hospital stays linked to CO.
- Avoidance in time of work due to injury caused by CO.
- Avoidance of deaths linked to CO.
- Avoidance in ambulance call outs linked to CO.

Cadent forecasts that 540 customers will receive a free audible CO alarm on this project. This equates to a total reach of 1,296 individuals when applying the average UK household size multiplier of 2.4.

- 5-year gross present value from an avoidance of A&E visits = £62.45
- 5-year gross present value from an avoidance in long term hospital stays = £66.76
- 5-year gross present value from a reduction in time of work due to injury = £5.16
- 5-year gross present value from a reduction in deaths = £5,640.35
- 5-year gross present value from an avoidance in ambulance call outs = £116.51

Carbon monoxide education

This PEA's social return on investment rationale is consistent with other Cadent registered VCMA projects. The methodology behind the below calculations is available upon request.

SIA Partners evaluated that the social value created by the issuing of carbon monoxide education can be split into the following categories:

- Avoidance in CO-related accident and emergency visits.
- Avoidance of long-term hospital stays linked to CO.

- Avoidance in time of work due to injury caused by CO.
- Avoidance of deaths linked to CO.
- Avoidance in ambulance call outs linked to CO.

Cadent forecasts that 540 residents will receive educational information on the signs, symptoms, and dangers of CO in a 1-2-1 setting. This equates to a total reach of 1,296 individuals when applying the average UK household size multiplier of 2.4.

Cadent has made an assumption that the retention rate of information will be 80% - meaning that 8 out of 10 customers will understand and retain the information. This retention rate has been extracted from our business plans, as the project shares similarities, in that the education will be in person in a 1-2-1 setting.

- 5-year gross present value from an avoidance of A&E visits = £49.96
- 5-year gross present value from an avoidance in long term hospital stays = £53.41
- 5-year gross present value from a reduction in time of work due to injury = £4.13
- 5-year gross present value from a reduction in deaths = £4,512.28
- 5-year gross present value from an avoidance in ambulance call outs = £93.20

Income maximisation and debt management

Cadent previously employed consultancy firm SIA Partners to analyse the average 5-year gross present value that can be expected to be realised by income maximisation services.

The projects support in this area can be split into two categories:

1. Income maximisation services = support for customers with more complex needs that will be delivered through external referrals.
2. Fuel debt managed = advice that can be offered in person during the project events that is likely to benefit the majority of customers.

Cadent forecasts that an average of 324 customers will receive support with income maximisation and debt management.

Based on actual data from previously delivered projects, we have made an assumption that 80% of customers will require the "fuel debt managed" service (259 customers), and 20% will require "income maximisation services" (65 customers).

SIA Partners calculated the 5-year gross present value of these services as:

- Income maximisation services = £1,717.11
- Fuel debt managed = £156.55

The total 5-year gross present value of supporting 259 customers with management of fuel debt is £40,546.45.

The total 5-year gross present value of providing 65 customers with income maximisation services is £111,612.15.

Loneliness and isolation

This project will deliver community activities that promote togetherness and social interaction to an average of 1,082 customers.

Cadent has previously evaluated the social value of tackling loneliness in rural communities on the Warwickshire Warm Hubs project.

⁶Age UK's 2018 Rural Ageing (England) report found that 24.3% of England's rural population are aged 65 or over.

⁷Rural England 2016's research project reports that 10.5% of residents aged 65 and over reported feelings of loneliness.

⁸London School of Economics' 2017 briefing paper reported that the cost to individuals, their families and society that arises from loneliness related poor health could be estimated conservatively at £6000

⁶ https://www.ageuk.org.uk/globalassets/age-uk/documents/policy-positions/housing-and-homes/ppp_rural_ageing_uk.pdf

⁷ <https://ruralengland.org/wp-content/uploads/2016/04/Final-report-Loneliness-and-Isolation.pdf>

⁸ <https://www.lse.ac.uk/business/consulting/assets/documents/making-the-economic-case-for-investing-in-actions-to-prevent-and-or-tackle-loneliness-a-systematic-review.pdf>

	<p>in older people. This figure was across a 10-year period and equates to an annual cost of £600.</p> <p>The Centre For Warmth - Dengie Village Friends project aims to reach 1,082 customers that may be experiencing health conditions associated with loneliness. 24.3% of this group will be over the age of 65. This equates to 263 customers.</p> <p>Rural England's research suggests that 28 individuals (10.5%) within this aged 65 and over group may have feelings of loneliness.</p> <p>London School of Economics' research suggests a potential saving of £600 per annum for each older customer supported that was previously experiencing feelings of loneliness.</p> <p>The Centre For Warmth - Dengie Village Friends project will run for 12-months, equating to a saving of £600 per customer.</p> <p>28 customers, each receiving £600 of benefit equates to a total gross present value £16,800.</p> <p><u>Priority services register</u></p> <p>Maldon Community Voluntary Service staff will offer awareness and a means of registering to the priority services register as part of the Centre For Warmth roadshow events.</p> <p>Cadent has forecasted that approximately 540 households will be supported with registration to the priority services register.</p> <p>Cadent employed consultants from SIA Partners to evaluate the average gross present value to be realised by registering a household to the priority services register.</p> <p>SIA Partners cited the DNO proxy bank value of £35, linked to the average cost of a stress management course - priority services register registration provides additional support during an outage and reduces stress.</p> <p>SIA Partner's attributed a value of £143.89 as the 5-year gross present value of priority services register registration.</p> <p>540 households each receiving this benefit equates to a total gross present value of £77,700.60</p>
<p>VCMA Project Start and End Date</p>	<p>Project start date:01/03/2022 Project end date: 28/02/2023</p>

Geographical Area	The project will take place in the Maldon district of Essex within Cadent's Eastern network.
Remaining Amount in the Allowance at Time of Registration	To be confirmed upon Director of Sustainability and Social Purpose sign-off

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

In order to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (incl. project eligibility assessment), the below table should be completed as part of the project registration process.	
Stage 1: Sustainability and Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 31/03/2022	Review Completed By: Gemma Norton
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 31/03/2022	Review Completed By: Phil Burrows
Step 3: Director of Sustainability and Social Purpose Sign-Off: Mark Belmega	
Director of Customer Strategy Sign-Off Date: 31/03/2022	
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	