

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

YMCA Safe and Well Communities

Emma Turnbull – Safeguarding Specialist

January 2023

Updated
May 2024



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;	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 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.	Not Applicable
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;	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	YMCA Safe and Well Communities
Funding GDN(s)	Cadent - all four gas Cadent gas distribution networks
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable - Cadent company-specific project
Date of PEA Submission	March 2023
New/Updated	Updated May 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 Phone: 07773 545451
Total Cost (£k)	YMCA: £298,497.00 Slow cookers: £8,491.2 (305 x £27.84 large slow cookers) Co-branded design costs and leaflets costs: £120.00 Leaflets and booklets: £40,000.00 Fuel Bank Foundation Vouchers: £104,784.00 Project management 4% cost: £18,075.68 Total: £469,967.88 Updated May 2024 – Additional YMCA: £70,099.40 Project management cost: £2,803.98 Total: £72,903.38
Total VCMA Funding Required (£k)	Original total: £469,967.88 Updated May 2024 New total: £542,871.26
Problem(s)	<p>The remit of YMCA is primarily to support vulnerable, disadvantaged, and disenfranchised people, as well as the wider communities in which YMCAs operate. This includes but is not limited to, low-income households, vulnerably housed individuals, people with poor physical and/or mental health, socially excluded and isolated people, and elderly people. Many people face multiple adversities or vulnerabilities.</p> <p>The YMCA is concerned that the current economic climate (“the cost-of-living crisis”) which has seen significant and sustained rises in the cost of necessities such as food and fuel has, and will continue to, exacerbate existing vulnerabilities, and cause greater social and health issues for the people that we support. Research has shown that those people amongst the hardest hit by the current economic climate include the poorest households, renters, single-parent households, and the older generation. This adds to the strain felt by many in the wake of the Covid-19 pandemic.</p> <p>Data from Burton YMCA (Burton-on-Trent), which has run a community foodbank (i.e. one that is not means-tested or referral based) since 2014, shows a significant increase in demand in 2022. The main reason for accessing the food bank is cited</p>

as income not covering household bills, and foods that require little to no energy expenditure to prepare are in the highest demand. The YMCA team has also experienced a decrease in donations made to the bank, as the wider population is feeling the effects of the economic downturn.

YMCA have identified audiences within YMCA where they feel Cadent's support via the VCMA fund could make a considerable difference.

Residents in YMCA Supported Accommodation

With 9,466 beds across England and Wales, their holistic support connects more than 20,000 people each year with case workers and provides access to life skills, healthy living activities, and budgeting sessions designed to help them to live independently. The ultimate aim for all people living in YMCA-supported accommodation is that there is support enabling people to move on to live in their own independent accommodation, whether this might be social housing or private rented accommodation.

While YMCA housing upholds safety regulations and provides a safe and positive space for vulnerable people, YMCA knows that some accommodation they move on to is unfortunately often not of the same quality – with issues of dampness, poor insulation, and other factors affecting fuel efficiency as well as sometimes having the absence of functioning smoke and carbon monoxide alarms. Furthermore, YMCA residents may lack awareness of housing regulations and the responsibilities of their landlord with regard to their safety, so may not question any inadequacies nor identify hazards. Amongst those supported in YMCA accommodation are asylum seekers and care leavers, whose understanding of the issues would be significantly lower.

These people are also more likely to face fuel poverty, with Shelter reporting in September 2021 that one in four renters cannot keep their homes warm. Those moving on from YMCA are most likely to be receiving state benefits and/or in low-paid, part-time employment – adversely affecting their ability to keep up with rising costs.

Families whose children attend YMCA Nurseries and Youth Clubs

YMCA's affordable yet high quality (98% of settings are OFSTED rated good or outstanding) early years provision supports parents, guardians, and their young families to flourish. On average, 64% of YMCA early years settings income comes from local authority funding i.e. "free childcare", including both the standard funding available to all families of 3 to 4 year-olds as well as the additional funded places available to low-income families. Furthermore, 45% of YMCA childcare providers are in 30% of the most deprived areas in the country.

With over 70 youth centres across England and Wales, serving more than 10,000 young people – YMCA provides a safe space outside of home and school for young people to socialise, learn new skills and access trusted adults. Many YMCA youth centres provide the only safe space outside of school or home.

Open-access youth clubs are free or very low cost (e.g. £1 per session) to attend and provide opportunities to young people such as learning to cook, making and creating music and crafts and learning other important social and life skills – regardless of economic status. YMCA provide a safe haven in low-income, high-crime areas and, even outside these areas, see many young people attend who do not have other opportunities available to them.

Low-income families and those living in deprived areas are likely to benefit considerably from support and advice around best managing their fuel and energy costs and efficiency, especially in the current economic crisis, which is disproportionately affecting the poorest families. Low-income families are also

more likely to be living in substandard accommodations and lack knowledge of or feel unable to challenge risks in the home, which can detriment the physical health of the whole family.

People accessing YMCA Community Food Banks

With information shared by Burton YMCA showing an increase in demand for food packages and the majority of users not being able to afford household bills, this audience is at risk of fuel poverty, developing debt related to energy and other household bills, and risk of deteriorating health if not keeping adequately heated homes. Between January and May 2022, Burton YMCA's food bank supported 2,136 individuals, including 222 families – more than double what it had served in the same months last year. Furthermore, users are looking to secure food items that require little cooking or heating due to rising energy costs – affecting their diet and overall health of them and their families.

In 2021/22, YMCA food banks supported more than 4,000 individuals (unique users) – often multiple times.

YMCA Community Gyms Users

YMCA Community Gyms are open to all ages and abilities and are focused on people's all-round well-being, looking at healthy lifestyles and not just gym attendance. As such, many of those attending the gyms and wellbeing centres are those who are at risk of social isolation as well as decreased mobility and/or declining physical health. For example, Central YMCA's (London) Older Adults program provides people aged 60+ with functional movement classes combined with weekly social tea and brunch sessions.

Older people are at greater risk of poor health if experiencing fuel poverty – which they may experience because of receiving state pensions in place of wages. In March 2022, The Centre for Ageing Better and Age UK warned of an increase in older people facing poverty and the soar in energy prices only added to this. Additionally, we know that the general public does not have a great awareness of the risks, signs, and symptoms of carbon monoxide poisoning and the wider network of gym users would benefit from receiving this information.

YMCA Supporters

The typical supporter of YMCA England and Wales (i.e. giving cash or regular donations of a modest value) is over 60 years of age, with postal supporters mostly aged 75+ and email supporters mostly aged 60+. YMCA know that our elderly supporters are highly motivated to support young people but, as a result of their age, they are vulnerable to lower incomes (even if donating) and are at increased risk to their health if experiencing fuel poverty.

Additionally, the general public does not have a great awareness of the risks, signs and symptoms of carbon monoxide poisoning, so this audience would benefit from receiving this guidance.

YMCA Charity Shop Volunteers and Customers

YMCA have over 100 stores in England and Wales, serving their communities a range of affordable clothing, homewares and other items. The charity shops offer people who are experiencing financial hardship value for money, choice, sustainability and community. The Charity Retail Association has recently launched 'The Charity Shop Gift Card' and, in recognition that charity shops often attract individuals on low incomes, councils, and other support agencies will purchase the charity cards as part of their welfare assistance offering, to help financially vulnerable individuals and families. These people are likely to be struggling with fuel poverty and/or living in inadequate accommodation.

	<p>Additionally, the general public does not have a great awareness of the risks, signs and symptoms of carbon monoxide poisoning, so this audience would benefit from receiving this guidance.</p> <p><u>Updated May 2024</u></p> <p>People affected by the cost of living crisis in the UK have seen prices of food, rent, and energy dramatically increase.</p> <p>People who are already struggling financially, coupled with the rising costs of household bills and necessities increase the risk of someone being forced into homelessness.</p> <p>Food bank charities and debt advice charities reported an increase in demand: the Trussell Trust reported that between April 2023 and March 2024 they provided 3.12 million emergency food parcels, a record high. Citizens Advice helped 8,213 people with debt advice in January 2022, which increased to 11,070 in January 2024.¹</p>
<p>Scope and Objectives</p>	<p><u>Project Scope</u></p> <p>Cadent will invest £469,967.88 of VCMA funding to deliver a two-year project in partnership with YMCA.</p> <p>Cadent will provide VCMA funding, materials, and resources to support people in high deprivation, fuel poverty, and at carbon monoxide risk.</p> <p>Cadent will fund YMCA to coordinate and deliver energy efficiency advice, carbon monoxide, and general gas safety advice, and raise awareness of the PSR to people living in vulnerable situations.</p> <p><u>Residents in YMCA Supported Accommodation</u></p> <p>The project will provide holistic support relating to income maximisation, energy efficiency, and CO safety to enhance existing support offered by YMCA to residents in YMCA-supported accommodation. This will decrease the likelihood of them returning to supported accommodation and increase their future prospects by supporting the affordability and safety of their new home and improving their overall well-being. Additionally, this project will promote living sustainably – building a good understanding of how to reduce energy consumption and thereby promoting a lifestyle that is more climate-friendly. This will be achieved through:</p> <ul style="list-style-type: none"> • Delivery of a training package for YMCA housing teams, which empowers staff to embed knowledge of energy efficiency, CO awareness, and available fuel-related support services and benefits into their conversations and activities with residents in preparation for moving on to independence, promoting sustainable citizenship within support interventions; • Disseminating information to residents, including advice on CO safety, energy efficiency, and cost-cutting tips, signposting to national gas emergency service and outlining support services and benefits families may be entitled to; • Issuing carbon monoxide alarms to residents moving on to private accommodation; • Delivery of slow cooking workshops at YMCA accommodation for residents, including sharing low-cost and healthy recipes; • Issuing slow cookers to YMCA-supported accommodation units for use in shared kitchens.

¹ [Rising cost of living in the UK - House of Commons Library \(parliament.uk\)](https://www.parliament.uk/library/research-briefings/briefing/snippets/2023/09/rising-cost-of-living-in-the-uk)

Families whose children attend YMCA Nurseries and Youth Clubs

The project will encompass issuing information and support to the families of children accessing YMCA family and youth services to improve families' overall financial, emotional, and physical well-being. This will be achieved through:

- Disseminating information to families, including advice on CO safety, energy efficiency, and cost-cutting tips, signposting to National Gas Helpline and outlining support services and benefits families may be entitled to;
- Issuing slow cookers to YMCA youth clubs for use in sessions with young people;
- Delivery of slow cooking workshops at YMCA youth clubs to promote affordable, healthy eating amongst young people and provide valuable life skills.

People accessing YMCA Community Food Banks

The project will encompass issuing information and support to people using YMCA food banks to improve an individual's and families' overall financial, emotional, and physical well-being. This will be achieved through:

- Disseminating information, including advice on CO safety, energy efficiency, and cost-cutting tips, signposting to National Gas Helpline and outlining support services and benefits families may be entitled to;
- Issuing carbon monoxide alarms to households who need them;
- Referring households for emergency fuel vouchers as needed (with support from Cadent to facilitate a relationship between YMCA and Fuel Bank Foundation).

YMCA Community Gyms Users

- Disseminating information, including advice on CO safety, energy efficiency, and cost-cutting tips, signposting to National Gas Helpline, and outlining support services and benefits families may be entitled to.

YMCA Supporters

- Disseminating information, including advice on CO safety, energy efficiency, and cost-cutting tips, signposting to National Gas Helpline, and outlining support services and benefits families may be entitled to.

YMCA Charity Shop Volunteer Staff and Customers

Disseminating information to families, including advice on CO safety, energy efficiency, and cost-cutting tips, signposting to National Gas Helpline, and outlining support services and benefits families may be entitled to.

The project aims to reach 203,880 individuals over the course of the initial 2-year project. This total reach will be divided between:

Service(s)	Summary of Service(s)	Expected Number of Customers Reached
Supported Accommodation	Information Distribution	9,358
Supported Accommodation	Slow Cooking Workshops	5,849
Supported Accommodation	CO Alarm Move-on Distribution	585
Supported Accommodation	Keyworker/Resident Meetings	7,019
Nurseries	Information Distribution	3,735
Youth Clubs	Information Distribution	9,857
Youth Clubs	Slow Cooking Workshops	6,161
Food Banks	Information Distribution	4,395
Food Banks	CO Alarm Distribution	220
Food Banks	Emergency Fuel Voucher Referral	2,198
Community Gyms	Information Distribution	21,433
Supporters	Information Distribution	13,407
Charity Shop Volunteers and Customers	Information Distribution	119,663

Project Objectives:

Cadent will measure the success of the YMCA "Safe and Well Communities" against the achievement of the following objectives:

- Individuals will report increased levels of household income
- To educate Individuals on the dangers, signs and symptoms of carbon monoxide (CO) exposure
- Provide 805 CO alarms (585 for distribution to individuals leaving YMCA Supported Accommodation into private accommodation, and 220 for distribution to individuals accessing YMCA food banks who are identified as being without a CO alarm in their home)
- Promote healthy and cost effective cooking to 12,010 people through slow-cooking workshops
- Provide individuals with energy efficiency advice for around their homes
- To raise awareness of the PSR register
- Refer 2198 people to the Fuel Bank Foundation for emergency fuel vouchers

Updated May 2024

Cadent will invest an additional £72,903.38 into the project due to the success of the first 12 months of the Safe and Well Communities project.

YMCA and Cadent recognised that all YMCAs within the Cadent network should have the opportunity to support their communities with energy-saving advice, CO safety awareness, and PSR support. The decision made to extend the project and extend the duration was due to the feedback that was received from the 26 YMCA's

that had been delivering the project for 12 months. There will be an additional six YMCAs onboarding onto the project, which will be a total of 32 participating YMCAs in total.

Cadent will fund the additional six YMCA's to coordinate and deliver energy efficiency advice, CO and general gas safety advice, and raise awareness of the PSR to people living in vulnerable situations.

Therefore the extra YMCAs will reach an additional 29,498 individuals through a range of services as per below:

Service(s)	Summary of Service(s)	ADDITIONAL Expected Number of Customers Reached
Supported Accommodation	Information Distribution	3,507
Supported Accommodation	Slow Cooking Workshops	779
Supported Accommodation	CO Alarm Move-on Distribution	251
Supported Accommodation	Keyworker/Resident Meetings	922
Nurseries	Information Distribution	545
Youth Clubs	Information Distribution	872
Youth Clubs	Slow Cooking Workshops	520
Food Banks	Information Distribution	775
Food Banks	CO Alarm Distribution	270
Food Banks	Emergency Fuel Voucher Referral	150
Community Gyms	Information Distribution	3,870
Supporters	Information Distribution	1,700
Charity Shop Volunteers and Customers	Information Distribution	15,337

Why the Project is Being Funded Through the VCMA

We believe that the project meets all of the Vulnerability and Carbon Monoxide Allowance eligibility criteria:

a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project:

The project delivers a positive forecasted social return on investment. This is based on achieving the target reach for income maximisation, registrations to the PSR, tackling loneliness and isolation and education on carbon monoxide. More information can be found in the relevant section below.

b. Either:

- i. *Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or,*
- ii. *Provide awareness of the dangers of CO, or,*
- iii. *Reduce the risk of harm caused by CO;*

The project delivers services that meet all three elements of this criteria. For example, the project will also raise awareness of the dangers of CO and promote registration to the PSR. The project will also promote energy-saving tips and how to cook more efficiently.

c. Have defined outcomes and the associated actions to achieve these:

Cadent and YMCA have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below.

d. Go beyond activities that are funded through other price control mechanism(s) or required through license obligations, and,

	<p>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other license conditions.</p> <p><i>e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding,</i></p> <p>This project will be solely delivered through Cadent's VCMA funding.</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p><u>McCann Market research CO survey:</u></p> <p>McCann Market research carried out a survey and out of 52 18-34-year-olds, all were unable to identify the signs of CO poisoning and with 21 respondents believing you can "smell gas". This highlights that education is a key issue for this audience.</p> <p>Cadent Report Template One Column Option3.docx (cadentgas.com)</p> <p><u>Energy UK's 'CO Be Alarmed!' research:</u> Research from Energy UK's 'CO Be Alarmed!' campaign found that CO alarm ownership is relatively low versus customer's perceived levels of awareness. The research found that one in three Britons (over 17 million people) is at risk of not identifying carbon monoxide through not owning an alarm.</p> <p><u>YMCA:</u> Across England and Wales, YMCA help more than 375,197 young people every year to access opportunities that support them to fulfil their potential, whatever that might be. We tackle disadvantage and work to remove barriers to opportunity: homelessness, isolation, unemployment, poor physical and mental health, and educational attainment gaps.</p> <p>YMCA England & Wales is a federated charity made up of the National Council (YMCA England & Wales) and over 80 member YMCAs operating in communities across the two countries, serving the needs of local people.</p> <p>We are the largest voluntary sector provider of supported housing for young people in England and Wales and YMCAs give more than 20,000 people a home each year, from winter night shelters for rough sleepers to women's refuges. Each of our residents in supported housing receive person-centred support to help them move on to live independently. People housed by YMCAs include many age groups (not only young people) and include care leavers, young offenders and refugees.</p> <p>Our health and wellbeing work includes community gyms and leisure and activity centres serving all generations and welcoming all abilities. This community helps strengthen social networks and provides a place where people can belong, while tackling social isolation and exclusion as well as improving physical health.</p> <p>Our approach to training and education places practical skills and hands-on learning at the centre of what we offer. We offer young people guidance on how their interests and specialisms could develop into careers and qualifications. Inside and outside of school environments, we support children with specialist needs, specifically those either at risk of exclusion or within alternative education provision.</p> <p>We provide open-access youth services, including more than 70 youth centres as well as proactively going into communities to provide outreach youth work to at-risk young people. And we work with families, running affordable nurseries and early years provision alongside after-school and school holiday programmes. We also provide support and advice on matters like navigating the welfare system and housing issues, and we give food packages to vulnerable families.</p>

The Energy Diaries research:

Through extensive research with customers living in fuel poverty over a period of several months, we then engaged with experts such as Citizens Advice, NEA and a suite of other charities operating in this space to co-create a number of additional initiatives that Cadent could offer to its customers. This was one of these initiatives.

Charity Partnerships

We have strategic level partnerships in place with around 40 consumer advice organisations and charities. We engage regularly to assess the benefits of existing projects and consider options elsewhere, taking the opportunity to benchmark against others and seek to learn.

Updated July 2024

YMCA Wellington - Resident who attended a slow cooking workshop

"I came to one of the cooking sessions at the YMCA where I live, and I didn't think that I would be able to use a slow cooker as I hadn't used one before. There were a few people there, so I felt a bit embarrassed to say that I hadn't used one before, but I soon realised that everyone else was in the same position. We started off learning a basic meal to cook – I think it was a sausage casserole. I couldn't believe how easy and simple it was! I have been back to a couple more of the cooking sessions and I now feel confident to use a slow cooker. It also surprised me how nice the food tasted, and I think it has made a difference to my electricity bill as well."

Debra Crooks, Deputy Housing Manager, YMCA Burton

"As a member of staff working at the YMCA, it is a privilege to be in partnership with Cadent. We proudly share the same mission to help those most in need within our local community. Our partnership has enabled people to access a wide range of support they need with food and fuel poverty. I see firsthand the difference this makes on a daily basis. Thank you Cadent!"

- Debra Crooks, Deputy Housing Manager, YMCA Burton

YMCA London City and North

"In our ongoing mission to support young people experiencing homelessness, YMCA London City and North's partnership with Cadent, has yielded numerous benefits, particularly in enhancing energy efficiency within our accommodation facilities.

At the heart of our efforts lies a commitment to sustainable practices that not only reduce our carbon footprint but also empower our residents to embrace energy-conscious living. Here's how our partnership with Cadent has enabled us to achieve these goals:

Smart Heating Management: We have implemented a centralised heating system controlled by a thermostat set to optimize energy usage. This ensures that radiators throughout our buildings maintain a consistent temperature, minimising energy wastage.

Draught Prevention: During the colder months, we keep windows closed to prevent draughts and conserve energy. Staff and residents have been informed about the importance of sealing windows to maintain thermal efficiency.

- Use of Electric Appliances: In line with our commitment to reducing CO2 emissions, we now exclusively use electric hobs, ovens and energy-efficient appliances like air fryers and slow cookers. This not only lowers our environmental impact but also enhances safety within our facilities.

Safety Measures and Monitoring: We continue to maintain essential safety measures by having CO and smoke alarms throughout our buildings. We

	<p><i>actively discourage residents from tampering with these essential devices and conduct regular wellbeing checks to ensure compliance.</i></p> <p><i>Plug Management and Energy Conservation: By promoting responsible energy usage, we encourage residents to turn off plugs when electrical appliances are not in use. Cadent's insights have reinforced the importance of this practice in minimising energy wastage.</i></p> <p><i>Window Sealing Upgrades: Recognising the significance of air leakage in energy conservation, we have made upgrades to window sealing. This initiative has significantly reduced heat loss and enhanced overall energy efficiency within our accommodation facilities.</i></p> <p><i>In addition to these energy-saving measures, we educate our residents about responsible energy consumption and budgeting through a transparent service charge structure. This charge covers household bills and additional services, empowering residents to understand the financial aspects of energy usage and preparing them for independent living in the future."</i></p> <p>YMCA London City and North Resident</p> <p><i>"Living at YMCA, the changes that have been made recently have made a big difference for me. Although it was a bit annoying having workers making noise whilst fixing our windows for a few weeks, my room is way warmer. I feel safer and more comfortable now. Plus, I've learned how to use energy wisely. It's great knowing we're making a positive impact on the environment while also improving our own lives."</i></p>
Information Required	Description
Outcomes, Associated Actions and Success Criteria	<p><u>Project outcomes:</u></p> <p>The partnership with YMCA expects to achieve the following project outcomes:</p> <ul style="list-style-type: none"> • To reach 203,880 individuals over the course of the initial 2-year project • Individuals will report an increased awareness of the dangers of carbon monoxide (CO) and have a reduced risk of harm caused by CO • Provide recipes for affordable, healthy, nutritious meals to people that attend the slow cooking sessions • Provide slow cookers for individuals to use living in supported accommodation with a shared kitchen • Provide individuals with energy efficiency advice, carbon monoxide and general gas safety advice • Individuals will report reduced levels of anxiety in fearing utility outages • People will be brought together at event's, this will celebrate their shared purpose. This will tackle loneliness, social isolation and improve mental well-being • People in crisis will report reduced levels of stress from receiving an emergy fuel voucher so that they can heat their homes <p><u>Project Actions:</u></p>

YMCA will implement the following associated actions to deliver the project's outcomes:

- YMCA staff will receive training on energy efficiency to increase individual awareness of how to manage energy use more efficiently in the home
- YMCA staff will all receive training on the PSR and will help eligible households through the registration process
- YMCA staff will receive training on CO awareness and general gas safety awareness
- Cadent will provide YMCA with CO alarms to distribute to the most at-risk households
- YMCA will arrange events such as slow cooking sessions and resident meetings. YMCA will deliver sessions that will bring people together which will tackle loneliness and social isolation
- YMCA will distribute slow cookers to YMCAs and coordinate the delivery of slow cooking workshops resulting in greater customer awareness of reduced-cost cooking and improved health and well-being outcomes for low-income households. 100 slow cookers (79 for use in YMCA Supported Accommodation for slow cooking workshops with residents and for residents to use for group cooking, and 21 for use in YMCA youth centres for slow cooking workshops with young people/families)
- YMCA will be trained by the Fuel Bank Foundation on how to refer people in crisis to the Fuel Bank Foundation to receive an emergency fuel voucher

Success criteria:

The success of the project will be measured by meeting the below criteria:

- Reach 203,880 individuals over the course of the initial 2-year project
- 20,388 individuals will receive help and support on energy efficiency
- 20,388 individuals will receive an awareness conversation on the dangers of CO and general gas safety. Individuals will report an increased awareness of the dangers of carbon monoxide and an increased feeling of safety at home
- 805 of the most at-risk households will also receive a CO alarm and individuals will report an increased feeling of safety at home
- 203,880 individuals will improve their awareness of the PSR. 7358 eligible households will register themselves onto the PSR. Individuals will report reduced levels of anxiety in fearing a utility outage through being assisted to register to the Priority Services Register (PSR).
- 12,010 individuals will attend slow-cooking workshops where they will receive an awareness of how to make a healthy, nutritious meal on a budget. Individuals that live in the supported accommodation will have access to the communal slow cookers which individuals will report saving money on energy bills by being educated on how to cook more efficiently.
- 2198 individuals will receive an emergency fuel vouchers.

Updated May 2024

	<p>All of the above outcomes and actions will remain the same and be ongoing actions to ensure that the six additional YMCAs have the training and materials required to deliver the project.</p> <p><u>Success Criteria</u></p> <p>YMCA will reach an additional 29,498 individuals through the same range of services already being offered. The project scope will not change, there will be an increase in reach and project duration only.</p> <p><u>Additional reach:</u></p> <ul style="list-style-type: none"> • Reach 26,606 individuals via information distribution with information on CO awareness, PSR, and energy-saving messages. • Cadent has predicted that 10% of the overall reach will go on to sign-up to the PSR. • 521 of the most at-risk households will also receive a CO alarm and individuals will report an increased feeling of safety when they are moving from supported accommodation into their own housing. • 150 individuals will receive emergency fuel vouchers. • 922 individuals will have one-to-one or group in-depth conversations on information regarding CO awareness, PSR and energy saving messages. • 1,299 individuals will attend slow-cooking workshops where they will receive an awareness of how to make a healthy, nutritious meal on a budget. Individuals that live in the supported accommodation will have access to the communal slow cookers which individuals will report saving money on energy bills by being educated on how to cook more efficiently.
<p>Project Partners and Third Parties Involved</p>	<p>Cadent will work in partnership with YMCA to deliver the project.</p>
<p>Potential for New Learning</p>	<p>The opportunity to work with specialist partners at YMCA will provide Cadent the chance to learn:</p> <ul style="list-style-type: none"> • What approaches are the most effective for engaging young adults that stand to benefit most from safety messaging and advice • Which resource and training is the most effective and engaging for young adults • Learn energy-saving tips from families going through fuel poverty
<p>Scale of VCMA Project and SROI Calculations</p>	<p><u>Scale of VCMA Project</u> Cadent will invest £469,967.88 in partnership with YMCA. This VCMA project will be delivered across a two-year partnership.</p> <p>The project will support 203,880 individuals with a range of services across Cadent's four gas distribution networks.</p> <p>Total Investment = £469,967.88</p> <p><u>SROI Calculations</u> Cadent has factored in an assumption that 30% of the customers reached through the project will retain and use the information received.</p>

Cadent estimates that 73,583 customers will be reached with safety messaging on carbon monoxide, PSR awareness, and energy savings tips.

The below services highlighted in green will be face-to-face sessions and no retention rate has been applied to this.

Service(s)	Summary of Service(s)	Expected Number of Customers Reached	£ CO Education	£ Energy Efficiency	Retention rate 30%
Supported Accommodation	Information Distribution	9,358	8.73	367.77	2,807
Supported Accommodation	Slow Cooking Workshops	5,849	8.73	367.77	5,849
Supported Accommodation	Keyworker/Resident Meetings	7,019	8.73	367.77	7,019
Nurseries	Information Distribution	3,735	8.73	367.77	1,121
Youth Clubs	Information Distribution	9,857	8.73	367.77	2,957
Youth Clubs	Slow Cooking Workshops	6,161	8.73	367.77	6,161
Food Banks	Information Distribution	4,395	8.73	367.77	1,319
Community Gyms	Information Distribution	21,433	8.73	367.77	6,430
Supporters	Information Distribution	13,407	8.73	367.77	4,022
Charity Shop Volunteers and Customers	Information Distribution	119,663	8.73	367.77	35,899
Total people reached					73,583

Initiative	Quantity of Customers Supported	Total SROI for 5 years
Efficient Use of Appliances & Behaviours	73,583	£27,061,619.91
Priority Services Register	7,358.30	£1,058,785.79
CO Education	73,583	£642,379.59
Lonliness and Isolation	2,188.33	£2,625,996.00

Total Investment (5 year):	£469,967.88
Investment 1 year costs:	£234,983.94

SROI Calculations:	
5 year Gross:	£31,388,781.26
1 year Gross	£7,065,555.06
5 year Net:	£30,918,813.38
1 year Net:	£6,830,571.12

Ratio: £1:62

Supporting households to maximise their income

Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to maximise their income. They based their analysis on the "actual" data from a 3-month project between Cadent and NEA, and historic data from NEA over the past 3 years.

They calculated an average 5-year gross present value of supporting households to maximise their income of £1,717.11.

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

- A reduction in A&E visits linked to CO;

- A reduction in long term hospitalisations linked to CO;
- A reduction in deaths caused by CO;
- A reduction in time of work due to injury caused by CO;
- A reduction in ambulance call outs linked to CO;

They 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.

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. They' based their analysis on the DNO proxy bank value for an avoided stress management course.

They evaluated an average 5-year gross present value of £143.89 for a single PSR registration.

The Cost of loneliness

We have calculated this using the following evidence: The project will reach 19,029 customers living in urban areas of Cadent's network at face to face events/sessions (based on the 3% reach ratio described above)

The YMCA project will reach customers living in urban areas of Cadent's network.
²BBC report found that 46% of England's urban population are aged 65 or over.
³One-fourth of the population aged 65 years and older reported feelings of loneliness.

⁴Social Psychiatry and Psychiatric Epidemiology reported a net present value of £6,000 for people who reported being lonely most of the time. This figure was across a 10-year period and equates to £600 per annum. This research concluded that older people who feel lonely are at greater risk of developing conditions such as dementia and depression.

⁵The 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 YMCA project aims to reach 19,029 urban customers. 46% of which will be aged 65 and over. This equates to 8,753 customers. 25% of them customer will report feeling lonely which equates to 2,188.00.

⁶Campaign to end loneliness reported that over 700,000 people aged 65 and over are experiencing feelings of loneliness. 46% of this age group living in urban areas this equates to 322,000 people.

² <https://www.bbc.co.uk/news/uk-43316697>

³ <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html#:~:text=Older%20adults%20are%20at%20increased,the%20amount%20of%20social%20contact.>

⁴ <https://link.springer.com/content/pdf/10.1007/s00127-019-01733-7.pdf>

⁵ <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>

⁶ <https://campaigntoendloneliness.org/guidance/wp-content/uploads/2015/06/StatisticsGFLA.pdf>

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

Therefore, 19,029 customers x 46% x 25%= 2,188 will tackle loneliness and isolation.

2,188 x £1200 (£600 per year + 2 year project) = £2,626,002.00.

Updated May 2024

Cadent will now invest £542,871.26 in partnership with YMCA. This VCMA project will be delivered across a three-year partnership.

The project will reach 233,378 individuals with a range of channels across Cadent's four gas distribution networks.

Total Investment = £542,871.26

SROI Calculations

The reach will be divided as per below:

- 78,465 individuals will receive advice on energy efficiency = £28,857,073.05
- 78,465 individuals will receive awareness advice on CO = £684,999.00
- 7,847 individuals will register to the PSR = £1,129,104.83
- 305 individuals will receive advice on slow cooking and a free slow cooker = £72,108.10
- 2,444 individuals will report feeling less lonely due to attending face-to-face sessions at a YMCA = £4,399,200.00

Total Investment = £542,871.26

Five-year gross present value = £35,142,485.43

One-year gross present value = £7,615,057.09

Five-year net value = £34,599,614.17

One-year net value = £7,380,073.15

SROI Ratio = £1:64

When the SROI was originally calculated Cadent applied a 30% retention rate to all of the information distribution services. This was due to Cadent and the YMCA deciding that the engagement rate would be higher for YMCA members as they are living within the accommodation, visiting the charity shops regularly, or using the YMCA gyms or nurseries. Based on this data, we know that YMCA members will be attending the venues multiple times and will have multiple opportunities to be provided with information and have light-touch conversations with the YMCA staff and volunteers on the topics.

When the SROI has been calculated for the additional reach, Cadent has applied a 10% retention rate on all of the information distribution after recent research with SIA partners and working with the other GDNs.

VCMA Project Start and End Date

Start date: April 2023
End date: March 2025

	<u>Updated May 2024</u> Extension start date: May 2024 Extension end date: March 2026
Geographical Area	All five of Cadent's networks

**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: 21/08/24	Review Completed By: Gemma Norton
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 21/08/24	Review Completed By: Guv Dosanjh
Step 3: Head of Customer Vulnerability Social Programmes Sign-Off: Phil Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 06/11/24	
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 2025	
Date that Notification Email Sent to Ofgem: February 2025	