

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)
Trafford Veterans

Mary O'Shaughnessy
Safeguarding Specialist

01/03/2024



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; 	
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	Trafford Veterans
Funding GDN(s)	Cadent
New / Updated (indicate as appropriate)	New
Role of GDN(s) *For Collaborative VCMA Projects only	N/A
Date of PEA Submission	01/04/2024
VCMA Project Contact Name, email and Number	Contact Name: Phil Burrows Role: Head of Customer Vulnerability & Social Programme Delivery Email: phil.m.burrows@Cadentgas.com Number: 07773 545451
Total Cost (£k)	Partner costs: £100,000 4% project management costs = £4,062.27 20 Small slow cookers = 20 x £27.84 = 556.80 Literature printing including pull up banner = £1,000
Total VCMA Funding Required (£k)	£105,556.80
Problem(s)	Trafford Veterans was established eight years ago by veterans who struggled to access support from local authorities or national veteran support organisations. Although there are a number of national charities supporting the military community, they are somewhat fragmented. Trafford Veterans won a Kings Award for provided food parcels and other support to the veteran community during covid however they continue to face funding challenges as the unique nature of the veteran community is not recognised. Academic research into the transition to civy street identified. "Veterans continue to seek information to better facilitate what

	<p>can be a confusing navigation in an unfamiliar civilian world. Families and friends may be involved in bridging the gap between service and veteran. They too need tailored information and advice about how they can support veterans and understand the possible impact on their own wellbeing and seek the support available. Veterans should feel confident in seeking help and in accessing services that generate awareness about their specific needs and what they may be experiencing in post military life. For this to happen effectively, staff need a better understanding about their role in supporting veterans and why this is particularly important for this specific group”¹.</p>
<p>Scope and Objectives</p>	<p>Cadent’s VCMA funding will be used to provide support for veterans and their families both via drop-in sessions and mobile support unit but also via outreach for those who cannot travel or wish to maintain confidentiality. It will contribute towards the cost of running the mobile service and the hire of the venues used for the breakfast club and other drop-in sessions allowing participation by those who cannot afford to contribute financially. It will also offer cookery lessons using produce from fareshare which is purchased weekly at a nominal cost.</p> <p>Its specific objectives are as follows</p> <ul style="list-style-type: none"> • Income maximisation advice - 150 Individuals • Eco availability and measures – 50 individuals • Efficient use of Appliances – 120 Individuals • Heating and water controls – 120 Individuals • Priority Services registration- 100 Individuals • Alleviate loneliness and Isolation – 200 Individuals • Provision of a slow cooker – 20 Individuals
<p>Why the Project is Being Funded Through the VCMA</p>	<p>We believe that this project meets the required company specific VCMA project eligibility criteria.</p> <p>a. Has a positive, or forecasted positive SROI, including for the gas consumers funding the VCMA project:</p> <p>We believe this project has the deliverables necessary to create a positive social return on investment - see the below section for more details.</p> <p>b. Either:</p>

¹ <https://journals.sagepub.com/doi/full/10.1177/1757913918785650>

a. Provide support to consumers in vulnerable situations, and relate to energy safeguarding,

or b. Provide awareness on the dangers of CO.

or c. Reduce the risk of harm caused by CO

This project will provide support to consumers in vulnerable situations and relate to energy safeguarding. Project customers will access financial advice and realise additional household income, both of which may result in a customer being able to adequately heat their home to a healthy temperature.

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

This project has clearly defined outcomes and associated actions to achieve them. Further information on the project's outcomes and associated actions can be found in the relevant section below.

d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations;

We believe that this project goes outside of activities funded through other price control mechanisms due to:

a) the types of support being delivered, and

b) the method through which customers are to be engaged (e.g. not through Cadent's BAU activities) e

e) Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding.

This project will solely be delivered by Cadent's VCMA funding.

<p>Evidence of Stakeholder/Customer Support</p>	<p>The armed forces covenant recognises the unique sacrifices that the members of the armed forces make in defending the nation including sacrificing some civilian freedoms, facing danger and sometimes suffering serious injury or death as a result. It also recognises the role their families play in supporting them. In return the nation has a moral obligation toward the members of the Naval Service, the Army and the Royal Air Force and their families. They deserve our respect and support and fair treatment.²</p> <p>This obligation involves the whole of society: including voluntary and charitable organisations, private organisations, and individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution.</p>
<p>Information Required</p>	<p>Description</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p><u>Project outcomes</u></p> <p>The project will provide support via one of its community drop-in sessions which take place across Trafford or via its community outreach bus. They also deliver food parcels and other support to those unable to travel to group sessions. As the staff and volunteers have a relationship with the individuals' and their families, they will be encouraging them firstly to sign the priority services register whilst also identifying that they are claiming the benefits to which they are entitled. Veterans are immensely proud, so this has to be managed in a very sympathetic manner. They will also be advising them on energy efficiency including safe use of appliances and making them aware of the importance of both having a CO alarm and how to use it correctly. When appropriate they will refer them for a gas safety check or support via services beyond the meter. They will be running slow cooker lessons where they will provide participants with their own slow cooker. As the organisation has a relationship with fareshare they will be linking this activity to produce available which could be suitable for slow cooking.</p> <p>Complex PTSD and loneliness is a significant issue for veterans of all ages. In addition to a monthly breakfast club which is attended by up to 80 veterans and their families there is also a Friday lunch club, a model and crafting club, walking football, an allotment club and Military records. They also visit those living alone or in care homes when they are unable to attend.</p> <p>The partnership with Trafford Veterans expects to achieve the following objectives</p> <p>Income maximisation advice - 150 Individuals Eco availability and Measures – 50 individuals Efficient use of Appliances – 120 Individuals</p>

² <https://www.armedforcescovenant.gov.uk/about-the-covenant/covenant-in-depth/>

	<p>Priority Services registration- 100 Individuals Alleviate loneliness and Isolation – 200 Individuals Providing slow cooker and training and 20 Individuals</p> <p><u>Project Actions</u></p> <ul style="list-style-type: none"> • Trafford Veterans staff and Volunteers will receive training on energy efficiency to increase individual awareness of how to manage energy efficiently in the home. • Trafford Veterans staff and Volunteers will receive training on the PSR and will help eligible households through the registration process. • Trafford Veterans staff and Volunteers will receive training on CO awareness and general gas safety awareness. • Trafford Veterans staff and Volunteers will receive training on Services Beyond the meter, both the eligibility criteria and the process for referring those in need. • Cadent will supply Trafford Veterans with CO Alarms to distribute to the most at-risk households.
<p>Project Partners and Third Parties Involved</p>	<p>Cadent will work principally with Trafford Veterans</p>
<p>Potential for New Learning</p>	<p>The Trafford Veterans outreach project offers many potential areas for learning that Cadent can adapt for other VCMA funded projects in RIIO-GD2.</p> <p>One of the main rationales behind funding this project was the number of veterans in the Trafford area living in vulnerable situations and in fuel poverty. This was an area that Cadent had not previously focused on or were aware of its unique challenges.</p> <p>The organisation is run by veterans who understand both the physical and practical challenges faced by veterans and the barriers to engagement. One of these is the ability of individuals to travel due to age or vulnerability. Therefore, in addition to its current locations, from May the project will have a community bus which will travel to those unable to attend its current venues.</p> <p>Although there are a number of large organisations supporting ex-military many individuals still struggle to access services and face multiple referrals. By working directly with the veteran community via a single organisation we hope to gain both qualitative and quantitative evidence which can be compared against partner led projects. We can also make a direct comparison between the numbers accessing the mobile services as opposed to the fixed venues.</p>

Scale of VCMA Project and SROI Calculations, including NPV	Total Investment = £105, 556.80 5-year net =£535,308.10 1 year net = £147,394.58 5-year gross = £640,864.90 1 year gross = £200,172.98 SROI £1:6
VCMA Project Start and End Date	Start date 01/04/2024 End date 31/03/2026
Geographical Area	North West
Internal governance and project management evidence	Description of GDN(s) review of proposal and project sign-off, with details on how the project will be managed

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: 23/5/2024	Review Completed By: Sam Graham
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 09/07/24	Review Completed By: Gemma Norton
Step 3: Head of Customer Vulnerability Sign-Off: Phil Burrows	
Director of Sustainability and Social Purpose Sign-Off Date: 09/07/24	
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: November 2024	
Date that Notification Email Sent to Ofgem: November 2024	

