

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA) *"Here 2 Help"*

Emma Turnbull Safeguarding and Community Partnership Lead
November 2022



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	Gladstone Park Community Centre "Here 2 Help" Centre for Warmth
Funding GDN(s)	Cadent Gas
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable - Cadent company-specific project
Date of PEA Submission	November 2023
VCMA Project Contact Name, email and Number	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	Total project cost: £71,394.5
Total VCMA Funding Required (£k)	To be paid to the centre: £69,476.00 Slow cooker costs: £1,918.50 (30x small £15.55 and 50x large slow cookers £27.84)
Problem(s)	<p>Peterborough is an area located on Cadent's East Midlands network and has high levels of deprivation. Peterborough is one of the highest deprived areas across Cadent's network. High levels of deprivation are often linked to broader issues such as fuel poverty, fuel debt, increased Carbon Monoxide risk and financial adversity.</p> <p><u>Fuel poverty</u></p> <p>People living in deprived areas are more likely to be unemployed according to statistics, due to receiving lower incomes. ¹More than 12,000 households were living in fuel poverty before the national fuel crisis and this figure is radically increasing. People have inadequate funds and are having to choose between eating or heating their homes. As a result people are turning heating down or off to be able to afford to live. Consequently, this leads to an increased risk of associated conditions like heart problems, respiratory issues, depression/anxiety, and high blood pressure. ²Resulting in a 10-year life expectancy gap compared to those in wealthier areas.</p> <p><u>Fuel Debt</u></p> <p>Those who have low household incomes are at greater risk of experiencing financial difficulties and problem debt. ³Low-income</p>

¹ Grinnell, P. (2022) *COST OF LIVING CRISIS: More than 12,000 Peterborough households had plunged into fuel poverty ahead of energy price hike*, Peterborough Telegraph. Available at: <https://www.peterboroughtoday.co.uk/news/people/cost-of-living-crisis-more-than-12000-peterborough-households-had-plunged-into-fuel-poverty-ahead-of-energy-price-hike-3688237> (Accessed: October 27, 2022).

² Ford, J. (2022) *Cambridgeshire and Peterborough Health Inequalities Strategy*. Available at: <https://democracy.peterborough.gov.uk/documents/s43017/5.%20Appendix%20A%20CP%20CCG%20NHS%20Health%20inequality%20strategy%20v2.1.pdf%202%202.pdf> (Accessed: October 27, 2022).

³ Rowntree, J. (2014) *Poverty, debt, and credit: An expert-led review*. University of Bristol Personal Finance Research Centre. Available at: <https://www.bristol.ac.uk/media-library/sites/geography/migrated/documents/pfrc1404.pdf> (Accessed: October 27, 2022).

	<p>households have 25% higher financial borrowing than higher-income households. As low-income households struggle to heat their homes, they encounter ill health leaving them unable to work.</p> <p>Factoring in low income, alcohol and drug abuse, and mental health, the likelihood of people being in debt is immense. These people often believe that there is a stigma to seeking advice on debt or are unaware of how to access this support.</p> <p><u>Unemployment</u></p> <p>⁴Peterborough has an employment rate of 3.9% which results in insufficient household income leading to higher risks of carbon monoxide poisoning. Living in deprived areas limits opportunities and educational growth as only 32.3% of Peterborough's working age (16-24) have a degree or higher which is below the qualification rate for England. A lack of qualifications further complicates finding employment.</p> <p><u>Cost of living crisis</u></p> <p>Due to the cost-of-living crisis more people are experiencing fuel poverty and debt. Resulting in households having to turn their heating down or off completely which has negative effects on living conditions. People are living in cold and damp houses which heightens the risk of heart failure, respiratory problems, and early death. The pandemic has put major strain on finances and left many unemployed. ⁵As, universal credit scores increased by 2.7% in Peterborough during the pandemic, this has had knock-on effects with many struggling to pay their debts. With the cost of living drastically increasing many are struggling with inadequate income to heat their homes which is a risk to health.</p> <p><u>Effects of War</u></p> <p>War forces people out of their homes leaving everything behind including friends and family. The devastating effect of war leads to citizens fleeing their home country to a foreign country feeling frightened and scared of the unknown. ⁶Due to the conflicting war in Ukraine 89 refugees are living in Peterborough under the</p>
--	--

⁴ *Economy of Peterborough (2020) Varbes . Varbes . Available at: Cambridgeshire & Peterborough Local Economic Recovery Strategy (LERS) (2021) Document.ashx. Document.ashx. Available at: <https://cambridgeshirepeterboroughcagov.cmis.uk.com/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=g2SI9k%2BGVsFTmlGIGybfFduImJGMTJfAayH8RgRq9U%2F9exz1Mymow%3D%3D&rUzwRPf%2BZ3zd4E7lkn8Lyw%3D%3D=pwRE6AGJFLDNIh225F5QMaQWCtPHwdhUfCZ%2FLUQzgA2uL5jNRG4jdQ%3D%3D&mCTIbCubSffXsDGW9IXnlg%3D%3D=hFfIUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvdEw%3D%3D=hFfIUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJFF55vVA%3D&FgPIIEJYlotS%2BYGoBi5oIA%3D%3D=NHdURQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFF55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFF55vVA%3D&WGewmoAfeNQ16B2MHuCPMRKZMwaG1PaO=ctNJFF55vVA%3D> (Accessed: October 27, 2022). (Accessed: October 27, 2022).*

⁵ *Cambridgeshire & Peterborough Local Economic Recovery Strategy (LERS) (2021) Document.ashx. Document.ashx. Available at: <https://cambridgeshirepeterboroughcagov.cmis.uk.com/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=g2SI9k%2BGVsFTmlGIGybfFduImJGMTJfAayH8RgRq9U%2F9exz1Mymow%3D%3D&rUzwRPf%2BZ3zd4E7lkn8Lyw%3D%3D=pwRE6AGJFLDNIh225F5QMaQWCtPHwdhUfCZ%2FLUQzgA2uL5jNRG4jdQ%3D%3D&mCTIbCubSffXsDGW9IXnlg%3D%3D=hFfIUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvdEw%3D%3D=hFfIUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJFF55vVA%3D&FgPIIEJYlotS%2BYGoBi5oIA%3D%3D=NHdURQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFF55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFF55vVA%3D&WGewmoAfeNQ16B2MHuCPMRKZMwaG1PaO=ctNJFF55vVA%3D> (Accessed: October 27, 2022).*

⁶ Senior , M. (2022) *More refugees staying in Peterborough under Homes for Ukraine scheme, Cambridgeshire live . Cambridgeshire live . Available at: <https://www.cambridge-news.co.uk/news/local-news/refugees-peterborough-homes-for-ukraine-24360316> (Accessed: October 27, 2022).*

	<p>government's 'Homes for Ukraine' scheme. They are left unemployed and with limited financial funds.</p> <p><u>English not being the first language</u></p> <p>Seeking help is daunting for many, especially when there is a language barrier as effective two-way conversations become complex. ⁷Non-English-speaking citizens struggle to access or locate services that are available and often are frightened to leave their homes. As they do not feel social inclusion and feel an outsider in the local community due to being misunderstood. Hindering their ability to seek help due to fear of being misunderstood, as it is difficult for their needs to be communicated clearly. Consequently, this leads to isolation and the feeling of being left behind putting a strain on the front line as they seek help from the council, for translation and support on how to claim benefits or to read/understand their letters.</p> <p><u>Risk of exposure to Carbon Monoxide</u></p> <p>⁸Every year, around 40 people in the UK die of carbon monoxide poisoning. In addition, 4,000 people attend accidents and emergencies each year because of carbon monoxide and around 200 are left hospitalised. Issues such as fuel poverty and debt can lead to an increased risk of exposure to Carbon Monoxide. Limited household income can mean that many customers do not have the funds to have their gas appliances serviced regularly and/or purchase audible carbon monoxide alarms.</p>
<p>Scope and Objectives</p>	<p><u>Project Scope</u></p> <p>Cadent will invest £71,394.5 in COMPAS Charity - Gladstone Park Community Centre from the VCMA funding to deliver a one-year project.</p> <p>The one-year 2022-2023 agreement replicates other Centres for Warmth, whereby specialist benefits advisors are employed using the VCMA.</p> <p>Alongside specialist benefits advice, the centre will also offer essential information on carbon monoxide safety and the priority services register.</p>

⁷ S.N. Ramlan, S.N. et al. (2018) *The impact of language barrier and communication style in organizational culture on expatriate's working perform*, *Growing Science*. Management Science Letters. Available at: http://www.m.growingscience.com/msl/Vol8/msl_2018_38.pdf (Accessed: October 27, 2022).

⁸ *Carbon monoxide poisoning sends 4,000 people to A&E each year* (2011) GOV.UK. GOV.UK. Available at: Economy of Peterborough (2020) Varbes. Available at: Cambridgeshire & Peterborough Local Economic Recovery Strategy (LERS) (2021) Document.ashx. Document.ashx. Available at: <https://cambridgeshirepeterboroughcagov.cmis.uk.com/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=g2Si9k%2BGVsFTmIGybfFdUImJGMTJfAayH8RgRq9U%2F9exz1Mymow%3D%3D&rUzwRPf%2BZ3zd4E7lkn8Lyw%3D%3D=pwRE6AGJFLDNIh225F5QMaQWctPHwdhUfCZ%2FLUQzgA2uL5jNRG4jdQ%3D%3D&mCTIbCubSFfXsDGW9lXnlg%3D%3D=hFflUdN3100%3D&kCx1AnS9%2FpWZQ40DXFvEw%3D%3D=hFflUdN3100%3D&uJovDxwdjMPoYv%2BAJvYtyA%3D%3D=ctNJFf55vVA%3D&FgPIIEJYlotS%2BYGoBi5oIA%3D%3D=NhdURQburHA%3D&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3D&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3D&WGewmoAfeNQ16B2MHuCPMRKZMwaG1PaO=ctNJFf55vVA%3D> (Accessed: October 27, 2022). (Accessed: October 27, 2022). (Accessed: October 27, 2022).

The project will be to fund 2 full-time positions within our advice service. This will enable the centre to offer the service to a much wider number of clients from various communities. The aim is to provide the service in Czech, Slovak, Romanian, Portuguese, and Roma languages.

These services include:

- Issuing a range of advice including home energy efficiency, debt management, benefit entitlement checks/applications and gas safety
- The delivery of slow cooking classes designed to promote slow cooking as an affordable, energy-efficient, and healthy method of feeding a family
- Signing up appropriate residents to the PSR
- The delivery of carbon monoxide safety advice and where appropriate alarms

The service will help both the clients but also the front-line agencies as this will reduce the pressure on their services. The centre's ethos includes empowering people to learn new skills and to become less dependent on services. This is achieved by demonstrating to clients how to get the required service (i.e., when they need to update their Universal Credit log, demonstrate this on a computer in front of them and assist them to understand the system).

The funding will also enable them to support the advisors with training and equipment that will enable them to work efficiently.

The project aims to reach approximately 1800 - 2300 people over the course of the initial 12-month project. This total reach (some people will receive more than one service) will be divided between:

- 1800-2300 income maximisation/debt support
- 1800-2300 energy efficiency advice
- 1800-2300 carbon monoxide awareness
- 1800-2300 PSR sign conversations
- 1800-2300 general gas safety conversations

Project objectives:

The project contains a series of objectives that success will be measured against:

- To support customers across the project area living in isolation, fuel poverty and at risk of exposure to carbon monoxide.
- To deliver income maximisation/home energy efficiency advice to approximately 1800-2300 customers.
- To deliver slow cooking awareness sessions to approximately 200 people.
- To encourage and support signing up to the PSR for those customers that will benefit.

<p>Why the Project is Being Funded Through the VCMA</p>	<p>We believe that the project meets all the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <ul style="list-style-type: none"> a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project: <ul style="list-style-type: none"> 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 and education on carbon monoxide. More information can be found in the relevant section below. b. Either: <ul style="list-style-type: none"> i. Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or, ii. Provide awareness of the dangers of CO, or, iii. Reduce the risk of harm caused by CO. <ul style="list-style-type: none"> The project delivers services that meet all three elements of this criteria. For example, the specialist advisors will help households maximise their income, enabling residents to afford the cost of heating their home to an adequate level. The project will also raise awareness of the dangers of CO and promote registration to the PSR. c. Have defined outcomes and the associated actions to achieve these: <ul style="list-style-type: none"> Cadent and COMPAS Charity 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 licence obligations, and, <ul style="list-style-type: none"> This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions. e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding, <ul style="list-style-type: none"> This project will be solely delivered through Cadent's VCMA funding.
<p>Evidence of Stakeholder/Customer Support</p>	<p>This VCMA project is aimed at helping households from the wider communities that English is not their first language who are finding the need to eat into savings or reduce energy and food consumption because of the cost-of-living crisis. The project will offer essential support by helping households to maximise their income and use their energy more efficiently.</p> <p>The Gladstone Park Community Centre project "Here 2 Help" project aims to offer customers in vulnerable situations support, particularly those from the Romanian communities impacted by the cost-of-living crisis.</p>

"COMPAS Charity had been established in 2010 as a community group and transformed into CIO in 2017. There are three main strands that the charity focuses on:

1. Advice provision – we provide free advice to people from vulnerable groups (predominantly from the Romani communities and other migrant workers) in the areas of EU settlement scheme, welfare, job finding, housing etc. We provide advice face to-face (Peterborough, Kent, and Wales), and over the phone and social media.
2. Mentoring – COMPAS mentors work across 18 schools in Peterborough, Kent and Wales and support children from vulnerable communities.
3. Physical and Mental health provisions – providing services to reduce childhood obesity and mental health issues, especially amongst children and young people.

COMPAS stands for **COM**munity **PAR**tner**SH**ip, as it was built on the passion to promote community cohesion, bringing people from all over the world together.

Equal opportunities: We strive to support equal opportunities for each member of the community, to reduce inequalities from health to education and general wellbeing. We hope to contribute to the future society, where people will be seen as individuals rather than being labelled based on their race, sex, or background.

Investing in the future: We believe that supporting young people and children to grow their aspirations will bring a better future and equal opportunities for all future generations. We promote positive examples, as well as support people to follow their passions and grow their abilities and mindsets regardless of their background.

Cultural pride: We embrace cultural differences and believe that sharing cultural differences brings communities together, as well as combats prejudice, and support integration. We strive to preserve Roma heritage and embrace Roma traditions, to be passed onto the future generations and promote positive cultural identity.

Value of experience: We believe that only experience can equip someone to provide adequate support and genuine empathy, therefore all our staff has lived experience, or come from a minority background.

Aims and Objectives:

Relief in need of members of migrant communities by the provision of advice, support, and information or in any other way required; and by engaging with service providers, public bodies, institutions, and organisations to enable those entities to better adapt their services, policies, and activities to the needs of the migrant communities.

Promotion of social inclusion for the public benefit by working with people who are socially excluded on the grounds of their ethnic

	<p>origin, religion, belief, or creed (in particular, members of the Roma community) by developing the capacity and skills of members of that community to assist them to integrate with and participate more fully in society.</p> <p>The advancement of citizenship and community development by promoting a better understanding within British society; and by promoting civic responsibility, good citizenship, and volunteering</p> <p>The advancement of education (including social and physical training) of people in such ways as the charity trustees think fit, including by promoting the learning of native languages (including but not limited to Czech and Slovak); supporting parents to engage with their children's education; and mentoring and coaching young people".</p> <p>Our Customer Engagement Group (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 partnership with COMPAS Charity will allow Cadent to apply a holistic approach to supporting fuel poor households. Residents will receive a combination of services such as energy advice and benefit entitlement checks, all of which are designed to increase household income, help residents better manage their energy and tackling loneliness and social isolation.</p>
<p>Information Required</p>	<p>Description</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p>The partnership will form part of Cadent's wider Centres for Warmth network. The Centre for Warmth project model relies on the provision of VCMA funding, materials and resource to a community centre located in an area of high deprivation, fuel poverty, and carbon monoxide risk. The increased levels of funding, resource and materials enable the community centre to ramp up its existing support for customers in vulnerable situations.</p> <p><u>Project Outcomes</u></p> <p>The Gladstone Park Community Centre - Centre For Warmth "Here 2 Help" Project aims to achieve the following outcomes:</p> <ul style="list-style-type: none"> • Provide advice in European languages such as Czech, Slovak, Romanian, Portuguese and Roma over 12 months (5 days a week) • Provide slow cooking classes to local residents to promote the potential affordability, efficiency, and health benefits • Provide support to lonely local residents, ensuring that they can access the community centre and the services it offers • Provide residents with energy efficiency advice, carbon monoxide awareness and gas safety advice.

Associated Actions

The Gladstone Park Centre "Here 2 Help" project will implement the following associated actions to deliver the project's outcomes:

- Cadent's funding will be used principally to employ and train a community advisor. The advisor will have the skills to provide services aimed at tackling fuel poverty, support on energy efficiency measures, debt support and consolidation, benefits check entitlement and risk of exposure to CO and loneliness.
- Cadent will provide Gladstone Park Community centre with training to customer-facing staff on how to recognise the signs, symptoms, and dangers of carbon monoxide.
- Cadent will provide funding and equipment to enable the delivery of slow cooking classes. These classes will be aimed at promoting home energy efficiency, healthy eating, and money management.

Success Criteria

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

- Around 1800-2300 clients will receive specialist advice on identifying and accessing previously unclaimed benefits.
- Around 1800-2300 clients will receive an awareness conversation on the dangers of CO. Approximately 200 of the most at-risk households will also receive a CO alarm.
- Around 1800-2300 households will improve their awareness of the PSR, with around
- 1000 eligible households will also be supported to register.

Meeting the below indicators will help Cadent determine the success of the project:

- Centre clients will report increased levels of household income through working with the centre's specialist benefits advisors. The specialist benefits advisors will support households to identify and access previously unclaimed benefits.
- Clients will report reduced levels of anxiety in fearing a utility outage through be assisted to register to the Priority Services Register (PSR). Centre staff will all receive an awareness on the PSR and will help eligible households through the registration process.
- Clients will report an increased awareness on the dangers of carbon monoxide (CO) and have a reduced risk of harm caused by CO. This will be achieved through the centre's staff providing CO awareness conversations and distributing CO alarms to the most at-risk households.
- Client's mental health will improve from receiving the correct support required in their first language will which

	<p>make them feel confident in the advice they are receiving and build trust.</p>
<p>Project Partners and Third Parties Involved</p>	<p>Cadent will work in partnership with COMPAS Charity at Gladstone Community Park Centre to deliver the project "Here 2 Help".</p>
<p>Potential for New Learning</p>	<p>One of the main rationales behind funding the project is the number of local residents living in vulnerable situations and fuel poverty. The centres also focus on supporting isolated members of the community, an area that previous Cadent projects had not directly focused on. We believe that these stakeholders are trusted members of communities, and Cadent's partnerships with them allow us to engage previously difficult-to-reach customers with VCMA-funded services.</p> <p>There have been significant rises in the cost of living and fuel in 2022, and it is important that Cadent's support through the VCMA meets these changes. This Centre for Warmth agreement will offer Cadent insight into the new challenges faced by communities in 2022. This new learning will be circulated across Cadent's entire VCMA programme beyond just Centre for Warmth.</p> <p>This project will also offer good learning on customers' attitudes towards support offered by energy companies.</p>
<p>Scale of VCMA Project and SROI Calculations</p>	<p><u>The scale of VCMA Project</u></p> <p>Cadent will invest £71,394.5 in partnership with COMPAS Charity at Gladstone Park Community Centre over a 1-year period.</p> <p>The "Here 2 Help" project will support approximately 1800-2300 clients with a range of services.</p> <p>The project will benefit households near the community centre, and those in the wider area through the specialist benefits advisors and community outreach workers.</p> <p><u>SROI Calculations</u></p> <p>Investment = £71,394.5</p> <ul style="list-style-type: none"> • An average of 2050 clients supported with Income Maximisation Services = £3,520,075.50 • An average of 2050 clients given advice on energy efficiency = £753,928.50 • An average of 2050 clients advised on CO = £17,891.85 • 1000 PSR sign-ups = £143,890.00 <p>5-year Gross Present Value = £4,435,785.85 1- year Gross Present Value = £887,157.17</p> <p>5-year Social Return on Investment =£4,364,391.35 1-year Social Return on Investment = £872,878.27</p> <p><u>Supporting households to maximise their income</u></p>

	<p>Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to maximise their income. SIA Partner's 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.</p> <p>SIA Partners calculated an average 5-year gross present value of supporting households to maximise their income of £1,717.11 per household and £3520,075.50 across the average 2050 clients over the 5 years.</p> <p><u>Educating customers on the dangers of carbon monoxide</u></p> <p>Cadent also employed SIA Partners to evaluate the forecasted social return on investment of several RII0-GD2 business plan elements. These elements included CO education, CO alarm distribution and the repair/replacement of gas appliances.</p> <p>SIA Partners pointed to a number of factors that influenced the social value generated by educating customers on the dangers of carbon monoxide:</p> <ul style="list-style-type: none"> • A reduction in A&E visits linked to CO; • A reduction in long-term hospitalisations linked to CO; • A reduction in deaths caused by CO; • A reduction in time off work due to injury caused by CO; • A reduction in ambulance call-outs linked to CO; <p>SIA Partners calculated the average 5-year gross present value of a Co-educational conversation to be £8.73 - this is based on a 1-2-1 conversation with an 80% retention rate.</p> <p><u>Supporting households to register to the Priority Services Register</u></p> <p>Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to register to the PSR. SIA Partner based their analysis on the DNO proxy bank value for an avoided stress management course.</p> <p>SIA Partners evaluated an average 5-year gross present value of £143.89 for a single PSR registration and an average of 5 - year gross present value of 1000 PSR sign-ups £143,890.00</p>
<p>VCMA Project Start and End Date</p>	<p>Project start date: 15/11/2022 Project end date: 14/11/2023</p>
<p>Geographical Area</p>	<p>The project will be delivered in Cadent's East Anglia network and will provide benefits to customers located in Peterborough.</p>
<p>Remaining Amount in the Allowance at Time of Registration</p>	<p>To be confirmed upon receipt of Director of Sustainability and Social Purpose sign-off.</p>

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 PEA Peer Review	
Date Immediate Team Peer Review Completed: 21/03/23	Review Completed By: Gemma Norton
Stage 2: Sustainability and Social Purpose Management Review	
Date Management Review Completed: 21/03/23	Review Completed By: Phil Burrows
Step 3: Director of Sustainability and Social Purpose Sign-Off: Mark Belmega	
Director of Sustainability and Social Purpose Sign-Off Date: 22/03/23	
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 2023	
Date that Notification Email Sent to Ofgem: March 2023	