

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA) *Centres For Warmth – Intact*

Kerry Doyle – Student, Customer Safeguarding Support
January 2023

Updated April 2024 (Aamina Vhora)



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	Ingol and Tanterton Community Trust (Intact) - Centre for Warmth
Funding GDN(s)	Cadent company - Specific project
New/Updated	Updated April 2024
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable
Date of PEA Submission	January 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)	<p>Centre Costs: £140,000.00 Carbon Monoxide Alarm Costs: £5,200.00 (400 x alarms) Slow Cookers: 160 = £3,922.08 (Small Slow Cookers £18.98 x 60 Slow Cookers Large 27.84 x 100)</p> <p>Total VCMA funding: £149,122.08</p> <p><u>Updated April 2024</u></p> <p>Additional funding provided includes a project called 'Empowering Communities through Nourishment and Skill-building: A Holistic Approach to Affordable, Healthy Cooking'.</p> <p>In addition to the above, we have extended the project till the end of the price control.</p> <p>Centre costs: £168,165.13 Slow cookers: £7,795.20 Leaflets: £1,763.64 Project Management cost (4%): £13,073.84</p> <p>Total additional cost: £190,797.81</p>
Total VCMA Funding Required (£k)	<p>£149,122.08</p> <p><u>Updated April 2024</u></p> <p>£339,919.89</p>
Problem(s)	Ingol is an area located on Cadent's Northwest network and is in one of the highest areas of deprivation. Ingol has a population of 7,369 and is in the top 7% most deprived postcodes in England. High levels of deprivation are usually linked to much wider issues such as financial adversity, increased carbon monoxide risk, fuel poverty and fuel debt.

Fuel Poverty

¹14.6% of households in the Lancashire area are living in fuel poverty according to a Lancashire County Council report. Statistics from the Ingol Ward profile in 2017 show 37% of Ingol households are in social housing and Ingol has 13.8% lower than average income. People living in fuel poverty are more likely to be unemployed and on a lower household income. As a result, quality of life decreases due to houses being poorly insulated. This puts lives in danger, as homeowners cannot afford to have their gas appliances serviced regularly, so are unaware of any faults with their appliance or turn their heating down or completely off, causing houses to become damp and mould to form. This is a major problem as it increases the risk of conditions like respiratory issues, heart problems, high blood pressure and depression/anxiety. All of these conditions putting strain on front-line services as more seek medical attention.

Fuel Debt

Those facing fuel debt are more likely to be living in a low-income household. A quarter of households in Ingol depend on Tax credits according to statistics from the Ingol Ward Profile 2017. Due to the cost of living and fuel prices rising to a high, many households are finding themselves in unmanageable debt forcing them into a position where there is a choice between heating or eating.

CO Education

Every year around 40 people die of carbon monoxide poisoning. An additional 4,000 people attend accident and emergency each year because of carbon monoxide poisoning. 2,000 people are left hospitalised.

High fuel poverty and household debt can have significant impact on a customer's risk of exposure to the dangers of carbon monoxide. As there is a lack of awareness and understanding of carbon monoxide safety. Those in low-income households do not have sufficient income to have their gas appliances serviced regularly. Putting their lives at risk as they are oblivious to any faults with gas appliances and unaware of the serious harm Carbon Monoxide can cause.

Mental health conditions

In 2022, the rises of fuel and cost of living has put a strain on many people's mental health. ²The uncertainty caused by the cost of living has pushed money worries to the front of individuals minds. Often, those who are experiencing feelings of money worries, experience feelings of embarrassment and are unsure of how to access help. Increasing, levels of depression, anxiety and stress as individuals face difficult decisions about affordability. Consequently, this group become socially isolated and hinders people's ability to make decisions. Putting strain on front-line services.

Updated April 2024

Economic challenges faced by the community result in limited budgets for food. Families may struggle to afford nutritious

¹ <https://www.lancashire.gov.uk/lancashire-insight/deprivation/fuel-poverty/>

² <https://www.mentalhealthandmoneyadvice.org/en/managing-money/cost-of-living-crisis-and-your-mental-health/how-the-cost-of-living-crisis-might-affect-your-mental-health/>

	<p>ingredients, leading to compromised dietary choices that may not align with long-term health goals. Many community members are unaware of energy-efficient cooking methods, such as slow cookers, leading to unnecessary expenses and an environmental impact. This lack of awareness contributes to higher utility bills and strains on already limited resources.</p> <p>The Challenge: Community Deprivation and Rising Need</p> <ol style="list-style-type: none"> 1. Vulnerable Population in Crisis <ul style="list-style-type: none"> • Since January 2023, over 1,800 people have accessed Intact’s services, with 480 of these being new users in urgent need of support. • Many are isolated, vulnerable, or in crisis, grappling with issues such as food and fuel insecurity, debt and the complexities of benefits entitlements, including pension credit entitlement. • Rising inflation and energy costs are pushing more residents into desperate situations, creating a growing demand for support. 2. Mental Health Crisis <ul style="list-style-type: none"> • The pandemic and cost-of-living crisis have exacerbated mental health challenges, with anxiety, depression, and loneliness now among the most pressing issues. • Debt, food and fuel insecurity, and the stress of navigating threatening letters regarding council tax, rent, and utility bills further erode well-being.
<p>Scope and Objectives</p>	<p><u>Project Scope</u> Cadent will provide Ingol and Tanterton Community Trust (Intact) with £149,122.08 VCMA funding to deliver a two-year project.</p> <p>The 2023-2025 agreement replicates other Centre for Warmth model, whereby specialist advisors are employed using VCMA funding.</p> <p>The centre will also provide essential information on carbon monoxide safety and energy efficiency advice. Offering 4 community events yearly, quarterly multi-agency drop-in programmes and monthly community outreach sessions.</p> <p>The project will be to fund two-full time posts, an energy/fuel poverty advisor, and an outreach/ events worker. These staff will support clients experiencing fuel poverty and hardship to maximise household income, reduce outgoings, build financial wellbeing and independence.</p> <p>The funding will enable Intact to continue to provide essential services to clients that need support now more than ever. Funding will help tackle increasing gas, electric and water bills allowing the centre to keep their doors open and support the vulnerable community.</p> <p><u>Project objectives</u> The following objectives are what Cadent will use to measure the success of the Centre for Warmth:</p> <p>The centre will reach approximately 3,125 clients across the initial 2-year period.</p>

- 300 clients supported to help write off their fuel debt.
- Support 300 clients to manage their fuel debt.
- The centre will reach around 400 clients on Carbon Monoxide awareness and 400 audible Carbon Monoxide alarms.
- The centre will reach around 450 with energy efficiency advice.
- The centre will reach around 1,200 with energy advice.
- The centre will reach around 300 with budgeting and money management advice.
- The centre will reach around 3125 clients by raising awareness of the PSR and supporting 400 eligible households to register with the support from centre staff.

The total reach of services = 3125
Total footfall through centre= 3750

Centre Volunteers will reach around 625 clients, providing advice and awareness of carbon monoxide, energy efficiency, PSR, income maximisation and debt. Which is the difference between the total reach of services and footfall through the centre.

Updated April 2024

Cadent will provide Ignol and Tanterton Community Trust (Intact) with an additional £190,797.81 for a 14.5 month project extension. The funding will enable the centre to provide the additional services listed below.

- **Improve Energy Resilience:**
 - Help residents address fuel debt and energy challenges while promoting fuel efficiency and cost savings.
 - Increase registrations for the Priority Services Register, ensuring vulnerable households receive vital protections.
- **Raise Energy Awareness:**
 - Deliver workshops to educate residents about carbon monoxide safety and energy-saving practices.
 - Provide practical advice on grants, benefits, and other support mechanisms for managing energy costs
- **Community and Social Benefits:**
 - Use the food pantry to foster a sense of belonging, build friendships, and reduce isolation through organised activities and interactions.
 - Strengthen connections between residents and support services to create a more cohesive community.
- **Improved Health and Well-Being:**
 - Provide fresh, diverse foods through the pantry, promoting better nutrition and well-being for families and individuals.
 - Empower participants with the skills to prepare balanced meals using energy-efficient methods, such as slow cooking.

	<ul style="list-style-type: none"> • Financial Stability: <ul style="list-style-type: none"> ○ Support residents in negotiating with utility providers and accessing budgeting advice to alleviate financial hardship. ○ Maximize household incomes through benefit entitlement checks and energy cost savings.. ○ Help residents save money by making the most of pantry resources, saving an average of £21 per week on groceries, and learning cost-effective cooking practices. • Holistic Support Services: <ul style="list-style-type: none"> ○ Offer practical energy advice alongside food and nutritional education, creating a comprehensive program that addresses multiple community needs. <p><u>Project Objectives</u></p> <p>The success of the project will be measured against achieving the additional objectives:</p> <ul style="list-style-type: none"> • Deliver PSR advice to 750 individuals. • Register 200 individuals to the PSR. • Provide income maximisation advice, such as supporting with applying for benefits, to 2,700 individuals. • Provide 1,470 individuals with energy efficiency advice and engaging over 100 members via the ‘food pantry’ to combine access to food with energy saving and healthy living education. • Provide slow cookers for dedicated ‘Cook and Eat’ sessions and as individual needs emerge. • Provide carbon monoxide awareness conversations to 1,470 individuals. • Distribute 370 carbon monoxide alarms.
<p>Why the Project is Being Funded Through the VCMA</p>	<p>We believe that the project meets all of the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <p>a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project:</p> <p>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.</p> <p>b. Either:</p> <p>i. Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or,</p> <p>ii. Provide awareness of the dangers of CO, or,</p> <p>iii. Reduce the risk of harm caused by CO;</p> <p>The project delivers services that meet all three elements of this criteria. The project will raise awareness of the dangers of CO and promote registration to the PSR.</p>

	<p>c. Have defined outcomes and the associated actions to achieve these:</p> <p>Cadent and Intact have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below.</p> <p>d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and,</p> <p>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions.</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 solely delivered through Cadent's VCMA funding.</p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>The 'Restoring Reassurance by Building Financial resilience and capabilities' project at Ingol and Tarterton Community Trust (Intact) aims to offer those living in vulnerable situations support. Especially, single parent families, lower income households and those who suffer with mental health conditions.</p> <p>This project aims to help disadvantaged people who are on lower incomes, tax credits, food, and fuel insecurity.</p> <p><u>Intact's main strands of focus are:</u></p> <ul style="list-style-type: none"> • The Centre for Warmth partnership with Intact will enable Cadent to support fuel poor households in a holistic approach. Clients will receive a combination of services such as energy advice and benefit entitlement checks, all of which are designed to increase household income and help residents better manage their energy. • To provide a service to ensure income maximisation, through benefit entitlement checks and effective budgeting advice. Making referrals to local councils, other agencies that administer crisis payments including provision of household items that will conserve or reduce energy consumption. • To provide excellent community advice which will enhance and contribute to the quality of life to residents living in Ingol. <p><u>Aims and Objectives</u></p> <ul style="list-style-type: none"> • Tackling isolation, fuel poverty and promoting awareness of carbon monoxide, recognising these as important issues in communities. • Provision of advice, support, and information to members of the community. By engaging with public bodies, service provider, institutions, and organisations to help adapt services and activities to benefit the needs of the community.

	<ul style="list-style-type: none"> • Promotion of inclusion within the community building more relationships with local people. Address fuel debt, fuel efficiency and hardship issues. Spreading awareness of services available and what benefits clients are eligible for. • Provide impartial energy efficiency, fuel poverty/debt and CO advice via telephone, in the centre, at community events or at general planned events. <p><u>Updated April 2024</u></p> <p>Since inception, the Centres for Warmth model has focused on tackling fuel poverty by enabling energy efficiency advice and income maximisation support, amongst other areas.</p> <p>In response to the ongoing cost-of-living and energy crisis, Intact is always looking at ways of trying to sustain operations and meet the rising demand for their services.</p> <p>Quote from Centre Manager:</p> <p>“Intact’s work over the past 12 months has been crucial in supporting the community through unprecedented challenges. We have successfully adapted and expanded our services to meet the rising demand, but the ongoing cost-of-living and energy crisis continue to strain our resources. With your continued support and funding, we aim to sustain and further develop our initiatives, ensuring that we can continue to provide indispensable services to our community. We look forward to continuing our relationship to make a lasting impact on the lives of those we serve.”</p> <p>“Intact’s continued presence in Ingol is vital. Without Cadent’s support, rising operational costs and growing demand for services risk overwhelming the charity, leaving vulnerable residents without the help they need. Cadent has the opportunity to make a lasting difference, ensuring Intact can continue its essential work, support the community, meet the evolving challenges of poverty and well-being in Ingol, as well as enabling Cadent to reach many of your own strategic outcomes. Your investment will secure Intact’s future, helping us to build a stronger, healthier, and more empowered community.”</p>
Information Required	Description
Outcomes, Associated Actions and Success Criteria	<p>The VCMA project forms part of Cadent’s wider Centre for Warmth network. The Centre for Warmth project model ensures resources, materials and VCMA funding are allocated to a community centre located in an area of high deprivation. Enabling, the community centre to enhance and expand existing support for customers in vulnerable situations.</p> <p>This project will be delivered in partnership with Ingol and Tanterton Community Trust (Intact). The project aims to support around 3,125 clients with energy/safety/health and debt issues over a two-year period.</p> <p><u>Project Outcomes</u></p>

The 'Restoring Reassurance by Building Financial resilience and capabilities' Centre for Warmth aims to achieve the outcomes listed below:

- Provide tailored made programme to provide training/awareness of energy saving measures
- Provide weekly drop-in service, providing services to support with fuel poverty, housing debt and benefits problems.
- Provide carbon monoxide sessions quarterly to promote awareness of the dangers of CO.

Associated Actions

- Clients' mental health will be improved through receiving support with fuel poverty. Having confidence in the advice they are receiving, understanding the information, and allowing a trusted relationship to form.
- The project will tackle mental health and food insecurity.
- An increased awareness of carbon monoxide safety and the dangers of the poisonous gas. There will be a reduced risk of harm to CO and a decrease in hospital admissions. This will be accomplished by quarterly carbon monoxide awareness sessions on CO and distributing audible alarms to the households at greatest risk.
- Increased levels of awareness in specific topic areas and an increase in household income. Cadent will fund one full time advisor and one outreach/events worker. Supporting clients on energy efficiency, debt, benefit entitlement checks and mental health.

Success Criteria

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

- Approximately, 3,125 clients will be reached through the project across the initial two-year period.
- The centre will reach around 300 clients fuel debt written off.
- The centre will reach around 300 fuel debt managed
- The centre will reach around 400 clients on Carbon Monoxide awareness and 400 audible Carbon Monoxide alarms.
- The centre will reach around 450 with energy efficiency advice.
- The centre will reach 1,200 with energy advice.
- The centre will reach around 300 with budgeting and money management advice.
- The centre will reach around 3,125 clients raising awareness of the PSR and supporting 400 eligible households to register with the support from centre staff.

Total reach of services = 3125

Total footfall through centre= 3750

Centre Volunteers will reach around 625 clients, providing advice and awareness of carbon monoxide, energy efficiency, PSR, income maximisation and debt. Which is the difference between the total reach of services and footfall through the centre.

Updated April 2024:

Project Outcomes and Associated Actions

The additional funding will enable the centre to extend for an additional 14.5 months to continue delivering the 'Centre for Warmth' project.

The additional funding will enable the coordination and delivery of many actions including:

- **Energy Advice and Support**
 - Assist residents with fuel debt, changing energy-related behaviors, and finding sustainable solutions to energy issues
 - Sign individuals up to the Priority Services Register
 - Raise awareness of carbon monoxide safety through workshops and community events.

- **Community Engagement and Home Energy Costs Savings**
 - Provide advice on energy efficiency and grants, benefits, and crisis payments that help with heating and utility bills.

- **Food Pantry Integration**
 - Leveraging the weekly food pantry to support project objectives, engaging over **100 members** in initiatives that combine access to food with slow cooking, energy-saving and healthy living education.

- **Healthy Living and Nutrition.**
 - Conduct hands-on **cook-and-eat sessions** focusing on slow cookers to reduce energy use and teach participants to prepare affordable, healthy meals.

Success Criteria

The services listed below will be provided via Intact Centre for Warmth. Dedicated advisors will deliver services and activities to address all the vulnerabilities experienced by people within the community covering the full demographic.

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

- Deliver PSR advice to 500 individuals.
- Register 200 individuals to the PSR.
- Provide income maximisation advice, such as supporting with applying for benefits, to 2,500 individuals.
- Provide 1,200 individuals with energy efficiency advice.
- Provide 90 slow cookers at dedicated 'Cook and Eat' sessions and as individual needs emerge.
- Provide carbon monoxide awareness conversations to 1,470 individuals.
- Distribute 370 carbon monoxide alarms.

Project Partners and Third Parties Involved

Cadent will work in partnership with Ingol and Tanterton Community Trust (Intact) to deliver the project.

<p>Potential for New Learning</p>	<p>The 'Restoring Reassurance by Building Financial resilience and capabilities' Centre for Warmth project offers several areas of potential learning that Cadent can adopt for other VCMA funded projects in RIIO-GD2.</p> <p>One of the main rationales behind funding the project is the number of residents living in deprived and vulnerable situations. In 2022, there have been significant rises in fuel and cost of living. Through the VCMA funding, Cadent can support these changes. The VCMA project will give insight for Cadent to identify the new challenges faced by communities in 2022, with findings shares Cadent's VCMA programme.</p> <p><u>Updated April 2024:</u></p> <p>Expected benefits and learning outcomes:</p> <ol style="list-style-type: none"> 1. Increased household resilience to energy and financial challenges, demonstrated by greater PSR registrations, reduced energy costs, and improved financial stability. 2. Improved physical and mental well-being of residents through better nutrition, reduced isolation, and enhanced community engagement. 3. Enhanced sustainability by reducing food waste and promoting energy efficiency behaviors within households. 4. Strengthened community ties and personal growth opportunities through volunteering and skill-building initiatives. <p>By regularly analysing these strategies, the project will remain aligned with community needs, demonstrate measurable impact, and provide evidence for future funding and support.</p>
<p>Scale of VCMA Project and SROI Calculations</p>	<p>Cadent will invest £149,122.08 in partnership with Intact for the project 'Restoring Reassurance by Building Financial resilience and capabilities' Centre for Warmth. Delivering support and a range of services to 3,125 clients over a two-year period.</p> <p>SROI Calculations:</p> <p>Investment: £149,122.08</p> <ul style="list-style-type: none"> • 300 fuel debt written off =£252,822 • 300 fuel debt managed = £46,965 • 400 CO awareness = £3,491.90 • 400 CO alarms = £2,181.93 • 400 income maximisations= £686,844 • 300 food pantry = £29,610 • 1,425 energy efficiency advice = £524,072.25 • 230 people social isolation and loneliness= £431,250 • 320 people slow cookers = £75,654.40 • Total reach around 3125 per year <p>*Per annum</p> <p>5-year gross present value= £1,837,266.48 5-year social return on Investment= £1,688,144.40</p> <p>(minus investment Centre Costs: Carbon Monoxide Alarm:</p>

Slow cooker costs: £3,922,08 (60) x small £1,138.80 and (100) x large slow cookers £2,784

1 year Gross Present Value= £367,453.296

1 year Social Return on Investment= £337,628.88

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. 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.

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

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 callouts linked to CO;

SIA Partners calculated the average 5-year gross present value of a Co-educational conversation to be £8.73 - this is based on a 1-2-1 conversation with an 80% retention rate.

Distributing carbon monoxide alarms to the most at-risk households

Approximately 400 of the most at-risk households will receive a free Carbon Monoxide alarm over the course of the two-year project.

SIA Partners calculated the average 5-year gross present value of issuing a Carbon Monoxide alarm to be £10.91

The Cost of Loneliness

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

³BBC report found that 46% of England's urban population are aged 65 or over.

⁴One-fourth of the population aged 65 years and older reported feelings of loneliness.

⁵Social 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.

⁶The health foundation reported that 21% of older people who live alone, or face feelings of loneliness visit their GP at least once a month. This places pressure on front-line services since many people who experience loneliness think of their GP as someone they can relate to and who will listen to them, engaging in an open, friendly dialogue.

The Centres for Warmth project aims to reach 3,125 urban customers. 46% of which will be aged 65 and over. This equates to 1,437.5 customers.

⁷Campaign 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.

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.

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

This equates to an overall benefit of £431,250 for 2x year only as the risk of experiencing loneliness and isolation can increase again after the project stops delivering support.

3125 people using centre
46% of the population are over 65 = 1437.50 people
25% of 1437.50 people are lonely with health conditions = 359.375 people
359.375 people X £1200 (£600 per annum) = £431,250

Updated April 2024:

Cadent will invest a further £190,797.81 of VCMA funding to deliver the project extension until 31st March 2026.

Total investment: £339,919.89

Please note that the reach figures from January 2023 – January 14th 2025 below have been taken from actuals reported.

⁴ <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html#:~:text=Older%20adults%20are%20at%20increased,the%20amount%20of%20social%20contact>

⁵ <https://link.springer.com/content/pdf/10.1007/s00127-019-01733-7.pdf>

⁶ <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>

⁷ <https://campaigntoendloneliness.org/guidance/wp-content/uploads/2015/06/StatisticsGFLA.pdf>

	<ul style="list-style-type: none"> • 2,314 individuals will receive advice on energy efficiency = £851,019.78 • 5,566 individuals will receive in-depth on-to-one advice on income maximisation = £9,557,434.26 • 2,980 individuals will receive education on the dangers of carbon monoxide poisoning = £26,015.40 • 431 individuals will be aided to register to the PSR = £62,016.59 • 341 individuals will be provided with a slow cooker = £80,619.22 • 837 individuals will attend the centre to help alleviate isolation and loneliness over the duration of the project = £1,611,225.00 <p>Total investment cost = £339,919.89</p> <p>Five-year gross present value = £12,188,330.25 One-year gross present value = £2,617,621.05</p> <p>Five-year net present value = £11,848,410.36 One-year net present value = £2,543,060.01</p> <p>SROI Ratio: £1:35</p>
VCMA Project Start and End Date	<p>Start Date: January 2023 End Date: January 2025</p> <p><u>Updated April 2024</u></p> <p>Start Date: 15th January 2025 End Date: 31st March 2026</p>
Geographical Area	<p>The project will be delivered in Cadent's Northwest network. Supporting communities and benefitting customers located in Ingol, Preston.</p>
Remaining Amount in the Allowance at Time of Registration	<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 Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 12/01/2025	Review Completed By: Emma Turnbull
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 29/01/2025	Review Completed By: Guv Dosanjh
Step 3: Head of Customer Vulnerability Social Programmes Sign-Off: Phil Burrows	
Head of Customer Vulnerability Social Programmes Sign-Off Date: 13/02/2025	
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 2025	
Date that Notification Email Sent to Ofgem: March 2025	