

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)
Crabtree Community Centre – Centre for Warmth

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

Section 1 - Eligibility criteria for company-specific projects (other than condemned essential gas appliance repair and replacement)	
In order to qualify as a VCMA project, a project must:	
VCMA Eligibility Criteria	Criteria Satisfied (Yes/No)
a) Have a positive, or a forecasted positive, Social Return on Investment (SROI) and Net Present Value (NPV) including for the gas consumers funding the VCMA Project (GDNs should use a common SROI model.	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 license 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	
To qualify as a VCMA Project, essential gas appliance servicing must meet the following criteria:	
a) Either: <ul style="list-style-type: none"> i. A GDN has had to isolate and condemn an essential gas appliance following a supply interruption or as part of its emergency service role; or ii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in the owner-occupied home of a customer in a Vulnerable Situation where an occupier of the property suffers from a permanent or temporary health condition that makes them more vulnerable to health risks associated with cold homes; or iii. A GDN or its Project Partner has identified an essential gas appliance which has not been serviced in the last 12 months in a tenant-occupied home of a customer in a Vulnerable Situation where it is the tenant's responsibility to maintain the essential gas appliance, where an occupier of the property suffers from a permanent or temporary health condition that 	N/A

makes them more vulnerable to health risks associated with cold homes.	
b) The household cannot afford to service the essential gas appliance, which is assessed against criteria consistent with the Energy Company Obligation (ECO4) Guidance: Delivery document 1 (see Appendix 1).	N/A
c) Sufficient funding is not available from other sources (including a social or private landlord, national, devolved, local government funding) to fund the essential gas appliance service.	N/A

Section 3 - Eligibility criteria for Collaborative VCMA Projects	
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	Centre for Warmth – Crabtree Community Centre
Funding GDN(s)	Cadent company specific project
New / Updated (indicate as appropriate)	New
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable
Date of PEA Submission	June 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 Number: 07773 545451
Total Cost (£k)	Centre Costs: £75,098.00 Large slow cookers costs: £3,062.40 Leaflets: £1,470.00 Heated Blankets: £3,790.00 Plaque: £30.00 Project Management costs: £3,338.01

Total VCMA Funding Required (£k)	£86,788.41
Problem(s)	<p>Crabtree is in Bulwell which is one of the most disadvantaged areas in the city of Nottingham. Over 70% of local people live in council accommodation, made-up of family type accommodation, flats and bungalows housing single people or those with disabilities.² The community has a high number of families and single people in receipt of benefits or on a low income and experiencing financial hardship in terms of energy and food and staying 'afloat' financially continues to present a challenge for many. There is a considerable number of older people who are in a position of vulnerability and experiencing loneliness and isolation, which places the older population at risk of fuel poverty.</p> <p>Crabtree Community Centre provides a safe, warm, and inclusive 'hub' for people to access help, support, gain new skills or find companionship.</p>
Scope and Objectives	<p><u>Project Scope</u></p> <p>Cadent will invest a total of £86,788.41 of VCMA funding to deliver a 22-month project in partnership with the Crabtree Community Centre.</p> <p>The 2024-2026 agreement will replicate other Centre for Warmth models, whereby specialist advisors are employed using VCMA funding. The centre will provide essential information and support on carbon monoxide (CO) safety, energy efficiency advice and the priority services register (PSR).</p> <p>The funding will provide individuals with access to advice on income maximisation and energy efficiency. It will use food/refreshments and free wellbeing activities as a 'hook' to engage local people. The overarching aim is to reach the most vulnerable individuals in the community and make a difference to their living conditions and overall quality of life. The group will achieve this by promoting the scheme through local community champions, leaflet drops and promotion on social media. The group will establish a referral system so existing partners involved in the Centre can refer local people into the project.</p> <p>There will be a robust monitoring system to ensure outcomes are captured. Follow-up with individuals that have accessed the service will be made to capture outcomes including how much money they have saved on benefit or through energy advice, behaviour changes such as a move to healthy eating and increased levels of safety in the home.</p> <p>The group will capture whether individuals have accessed other interventions because of the project including training to become a community energy champion.</p> <p><u>Project Objectives:</u></p> <p>Crabtree Community Centre will employ advisors to deliver advice on income maximisation and energy efficiency advice. CO and PSR awareness will be raised by individuals attending the Centres for Warmth (many of whom are elderly), via the</p>

² Crabtree Community Centre Proposal

community kitchens, at events attended by community staff, and via the welfare support officers.

To generate a positive social return on investment - see the below relevant section for more details.

Service(s)	Summary of Service(s)	Expected Number of individuals Reached
Energy advice	Warm hub at Crabtree Community Centre Satellite sessions	375 250
Educate individuals on carbon monoxide	Warm hub plus ad hoc sessions	975
Provide CO alarms	Warm hub Social eating group Café Food bank (advice sessions) Satellite sessions	975
Raise awareness on the PSR register	Warm hub Social eating group Café Food bank	975
Sign families onto the PSR	Warm hub Food bank (advice sessions)	600
Offer income maximisation advice, such as supporting with applying for benefits	Warm hub Social eating group Café Food bank Satellite sessions	975
Expected reach across all services	The group will engage with 900 people per year. This total across the two-year duration of the project is 1800	900 per year

Why the Project is Being Funded Through the VCMA

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

	<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><i>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.</i></p> <p>b. Either:</p> <p>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;</p> <p><i>The project delivers services that meet all three elements of this criteria. For example, the specialist advisors will help households maximise their income, enabling individuals 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.</i></p> <p>c. Have defined outcomes and the associated actions to achieve these:</p> <p><i>Cadent and Crabtree Community Centre have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below.</i></p> <p>d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and,</p> <p><i>This method of delivering support to customers in vulnerable situations falls outside of Cadent's BAU activities and other licence conditions.</i></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><i>This project will be solely delivered through Cadent's VCMA funding.</i></p>
<p>Evidence of Stakeholder/Customer Support</p>	<p>Temperature Checks – we complete periodic ‘temperature checks’ with a cross section of our customer base, including our Customer Forum. These demonstrate that customers continue to support the key measures that we identified when developing our RII0-2 plan, with a heightened requirement to support people with the cost-of-living crisis – hence this.</p> <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 Citizen’s Advice, NEA and a suite of other charities operating in this space to co-create several additional initiatives that Cadent could offer to its customers. This was one of these initiatives.</p>

	<p>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.</p> <p>Centres for Warmth – the teams running the centres also fed into the development of this initiative, when considering the successes of the existing centre projects and opportunities for enhancements, based on the specific needs of the customers / households already being supported.</p> <p>Stakeholder feedback – Working with various Stakeholders we can understand the needs of customers living in vulnerable situations across our networks. Regular conversations and check ins with organisations such as Citizens Advice, National Energy Action, and Groundwork. These regular check ins allow us to gain feedback on the projects we are or should be supporting and ensuring that the projects are in the best interests of our customers. The guidance we are being given is consistently around supporting customers living in fuel poverty.</p> <p>Stakeholder feedback – We have sent out questionnaires to organisations we deal with and some that have an interest in the customers we are looking to support, and we have received overwhelming support and confirmation that the projects we are supporting are appropriate and are helping those most at risk.</p>
<p>Information Required</p>	<p>Description</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p><u>Project outcomes</u></p> <p>The partnership with Crabtree Community Centre 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 Crabtree Community Centre, Centre for Warmth project aims to achieve the following outcomes:</p> <ul style="list-style-type: none"> • Individuals will report increased levels of household income. • Individuals will report an increased awareness on the dangers of CO and have a reduced risk of harm caused by CO. • Provide support to lonely local individuals, ensuring that they can access the community centre and the services it offers. • Provide individuals with energy efficiency advice and carbon monoxide awareness. • Individuals will report reduced levels of anxiety in fearing a utility outage.

	<ul style="list-style-type: none"> • Individuals will report an increased knowledge of cooking on a budget, healthy cooking, and use of a slow cooker to save on energy. • Tackle loneliness and isolation. <p><u>Associated Actions</u></p> <p>The Crabtree Community Centre will implement the following associated actions to deliver the project's outcomes:</p> <ul style="list-style-type: none"> • Individuals will report increased levels of household income through working with the centre's specialist benefits advisors. • Specialist benefits advisors will support households to identify and access previously unclaimed benefits. • Individuals will report reduced levels of anxiety in fearing a utility outage through be assisted to register to the PSR. Centre staff will all receive an awareness on the PSR and will help eligible households through the registration process. • Individuals will report an increased awareness on the dangers of 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. • Individuals will report an increased knowledge of reducing their energy usage by using a slow cooker from attending a slow cooking course at a centre. • Individuals will report a better awareness of energy efficiency measures. • Individuals will report an improvement in their mental health because of attending the centres. <p><u>Success Criteria</u></p> <p>The success of the project will be measured against meeting the below criteria:</p> <ul style="list-style-type: none"> • 975 individuals will receive specialist advice on identifying and accessing previously unclaimed benefits. • 675 individuals will receive help and support on energy efficiency. • 975 individuals will receive an awareness conversation on the dangers of CO. 975 of the most at-risk households will also receive a CO alarm. • 975 individuals will improve their awareness of the PSR. 600 individuals will be registered for PSR. • 110 individuals will improve their knowledge of using a slow cooker to help lower their energy consumption.
Project Partners and Third Parties Involved	Cadent and The Crabtree Community Centre
Potential for New Learning	Every area within Cadent's network sees households suffering from the same issues, fuel poverty and low-income. Cadent have learned that each area also has issues specific to them and these are dealt with differently. To help increase cross network understanding Cadent have set up a forum for the Centres for Warmth.

	<p>Every quarter we will meet and discuss assorted topics, share stories, tips, and best practice but most importantly resources.</p> <p>Cadent will continue to listen to our partners to try to improve the support and services where possible, through our centre for warmth partnerships to assist our most vulnerable customers.</p>
<p>Scale of VCMA Project and SROI Calculations, including NPV</p>	<p><u>Scale of VCMA Project</u></p> <p>Cadent will invest £86,788.41 in partnership with The Crabtree Community Centre over a 22-month period.</p> <p>The project will support individuals with a range of services. The project will benefit individuals 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>The reach will be divided as below:</p> <ul style="list-style-type: none"> • 975 individuals will receive in-depth on-to-one advice on income maximisation, benefits = £1,674,182.25 • 675 individuals will receive advice on energy efficiency = £248,244.75 • 975 individuals will receive awareness advice on CO = £8,511.75 • 600 individuals will register to the PSR = £86,334.00 • 110 individuals will receive advice on slow cooking and a free slow cooker = £26,006.20 • 207 individuals will attend group sessions to help alleviate isolation and loneliness = £227,700.00 <p>Total Investment = £86,788.41</p> <p>Five-year gross present value = £2,270,978.95 One-year gross present value = £532,855.79</p> <p>Five-year net value = £2,184,190.54 One-year net value = £489,641.58</p> <p>SROI Ratio = £1:£25</p>
<p>VCMA Project Start and End Date</p>	<p>Start date: 03 June 2024 End date: 30 March 2026</p>
<p>Geographical Area</p>	<p>This project will be delivered in Cadent's East Midlands Network, in the Nottingham area.</p>

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

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: 30/04/24	Review Completed By: Lucy Nembaware
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 04/06/2024	Review Completed By: Gurvinder Dosanjh
Step 3: Director of Sustainability & Social Purpose Sign-Off: Mark Belmega	
Director of Sustainability and Social Purpose Sign-Off Date: 10/07/24	
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: August 24	
Date that Notification Email Sent to Ofgem: August 24	