

## Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)  
*Caribbean and African Health Network (CAHN)*

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November 2023

Updated June 2024



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

<b>Section 1 - Eligibility criteria for company specific projects (other than condemned essential gas appliance repair and replacement)</b>	
In order to qualify as a VCMA project, a project must:	
<b>VCMA Eligibility Criteria</b>	<b>Criteria Satisfied (Yes/No)</b>
<b>a)</b> Have a positive, or forecasted positive Social Return on Investment (SROI), including for the gas consumers funding the VCMA project;	<b>Yes</b>
<b>b)</b> Either: <ul style="list-style-type: none"> <li><b>i.</b> Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</li> <li><b>ii.</b> Provide awareness on the dangers of CO, or</li> <li><b>iii.</b> Reduce the risk of harm caused by CO;</li> </ul>	<b>Yes</b>
<b>c)</b> Have defined outcomes and the associated actions to achieve these;	<b>Yes</b>
<b>d)</b> Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations; and	<b>Yes</b>
<b>e)</b> Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding.	<b>Yes</b>
<b>Section 2 - Eligibility criteria for company specific essential gas appliance servicing, repair and replacement projects</b>	
In order to qualify as a VCMA project, unsafe pipework and essential gas appliance servicing, repair or replacement must meet the following criteria:	
<b>a)</b> 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;	<b>N/A</b>
<b>b)</b> The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	<b>N/A</b>
<b>c)</b> 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.	<b>N/A</b>
<b>Section 3 - Eligibility criteria for collaborative VCMA projects</b>	
In order to qualify as a collaborative VCMA project, a project must:	
<b>a)</b> Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria;	<b>N/A</b>
<b>b)</b> Have the potential to benefit consumers on the participating networks; and	<b>N/A</b>
<b>c)</b> Involve two, or more, gas distribution companies.	<b>N/A</b>

**Gas Network Vulnerability and Carbon Monoxide Allowance (VCMA)  
Governance Document - Project Registration Table 2**

<b>Information Required</b>	<b>Description</b>
<b>Project Title</b>	Caribbean and African Health Network (CAHN)
<b>Funding GDN(s)</b>	Cadent specific project.
<b>Role of GDN(s) *For Collaborative VCMA Projects only</b>	N/A
<b>Date of PEA Submission</b>	November 2023 <b>Updated June 2024</b>
<b>VCMA Project Contact Name, email and Number</b>	Name: Phil Burrows Title: Head of Customer Vulnerability Social Programme Delivery Email: Phil.m.burrows@cadentgas.com Phone: 07773 545451
<b>Total Cost (£k)</b>	Project Funding £270,000.00 Project Management costs 4% £10,800.00 Slow cookers £5,568.00  <b>Updated June 2024</b> <b>225 slow cookers = £6,264</b> <b>200 Heated throws= £7,580</b> <b>Leaflets = £1,454.55</b> <b>Project management fee = £611.94</b>  <b>*Increased by £15,910.49</b>
<b>Total VCMA Funding Required (£k)</b>	Total = £286,368.00 <b>Updated June 2024</b> <b>£302,278.49</b>
<b>Problem(s)</b>	<u>Background</u>  The Caribbean & African Health Network (CAHN) is an organisation set up in 2017 in Greater Manchester to address long standing health disparities within their community. From humble beginnings with operations solely in Greater Manchester, CAHN is now working at a national level, leading the call to challenge and address the wider social determinants and reduce health inequalities for people of Caribbean & African heritage living in the UK.  CAHN work with and for the black community and cross-sector organisations to build community resilience, equitable relationships, and a social movement to reduce health disparities and wider societal inequalities.  14.8% of the population in Manchester is black and 18.3% in Enfield identify as black.  This project will initially be delivered in Greater Manchester and Enfield.

Manchester is ranked 6<sup>th</sup> of 326 local authorities in England with 56.4% of households in Manchester classed as deprived.<sup>1</sup>

Enfield is the 9<sup>th</sup> most deprived London Borough and 27% of households are living in poverty.

There are definite patterns of disadvantage among people from minority ethnic backgrounds which need to be acknowledged and tackled. For instance, poverty is higher among all black and minority ethnic groups than among the majority white population. Men and women from some ethnic groups are paid less on average than those from other groups who have similar qualifications, experience and so on.<sup>2</sup>

With the above in mind, it is fair to say that black people are also more likely to be in fuel poverty.

### Fuel Poverty

<sup>3</sup>A household is said to be in fuel poverty if they have required fuel costs that are above average (national median level), and were they to spend that amount, they would be left with a residual income below the official poverty line.

The low-income low energy efficiency indicator consists of two parts; firstly, the number of households that live in a property with a fuel poverty energy efficiency rating of band D or below and have high fuel costs; and secondly the depth of fuel poverty amongst these households.

The depth of fuel poverty is measured by the 'fuel poverty gap' which is the difference between required energy costs for each fuel poor household and the nearest fuel poverty threshold.

Fuel Poverty Energy Efficiency Rating (FPEER) is a measure of the energy efficiency of a property based on the Standard Assessment Procedure (SAP) but accounts for policies that directly affect the cost of energy. The FPEER methodology generates a rating between 1 and 100, which is then translated into an energy efficiency Band from G (lowest) to A (highest).

Manchester has the highest proportion of households classed as fuel poor (19.8%). Fuel poverty is a problem in all areas, with seven out of ten boroughs having a higher fuel poverty rate than the England average (13.4%).

<sup>4</sup> Enfield has 13.8% of households living in fuel poverty compared with 13.2% of fuel poor households in London.

<sup>1</sup> [www.google.com/search?q=deprivation+in+Manchester&oq=deprivation+in+Manchester&gs\\_lcrp=EgZjaHJvbWUyBggAEEUYOTIGCAEQRRhA0gEINTQ0MWowajGoAgCwAgA&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=deprivation+in+Manchester&oq=deprivation+in+Manchester&gs_lcrp=EgZjaHJvbWUyBggAEEUYOTIGCAEQRRhA0gEINTQ0MWowajGoAgCwAgA&sourceid=chrome&ie=UTF-8)

<sup>2</sup> [Poverty and ethnicity: A review of evidence \(jrf.org.uk\)](https://www.jrf.org.uk/poverty-and-ethnicity-a-review-of-evidence)

<sup>3</sup> BEIS fuel poverty statistics [www.gov.uk/government/collections/fuel-poverty-statistic](https://www.gov.uk/government/collections/fuel-poverty-statistic)

<sup>4</sup> [Fuel Poverty: Greater London: 7 Sep 2023: Hansard Written Answers - TheyWorkForYou](#)

	<p><u>Health inequalities</u></p> <p>There is growing evidence of ethnic inequalities in health care, in particular in relation to access to services.</p> <p>Underlying factors such as education, unemployment and poverty are clear factors contributing to health inequalities. Together, these factors are drivers of how healthy people are.</p> <p>CAHN's aim is to eradicate these inequalities and influence policy to ensure equity and equality for the Black community by:</p> <ul style="list-style-type: none"> <li>• Working collaboratively with Caribbean and African faith and community organisations so that they can be responsive to meet the health and wellbeing needs of the community.</li> <li>• Supporting African and Caribbean people after discharge from hospital to ensure they are safe and well in their own home.</li> </ul> <p>They provide a holistic approach to combat the issues the black community face.</p> <p><b>Updated June 2024</b></p> <p>Due to the success of the slow cooker programme Cadent have agreed to increase the quantity of slow cookers. This programme helps customers by educating them on how to use the equipment. The programme teaches them new ways of cooking, healthy, affordable meals using less electricity. Furthermore, many customers have presented at CAHN requesting support as they are struggling in their cold home, so it was agreed that Cadent would supply 200 heated throws across Manchester and Enfield. These are a cheaper alternative to putting their heating on especially for elderly, vulnerable customers who may spend long periods sat in a chair.</p>
<p><b>Scope and Objectives</b></p>	<p>Cadent will provide CAHN with £270,000.00 of VCMA funding to deliver a two-year project.</p> <p>The project will fund specialist support workers to provide the local community with essential advice and services on benefits and income maximisation, energy efficiency in the home, carbon monoxide and the PSR (Priority Services Register).</p> <p><u>Project Scope</u></p> <p>This project will be delivered by CAHN who will utilise the funding provided by Cadent to pay salaries for additional advisors who will offer advice on income maximisation, energy efficiency, CO and the PSR. Cadent customers will also have access to the services already on offer and at no extra cost to Cadent as below:</p> <ul style="list-style-type: none"> <li>• Family and advocacy service which provides emotional support through the counselling team. This team offers advice on: <ol style="list-style-type: none"> <li>1. Housing</li> <li>2. Education</li> <li>3. Disability benefits</li> <li>4. Care packages</li> </ol> </li> </ul>

5. Housing adaptations
6. Immigration

- Domestic abuse service which offers a safe space for people experiencing domestic abuse.
  1. Prompt and confidential counselling.
  2. Advice regarding benefits, energy, CO and PSR.
  3. Signposting to other organisations.
- Health and wellbeing hubs in Greater Manchester and Enfield. These hubs act as a one-stop-shop where people can receive support and advice.
- Hospital discharge service which supports people who are due to be discharged from hospital to their homes. This is done face-to-face and virtually in a culturally and religiously appropriate manner.
- Counselling service which offers specialist counselling to people delivered by professionals. This includes:
  1. Bereavement counselling
  2. Life changes e.g., unemployment, relationship, financial.
  3. Mental health problems
  4. Suicide prevention.
- CAHN helpline which offers 1:1 advice via the administrators and can signpost to the relevant professionals where required.

### Objectives

This project aims to reach 2,636 customers over the two-year project. The reach will be divided as below:

- 494 customers will receive benefits and income maximisation advice.
- 846 customers will receive energy efficiency advice.
- 1944 customers will receive CO advice.
- 1944 customers will receive advice on the PSR.
- 150 customers will be supported to sign up to the PSR.
- 200 customers will receive advice and a slow cooker.
- 600 customers receiving advice on CO and PSR through the advice line.

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#### Extra resources supplied:

- 225 customers to receive slow cooking advice and a cooker.
- 200 vulnerable customers to receive a heated throw to keep them safe and warm in their home whilst lowering fuel usage.
- 2,500 customers to receive PSR leaflet to raise awareness.
- 2,500 customers to receive leaflets on CO education.
- 500 customers to receive safeguarding leaflets to raise awareness on gas safety.

\*The leaflet numbers are subject to a 10% retention rate.



	<p>For the avoidance of doubt, the total reach of the project will be 2,886, an increase of an additional 250 customers receiving advice on PSR, CO safety, slow cooking, and energy efficiency.</p>
<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p><b>We believe that the project meets all of the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</b></p> <p><b>a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project:</b></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>b. Either:</b></p> <p><b>i. Provide support to consumers in Vulnerable Situations and relate to energy safeguarding, or,</b>  <b>ii. Provide awareness of the dangers of CO, or,</b>  <b>iii. Reduce the risk of harm caused by CO;</b></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 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.</i></p> <p><b>c. Have defined outcomes and the associated actions to achieve these:</b></p> <p><i>Cadent and CAHN have entered into a service agreement that will contain the project objective and actions. Further detail can also be found below.</i></p> <p><b>d. Control mechanism(s) or required through licence obligations, and,</b></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><b>e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding,</b></p> <p>This project will be solely delivered through Cadent's VCMA funding.</p>
<p><b>Evidence of Stakeholder/Customer Support</b></p>	<p>Cadent conducted extensive stakeholder and customer research in May 2022 following the completion of RIIO-GD2 year one. The research's aim was to assess customer/stakeholder opinion on Cadent's allocation of VCMA spend and gain insight on where we should direct VCMA funding in the future.</p> <p>61% of stakeholders (the highest proportion by individual category) supported Cadent increasing its VCMA allocation on projects aimed at tackling fuel poverty.</p>

	<p>The CAHN project focusses on tackling fuel poverty by offering energy/income advice to at risk households.</p> <p>Cadent's independent Customer Engagement Group report for its RIIO-GD2 business plans contains feedback on a variety of proposals, including Cadent's ambitions for tackling fuel poverty.</p> <p>The report supported Cadent's holistic approach to tackling fuel poverty, whereby a household is supported with a combination of services/advice.</p> <p>The Customer engagement group 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>
<b>Information Required</b>	<b>Description</b>
<b>Outcomes, Associated Actions and Success Criteria</b>	<p>The CAHN project partnership will allow Cadent to provide a holistic approach to supporting the African and Caribbean community who are living in fuel poverty.</p> <p>Clients of CAHN will receive a combination of services such as;</p> <ul style="list-style-type: none"> <li>• Energy efficiency in the home.</li> <li>• Benefit entitlement checks.</li> <li>• Income budgeting.</li> <li>• CO advice.</li> <li>• Support to sign to the PSR</li> <li>• Slow cookers and cooking on a budget</li> </ul> <p><u>Project Outcomes</u></p> <p>The VCMA project will be delivered in partnership with CAHN and will aim to support 2,636 people.</p> <p>The project aims to achieve the following:</p> <ul style="list-style-type: none"> <li>• Provide free advice to customers on benefits, income maximisation and budgeting.</li> <li>• Raise awareness of CO.</li> <li>• Raise awareness and support customers to sign up to the PSR.</li> <li>• Offer slow cooking sessions to educate customers on slow cooking as an alternative to hob cooking for affordability reasons.</li> <li>• Provide support for education, training and employment.</li> <li>• Provide support to customers who have been recently discharged from hospital.</li> <li>• Provide counselling to customers on various subjects.</li> </ul> <p><u>Associated actions</u></p> <p>Cadent's VCMA funding will be utilised by CAHN to support customers with:</p> <ul style="list-style-type: none"> <li>• Advice on income maximization.</li> </ul>



- Advice on energy efficiency.
- To raise awareness on CO.
- To raise awareness of PSR.
- To educate customers on the benefits of using a slow cooker.

### Success Criteria

The success of this project will be evaluated against meeting the project objectives which include:

- Reaching 2,636 people.
- 494 people receiving 1:1 advice on income maximisation and benefits.
- 846 people receiving advice on energy efficiency.
- 1944 people receiving advice on CO.
- 1944 people receiving advice on the PSR.
- 200 people receiving advice on slow cooking and a free slow cooker.

As well as the above:

- Customers will report improved health and wellbeing.
- Improved feeling of peace of mind due to having advice and a CO alarm.
- A decrease in utility bill costs due to energy efficiency advice.
- Increase in income due to benefits, income maximisation and debt advice.
- Improved mental health through the counselling service.
- Improved confidence at returning home from hospital.

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**In addition to the above, CAHN aim to deliver to ensure:**

- 250 customers will receive advice on the benefits of being on the PSR.
- 250 customers will raise awareness of the dangers of carbon monoxide.
- 250 customers will receive advice on saving energy through changing behaviours and energy saving tips.
- An extra 225 customers will receive advice on cooking more efficiently, healthy and in batches and receive a slow cooker.
- 200 vulnerable customers will receive a heated throw to enable them to stay safe and warm in their home, lowering their fuel usage and saving money on bills.

**For the avoidance of doubt the total deliverables for the project are:**

- Reaching 2,886 people.
- 494 people receiving one-to-one advice on income maximisation and benefits.
- 1096 people receiving advice on energy efficiency.
- 2194 people receiving advice on CO.
- 2,194 people receiving advice on the PSR.

	<ul style="list-style-type: none"> <li>• 425 people receiving advice on slow cooking and a free slow cooker.</li> <li>• 200 customers receiving a heated throw.</li> </ul>
<b>Project Partners and Third Parties Involved</b>	This project will be delivered by CAHN in partnership with Cadent.
<b>Potential for New Learning</b>	<p>By partnering with the Caribbean and African Health Network Cadent hope to learn more about the inequalities and issues faced by this community who live within Cadent's networks.</p> <p>There is a clear link between unemployment rates and health to ethnicity. This community also seem to lack information on the dangers of CO how it is produced and the symptoms. Many people have no knowledge of Carbon Monoxide and therefore we will supply them with CO alarms and raise their awareness.</p> <p>They also don't seem to have any knowledge around the servicing of gas appliances putting them at higher risk.</p> <p>These issues make the people of this community more vulnerable, and they require help from Cadent to educate them and keep them safe by registering the eligible people to the PSR.</p>
<b>Scale of VCMA Project and SROI Calculations</b>	<p>The CAHN project will deliver support for a two-year duration. The project will focus on the provision of advice to 2,636 people across Manchester and Enfield.</p> <p>The reach will be split between Greater Manchester and Enfield 75%: 25% :</p> <ul style="list-style-type: none"> <li>• 494 people will receive benefits and income maximisation advice = £848,252.34</li> <li>• 846 people will receive advice on energy efficiency in the home = £311,133.42</li> <li>• 1,944 people will receive advice on CO = 13,863.24</li> <li>• 1,944 people will receive advice on the benefits of the PSR = £1279,272.16</li> <li>• 200 people will receive advice on slow cooking and a free slow cooker = £47,284.00</li> </ul> <p>Investment = £286,368.00</p> <p>5 Year Gross Present Value = £1,503,363.04  1 Year Gross Present Value = £300,672.61  5 Year SROI = £1,216,995.04  1 Year SROI = £157,488.61</p> <p>SROI= £4.25</p> <p><b>Updated June 2024</b></p> <p><b>In addition to the original targets, CAHN will deliver:</b></p> <ul style="list-style-type: none"> <li>• 250 customers will receive CO advice</li> <li>• 250 customers will receive advice on the benefits of the PSR</li> <li>• 250 customers will receive advice on energy efficiency</li> </ul>

	<ul style="list-style-type: none"> <li>• 225 customers will receive advice on slow cooking and a free slow cooker</li> <li>• 200 customers will receive a heated throw helping them to lower energy usage and carbon consumption.</li> </ul> <p><b>Total Investment = £302,278.49</b></p> <p><b>Five Year Gross Present Value = £1,847,673.04</b>  <b>One Year Gross Present Value = £369,534.61</b>  <b>Five Year SROI = £1,545,394.55</b>  <b>One Year SROI = £226,350.61</b></p> <p><b>SROI = £5.11</b></p>
<b>VCMA Project Start and End Date</b>	Start Date = 1 <sup>st</sup> November 2023 End Date = 31 <sup>st</sup> October 2025
<b>Geographical Area</b>	This project will be delivered in Cadent's Northwest and North London Networks.

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

In order to ensure that a VCMA project is registered in accordance with the Ofgem VCMA governance document (incl. project eligibility assessment), the below table should be completed as part of the project registration process.	
Stage 1: Sustainability and Social Purpose Team PEA Peer Review	
Date Immediate Team Peer Review Completed: 25/10/23	Review Completed By: Kate Ravenscroft
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 28/11/23	Review Completed By: Phil Burrows
Step 3: Director of Sustainability & Social Purpose Sign-Off: Mark Belmega	
Director of Sustainability and Social Purpose Sign-Off Date: 05/02/2024	
Step 4: Upload PEA Document to the Website & Notification Email Sent to Ofgem ( <a href="mailto:vcma@ofgem.gov.uk">vcma@ofgem.gov.uk</a> )	
Date that PEA Document Uploaded to the Website: February 24	
Date that Notification Email Sent to Ofgem: February 24	