

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)
Ladybrook 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 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;	N/A
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	N/A
c) Sufficient funding is not available from other sources (including national, devolved or local government funding) to fund the unsafe pipework or essential gas appliance servicing, repair or replacement.	N/A
Section 3 - Eligibility criteria for collaborative VCMA projects	
In order to qualify as a collaborative VCMA project, a project must:	
a) Meet the above company specific and boiler repair and replace (if applicable) project eligibility criteria;	N/A
b) Have the potential to benefit consumers on the participating networks; and	N/A
c) Involve two, or more, gas distribution companies.	N/A

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

Information Required	Description
Project Title	Ladybrook Community Centre – Centre for Warmth
Funding GDN(s)	Cadent company specific project.
New/ Updated	New PEA
Role of GDN(s) *For Collaborative VCMA Projects only	N/A
Date of PEA Submission	March 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: £105,701.92 100 x large slow cooker cost: £2,784.00 Project management costs: £4,339.44
Total VCMA Funding Required (£k)	£112,825.36
Problem(s)	<p>Mansfield is one of the most deprived districts/unitary authorities in England with 20% (4,050) of children living in low-income households. Furthermore, life expectancy for both men and women is lower than the national average.¹</p> <p>In 2022, National Energy Action suggested that in Mansfield, 14% (7,099 households) live in fuel poverty, slightly higher than the national average.²</p> <p>Many of the residents within the Mansfield area are struggling with rising living costs. Fuel, food, and energy bills have risen and we know many are struggling to make ends meet.</p> <p>Ladybrook Community Centre already promotes the work of Cadent, having independently arranged for representatives to attend their coffee and chat drop-in sessions which has proved to be a success and they have continued to provide information leaflets and contact details to those using their services. However, they rely on individuals to make contact themselves via telephone or email to access the support on offer. They have found that most their clientele are vulnerable and therefore lack the confidence and skills to action this independently. By Cadent providing funding and training to offer access to these services within the centre this will mean Ladybrook Community Centre are able to spend the time to make sure they leave not only with the knowledge of what is available, but also the</p>

¹ [E07000174 \(phe.org.uk\)](https://phe.org.uk)

² [How fuel poverty has been mitigated in Mansfield – Mansfield District Council](#)

	practical resources they need to be able to put this learning into practice and remain safe from carbon monoxide.
<p>Scope and Objectives</p>	<p><u>Project Scope</u></p> <p>Cadent will invest VCMA funding to deliver a two-year project at Ladybrook Community Centre.</p> <p>The 2024-2026 agreement will replicate other Centre for Warmth models, whereby specialist advisors are employed using VCMA funding. The centres will provide essential information and support on carbon monoxide (CO) safety, energy efficiency advice and the priority services register (PSR).</p> <p>Additional staffing supported through the funding will allow Ladybrook Community Centre to offer specialist support on a one-to-one basis or in small groups to deal, in more detail and on an individually targeted basis with all aspects of money, energy and other support offered by the project.</p> <p>The apprenticeship role will allow the centre to free up staff time to concentrate on the needs of beneficiaries rather than the processing of data and office functions, whilst at the same time offering an employment and training opportunity for someone who is currently out of work.</p> <p><u>Project Objectives</u></p> <p>Ladybrook Community Centre will reach 12,250 clients across the initial two-year period.</p> <p>Summary of objectives:</p> <ul style="list-style-type: none"> • 11,574 individuals will receive energy efficiency advice including advice on ways to save both on energy consumption and costs through behaviour changes, energy saving measures and available tools. • 100 individuals will receive slow cooker advice and learn how to cook affordable, healthy and efficient meals. • 12,246 individuals will receive advice about the PSR, with the aim to sign up 60 - 100 eligible individuals to the register. • 12,246 individuals will receive CO education to improve their CO safety awareness. • 60 - 100 households will also receive a CO alarm. • 1,248 individuals will receive income maximisation advice on a range of topics including money budgeting and debt management. • 1,409 individuals at risk of loneliness and isolation will receive general support through the Centre for Warmth.
<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><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</i></p>

	<p><i>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. The project will 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 Ladybrook 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>Cadent conducted extensive stakeholder and customer research in May 2022 following the completion of RIIO-GD2 year one and again after year two.</p> <p>The aim of the research 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. The results of our research studies, including our Energy Diaries thought leadership programme are available to view on the Cadent website. However, we've captured some of the key evidence below.</p> <ul style="list-style-type: none"> • 61% of stakeholders (the highest proportion by individual category) supported Cadent increasing its VCMA allocation on projects aimed at tackling fuel poverty. • Over 70% of customers are concerned about the level of their energy costs • Very few customers understand their energy bill • Less than 20% of customers feel as though they understand the range of support opportunities that they may be entitled to • There is very low trust associated with energy companies

	<p>Cadent work with over 40 strategic partners to continually feed into our strategic thinking and project prioritisation (in support of customers in vulnerable situations). The Centres for Warmth initiative has proven a huge success and receives excellent feedback from charities such as National Energy Action and Age UK. We use the ongoing engagement with these key partners to inform our decision making, as we have with this project. The Centres for Warmth model has focused on tackling fuel poverty by enabling energy efficiency advice and income maximization support.</p>
<p>Information Required</p>	<p>Description</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p>Ladybrook Community Centre, Centre for Warmth project will form part of Cadent's wider Centres for Warmth network and aims to reach up to 12,250 individuals. 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. These provisions will enable the community centre to expand its existing support for individuals living in vulnerable situations.</p> <p><u>Project Outcomes</u></p> <p>The 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 individuals with energy efficiency advice and individuals will report a better awareness of energy efficiency measures and support. • Individuals will report reduced levels of anxiety in fearing a utility outage and increased awareness of the PSR. • Individuals will report an increased knowledge of cooking on a budget, healthy cooking, and use of a slow cooker to save on energy. • Provide support to lonely and isolated residents, ensuring that they can access the community centre and the services it offers - tackling loneliness and isolation. <p><u>Associated Actions</u></p> <p>Ladybrook 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 advisors working on a one-to-one basis. • Centre staff will 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.

	<ul style="list-style-type: none"> • Individuals will report an increased knowledge of reducing their energy usage by using a slow cooker from attending a slow cooking classes at the centre. • Individuals will report a better awareness of energy efficiency measures. This will be achieved through the centre's staff providing energy efficiency advice to individuals. • Individuals will report an improvement in their mental health as a result of attending the centre. <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"> • 11,574 individuals will receive energy efficiency advice including advice on ways to save both on energy consumption and costs through behaviour changes, energy saving measures and available tools. • 100 individuals will receive slow cooker advice and learn how to cook affordable, healthy and efficient meals. • 12,246 individuals will receive advice about the PSR, with the aim to sign up 60 - 100 eligible individuals to the register. • 12,246 individuals will receive CO education to improve their CO safety awareness. • 60-100 households will also receive a CO alarm. • 1,248 individuals will receive income maximisation advice on a range of topics including money budgeting and debt management. • 1,409 individuals at risk of loneliness and isolation will receive general support through the Centre for Warmth.
Project Partners and Third Parties Involved	Cadent will work in partnership with Ladybrook Community Centre.
Potential for New Learning	<p>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.</p> <p>To help increase cross network understanding Cadent have set up a forum for the Centres for Warmth. Every quarter we will meet and discuss various topics, share stories, tips, and best practice but most importantly resources.</p> <p>Where possible, Cadent will continue to listen to their partners to try to improve the support and services provided to vulnerable customers.</p>
Scale of VCMA Project and SROI Calculations	<p><u>Scale of VCMA Project</u></p> <p>Cadent will invest £112,825.36 in partnership with Ladybrook Community Centre. The project will be delivered across a two-year duration and forecasted to reach up to 12,250 individuals.</p> <p>The project will enable individuals close to the community centre, and neighbouring areas within the Mansfield district to access essential information and support on energy efficiency, CO safety, income maximisation and the PSR.</p> <p>The reach will be divided as per below:</p>

	<ul style="list-style-type: none"> • 1,248 individuals will receive in-depth on-to-one advice on income maximisation = £2,142,953.28 • 11,574 individuals will receive advice on energy efficiency = £4,256,569.98 • 12,246 individuals will receive awareness advice on CO = £106,907.58 • 80 individuals will register to the PSR = £11,511.20 • 100 individuals will receive advice on slow cooking and a free slow cooker = £23,642.00 • 1,409 individuals will attend the centre to help alleviate isolation and loneliness over the duration of the project = £1,690,800.00 <p>Investment cost = £112,825.36</p> <p>Five-year gross present value = £8,232,384.04 One-year gross present value = £2,153,716.81</p> <p>Five-year net present value = £8,119,558.68 One-year net present value = £2,097,304.13</p> <p>SROI Ratio: £1:72</p>
VCMA Project Start and End Date	<p>Start date: 01st of March 2024 End date: 31st of March 2026</p>
Geographical Area	<p>The project will be delivered in Cadent's East Midlands Network. Supporting the communities across Mansfield, Nottinghamshire.</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: 13/03/2024	Review Completed By: Amanda Jones
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 21/03/2024	Review Completed By: Gurvinder Dosanjh
Step 3: Director of Sustainability & Social Purpose Sign-Off: p.p Mark Belmega	
Director of Sustainability and Social Purpose Sign-Off Date: 22/03/2024	
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 2024	
Date that Notification Email Sent to Ofgem: March 2024	