

# Vulnerability & Carbon Monoxide Allowance (VCMA)

## Project Eligibility Assessment (PEA) *Centres for Warmth – Jubilee Centre*

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## 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

Information Required	Description
Project Title	Centres for Warmth – Jubilee Centre
Funding GDN(s)	Cadent only
Role of GDN(s) *For Collaborative VCMA Projects only	Not applicable - Cadent specific project
Date of PEA Submission	August 2022
VCMA Project Contact Name, email, and Number	Name: Phil Burrows, Email: phil.m.burrows@cadentgas.com Number: 07773 545451
Total Cost (£k)	£28,842.00
Total VCMA Funding Required (£k)	£19,338 (centre running costs) £6,504.00 (based on distributing 20 CO alarms per month @ £13.55) Project management costs £ 3000 <b>Total – £28,842.00</b>
Problem(s)	<p>Jubilee Centre is an area located in Coventry on Cadent's West Midlands network which has high levels of deprivation. High levels of deprivation can and are often linked to broader issues such as fuel poverty, increased carbon monoxide risk, and financial hardship.</p> <p><u>Unemployment</u></p> <p>According to Labour market indicators, people in the most deprived areas are more than twice as likely to be unemployed as the national average. Furthermore, the unemployment rate in the top decile of IMD areas is 17%, compared with an average of 8% across England (and 4% in the least deprived areas).</p> <p><u>Fuel poverty</u></p> <p>Statistics suggest that a higher percentage of people living in areas of high deprivation experience unemployment and have a lower income as a result.</p> <p>They are more at risk of being in fuel poverty, as they may not have enough income to adequately heat their homes. They are more likely to turn their heating off or down, resulting in cold, damp living conditions, and an increased risk of suffering from associated illnesses such as respiratory issues, high blood pressure, depression and anxiety.</p> <p>Many industry observers predict that the rates of fuel poverty national fuel poverty will rise significantly over the year</p>

	<p>ahead, due to increases in the energy price cap and wider challenges relating to the cost of living.</p> <p><u>Debt</u></p> <p>According to the Citizens Advice Bureau, households in the lowest income group are three times more likely to be in debt, with the value of the debt being up to six months' worth of their income. Additionally, customers who rent are twice as likely as those who have a mortgage to owe more than six months of their income.</p> <p>When factoring in unemployment, low income, drug and alcohol abuse and mental health, the chances of people being in debt are significantly higher. These customers either do not have access to or believe there is a stigma to seeking advice on debt.</p> <p><u>Risk of exposure to carbon monoxide and levels of deprivation</u></p> <p>Around 40 people living in the UK die from carbon monoxide poisoning each year. An additional 4,000 people attend accident and emergency each year as a result of carbon monoxide and 200 people are left hospitalised.</p> <p>Issues such as fuel poverty and high household debt can influence a customer's risk of exposure to the dangers of carbon monoxide. The unavailability of household income can mean that many customers do not have the means to regularly service their gas appliances and/or purchase audible carbon monoxide alarms.</p>
<p><b>Scope and Objectives</b></p>	<p><u>Project scope</u></p> <p>Cadent will provide the Jubilee Centre with £19,338.00 of VCMA funding over 1 year to enable the delivery of an initial 12-month Centre for Warmth project.</p> <p>The funding will be utilised by the centre to provide a range of services to local residents living in vulnerable situations.</p> <p>These services include:</p> <ul style="list-style-type: none"> <li>• Delivery of support to residents by issuing a range of advice including home energy efficiency, debt management, benefit entitlement checks/applications and gas safety.</li> <li>• The delivery of slow cooking classes designed to promote slow cooking as an affordable, energy efficient and healthy method of feeding a family;</li> <li>• Signing up appropriate attendees to the PSR and raising awareness;</li> <li>• The delivery of carbon monoxide safety advice and where appropriate CO alarms.</li> <li>• Deliver general gas safety advice</li> </ul> <p>The project aims to reach approximately 1500 people over the course of the initial 12-month project. This total reach</p>

	<p>(some people will receive more than one service) will be divided between:</p> <ul style="list-style-type: none"> <li>• 400 income maximisation/debt support</li> <li>• 250 energy efficiency advice.</li> <li>• 1500 carbon monoxide awareness and general gas safety advice.</li> <li>• Issue 240 CO alarms</li> <li>• 800 PSR registrations;</li> <li>• 200 customers receiving advice on slow cooking;</li> </ul> <p><u>Project objectives</u></p> <p>The project contains a series of objectives that success will be measured:</p> <ul style="list-style-type: none"> <li>• To support customers across the project area living in isolation, fuel poverty, and at risk of exposure to carbon monoxide;</li> <li>• To deliver income maximisation/home energy efficiency advice to approximately 400 households;</li> <li>• To deliver slow cooking awareness sessions to approximately 200 people;</li> <li>• To encourage and support eligible customers to sign up to the PSR - we forecast that approximately 800 customers will register to the PSR through this project;</li> </ul>
<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p>Cadent believe that this project meets all the required VCMA eligibility criteria.</p> <p><b>a. The project is forecasted to have a positive SROI. Please see the relevant section for more information.</b></p> <p>We believe this project has the deliverables necessary to create a positive social return on investment - see the below section for more details.</p> <p><b>b. The project will either:</b></p> <ol style="list-style-type: none"> <li><b>i. Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or</b></li> <li><b>ii. Provide awareness on the dangers of CO, or</b></li> <li><b>iii. Reduce the risk of harm caused by CO</b></li> </ol> <p>The project will provide support to customers living in vulnerable situations through energy efficiency advice/income maximisation. The project will also offer customers education on the dangers of CO and issue audible alarms to particularly at-risk households.</p> <p><b>c. The project has defined outcomes and the associated actions to achieve them.</b></p>

	<p>This project has clearly defined outcomes and associated outcomes, the meeting of which will quantify success. Further information on the project's outcomes and associated actions can be found in the relevant section below.</p> <p><b>d. The project goes beyond the activities funded through other price control mechanisms or required by licence obligations.</b></p> <p>The method of delivering support to customers living in vulnerable situations is innovative, as it utilises partnerships with key community stakeholders. This will allow Cadent to distribute essential advice to one of a customer groups that has been historically difficult to engage.</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 delivered solely 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 Jubilee Community Centre For Warmth project focusses on tackling fuel poverty by offering energy/income advice to at risk households.</p> <p>Cadent's <sup>1</sup>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> <p>The Centre For Warmth partnership with Jubilee Community centre will allow Cadent to apply a holistic approach to supporting fuel poor households. Residents will receive a combination of services such as energy advice and benefit</p>

<sup>1</sup> <https://cadentgas.com/nggdwsdev/media/Downloads/business-plan/Cadent-CEG-report-with-appendices.pdf>

	entitlement checks, all of which are designed to increase household income and help residents better manage their energy.
<b>Information Required</b>	<b>Description</b>
<b>Outcomes, Associated Actions and Success Criteria</b>	<p><u>Project outcomes</u></p> <p>The VCMA project will be delivered in partnership with Jubilee Community Centre and aims to support approximately 500 residents with energy/safety/loneliness issues across an initial 12-month project period.</p> <p>The Jubilee Community Centre For Warmth project aims to achieve the following outcomes:</p> <ul style="list-style-type: none"> <li>• Provide support and advice to customers on numerous topics including benefit entitlement checks, homelessness, energy advice, fuel bank vouchers, income maximisation and mental health support.</li> <li>• Provide slow cooking classes to local residents to promote the potential affordability, efficiency, and health benefits</li> <li>• Provide support to lonely local residents, ensuring that they can access the community centre and the services it offers.</li> <li>• Provide residents with energy efficiency advice and carbon monoxide awareness and general gas safety</li> </ul> <p><u>Associated actions</u></p> <ul style="list-style-type: none"> <li>• Cadent's funding will be principally used to employ and train two community advisors. The advisors will have the skills to provide services aimed at tackling fuel poverty, provide support on energy efficiency measures, assist with debt consolidation, and deliver benefit entitlement checks. The advisors will also be skilled at providing awareness on the dangers, signs and symptoms of CO, and facilitating community activities that support lonely and isolated residents.</li> <li>• Jubilee Community centre will deliver slow cooking classes which promote affordable, healthy, and efficient cooking. Slow cookers will then be provided free of charge to those who attended the classes.</li> <li>• Cadent will provide funding for the additional staff members, cooking classes and ingredients as well as providing slow cookers and CO alarms</li> </ul> <p><u>Success criteria</u></p> <p>The success of the project will be evaluated against the meeting of the project's objectives. These objectives include:</p>

	<ol style="list-style-type: none"> <li>1. The project will reach approximately 1500 customers across the course of the initial 12 months. Customers will be engaged through a variety of methods including: 1-2-1 sessions, home visits, or community centre drop in clinics;</li> <li>2. 200 residents will receive support with learning how to use slow cookers as an affordable, efficient, and healthy means of cooking;</li> <li>3. Approximately 800 people will sign-up to the PSR;</li> </ol> <p>As well as aiming to reach a target number of customers, Cadent and Jubilee Community Centre will review the qualitative benefits/indicators of the project as part of the final evaluation.</p> <p>Meeting of the below indicators will help Cadent determine the success of the project:</p> <ul style="list-style-type: none"> <li>• Customers will realise increases in household income through ensuring that they are claiming the benefits that they are entitled to;</li> <li>• Homeless local residents are supported with financial, wellbeing and safety advice;</li> <li>• Customers will report a decrease in anxiety and stress due to receiving support with home energy, financial and wider issues;</li> <li>• Customers will be able to utilise slow cooking to make affordable and healthy meals whilst reducing their energy and food bills;</li> <li>• Isolated members of the community will report an improvement in mental wellbeing through experiencing lower feelings of loneliness;</li> <li>• Customers will report an increased awareness of the dangers of carbon monoxide and an increased feeling of safety at home;</li> </ul>
<p><b>Project Partners and Third Parties Involved</b></p>	<p>Jubilee Community Centre</p>
<p><b>Potential for New Learning</b></p>	<p>The Jubilee Community Centre For Warmth project offers many potential areas of 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 local residents living in vulnerable situations and fuel poverty. The centres also focuses on supporting isolated members of the community, an area where previous Cadent projects had not directly focused on. This project will combine the VCMA-focussed services of CO education and energy efficiency advice, with activities that support the mental wellbeing of lonely residents. This will provide Cadent with</p>



	<p>learning on the effectiveness of combining both types of support and the best method(s) of delivering it.</p> <p>When assessing options for VCMA projects, we considered the effectiveness of directly engaging with end customers (rather than using a project partner). This project will provide insight on the effectiveness of working with community stakeholders such as Jubilee Community centre. We believe that these stakeholders are trusted members of communities, and Cadent's partnerships with them allow us to engage previously difficult to reach customers with VCMA-funded services. The partnership with Jubilee Community Centre will also provide Cadent with learning on customers receptiveness to support from Gas Distribution Networks in the midst of an energy crisis. Some customers may be unaware of the industry's structure between suppliers, shippers and GDNs; and the project will offer good learning on customer's attitudes towards support offered by energy companies.</p>
<p><b>Scale of VCMA Project and SROI Calculations</b></p>	<p><u>Scale of VCMA project</u></p> <p>The Jubilee Community Centre For Warmth project will deliver support for an initial 12-month duration. The project will focus on the provision of advice to approximately 1,500 customers.</p> <p>Social return on investment calculations</p> <ul style="list-style-type: none"> <li>• 400 income maximisation/debt support</li> <li>• 250 energy efficiency advice</li> <li>• 1500 carbon monoxide awareness.</li> <li>• 800 PSR sign ups</li> <li>• 200 customers receiving advice on slow cooking</li> <li>• Issue 240 CO alarms</li> </ul> <ul style="list-style-type: none"> <li>• Forecasted 5-year social return on investment gross = £1,519,634</li> <li>• Investment = £28,842</li> <li>• Forecasted 5 year social return net £1,490,792</li> <li>• Forecasted 5-year gross present value from the issuing energy advice = £375,870</li> <li>• Forecasted 5-year gross present value from income maximisation = £1,023,940</li> <li>• Forecasted 5-year gross present value from providing customers with CO awareness/alarms = £4,712</li> <li>• Forecasted 5 year gross present value from registering customers to the PSR = £115,112</li> <li>• SROI Ratio: £1:52</li> </ul>

	<b><i>The SROI calculations from data provided by SIA partners and are conservative They also don't include the slow pot cooking SROI.</i></b>
<b>VCMA Project Start and End Date</b>	Project start date: 01/09/2022 Project completion date: 31/08/2023
<b>Geographical Area</b>	The project will be delivered to communities in and around the Coventry area of our West Midlands network.
<b>Remaining Amount in the Allowance at Time of Registration</b>	To be confirmed upon Director of Customer Strategy sign-off.

**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 Peer Review	
Date Immediate Team Peer Review Completed: 04/10/2022	Review Completed By: Gemma Norton
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 25/07/2022	Review Completed By: Philip Burrows
Step 3: Director of Sustainability and Social Purpose Sign-Off: Mark Belmaga	
Director of Sustainability and Social Purpose Sign-Off Date: 09/11/22	
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: November 2022	
Date that Notification Email Sent to Ofgem: November 2022	