

Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Wesley Hall Community Centre

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June 2024



**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)	
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 ² (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	Wesley Hall Community Centre - Centre for Warmth
Funding GDN(s)	Cadent company specific
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: £91,000.00 Leaflets: £1,470.00 Plaque: £30.00 Heated Blankets: £3,790.00 Project Management Cost: £3,851.60

Total VCMA Funding Required (£k)	£100,141.60
Problem(s)	<p>Wesley Hall Community Centre understand the needs of their local communities intimately, having served the Highfields area of Leicester for 60 years. The organisation has built up a detailed knowledge of the local need. The centre understands the levels of poverty in the area and the difficulties many families face in reconciling problems associated with unemployment. The local housing stock is of inadequate quality and the many families have difficulty understanding how to gain the necessary information or resources to make improvements in their lives. In Leicester south where the centre is located 20.8% of the population live in fuel poverty compared to the national average of 13%.³.</p> <p>The ongoing needs of the local communities, worn out by hardship and deprivation, especially those that require culturally sensitive and empathetic support, are demonstrated on an almost daily basis by the demand placed on Wesley Hall Community Centre. Wesley Hall Community Centre offer holistic support services which have a strong record of accomplishment of providing lots of people in the community that are struggling with fuel poverty, are not able to pay their bills and not able to manage their money. People have language, educational and cultural barriers and they want to help people by educating them and making them aware about the ways to handle fuel poverty.</p>
Scope and Objectives	<p><u>Project Scope</u></p> <p>Cadent will invest £100,141.60 of VCMA funding to deliver a 22-month Centre for Warmth project at Wesley Hall Community Centre.</p> <p>Wesley Hall Community Centre will advise on the following issues: low-cost energy savings, energy saving tips for around the house and how to track energy usage via an App or Smart Meter. They will also work with householders to help them embed a culture of energy saving throughout their household to help them develop ‘good habits.’</p> <ul style="list-style-type: none"> • To create a steering group with representatives from Wesley Hall Community Centre and community. • To develop an agreed project action plan that sets out: <ul style="list-style-type: none"> Management roles and responsibilities <ul style="list-style-type: none"> ○ Staff recruitment, induction, line management and reporting arrangements. ○ A marketing and communications plan for the project (to include key messages and methods of delivery, such as print and social media and the creation of dedicated web pages and an information resource accessible online by the whole community) ○ Engagement targets ○ Monitoring and data capture arrangements and project evaluation methodologies (including a method to capture energy improvements made for each client)

³ <https://www.nea.org.uk/constituencies/leicester-south/>

- To deliver a comprehensive programme of client engagement and support through one to one and group advice sessions at Wesley Hall Community Centre, at other community-based locations in Highfields and online where required.
- Use existing workers for employability skills, development, and train volunteers to act as First Responders to deliver energy savings awareness.
- To capture and evaluate data obtained from client engagement (including reduction in energy usage, level of improved knowledge, reduction in CO and the level of increase in welfare benefits) and to present this in the form of reports to the management groups and the funder as required.
- To evaluate programme delivery as whole and to capture the success, or otherwise, of the approaches used for delivery, advice take up and improvements made, and to agree lessons learned through project delivery.

Project Objectives

Carbon Monoxide (CO) and Priority Services Register (PSR) awareness will be raised with individuals attending the Centres for Warmth via the community events attended by community house staff, with residents accessing the community house trips (many of whom are elderly) 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 Customers Reached
Energy advice	Advise individuals on energy advice and increase awareness.	300
Educate individuals on carbon monoxide	Raise awareness of the dangers of CO, encourage the use of CO alarms.	400
Provide CO alarms	Provide CO alarms out to the most vulnerable	400
Raise awareness on the PSR register	Raise awareness of the PSR	300
Sign families onto the PSR	Signing eligible individuals on to the PSR	100
Offer income maximisation advice such as supporting with applying for benefits	One to one support for individual to maximise their income	240

<p>Why the Project is Being Funded Through the VCMA</p>	<p>We believe that the project meets all the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</p> <ul style="list-style-type: none"> a. Have a positive, or a forecasted positive, Social Return on Investment (SROI) including for the gas consumers funding the VCMA Project: <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> 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 of the dangers of CO, or, iii. Reduce the risk of harm caused by CO. <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> c. Have defined outcomes and the associated actions to achieve these: <p><i>Cadent and Wesley Hall Community Centre have entered into a grant agreement that will contain the project objective and actions. Further detail can also be found below.</i></p> d. Go beyond activities that are funded through other price control mechanism(s) or required through licence obligations, and, <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> e. Not be delivered through other external funding sources directly accessed by a GDN, including through other government (national, devolved, or local) funding, <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 have 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 exceptionally low trust associated with energy companies <p>This project focusses on tackling fuel poverty by offering energy/income advice to at risk households.</p> <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 an enormous 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.</p>
Information Required	Description
Outcomes, Associated Actions and Success Criteria	<p>The partnership with Wesley Hall 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 Wesley Hall 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 individuals, ensuring that they can access the community centre and the services it offers. • Provide individuals with energy efficiency advice. • Individuals will report reduced levels of anxiety in fearing a utility outage. • Tackle loneliness and isolation. <p><u>Associated Actions</u></p> <p>Wesley Hall 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 individuals 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 individuals 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 individuals. • 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"> • 240 individuals will receive specialist advice on identifying and accessing previously unclaimed benefits. • 300 individuals will receive help and support on energy efficiency. • 400 individuals will receive an awareness conversation on the dangers of CO. • 400 of the most at-risk households will also receive a CO alarm. • 300 individuals will improve their awareness of the PSR. • 100 individuals will receive support in registering onto PSR.
Project Partners and Third Parties Involved	Cadent and Wesley Hall Community Centre.
Potential for New Learning	<p>Every area within Cadent's network sees households suffering 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> <p>Every quarter we will meet and discuss assorted topics, share stories, tips, and best practice but most importantly resources such as food. 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>
Scale of VCMA Project and SROI Calculations, including NPV	<p>The reach will be divided as below:</p> <ul style="list-style-type: none"> • 240 individuals receiving in-depth on-to-one advice on income maximisation, benefits: £412,106.40 • 300 individuals will receive advice on energy efficiency: £110,331.00 • 400 individuals will receive awareness advice on CO: £3,492.00 • 100 individuals will register to the PSR: £14,389.00

	<ul style="list-style-type: none"> 138 individuals will attend group sessions to help alleviate isolation and loneliness: £151,800.00 <p>Total Investment: £100,141.60</p> <p>Five-year gross present value = £692,118.40 One-year gross present value = £190,863.68</p> <p>Five-year net value = £591,976.80 One-year net value = £140,792.88</p> <p>SROI Ratio: £1:£6</p>
VCMA Project Start and End Date	Start Date: June 2024 End Date: March 2026
Geographical Area	The project will be delivered in Cadent's East Midlands network. Supporting the communities located in Leicester.

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: 09/05/2024	Review Completed By: Emma Stead
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 04/06/2024	Review Completed By: Gurvinder Dosanjh
Step 3: Head of Customer Vulnerability Social Programmes Sign-Off: Phil Burrows	
Head of Customer Vulnerability Social Programmes Sign-Off Date: 28/02/2025	
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	