

# Vulnerability & Carbon Monoxide Allowance (VCMA)

## Project Eligibility Assessment (PEA) *Gamesley G52 Community Centre*

Will Allard – Safeguarding and Community Partnership  
Lead

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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 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.	<b>Yes</b>
<b>b)</b> Either: <b>i.</b> Provide support to consumers in vulnerable situations, and relate to energy safeguarding, or <b>ii.</b> Provide awareness on the dangers of CO, or <b>iii.</b> Reduce the risk of harm caused by CO;	<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 license 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</b>  To qualify as a VCMA Project, essential gas appliance servicing must meet the following criteria:	
<b>a)</b> Either: <b>i.</b> 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  <b>ii.</b> 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  <b>iii.</b> 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	<b>N/A</b>

makes them more vulnerable to health risks associated with cold homes.	
<b>b)</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).	<b>N/A</b>
<b>c)</b> 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.	<b>N/A</b>

<b>Section 3 - Eligibility criteria for Collaborative VCMA Projects</b>	
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
<b>Project Title</b>	Centre for Warmth – Gamesley G52 Community Centre
<b>Funding GDN(s)</b>	Cadent
<b>New / Updated (indicate as appropriate)</b>	Updated March 2024
<b>Role of GDN(s) *For Collaborative VCMA Projects only</b>	Not applicable
<b>Date of PEA Submission</b>	Initial Submission: March 2023  Updated version submission: March 2024
<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 Number: 07773 545451
<b>Total Cost (£k)</b>	<u>Original Costs:</u>  Centre Costs - £59,567.30 Slow Cookers – 100 = 75 large £27.84= £ 2,088.00 and 25 small x £388.75 = £2,476.75  Total = £61,944.05  <u>Updated March 2024</u>  The project has been running for two years and due to the success and learning outcomes, extra funding is required by Gamesley G52 to help with increased demand for services.  Centres/partner costs: £91,112.32 Project management costs (4%): £6,209.77 Slow cooker costs: £4,564.75
<b>Total VCMA Funding Required (£k)</b>	<u>Original Total</u> £61,944.05  <u>Updated March 2024</u> £161,454.14
<b>Problem(s)</b>	The Centre for Warmth Gamesley G52 project will be delivered in Gamesley Glossop. The project will deliver a range of services to local, vulnerable households including: <ul style="list-style-type: none"> <li>• Benefit entitlement checks and claims support.</li> <li>• The issuing of carbon monoxide (CO) alarms and education on the dangers of CO.</li> <li>• Supporting customers to register to the priority services register (PSR).</li> <li>• Support on energy efficiency advice.</li> <li>• Slow cooker sessions to educate on healthy cheaper way of cooking.</li> </ul>

	<p><b><u>Problems Families are facing in Gamesley</u></b></p> <ul style="list-style-type: none"> <li>• Low – income families are struggling with heating their homes and feeding their families with the rise in the cost of living and energy costs.</li> <li>• These families do not have access to energy saving services and products or are just not aware of them.</li> <li>• These families are more likely to be struggling with debt and managing their finances.</li> <li>• They are also more likely to be digitally excluded not having access to the internet or have the technology, due to lack of money and are therefore limited when it comes to applying for benefits, jobs etc.</li> </ul> <p><b><u>Fuel Poverty</u></b></p> <p>Gamesley is a town located in Cadent's North West network and is challenged with high levels of deprivation and poverty. This is evidenced by 1Derbyshire Observatory's IMD statistics that shows LSOA Gamesley is in the first decile for deprivation and ranked 1,457th nationally.</p> <p><sup>2</sup>Department for Business, Energy and Industrial Strategy figures show 49,987 households in Derbyshire were in fuel poverty in 2020 – the most recent official figures.</p> <p>High levels of deprivation can be linked to broader issues such as fuel poverty, increased carbon monoxide risk and financial hardship.</p> <p>The main factors contributing to fuel poverty are:</p> <ul style="list-style-type: none"> <li>• high energy costs</li> <li>• poorly insulated and inefficient housing</li> <li>• low household income</li> </ul> <p>Fuel poverty is most keenly felt by certain groups of people. The elderly, the very young and those with existing respiratory, heart and mental health conditions are particularly affected as their symptoms are made worse by living in cold homes. These people may also be at home more often and need to heat their homes more to keep warm, increasing their energy bills further.</p> <p><b><u>Debt</u></b></p> <p>According to the CAB, those 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. When we factor in unemployment, low income, drug and alcohol abuse and mental health, the chances of people being in debt are huge.<sup>3</sup> 29.1% of adults in Derbyshire drank more alcohol than the recommended limit of 14 units each week between 2015 and 2018. This is significantly higher than the</p>
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<sup>2</sup> [www.derbyshiretimes.co.uk/news/people/tens-of-thousands-of-derbyshire-households-in-fuel-poverty-even-before-energy-crisis-3678095](http://www.derbyshiretimes.co.uk/news/people/tens-of-thousands-of-derbyshire-households-in-fuel-poverty-even-before-energy-crisis-3678095)

<sup>3</sup> [democracy.derbyshire.gov.uk/documents/s12849/derbyshire-health-and-wellbeing-strategy-2022.pdf](http://democracy.derbyshire.gov.uk/documents/s12849/derbyshire-health-and-wellbeing-strategy-2022.pdf)

	<p>England figure (22.8%). These people often do not have access or believe there is a stigma to seeking advice on debt.</p> <p><b><u>Loneliness and isolation</u></b></p> <p>Social Isolation and loneliness pose many mental and physical health risks to residents living in this form of vulnerability. Customers living in semi-rural communities (such as Gamesley) have a higher risk of being socially isolated due to a number of factors:</p> <ul style="list-style-type: none"> <li>• An increasing percentage of residents are elderly. 21.6% of the population of High Peak are aged 65 and over.</li> <li>• Facilities and transport can be limited. Partners at Gamesley G52 report massive issues with community transport links to surrounding larger towns and cities. This limits the employment and social interaction opportunities for Gamesley residents.</li> <li>• There is often a lack of local employment opportunities,</li> <li>• Evidence suggests that broadband and technical support can be inadequate.</li> </ul> <p>Social isolation is often more prevalent in older demographics of the population. An ONS report from 2015 reported that the number of people within the UK population aged 65 plus living in rural and semi-rural areas increased 37% between 2001- 2015. This trend has been witnessed in Gamesley, where a significant portion of the population are in older age brackets.</p> <p><b><u>Updated March 2024:</u></b></p> <p>Due to the current economic situation Gamesley G52 Community Centre has seen a sharp increase in the number of individuals using the services that they offer. Due to this rise in demand, Gamesley and Cadent have seen an opportunity to provide extra investment in the services that are provided. The extra funding will provide Gamesley G52 Community Centre with the opportunity to help more of the local community and in turn increase the overall social return of the project.</p>
<p><b>Scope and Objectives</b></p>	<p><b><u>Project scope</u></b></p> <p>Cadent will provide Gamesley G52 Community Centre with £59,567.30 GBP of VCMA funding to enable the delivery of a 3 years Centre For Warmth project. The funding will be utilised by the centre to provide a range of services to local residents living in vulnerable situations.</p>

These services include:

- The employment of two part time community advisors who will support residents by issuing a range of advice including home energy efficiency, debt management, benefit entitlement checks/applications and gas safety.
- The delivery of quarterly slow cooking classes designed to promote slow cooking as an affordable, energy efficient and healthy method of feeding a family
- The coordination and delivery of quarterly community events that will utilise the centres large public hall. The community events will allow a large number of residents to receive support through attending themed events on topics such as energy debt, income maximisation, employment, and gas safety.
- Delivery of a mini-bus service, where community advisors can reach isolated residents that are unable to travel to the centre due to issues with public transport, disabilities etc.

The project aims to reach approximately 6,000 people over the course of the 3year project This total reach will be divided between:

- 360 households receiving income maximisation/energy efficiency advice;
- 100 customers receiving advice on slow cooking/efficiency
- 200 customers attending the quarterly community events;
- 300 customers receiving advice on CO and receiving and alarm.
- 6,000 customers attending the centre for general services across the 3 years.

### **Project objectives**

The Gamesley G52 project contains a series of objectives that success will be measured:

- To support customers across the project area living in isolation, fuel poverty and at risk of exposure to carbon monoxide.
- To generate a positive social return on investment - see the below relevant section for more details.
- To deliver income maximisation advice to approximately 360 customers
- To deliver energy efficiency advice to approximately 360 customers
- To deliver slow cooking awareness sessions to approximately 100 customers;



	<ul style="list-style-type: none"> <li>• To deliver quarterly community events to approximately 200 customers.</li> <li>• To deliver Carbon monoxide advice and supply alarms to 300 of the most vulnerable households.</li> </ul> <p>The events will promote messaging on energy efficiency, gas safety, debt management and employability.</p> <p><b><u>Updated March 2024</u></b></p> <p>Cadent will provide Gamesley G52 with VCMA funding to provide a range of services to local individuals living in vulnerable situations.</p> <p>For a breakdown of the additional funding please see table below:</p> <table border="1" data-bbox="603 779 1410 1305"> <thead> <tr> <th>Service(s)</th><th>Charge(s)</th></tr> </thead> <tbody> <tr> <td>Family Support Worker</td><td>£24,161.28</td></tr> <tr> <td>Community Pantry Coordinator</td><td>£24,161.28</td></tr> <tr> <td>Community Connector</td><td>£24,161.28</td></tr> <tr> <td>Finance and Admin Support</td><td>£9060.48</td></tr> <tr> <td>Energy Costs (Community Hub)</td><td>£7200.00</td></tr> <tr> <td>Internet and printing are they printing</td><td>£1968.00</td></tr> <tr> <td>Volunteers Expenses</td><td>£400.00</td></tr> <tr> <td><b>Total of All Services:</b></td><td><b>£91,112.32</b></td></tr> </tbody> </table> <p>The project aims to reach 6,735 individuals over the course of the three-year project This total reach will be divided between:</p> <ul style="list-style-type: none"> <li>• 560 individuals receiving income maximisation advice.</li> <li>• 540 individuals receiving energy efficiency advice.</li> <li>• 100 individuals receiving advice on slow cooking/efficiency.</li> <li>• 200 individuals attending the quarterly community events.</li> <li>• 705 individuals receiving advice on CO and receiving and alarm.</li> <li>• 750 individuals will receive advice and support on the PSR and 300 will be registered.</li> <li>• 6,735 individuals attending the centre for general services across the three- years.</li> </ul>	Service(s)	Charge(s)	Family Support Worker	£24,161.28	Community Pantry Coordinator	£24,161.28	Community Connector	£24,161.28	Finance and Admin Support	£9060.48	Energy Costs (Community Hub)	£7200.00	Internet and printing are they printing	£1968.00	Volunteers Expenses	£400.00	<b>Total of All Services:</b>	<b>£91,112.32</b>
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<p><b>Why the Project is Being Funded Through the VCMA</b></p>	<p>We believe that the project meets all of the Vulnerability and Carbon Monoxide Allowance eligibility criteria:</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> <ul 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 of the dangers of CO, or,</b></li> <li><b>iii. Reduce the risk of harm caused by CO;</b></li> </ul> <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 Gamesley G52 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><b>d. Go beyond activities that are funded through other price 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><i>This project will be solely delivered through Cadent's VCMA funding.</i></p>
<p><b>Evidence of Stakeholder/Customer Support</b></p>	<p>Cadent conducted extensive stakeholder and customer engagement to obtain feedback on its RIIO-GD2 business plans and subsequent Vulnerability and Carbon Monoxide Allowance (VCMA) delivery.</p> <p>Firstly, we conducted "Energy Diaries", a piece of research aimed at gauging the customer's attitudes towards the rises in energy prices, as well as the support offered by organisations such as Cadent. The Energy Diaries demonstrated that customers continue to support the key measures that we identified when developing our RIIO-2 plan, with a heightened requirement to support people with the cost-of-living crisis.</p> <p>The Centre For Warmth - Gamesley partnership recognises this feedback by offering vulnerable households essential support with income maximisation and energy efficiency services.</p>

	<p>Secondly, we regularly seek to obtain the feedback of stakeholders such as Citizens Advice and National Energy Action (NEA) in order to understand the needs of customers in vulnerable situations. These regular conversations allow Cadent to gain feedback on the initiatives we are or should be supporting, and also ensure that the projects are in the best interests of our customers. Stakeholders have provided consistent feedback on the need for energy networks to focus their funding on supporting households most impacted by the cost of living crisis.</p> <p>This project takes this feedback into account by creating a partnership with a trusted local charity, positioned in an area with levels of deprivation and fuel poverty significantly higher than the national average.</p> <p>Finally, Cadent asked customers for their views on which of the below statements best described their health and financial situation compared to 2021:</p> <ul style="list-style-type: none"> <li>• My current household's health or financial situation is worse off compared to 2021.</li> <li>• My current household's health or financial situation is the same compared to 2021.</li> <li>• My current household's health or financial situation is better off compared to 2021.</li> </ul> <p>60% of participants responded that their households' health or financial situation was worse off this year compared to 2021 levels.</p> <p>This project aims to support households most impacted by a downturn in the financial health through offering services such as income maximisation and benefit entitlement checks.</p> <p><u>Updated March 2024:</u></p> <p>Due to feedback from the Gamesley G52 Community Centre there has been a need identified that extra funding will allow them to extend the services that they offer. By doing this Gamesley G52 Community Centre will be able to extend their reach and in turn increase Cadent's social return on investment.</p>
<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 Gamesley G52 community centre and aims to support approximately 6,000 residents with energy/safety/loneliness issues across a 3-year project period.</p> <p>The Gamesley G52 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> </ul>

- Provide slow cooking classes to local residents to promote the potential affordability, efficiency, and health benefits
- Provide support to lonely local residents, ensuring that they can access the community centre and the services it offers
- Provide residents with energy efficiency advice and carbon monoxide awareness.

#### Associated actions

- Cadent's funding will be used to employ two part time community advisors. The advisors will have the skills to provide services aimed at tackling fuel poverty, risk of exposure to CO and loneliness.
- Gamesley G52 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.
- Cadent will provide funding to enable the use of the existing community centre minibus, allowing the delivery of activities that provide support to those living in/at risk at social isolation.
- Cadent will provide funding to enable Gamesley G52 to deliver 4 community information days with links to energy, debt management and safety messaging.

#### Success criteria

The success of the project will be evaluated against the meeting of the project's objectives. These objectives include:

1. The project will reach approximately 6,000 customers across the course of the 3 year contract.
2. 360 customers will receive in-depth 1-2-1 advice on income maximisation advice.
3. 360 customers will receive energy efficiency advice.
4. 100 residents will receive support with learning how to use slow cookers as an affordable, efficient, and healthy means of cooking.
5. 200 customers will attend large quarterly community events focussed on topics such as energy efficiency, debt management, safety, and employability.
6. 600 customers will receive education and advice regarding CO and 300 will receive an alarm.
7. 600 customers will receive advice on the PSR and 200 customers will receive support to sign up.

As well as aiming to reach a target number of customers, Cadent and Gamesley G52 will review the qualitative benefits/indicators of the project as part of the final evaluation. Meeting of the below indicators will help Cadent determine the success of the project:

- Customers will realise increases in household income through ensuring that they are claiming the benefits that they are entitled to.

	<ul style="list-style-type: none"> <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><u>Updated March 2024:</u></p> <p>The VCMA project aims to support 6,735 individuals with energy/safety/loneliness issues across a three-year project period.</p> <p>The Gamesley G52 Centre for Warmth aims to achieve the same outcomes listed above. However, the success of the project will be evaluated against:</p> <ul style="list-style-type: none"> <li>• The project will reach 6,735 individuals across the course of the three- year contract.</li> <li>• 560 individuals will receive in-depth one-to-one advice on income maximisation advice.</li> <li>• 540 individuals will receive energy efficiency advice.</li> <li>• 100 individuals receiving advice on slow cooking/efficiency.</li> <li>• 200 individuals attending the quarterly community events.</li> <li>• 705 individuals receiving advice on CO and receiving and alarm.</li> <li>• 750 individuals will receive advice and support on the PSR and 300 will be registered.</li> </ul>
<b>Project Partners and Third Parties Involved</b>	Cadent and Gamesley G52 Community Centre .
<b>Potential for New Learning</b>	<p>After working with Gamesley G52 for 1 year Cadent have come to realise that by working with stakeholder partners we reach the most vulnerable and difficult customers, that we would usually struggle to access.</p> <p>This is due to the fact that the staff already have relationships with this sector and are trusted so we can build on this and ensure they receive the support they need.</p> <p>Cadent have also set up a forum to share best practice, ideas, tips and resources for all the Centres for Warmth.</p> <p>They will meet once every quarter on a team's call to discuss and highlight issues and how they deal with them, good news etc.</p> <p><u>Updated March 2024</u></p>

	<p>The Gamesley G52 Community Centre for Warmth project offers many potential areas of learning that Cadent can adopt for other VCMA-funded projects in RIIO-2.</p> <p>One of the main rationales behind funding the project is the number of individuals living in vulnerable situations and fuel poverty. The centres also focus 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 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 the Gamesley G52 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 Gamesley G52 Community Centre will also provide Cadent with learning on customers receptiveness to support from Gas Distribution Networks (GDNs) 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, including NPV</b></p>	<p>Scale of VCMA project</p> <p>The Gamesley G52 Centre for Warmth project will deliver support for 3- year duration. The project will focus on the provision of advice/support /loneliness issues to approximately 6,000 customers over 3 years.</p> <p>This total reach will be divided between:</p> <ul style="list-style-type: none"> <li>• 360 customers receiving income maximisation advice= £618,159.60</li> <li>• 360 customers receiving Energy efficiency advice= £132,397.20.</li> <li>• 600 customers will receive advice and support on the PSR and 200 will be registered = £28,778.00</li> <li>• 600 customers will receive advice on CO = £5,236.64</li> <li>• 690 people tackling loneliness and isolation X £1800 (£600 per annum) = £1,242,000.00</li> </ul> <p>This project will take place in an area of high deprivation and isolation in an area of the Peak District. Cadent's previous activity in this area of the network has been limited, and this project will allow us to support a new customer group.</p>

**5-year SROI calculations:**

5-year gross present value= £2,026,571.44

5-year Social Return on Investment = £1,964,536.84

(minus investment Centre costs: £59,567.30

Slow cooker costs: £2467.75)

**1-year SROI calculations:**

1-year gross present value= £570,914.29

1-year Social Return on Investment = £558,507.37

(minus investment Centre costs: £59,567.30

slow cooker costs: £2467.75)

**Supporting households to maximise their income**

Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to maximise their income. SIA Partner's based their analysis on the "actual" data from a 3-month project between Cadent and NEA, and historic data from NEA over the past 3 years.

SIA Partners calculated an average 5-year gross present value of supporting households to maximise their income of £1,717.11.

An average of 360 clients will receive this service over the course of the project, equating to a total 5-year gross present value of £618,159.60

**Educating customers on the dangers of carbon monoxide**

Cadent also employed SIA Partners to evaluate the forecasted social return on investment of several RIIO-GD2 business plan elements. These elements included CO education, CO alarm distribution and the repair/replacement of gas appliances.

SIA Partners pointed to a number of factors that influenced the social value generated by educating customers on the dangers of carbon monoxide:

- A reduction in A&E visits linked to CO;
- A reduction in long term hospitalisations linked to CO;
- A reduction in deaths caused by CO;
- A reduction in time of work due to injury caused by CO;

	<ul style="list-style-type: none"> <li>• A reduction in ambulance call outs linked to CO;</li> </ul> <p>SIA Partners calculated the average 5-year gross present value of a CO educational conversation to be £8.73 – this is based on a 1-2-1 conversation with an 80% retention rate.</p> <p><u>Distributing carbon monoxide alarms to the most at risk households</u></p> <p>Approximately 500 of the most at risk households will receive a free CO alarm over the course of the two year project.</p> <p>SIA Partners calculated the average 5-year gross present value of issuing a CO alarm to be £14.</p> <p><u>Supporting households to register to the Priority Services Register</u></p> <p>Cadent worked with SIA Partners to evaluate the average 5-year gross present value of supporting households to register to the PSR. SIA Partner's based their analysis on the DNO proxy bank value for an avoided stress management course.</p> <p>SIA Partners evaluated an average 5-year gross present value of £143.89 for a single PSR registration.</p> <p><u>The Cost of loneliness</u></p> <p>The Centre For Warmth project will reach customers living in urban areas of Cadent's network.</p> <p><sup>4</sup>BBC report found that 46% of England's urban population are aged 65 or over.</p> <p><sup>5</sup>One-fourth of the population aged 65 years and older reported feelings of loneliness.</p> <p><sup>6</sup>Social Psychiatry and Psychiatric Epidemiology reported a net present value of £6,000 for people who reported being lonely most of the time. This figure was across a 10-year period and equates to £600 per annum. This research concluded that older people who feel lonely are at greater risk of developing conditions such as dementia and depression.</p> <p><sup>7</sup>The health foundation reported that 21% of older people who live alone, or face feelings of loneliness visit their GP at least once a month. This places pressure on front-line services since many</p>
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<sup>4</sup> <https://www.bbc.co.uk/news/uk-43316697>

<sup>5</sup> <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html#:~:text=Older%20adults%20are%20at%20increased,the%20amount%20of%20social%20contact.>

<sup>6</sup> <https://link.springer.com/content/pdf/10.1007/s00127-019-01733-7.pdf>

<sup>7</sup> <https://www.health.org.uk/news-and-comment/news/older-people-living-alone-are-50-more-likely-to-visit-a-gp-than-those-who-live-with>



	<p>people who experience loneliness think of their GP as someone they can relate to and who will listen to them, engaging in an open, friendly dialogue.</p> <p>The centres For Warmth project aims to reach 1,800 urban customers. 46% of which will be aged 65 and over.</p> <p><sup>8</sup>Campaign to end loneliness reported that over 700,000 people aged 65 and over are experiencing feelings of loneliness. 46% of this age group lives in urban areas which equates to 322,000 people.</p> <p>Social Psychiatry and Psychiatric Epidemiology research suggest a potential saving of £600 per annum for each older customer supported that was previously experiencing feelings of loneliness.</p> <p>The Centre For Warmth project will run for 3 years, equating to a saving of £1,800 per customer.</p> <p>This equates to an overall benefit of £1,242,000 for 3 x year only as the risk of experiencing loneliness and isolation can increase again after the project stops delivering support.</p> <ol style="list-style-type: none"> <li>1. 6,000 people using centre</li> <li>2. 46% of the population are over 65 = 2,760 people</li> <li>3. 25% of 2,760 people are lonely with health conditions = 690 people</li> </ol> <p>690 people X £1800 (£600 per annum) = £1,242,000.00</p> <p><u>Updated March 2024:</u></p> <p>The Gamesley G52 Centre for Warmth project will deliver support for three-year duration. The project will focus on the provision of advice, support and loneliness issues to 6,735 individuals over three-years.</p> <p>This total reach will be divided between:</p> <ul style="list-style-type: none"> <li>• 560 individuals receiving income maximisation advice= £961,581.60</li> <li>• 540 individuals receiving Energy efficiency advice= £198,595.80</li> <li>• 750 individuals will receive advice and support on the PSR and 300 will be registered = £43,167.00</li> <li>• 705 individuals will receive advice on CO = £6,154.65</li> <li>• 775 individuals tackling loneliness and isolation x £1800 (£600 per annum) = £1,395,000.00</li> </ul> <p><u>SROI calculations</u></p>
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<sup>8</sup> <https://campaigntoendloneliness.org/guidance/wp-content/uploads/2015/06/StatisticsGFLA.pdf>

	<p>Five-year gross present value = £2,628,141.05 One-year gross present value = £711,628.21</p> <p>Five-year Social Return on Investment = £2,466,686.91 One-year Social Return on Investment = £649,684.16</p> <p>Ratio: £1:14</p>
<b>VCMA Project Start and End Date</b>	<p>Start date March 31st, 2023 End date. March 30<sup>th</sup>, 2024</p> <p><u>Updated March 2024</u></p> <p>End date. March 30<sup>th</sup>, 2026</p>
<b>Geographical Area</b>	This project will be delivered in Cadent's Northwest network in Gamesley, Glossop

### 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: 01/03/2022	Review Completed By: Gemma Norton
Stage 2: Sustainability and Social Purpose Team Management Review	
Date Management Review Completed: 02/02/2022	Review Completed By: Phil Burrows
Step 3: Director of Sustainability and Social Purpose Sign-Off	
Director of Sustainability and Social Purpose Sign-Off Date: 08/03/2022	
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 2022	
Date that Notification Email Sent to Ofgem: March 2022	