

GDN Collaborative Vulnerability & Carbon Monoxide Allowance (VCMA)

Project Eligibility Assessment (PEA)

Scope Disability Energy Support with water advice service

Kerry Potter
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29 March 2022
Updated February 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)	
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: 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;	NA
b) The household cannot afford to service, repair or replace the unsafe pipework or essential gas appliance; and;	NA
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.	NA
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;	NA
b) Have the potential to benefit consumers on the participating networks; and	Yes
c) Involve two, or more, gas distribution companies.	Yes

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

Information Required	Description																																								
Project Title	Scope – Disability Energy Support																																								
Funding GDN(s)	The GDN(s) which register(s) the VCMA project Cadent, Northern Gas Networks, SGN and Wales & West Utilities																																								
New/Updated (indicate as appropriate)	Updated February 2024																																								
Role of GDN(s) *For Collaborative VCMA Projects only	The specific role(s) of GDN(s) participating in a collaborative VCMA Project SGN lead partner, Cadent, Northern Gas Networks and Wales & West Utilities																																								
Date of PEA Submission	15 March 2022 (Original) 15 February 2024 (Updated)																																								
VCMA Project Contact Name, email and Number	Kerry Potter Kerry.potter@sgn.co.uk																																								
Total Cost (£k)	Original costs £240,000 Updated February 2024 Additional costs £3,275,000.00																																								
Total VCMA Funding Required (£k)	<p>£120,000 per year (Original)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Cadent</th> <th>NGN</th> <th>SGN</th> <th>WWU</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>£59,767.32</td> <td>£13,867.80</td> <td>£32,485.20</td> <td>£13,879.68</td> </tr> <tr> <td>Year 2</td> <td>£59,767.32</td> <td>£13,867.80</td> <td>£32,485.20</td> <td>£13,879.68</td> </tr> </tbody> </table> <p>Updated February 2024</p> <p>Feb 24 – Mar 26 cost £3,275,000.00</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Cadent</th> <th>NGN</th> <th>SGN</th> <th>WWU</th> </tr> </thead> <tbody> <tr> <td>March- Dec 2024</td> <td>£724,953.89</td> <td>£168,211.90</td> <td>£394,034.25</td> <td>£168,355.51</td> </tr> <tr> <td>Jan – Dec 2025</td> <td>£724,953.89</td> <td>£168,211.90</td> <td>£394,034.25</td> <td>£168,355.51</td> </tr> <tr> <td>Jan – March 2026</td> <td>£181,238.47</td> <td>£42,052.98</td> <td>£98,508.57</td> <td>£42,088.88</td> </tr> <tr> <td>Total</td> <td>£1,631,146.25</td> <td>£378,476.78</td> <td>£886,577.07</td> <td>£378,799.90</td> </tr> </tbody> </table>	Year	Cadent	NGN	SGN	WWU	Year 1	£59,767.32	£13,867.80	£32,485.20	£13,879.68	Year 2	£59,767.32	£13,867.80	£32,485.20	£13,879.68	Year	Cadent	NGN	SGN	WWU	March- Dec 2024	£724,953.89	£168,211.90	£394,034.25	£168,355.51	Jan – Dec 2025	£724,953.89	£168,211.90	£394,034.25	£168,355.51	Jan – March 2026	£181,238.47	£42,052.98	£98,508.57	£42,088.88	Total	£1,631,146.25	£378,476.78	£886,577.07	£378,799.90
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Problem(s)	<p>Disabled people are more likely to face financial vulnerability, fuel poverty, and increased energy costs, they also find it more challenging to access information and support in a way that works for the disabled community.</p> <p>Low-income households spend a substantial share of their income on utility services such as electricity, heating, and water. This is particularly disproportionate in the case of many disabled people, as they consume</p>																																								

more energy and water based upon need. Disabled people have less household income and face two times the average unemployment rates, resulting in poverty being 6% higher in the disabled community.

Scope's 'Out in the cold' report published in 2018 showed that over a third of disabled adults say that their impairment or condition has a significant effect on their energy costs, highlighting.

- That 55% of disabled adults worry about paying their energy bills;
- That disabled families pay significantly more on their utilities than non-disabled families and;
- That more than 900,000 households with a disabled person in England are living in fuel poverty.

Scope's recent research into the impact of Covid 19 has only widened the gap here. Recent research conducted during Covid 19 by Accenture and Scope identified that the impact of sustained shielding has had a further detrimental impact on disabled people. That disabled people used more energy than non-disabled people during the pandemic, and that 35% say that the costs of energy caused them to worry. Three in five (57%), say that their energy bills have increased significantly and that they are concerned about being able to afford their energy in winter.

It was also determined in this research that disabled people are largely unaware of the support available to them to safeguard their needs, including key services like the Priority Services Register, and that disabled people value targeted and tailored support designed for their needs.

It is also likely that disabled people are going to be hit the hardest in the biggest cost of living crisis in a generation. Scope research carried out by Opinium captured the responses of 1,005 disabled UK adults shows the extent of living and energy costs on disabled people.

- 76 per cent of disabled people have seen rising living costs and have had to cut household spending.
- Energy bills is the biggest increase in household cost for disabled adults
- Disabled people are twice as likely to be unable to heat their homes and have a cold house, with 43 per saying they need to use more energy to meet their needs.
- Half of those experiencing increased costs over the past 3 months said that their mental health had worsened because of rising costs.

We are expecting to see increasing numbers of disabled young people, 1.25m by 2029. (SIA Partners Vulnerability Research 2020)

In 2020 Scope launched the Disability Energy Service (DES) with water advice and since then have seen a significant and growing demand for independent and tailored advice and advocacy support to help disabled people and their families achieve a safe and warm home. This demand has grown to exceed the current funding Scope has to deliver the service, so promotion of the scheme is being managed to maintain a good service experience.

Updated February 2024

Life costs more for disabled people. According to [research from Scope](#), on average, life costs an extra £1,222 a month if you're disabled. With the extra costs of heating, equipment and therapies, disabled people are more likely to face financial vulnerability, increased energy costs and fuel poverty.

Disabled people also often find it more challenging to access information and support to manage these issues.

Research by Opinium reveals the devastating and disproportionate impact the energy crisis is having on disabled people:

- 28% of disabled people are not using their heating when cold, compared to 16% of non-disabled people.
- 34% are buying lower quality food, skipping meals and or eating less and making choices whether to eat or heat, compared to 19% of non-disabled people.
- 20% of disabled people surveyed said they were cutting back or stopping showering and bathing because of the cost of living, compared to 9% of non-disabled adults.
- During 2023 alone, almost a third of disabled people have been pushed into debt (29%) compared to 16% of non-disabled people.

SGN first partnered with disability equality charity Scope in 2020 to deliver tailored and targeted support through our Disability Energy Support (DES) with water advice service. The partnership was extended nationally from April 2022. Since then, the DES service has seen a continual increase in referrals into the service over the past 3 years.

To ensure that we understand the priority needs of disabled people who are referred into DES we gather insights to understand what the most urgent topics a customer wants support with are and have found that disabled people request support with:

- Discounts available to help with energy costs
- Help dealing with energy debt
- Applications and information on grants, trusts and schemes to help with energy costs
- Becoming more efficient to reduce energy costs in their home.

To better understand the challenges faced by disabled people as a direct result of the cost-of-living crisis on beneficiaries of the DES service, Scope have conducted new research between August 2022 and 31 August 2023 and found:

- 50% of disabled people that Scope have surveyed said they are struggling to keep warm and safe, unable to afford the essentials
- 41% confirmed they had equipment relating to their disability, condition, or impairment, that used energy
- 47% confirmed they were in arrears with at least one utility company
- Average energy debt of disabled households was £1,794
- 53% with a pre-payment meter earned or received less income than the national living wage.

In response to this insight SGN led a pilot project with the aim to provide immediate tangible support for people who are in crisis, those already in debt or are about to fall into debt and as a direct result were making difficult choices and as a result were living in a cold home.

The scope of the pilot included an assessment of the needs of the household and where there is an increased risk of detriment, the provision of credit meter energy vouchers and heated throws for customers in energy crisis with a medical condition made worse by being in a cold home.

Scope is seeing overwhelming benefits from this pilot. Customers have reported an immediate relief during the cost-of-living crisis and an increase in their wellbeing, with 67% of customers saying that the voucher scheme relieved financial stress and pressure of their current situation, 63% said it

	<p>gave them breathing space before paying their next energy bill and 74% said it reduced their stress and anxiety in general.</p> <p>Through the DES service we raise the awareness of the dangers and risks of carbon monoxide poisoning and give guidance on how to keep safe at home. We've found that many disabled customers coming through DES do not have a working carbon monoxide alarm and can't afford one or do not know what to buy.</p> <p>Insight from our recent collaborative research project to understand the disabled community's access to and understanding of carbon monoxide (CO) safety information and devices, showed us that approximately 38% of disabled households don't have a working CO alarm.</p> <p>More and more disabled people in crisis are coming to DES. The service has saved disabled people over £2 million over the past year through energy support and water advice. Scope anticipates that annual referrals for 2024 and 2025 will greatly surpass those of 2022 and 2023. Scope forecasts that the demand for the DES service will increase by a further 3,600 customers 2024 – 2025.</p> <p>Scope has also seen an increase in the numbers of disabled people contacting the general helpline with issues and concerns about the cost of living and household costs, with energy often the highest. This can be a pathway into the DES team for those in energy crisis, however there are many people who could be supported if the general helpline team were skilled and had the resource to provide basic energy safeguarding and income maximisation advice.</p>
<p>Scope and Objectives</p>	<p>The scope and objectives of the VCMA Project should be clearly defined including the benefits which would directly impact customers on the participating GDNs' network(s), and where the benefits of the VCMA Projects lie.</p> <p>Scope is the UK's leading pan disability equality charity, providing practical information and emotional support to disabled people and their families when it is most needed.</p> <p>The partnership looks to provide a bespoke and dedicated utility advocacy service for disabled people, designed for and marketed to disabled people to let them know that there is help available to support them with their utility and energy needs.</p> <p>The services for disabled people will be provided by trained specialists in both areas of utilities and disability to ensure that the best outcomes are achieved and to ensure that people who use the service have better access to a safe and warm home.</p> <p>To ensure that the support provided is accurate and up to date, the partner organisations will work together to co-design the support that delivers tailored guidance to empower and assist disabled users to access services and support to achieve a safe and warm home by proactively addressing their individual utility needs and household income.</p> <p>The partnership will include the following scope;</p> <ol style="list-style-type: none"> 1. Enable each GDN including SGN's Scotland network to identify and refer customers into the DES with water advice service where a household is eligible and would value the independent support 2. Direct marketing of the DES with water advice service to disabled people through the Scope network 3. Promotion of the benefits of joining the Priority Services Register to disabled people

	<p>4. Deliver an inclusive, multi-channel service for disabled people including an upfront offer of three set appointments with an experienced utility adviser to work through the customers utility needs and look for opportunities to increase access to support services</p> <p>5. Assess the needs of the household and where there is opportunity, provide a warm handover to additional support services designed to help disabled households</p> <p>The objective of the partnership is to ensure that where a GDN identifies a disabled household in need they have an appropriately skilled pathway to access help designed to meet the needs of disabled people. More broadly the objective is to provide disabled people with marketing and good quality information on what support services are available should they need help with their utilities, and should they need active help that there is a team with capacity to support them with their utility needs.</p> <p>Updated February 2024</p> <p>Building on the learnings of the partnership with Scope and the insights gathered from DES, the cost-of-living research and the SGN winter pilot scheme, we've reviewed and adapted the programme to increase the support provision for disabled people.</p> <p>The partnership aims to;</p> <ul style="list-style-type: none"> • Extend the DES partnership from May 2024 to March 2026 • Increase the size of the DES team to enable more disabled people to access dedicated, skilled energy and benefits advisers • Provide crisis support including energy credit for those on credit meter, prepayment vouchers for those on Pre Payment meters and heated blankets for those who would benefit from targeted warmth • Provide carbon monoxide alarms and information packs in inclusive formats • Provide targeted marketing campaigns that promote the Priority Services Register and the DES service twice a year with a focus on winter resilience support and planning for disabled people • Provide training to the Scope general advice team so that they can support more disabled people with energy safeguarding support and triage to either self-service or into DES should the customer lack the skills or confidence to self-serve.
<p>Why the Project is Being Funded Through the VCMA</p>	<p>The project meets the VCMA eligibility criteria as it will provide energy safeguarding services including direct advice and support to households where vulnerability exists, for those with disabilities and those at risk of or living in fuel poverty.</p> <p>This project will also engage on key matters to build energy resilience for disabled people, increase awareness on the dangers of CO and key support services including the Priority Services Register whilst delivering a forecast positive Social Return on Investment.</p> <p>Updated January 2024</p> <p>This partnership service goes above and beyond our core responsibilities as a Gas Distribution Network and is eligible under the VCMA funding criteria as it will provide energy crisis support, access to energy efficiency and CO advice, empowering vulnerable households to use energy safely, efficiently, and affordably.</p> <p>This partnership aligns to the shared GDN commitment to deliver support services customers aligned to our four strategic pillars:</p>

	<ol style="list-style-type: none"> 1. Services Beyond the Meter 2. Supporting Priority Customer Groups 3. Fuel Poverty & Energy Affordability 4. Carbon Monoxide Awareness <p>This project aligns to strategic pillar 2 (3 and 4.)</p> <p>The partnership has been externally reassessed by SIA partners using the GDN/DNO rulebook to better understand the social impact of the project and this assessment and the new adaptations made to this partnership have informed the updated forecast SROI.</p>
<p>Evidence of Stakeholder/ Customer Support</p>	<p>Scope – Customer Feedback on the DES service</p> <p>“It was great to have someone on the other end of the phone that was empathetic and understood my needs.”</p> <p>“Very good, friendly, helpful and supportive and understanding for disabled people like myself who are finding it difficult to get help from anywhere else.”</p> <p>“Phil was amazing very knowledgeable, reassuring and friendly, put me at ease, totally understood where I was coming from, took time to listen as well as give great advice.”</p> <p>In addition, from the insights of the customers supported during 2021, customers saved on average a potential of £658 per year, and wellbeing had increased by 38% after the first appointment.</p> <p>SGN Customer Engagement Group and Vulnerable Steering Group</p> <p>During the shaping of the SGN business plan we committed to, over the 5-year price control, to support over 250,000 vulnerable customers to use gas safely, affordably, and efficiently. To ensure that we adapt to market conditions we continue to engage our SGN Vulnerable Steering Group, they help us shape our vulnerability and CO strategies and our priorities for GD2 based on current need. Our expert stakeholders representing a range of vulnerable customer segments guided us to work with existing organisations that already support those in crisis and where we are able to broaden the reach or increase the capacity of those established charities that support people most in need. It is with guidance and support from our dedicated Vulnerable Steering Group that SGN prioritise support for those most likely to need help from their utility company due to low incomes, those in extreme financial vulnerability and in fuel crisis.</p> <p>GDN Vulnerability Collaboration Group</p> <p>Representatives from all four GDNs are supportive of delivering tailored support services to disabled customers as it aligns to our overall strategic ambition to increase awareness of the Priority Services Register to those most likely to benefit from the support linked to this service.</p> <p>GDN GD2 Consumer Vulnerability and Carbon Monoxide Steering Group</p> <p>The steering group membership includes senior leaders from each representative gas network and representation from key consumer advocacy groups including Citizens Advice, National Energy Action and Energy UK. The steering group ensures that the VCMA is managed in accordance with Ofgem guidelines and the strategic ambitions of the group. This initiative was discussed by the chair of the GDN Vulnerability Collaboration group, and the initiative was broadly supported.</p> <p>Updated February 2024 VCMA Annual Showcase 2023</p>

	<p>At the VCMA Showcase event the Scope DES partnership was well received by external stakeholders. It was recognised that disabled people were often more at risk of detriment and benefitted from trusted and tailored support from dedicated and disability friendly organisations. Stakeholders were positive about working with a dedicated expert partner to support disabled people building energy skills and support resources that enable national delivery to a community in need.</p>
<p>Outcomes, Associated Actions and Success Criteria</p>	<p>Through this partnership the Scope Disability Energy Support with water advice service we will work to directly support 1,200 vulnerable people per year with energy advice that improves their financial independence, their health and wellbeing, and increases their confidence to manage their household utility costs as well as provide access to practical advice on the dangers of CO and how to mitigate them.</p> <p>The partnership will be embedded within the Scope Disability Energy Support (DES) with water advice service and provide the following outcomes:</p> <ul style="list-style-type: none"> • Access to a referral pathway from gas network into the DES team for disabled households to access tailored support to meet utility needs • DES advice team educated on CO safety and confident to provide CO awareness to customers they work with • Marketing of the DES service through Scopes networks of disabled people • Marketing of the Priority Services Register to Scope's network of disabled people • Delivery of the DES with water advice service through the appointment programme in an accessible way – ensuring channel options meet disabled people's needs <p>Success Criteria</p> <ul style="list-style-type: none"> • 8 Scope DES advisers provided CO safety training • 1,200 customers per year supported to use energy safely, efficiently, and affordably via one-to-one utility discussions • Where relevant customers will be more aware of the risks of CO and how to mitigate these following one-to-one CO awareness discussions • Customers provided with easy access to the Priority Services Register • Customers referred on to access fuel vouchers, access to subsidised white goods, access to benefits, grants, and trusts • Customers assessed for income maximisation including benefits checks to increase household income. <p>To monitor our impact in line with the above, we will:</p> <ul style="list-style-type: none"> • Monitor outcomes against services provided • Monitor who is making use of the service - customer demographics, vulnerabilities, and needs • Survey service users for satisfaction and impact • Work closely with our partners to ensure that we all understand the issues faced to continue to develop our services by need • Provide case studies of the impact of the programme on frontline support and impact of individuals supported by the initiative (partner and individual) Work with Scope and other funding partners of DES with water advice to solve the problem around measuring the outcomes from a partner that is embedded within other referral pathways. <p>Updated February 2024</p> <ul style="list-style-type: none"> • Extending the DES partnership from May 2024 to March 2026 and increasing the size of the DES team to enable more disabled people to access dedicated, skilled energy and benefits advisers will enable DES

to support an additional 6,000 people between February 2024 and March 2026.

- Providing crisis support including energy credit for those on credit meters and heated blankets for those who would benefit from targeted warmth will provide 7,000 interventions designed to help disabled people in energy crisis.
- Providing carbon monoxide guidance to 5,000 disabled people and 3,750 disabled people with alarms and information packs in inclusive formats
- Providing two annual targeted marketing campaigns that promote the Priority Services Register and the DES service with a focus on winter resilience support and planning for disabled people, with an anticipated reach of around 500,000 disabled people and / or carers of disabled people.
- Providing training to the Scope general advice team so that they can support an additional 15,000 disabled people / and or carers of disabled people with energy safeguarding support and triage to either self-service or into DES should the customer lack the skills or confidence to self-serve.

Network level outcomes: total reach 20,000 beneficiaries (average cost to serve at £163.75)

Outcome	Total	Cadent	NGN	*SGN	WWU
DES Case Mgt	6,000	2,988	694	1,624	694
Crisis support	7,000	3,486	809	1,895	810
CO Awareness conversations	5,000	2,490	578	1,354	578
CO Alarm packs	3,750	1,868	433	1,015	434
Income Max / Benefit checks / Debt	5,100	2,540	589	1,381	590
Advice on grants & schemes	2,400	1,195	277	650	278
Energy bill advocacy	1,000	498	115	271	116
PSR / Energy Advice / CO and Smart meter advice – via general call centre (1,000 progressed in DES)	15,000	7,471	1,733	4,061	1,735

*SGN Southern (67%) and SGN Scotland (33%) outcome distribution.

Project Partners and Third Parties Involved

(Updated February 2024)

Scope – Lead delivery partner, delivering both community marketing, the services agreed under DES with water advice service, and insight reporting.

AgilityEco – Utility advice training provider for the DES team

SGN – Lead gas network overseeing the coordination of the partnership on behalf of the Gas Distribution Networks.

Cadent / Northern Gas Networks / Wales & West Utilities – funders and supporters of the delivery of the partnership outcomes.

	<p>UK Power Networks – Lead electricity network, providing separate funding and guidance on the support services available from electricity network operators</p> <p>Anglian Water & South East Water – Regional water provider, providing separate funding and guidance on the support services provided by water networks</p> <p>Energy retailers – energy retailers providing separate funding and guidance on the support available linked to energy company obligations.</p> <p>Charis Grants – delivery partner for fuel vouchers and heated blankets</p> <p>Opinium Research – for insights on disabled and non-disabled people</p> <p>Firehawk / Mailbox – delivery partner for the carbon monoxide alarm packs</p>
<p>Potential for New Learning</p>	<p>Working with Scope and their broader network we are hoping to enhance our understanding of the additional benefits for customers that come from a partner embedded within the disabled community, with other referral pathways through which they're able to refer out customers in need to receive other services specific to disabled household needs.</p> <p>We are looking to better understand how to best engage and support disabled people to confidently manage their utilities ensuring that access is fair. We intend to learn how to effectively engage with and better understand the challenges faced by disabled people and share these stories and insights to improve accessibility and service.</p> <p>The following activities will be in place to monitor and evaluate project progress and impacts:</p> <ul style="list-style-type: none"> • Quantitative and qualitative service user outcomes and demographics/vulnerabilities recorded/monitored • Service user before-and-after-support surveys and follow-up calls • In-bound and out-bound referrals from/to partners and other services recorded/monitored • Feedback, indicators, outputs, and outcomes reported monthly and quarterly at a regional level
<p>Scale of VCMA Project and SROI Calculations, including NPV</p>	<p>Based on Scope's own insights on the outcomes of the DES with water advice service the average cost to serve is £104 per household and over the past year on average the potential household savings have been £658 per year.</p> <p>SGN and the gas networks are working with leading social impact research consultancy SIA Partners to carry out an assessment of the financial and wellbeing outcomes applicable to our services for vulnerable customers incorporated in this partnership. Before including the additional benefits attributed to CO advice SIA partners forecast a minimum SROI of £12.48 benefits delivered via the DES with water advice service.</p> <p>Updated February 2024</p> <p>We worked with SIRIO Strategies to use this project as a practical example for the new industry standard social value framework and supporting GDN Rulebook that is in the final stages of development. SIRIO strategies have carried out an in depth assessment of the financial and wellbeing outcomes applicable to our services for vulnerable customers incorporated in this updated partnership between March 2024 and March 2026, and forecast a positive net Social Return On Investment of £7.03.</p>

	<p>Social Value Measurement</p> <table border="1" data-bbox="485 221 1160 394"> <tr> <td>Total cost*</td> <td>£3,450,672.10</td> </tr> <tr> <td>Total gross present value</td> <td>£27,693,389.50</td> </tr> <tr> <td>Net Present Value (NPV)</td> <td>£24,242,717.40</td> </tr> <tr> <td>SROI</td> <td>£7.03</td> </tr> </table> <p><i>*Accounting for inflationary factors over the term of the project.</i></p>	Total cost*	£3,450,672.10	Total gross present value	£27,693,389.50	Net Present Value (NPV)	£24,242,717.40	SROI	£7.03
Total cost*	£3,450,672.10								
Total gross present value	£27,693,389.50								
Net Present Value (NPV)	£24,242,717.40								
SROI	£7.03								
<p>VCMA Project Start and End Date</p>	<p>April 2022 – May 2024</p> <p>Updated February 2024</p> <p>Enhanced programme March 2024 – March 2026</p>								
<p>Geographical Area</p>	<p>England and Wales Direct referrals from the SGN Scotland network</p> <p>Update February 2024 Scotland service to be delivered in community to reflect the budget shared</p>								
<p>Internal governance and project management evidence</p>	<p>SGN has worked alongside Scope to co-design this partnership and ensure that its ambition contributes to the delivery of the gas networks collaborative Vulnerability Strategy and adheres to the updated VCMA governance criteria.</p> <p>The initial SROI was completed with SIA Partners using the shared DNO methodology with GDN specific proxies included.</p> <p>For the updated 2024 – 2026 partnership, the SROI has been assessed with support from SIRIO Strategies using the newly developed Industry Standard Social Value Framework supported by the GDN Rulebook, this includes consideration of the current partnership delivered outcomes.</p> <p>As detailed above have reviewed the current partnership scope which has been forecast at adding an additional £7.03 for each £1 invested, this will be monitored closely to ensure we adhere to the VCMA governance criteria and over deliver as we did in 2023.</p> <p>To support the partnership to deliver the success criteria outcomes as detailed, Scope are working closely with a network of supportive organisations across sector to ensure a quality service for disabled people through the Scope Utilities Membership. Scope and SGN already meet monthly to review partner challenges, and quarterly to review outcomes, learn, share best practices, and address any delivery issues.</p> <p>The PEA has been drafted by the business lead Kerry Potter from SGN, reviewed by representatives of the GDN Vulnerability Working Group and signed off by the senior leaders of all participating GDNs.</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: GDN Collaboration Group PEA Review

Meeting date review completed: 02/02/22

Review completed by: Kerry Potter

GDN:	Name:	Job Title:
Cadent	Simon Hames	Programme Manager
NGN	Jill Walker	Vulnerability Manager
SGN	Kerry Potter	Group Social Impact Manager
WWU	Elaina Cook	Social Obligations Manager

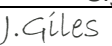
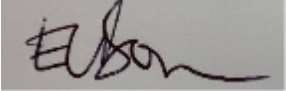
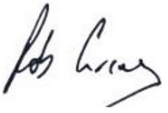
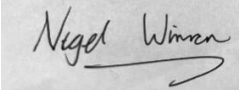
Stage 2: GD2CVG Panel Review

Meeting date sign off agreed: 18/03/22

Review completed by: Kerry Potter

GDN:	Name:	Job Title:
Cadent	Jo Giles	Customer Safeguarding Senior Manager
NGN	Eileen Brown	Director of Customer
SGN	Maureen McIntosh	Head of Customer Experience
WWU	Nigel Winnan	Customer and Social Obligations Strategy Manager

Step 3: Participating GDN individual signatory sign-off

GDN	Name:	Job Title:	Signature:	Date:
Cadent:	Jo Giles	Customer Safeguarding Senior Manager		29/03/22
NGN:	Eileen Brown	Director of Customer		14/03/22
SGN:	Rob Gray	Director of Stakeholder and External Communications		29/03/22
WWU:	Nigel Winnan	Customer and Social Obligations Strategy Manager		29/03/22

Updated February 2024

Stage 1: GDN Collaboration Group PEA Review

Meeting date review completed: 14/02/2024

Review completed by: Kerry Potter


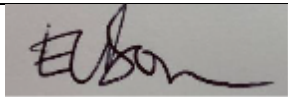
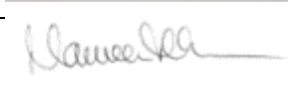
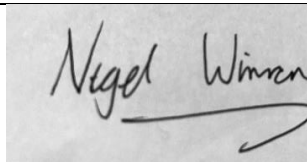
GDN:	Name:	Job Title:
Cadent	Gurvinder Dosanjh	Social Programmes Manager

NGN	Jill Walker	Vulnerability Manager
SGN	Kerry Potter	Group Social Impact Manager
WWU	Sophie Shorney	VCMA Manager

Stage 2: GD2CVG Panel Review
Meeting date sign off agreed: 14/02/2024
Review completed by: Kerry Potter

GDN:	Name:	Job Title:
Cadent	Gurvinder Dosanjh	Social Programmes Manager
NGN	Eileen Brown	Director of Customer
SGN	Maureen McIntosh	Director of Customer Services
WWU	Nigel Winnan	Customer and Social Obligations Strategy Manager

Step 3: Participating GDN individual signatory sign-off

GDN	Name:	Job Title:	Signature:	Date:
Cadent:	Phil Burrows	Head of Social Programmes		14/02/2024
NGN:	Eileen Brown	Director of Customer		19/02/2024
SGN:	Maureen McIntosh	Director of Customer Services		14/02/2024
WWU:	Nigel Winnan	Customer and Social Obligations Strategy Manager		14/02/2024