

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Community Action Northumberland
Project start date (indicate if the start date has been delayed)	July 2021
Time remaining on project from this quarter	None
Funding stream	VCMA
Report date	18 th March 2022

Northern Gas Networks (NGN) are keen to know how the VCMA funding makes a difference to their partners and communities and understand the impact.

Quarterly reporting is referenced in schedule 3 of the services agreement that was signed by your organisation. Please therefore ensure that a quarterly report is submitted by the deadline provided by NGN. If you realise there will be a delay in submitting this report, please contact Stephanie Ord sord@northerngas.co.uk / 07704 545200 ASAP. Under VCMA, NGN needs to demonstrate compliance with the governance requirements set by Ofgem.

You will need to refer to your original Project Eligibility Assessment (PEA) document when completing this form, in order to ensure that the funding is being used specifically for the purpose originally intended. Please inform NGN if there is a problem, as we may be able to agree some changes under certain circumstances however, **you must** speak to us in advance.

The timely submission and standard of your reports is likely to affect any future applications to Northern Gas Networks under VCMA.

If you have any problems or need assistance completing this form, please contact Stephanie Ord in the first instance or Jill Walker JWalker@northerngas.co.uk, 07773 390967

Once you have completed this form, please return it to: sord@northerngas.co.uk

1b. Progress update - tell us about achievements to date

- Delivery against the outcomes and associated actions
- Progress made against success criteria as set out in the PEA / proposal
- Challenges in achieving any of the above
- Are there any changes you have had to make? (for example, slippage in dates etc.)

Delivery against the outcomes and associated actions:

Alnwick What a wonderful World Event, roadshow, information event, presentations, face to face support and advice stand

Milfield Reading Rooms – Energy Roadshow, presentation and one to one support, including compensation for power cuts as a result of Storm Arwen, PSR and CO

Progress made against success criteria as set out in the PEA / proposal:

The data regarding Milfield energy roadshow event as follows:

Slow cooker demonstration, Dangers of CO presentation 22 people

Healthy eating and nutrition discussion

Information regarding Storm Arwen and support with applications to NPG

22 slow cookers given out with cook books (funded by CAN)

12 Carbon Monoxide surveys

16 PSR (SSEN)

14 Priority Service Register info passed on to people to complete at home

Alnwick Data: attended by over 450 people

Information delivered directly to 37 people on Carbon monoxide

12 people registered on the PSR

Challenges in achieving any of the above:

Wifi and mobile phone signal still an issue, so unable to do the PSR and CO survey online at the event.

A number of households in Milfield are SSEN customers and not NPG, we contacted SSEN and were able to register people via their website

Are there any changes you have had to make? (for example, slippage in dates etc.):

No

1c. Case studies

Tell us about a particular individual who has been significantly impacted by this grant (anonymise names if required.) If your project has yet to start work with customers, please state this.

CASE Study one

Elderly man from Milfield area whose wife died was struggle with heating bills, he did not have a CO monitor as he believed he didn't need one because he didn't have mains gas, however he did have a log burning stove and oil.

We provided him with a CO monitor and a slow cooker and give him information on how to use it in more detail. We arranged for a free log delivery to his home via the Northumberland Log Bank.

CASE STUDY two

After the Milfield road show event a retired couple asked if we could visit their property after the event.

The couple had made an application to the Green Homes Grant fund via Northumberland County Council however they had a number of concerns and issues concerning the survey. They were given specific advice associated to GHG and their details and concerns were sent directly to NCC GHG team for a response.

Information was provided on draughts and double glazed windows, PV panels and ASHP. They were registered on SPEN PSR.

Section 2: Key Performance Indicators (KPI's)

NGN / Ofgem require updates on performance, to understand the difference made and impact of this project. A number of metrics set by Ofgem are specific to VCMA, therefore we need to measure performance around these areas. Please enter the appropriate numbers / details in the boxes below, to show the direct impact of your project within the different categories. We **do not** expect you to enter a number in every box, only those relevant to your project. If it is not possible to count the exact numbers directly impacted, please provide a reasonable estimate. Please also include the target number that was stated in your PEA document (if applicable), so that a comparison of target v actual can be made.

2a. How many people have directly benefitted from this project to date against target declared on PEA?	972
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2b. How many people have benefitted indirectly?	30
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register		98
2d. Number of CO pre and post awareness surveys completed		118
2e. Number of people reached through CO awareness (leaflets, social media)		

2e. Number of CO alarms provided to vulnerable customers		
Please indicate:		
2f. Number of new volunteers		
2g. Number of additional grants/donations secured, as a result of this funding including amounts:	Additional staff time funded by CAN	
2h. Number of people more informed (e.g. attendance at events, workshops)	872	
2i. Number of people trained		
Please indicate the number of people in the following categories, who have directly benefitted from this project:		
2j. People with physical disabilities	5	
2k. People with mental health conditions		
2l. People living in rural isolation	25	
2m. People living with a temporary vulnerability		
2n. People facing poverty or financial hardship	1	
2o. People in education		
2p. Number of people this project has reached	1002	

Section 3: Additional Information

<p>3a. Description of any new learning achieved – please include in here how the learning has been disseminated if appropriate and also add any stakeholder engagement that has taken place.</p> <p>We have now partnered with SPEN (Scottish Power Energy Network) as a result of the Milfield Energy roadshow event Storm Arwen had a big impact on the Milfield roadshow as some Northumberland residents were still to be connected.</p>
<p>3b. If you have any additional comments about your project, please state here (otherwise leave blank.)</p>

We slightly ran over with staff time but this has been covered by CAN.

We employed a new member of staff so we had to update the leaflets and contact cards.

3c. Have you publicised the VCMA project in any way? Please provide details (social media, newsletter etc.)

The Northumberland Gazette featured Energy Adviser at the Wonderful World Event.
[Climate change issues to be put in the spotlight at Alnwick event | Northumberland Gazette](#)

Energy roadshow was promoted via social media

Stats

Facebook

Followers - 301

Likes - 247

Top performing posts in past quarter (which are all energy related!)

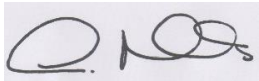
- NPG's compensation information following Storm Arwen (reach - 1.3k)
- Energy Roadshow events (341)

Twitter – 1,305 followers

Impressions – 9,000 over the last quarter

If you have any photographs, leaflets, additional case studies etc. that you would like to send to us, please attach them to the email with this report. Please ensure they are anonymised if required

All of the information contained in this report is factually correct to the best of my knowledge. I confirm that the data contained within the report is accurate and understand that it may be used as part of NGN's project progress reporting to Ofgem. Please see my authorising signature below.

Name / Signature	Christine Nicholls	
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Phone Number	07855545964	
Date	18 th March 2022	