

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Groundwork Yorkshire
Project start date (indicate if the start date has been delayed)	01/04/2021
Time remaining on project from this quarter	End of project report
Funding stream	VCMA
Report date	29/03/2022

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:

We have delivered a total of 890 Energy Matters interventions via home visits & telephone advice, which is 240 over our target of 650 across all regions.

These home visits & advice calls include the following support:

- Warm Homes Discount – 233 advised – 178 applied = £24,920 saved
- Switching supplier x 16 = £1570
- PSR applied – 190. PSR advised - 267
- Smart Meter advice & applications – 123
- Damp, mould, condensation advice – 352
- CO awareness advice (at visits/calls/talks/events) - 765
- Timer/programmer advice – 98
- Water support/advice 463 = £5660 saved
- LED's installed – 788
- Radiator panels – 202
- Draught-proofing doors/windows – 71

The Green Doctors, along with our Green Doctor Money service, have also been involved in the engagement of clients in the distribution of emergency fuel support:

Fuel vouchers given - £30,706 (all regions)

Emergency welfare support payments - £32,455 (Leeds Local Welfare Support Scheme)

Financial & Carbon Savings

Yearly & Lifetime financial savings from measures installed = £61,978

Measure[1]	Number	Yearly saving per measure	Yearly saving (total)	Lifetime savings
LED Light bulbs Installed	788	£3.00	£2364	£40,188
Radiator Panels Installed	202	£2/m2	£404	£4040
Draught proofing doors, windows,	71	£25.00	£1775	£17,750

Total Annual Carbon savings from measures installed = 127,688 Kg CO2e per year.

<u>Measure[1]</u>	Number	Yearly saving per measure	Yearly saving (total)
LED Light bulbs Installed	788	72kg CO2e	56,736kg CO2e
Radiator Panels Installed	202	8.9kg /m2 CO2e	1798 kg CO2e
Draught proofing doors, windows,	71	974kg CO2e	69,154kg CO2e

***All in house measures have been funded through Groundwork separately**

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

We have successfully reached our target of 650 Green Doctor home visits & energy advice calls & exceeded it by 240. The reason for this, is due to high demand & the development of new regions such as Gateshead & offering the service in Wakefield, when previously this had been funded via the LEAP programme.

Also, we have been able to fund the 240 extra interventions as during the Covid pandemic, we were limited to telephone advice, being unable to deliver home visits, except for the most urgent cases. This allowed us to make more calls per day than visits for less money & so increase the scope of Energy Matters.

Even though we have had relatively fewer CO feedback forms submitted with 87, this doesn't accurately reflect the number of CO conversations we have had with 765 people reached via various engagements, such as visits, calls, events etc. The same is true of our PSR official registrations with 190, the actual number engaged with was around 267.

In addition, we have attended 31 events across all regions in the last 12 months. These include, drop-in sessions, talks, community events etc & we have many pending for the coming months. For me, this is a good number, as live events have not taken place for much of the last year, community engagement is something the Green Doctors have always valued & participated in when possible.

Challenges in achieving any of the above:

Delivering during the Covid restrictions was challenging at times, as was experienced by all similar frontline organisations, but it has yielded benefits, in that we now have a well run & efficient telephone advice service as well as the usual home visits. This has increased our scope by offering alternatives for people.

Capacity to deliver has been challenging this year. Our team has increased in size, we now have 14 Green Doctors across all regions & are advertising for more. The demand has increased in line with the rise in living/energy costs. This can be seen in the high number of our voucher & welfare scheme payments for people in emergency fuel situations.

Another challenge has been adapting our service advice to compensate for the rise in energy prices, the collapse of many energy suppliers & the confusion from customers about what to do. We have kept ahead of the changes & announcements, which has allowed us to prepare & advise on other ways to reduce costs such as energy-efficiency, water savings, grants & extra support to apply for & signposting to specialist partners. The ethos of the Green Doctor service being – ‘Make every contact count’.

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

None, apart from those mentioned above.

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.

See attached two case studies.

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?	890
---	------------

2b. How many people have benefitted indirectly?	2730
--	-------------

Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register		190
2d. Number of CO pre and post awareness surveys completed		87
2e. Number of people reached through CO awareness (leaflets, social media)		765
2e. Number of CO alarms provided to vulnerable customers		15
Please indicate:		
2f. Number of new volunteers	3 trainee apprentices	
2g. Number of additional grants/donations secured, as a result of this funding including amounts:	ECO for boilers x 10 = £23,000 Essential goods x 10 = £1500	
2h. Number of people more informed (e.g. attendance at events, workshops)	950	
2i. Number of people trained	268	
Please indicate the number of people in the following categories, who have directly benefitted from this project:		
2j. People with physical disabilities	123	
2k. People with mental health conditions	187	
2l. People living in rural isolation	12	
2m. People living with a temporary vulnerability	111	
2n. People facing poverty or financial hardship	465	
2o. People in education	68	
2p. Number of people this project has reached	3620	

Section 3: Additional Information

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.

3b. If you have any additional comments about your project, please state here (otherwise leave blank.)

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

We promote the Green Doctor service generally via a number of ways such as; talks, presentations, drop-in sessions etc. In Nov/Dec 2021 we ran a media campaign via newspaper, facebook & radio.

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	Simon Kilshaw	
Organisation / role	Groundwork Yorkshire - Green Doctor Manager	
Email Address	Simon.kilshaw@groundwork.org.uk	
Phone Number	0113 238 0601	
Date	29/03/2022	