

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Groundwork
Project start date (indicate if the start date has been delayed)	01/04/2021
Time remaining on project from this quarter	None
Funding stream	VCMA
Report date	30/03/2022

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 16 training sessions in the past year, which has exceeded the target of 10 sessions. This year, we have trained 162 frontline workers.

We have had attendees from various organisations including:

Barnardos
Darlington council
Groundwork
Leeds city council
Salvation army
Sheffield city council
Age UK (Leeds, Bradford, Barnsley)
Gateshead Council
Castles & Coasts
North Yorkshire council
Broadacres Housing
Kirklees Council
Newham Council
Northern Gas Network
Durham Council
Canopy Housing association
Harrogate & District Community Action
UK Power Networks
York Council
Joseph Rowntree Housing Trust
Kirklees Neighbourhood Housing (KNH)
Connect Housing
Leeds Credit Union
Hull City Council
Gateshead Private Sector Housing
Rotherfed
Citizens Advice

I have calculated the indirect beneficiaries based on each of the 162 frontline workers engaging with 3 people each day for 4 days per week for 3 months (per quarter). This gives the potential of approximately reaching 23,320 people with information, advice & support taken from the training course. For the year this comes to 93,312.

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

As above, in total we have delivered 16 fuel Poverty training sessions, 6 more than our target of 10.

Cumulatively for the year, we have trained 162 individuals.

Challenges in achieving any of the above:

With the changes in the energy market since the course was first developed and particularly over the past year, we are working to revise and improve the course content to be more up to date and relevant. This has been difficult however with the pace of the changes, especially in the last 6 months.

Attendee participation can sometimes be difficult with an online training course. We have reworked some of the exercises to be more zoom friendly and began making use of some of the functions (chat, annotate) on the platform to improve participation. We are looking to incorporate other polling apps (such as Slido) to make the course more dynamic and interesting for attendees

We have found it difficult to get useful feedback from attendees on how to improve the course going forwards. As such, we have recently created an online feedback form which has provided some useful insights already & we are encouraging attendees to complete the feedback before leaving the session if possible.

We have recently changed to deliver the course monthly, to improve attendance per session. Alongside the changes in promoting the course, we have seen a larger attendance in the most recent sessions, with 13 and 35 attendees in the February and March sessions respectively and already 21 people for April's session.

We are now finding that as energy costs become an increasing priority for households, more organisations are keen to send their frontline workers on it, in order to provide immediate support themselves & then to refer into Green Doctor for more comprehensive advice & practical measures.

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

Apart from those mentioned above, we suspended the course for 6 weeks as the main trainer was on paternity leave, but this didn't prevent us from delivering 16 sessions over the year. We've also arranged the course for once a month rather than twice in order to increase attendee numbers at each session, this seems to have had a positive effect, we had 35 on the last one.

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.

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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?	162
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2b. How many people have benefitted indirectly?	93,312
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	N/A (see Energy Matters)	
2d. Number of CO pre and post awareness surveys completed	(see Energy Matters)	
2e. Number of people reached through CO awareness (leaflets, social media)	93,312	
2e. Number of CO alarms provided to vulnerable customers	N/A	
Please indicate:		
2f. Number of new volunteers	(see Energy Matters)	

2g. Number of additional grants/donations secured, as a result of this funding including amounts:	N/A
2h. Number of people more informed (e.g. attendance at events, workshops)	93,312 (indirect beneficiaries)
2i. Number of people trained	162
Please indicate the number of people in the following categories, who have directly benefitted from this project:	
2j. People with physical disabilities	(see Energy Matters)
2k. People with mental health conditions	(see Energy Matters)
2l. People living in rural isolation	(see Energy Matters)
2m. People living with a temporary vulnerability	(see Energy Matters)
2n. People facing poverty or financial hardship	(see Energy Matters)
2o. People in education	(see Energy Matters)
2p. Number of people this project has reached	93,474

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.)

The fuel poverty training course is advertised on our website & we arrange booking via Eventbrite. We also ask partners to include upcoming sessions in their newsletters, for example Care & Repair Leeds, Wakefield Council etc. We will also be using social media more to promote the course & upcoming dates.

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	
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Phone Number	0113-238 0601	
Date	30/03/2022	