

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Highfield Food Coop
Project start date (indicate if the start date has been delayed)	Delayed start – July 2021
Time remaining on project from this quarter	March 2022
Funding stream	VCMA
Report date	28-03-2022

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:

The project is on CO awareness training / workshops in the Bradford District

We have had 12 sessions on CO awareness training, PSR information which have been very well attended by different communities in the Bradford district.

Attendance has been good ,we have had 12 different nationalities of people attending the sessions /workshops - the participants were from – South Asia , African ,Kurdish, Polish, Afro Caribbean, Arab.

The delivery is has gone to plan to plan.

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

The project has been very well received ,we have been having people from different walks of life attending. The training /workshops are in English, but we have volunteers who have completed the CO awareness trainers' course previously who are delivering the training in other languages.

We feel this project will be beneficial to the public especially the hard to reach and those who come from low-income families, marginalised communities.

This project provides the tools to for communities to understand why CO awareness is needed in the community, It is a serious subject.

Energy advice is vital for many vulnerable communities and we have been working, signposting communities to the relevant agencies for further support etc

We have done some online zoom sessions due to omicron variant of Covid.

Challenges in achieving any of the above:

Due to the spread of the omicron variant of Covid, we did some online zoom sessions.

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

No changes made --- some sessions on zoom

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.

Client A is unemployed and has no family, lives in a flat. He came to one of our sessions and wanted to learn about what the dangers of CO were. He had learning difficulties, so we showed him the CO video. He wanted to know if his flat was safe, so we advised him to ask his landlord for appliances certificate. He came back and said the landlord ignored him, so we phoned the council and told them what, client A told us.

He got the appliance certificates and was very happy that he was able to CHALLENGE THE LANDLORD and get what he was entitled to – a safe place to live. He said that was the 1st time he ever challenged someone like a landlord, and he thanked us for our support.

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?	146
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2b. How many people have benefitted indirectly?	58
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	10	10
2d. Number of CO pre and post awareness surveys completed	58	65
2e. Number of people reached through CO awareness (leaflets, social media)	70	94
2e. Number of CO alarms provided to vulnerable customers	2	2
Please indicate:		
2f. Number of new volunteers	8	
2g. Number of additional grants/donations secured, as a result of this funding including amounts:	0	
2h. Number of people more informed (e.g. attendance at events, workshops)	31	
2i. Number of people trained	26	
Please indicate the number of people in the following categories, who have directly benefitted from this project:		
2j. People with physical disabilities	28	
2k. People with mental health conditions	35	
2l. People living in rural isolation	0	
2m. People living with a temporary vulnerability	31	
2n. People facing poverty or financial hardship	51	
2o. People in education	23	
2p. Number of people this project has reached	176	

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.

**A key learning from this project is - How to work with the council (Bradford) when landlords don't provide tenants gas safe certificates and how to empower tenants.
We are very proud in how we have fought on behalf of a community member to make him safe.**

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

This project is more needed now than ever, with what is happening with energy prices rising ,more people trapped in fuel poverty.

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

Posters, WhatsApp, Facebook

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	Warris Ali	
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Date	28-03-2022	