

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 2022
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:

We have got the Christmas /New Year edition out It features our work from the stem events, film screenings and our Christmas food parcels work.

The main feature of this project is to get volunteers and new volunteers to learn skills as report writing and to reach to vulnerable communities.

We have been trying to get messages around CO awareness across to communities have no idea what CO poisoning is.

We worked hard to produce newsletters, information gathered from our volunteers, who went around to events that we held as part of our VCMA.

A good source of information for the community around energy issues.**Progress made against success criteria as set out in the PEA / proposal:**

We recruited new volunteers involved in the production of a Community Energy Magazine,

- 1) Getting long term unemployed volunteers to learn new skills in writing, designing the magazine.
- 2) Gather stories about fuel poverty, CO poisoning, which will get people to think in a unique way, ask questions, attend courses, spread messages about the dangers of CO Poisoning.
- 3) Public platform – We went into the community talking about, searching for people's experiences around fuel poverty, signposting them to relevant organisations.
- 4) A Community Energy Matters Magazine that gives local people a voice, where they can talk about energy issues that.

A key feature of the work involves encouraging people to take Energy issues as a way of learning how to deal with what is happening ie high energy prices , water heat pumps ,innovation that can change how we use energy around our homes.

The magazine provided work opportunities for new volunteers and they learned new skills such as how to obtain information ,analyse information ,phone different organisations ,attend events to gather stories.

Challenges in achieving any of the above:

A delayed start due to covid restrictions.

This is completely a new project experience for us, which we are continually learning.

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

No changes have been made to this project other than the start date of the project due to covid restrictions.

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 retired teacher who lives in a house, he bought 47 years ago. He comes to some of our events in Keighley. He likes alone. He told us that he his home is very cold and needed some advice. We advised him on a few Energy saving tips and got him advise on grant schemes he could apply for, Bradford councils – winter warmth Grant. Also, we provided information around CO poisoning and gave him an alarm. He confessed he didn't get his gas appliances checked for a few years. We told him the dangers etc.

He thanked us as he was told by a gas safe engineer that he needs to change his gas fire. He said he wouldn't have known this if he hadn't have spoken to us and got a newsletter from us.

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?	210
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2b. How many people have benefitted indirectly?	56
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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	52	66
2e. Number of people reached through CO awareness (leaflets, social media)	120	158
2e. Number of CO alarms provided to vulnerable customers	2	2
Please indicate:		
2f. Number of new volunteers	12	
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)	32	
2i. Number of people trained	18	
Please indicate the number of people in the following categories, who have directly benefitted from this project:		
2j. People with physical disabilities	23	
2k. People with mental health conditions	37	
2l. People living in rural isolation	0	
2m. People living with a temporary vulnerability	18	
2n. People facing poverty or financial hardship	31	
2o. People in education	41	
2p. Number of people this project has reached	235	

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.

Yes

We are learning new skills in designing, writing, and researching on energy data. We are focusing on how to engage with the community – encouraging participation, getting vulnerable to contribute to the magazine. One key learning achieved whilst doing this project is getting local people to come together and tackle Fuel poverty. We are learning writing skills; design skills and we want to distribute this magazine through the region.

We learnt new I.T skills, graphic design etc.

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

We are extremely excited that we are producing a magazine that has been produced by local people for the community.

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

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.

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Date	28-03-2022	