

# 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	January 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](mailto: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](mailto:JWalker@northerngas.co.uk), 07773 390967**

Once you have completed this form, please return it to: [sord@northerngas.co.uk](mailto: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 teamed up with UNESCO -City of Film, Summer Family Film Fiesta. We have screened films as a part of celebration of Lockdown restrictions being lifted. These film screenings are a way of bringing diverse communities together and talk – start conversations around Fuel poverty, Energy advice and signpost people to relevant agencies. We use films to promote community cohesion, invite hard to reach groups, communities, refugee, BAME communities and encourage participation, talk about what issues they have around Energy and from these initial conversations, we can assess what needs people have. We have had a great response from the public and we have been innovative by screening films in different locations in the Bradford District.**

**We have completed this project. We achieved what we intended to do, we have reached vulnerable around Keighley and Bradford.**

**This project has brought different communities and new communities settled in the area to participate ,meet new people and learn about CO awareness .**

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

In Completing this project we have -

- 1) Engaged with communities who don't usually participate in any community events.
- 2) Targeted marginalised groups. BAME, AFRICAN, KURDISH COMMUNITIES.
- 3) We have encouraged people to start conversations about what issues have been affecting them in terms of energy, fuel poverty etc.

The key success of this project was showing the CO awareness video before each screenings, asking people their knowledge on the Dangers of CO , Distributing leaflets at the film screenings . WE feel this has been the most important part of this delivery -educating people about Carbon Monoxide.

The project also gave us an insight into how to use film screenings to get communities to participate and encourage them to learn and gain knowledge.

**Challenges in achieving any of the above:**

**The only challenge identified – if Covid rules change / restrictions imposed.**

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

**WE had a delayed start but the Project picked up and went to plan**

### 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 a 35-year-old Sudanese man, who came to the UK from Darfur in 2012. He was living in a rented accommodation and was a refugee. He never went out and had little knowledge of English. His support worker told him about our film screenings, and he came to one of them. Afterwards he wanted to know more and was keen to become a volunteer for the project. He also was keen to learn about CO awareness and wanted to share this with his friends etc. He became one of our volunteers, his involvement in the project has been really appreciated, he was keen to distribute film brochures, CO awareness leaflets etc.

This was all made possible because of this project.

## 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.

<b>2a. How many people have directly benefitted from this project to date against target declared on PEA?</b>	<b>276</b>
---	------------

<b>2b. How many people have benefitted indirectly?</b>	<b>134</b>
--	------------

Please indicate:		
	Target from Proposal/PEA:	Actual to date:
<b>2c. Number of people signed up to the Priority Services Register</b>	<b>10</b>	<b>16</b>
<b>2d. Number of CO pre and post awareness surveys completed</b>	<b>56</b>	<b>73</b>
<b>2e. Number of people reached through CO awareness (leaflets, social media)</b>	<b>58</b>	<b>104</b>
<b>2e. Number of CO alarms provided to vulnerable customers</b>	<b>3</b>	<b>3</b>
Please indicate:		
<b>2f. Number of new volunteers</b>	<b>13</b>	
<b>2g. Number of additional grants/donations secured, as a result of this funding including amounts:</b>	<b>0</b>	

2h. Number of people more informed (e.g. attendance at events, workshops)	68
2i. Number of people trained	30
Please indicate the number of people in the following categories, who have directly benefitted from this project:	
2j. People with physical disabilities	60
2k. People with mental health conditions	41
2l. People living in rural isolation	12
2m. People living with a temporary vulnerability	32
2n. People facing poverty or financial hardship	65
2o. People in education	35
<b>2p. Number of people this project has reached</b>	<b>482</b>

### 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.

We have engaged with new communities in the Bradford District.

WE have been learning how to plan film screenings in different ways for example, have refreshments at the start, have conversations, talk to participants, encourage participation, and tell them about Dangers of CO.

We have recruited volunteers with language skills so they can explain the dangers of CO to participants whose first language is not English.

In delivering this project, it has been a very emotional journey as we have shown films that deal with loss, displacement, and hope. Films are a way of making sense of the world and by using films to RAISE AWARENESS, TRAIN PEOPLE IN THE DANGERS OF CO POISONING, We used the films as a way to get conversations around energy issues to be discussed and we gave advice, signposted people to relevant organisations.

This project was really successful, and we feel very confident that it has really supported people in learning about CO Poisoning and learnings about Energy issues

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

A very unique Project that we want to roll out to other parts of Yorkshire to engage with vulnerable communities.

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

Film poster  
UNESCO city of film website  
WhatsApp

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	
Organisation / role	Highfield Food Coop- Chair	
Email Address	warrisali@hotmail.com	

<b>Phone Number</b>	<b>07889563347</b>
<b>Date</b>	<b>28-03-2022</b>