

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Highfield Food Coop
Project start date (indicate if the start date has been delayed)	July 2021 delayed start
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 / 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:

Delivery has been going to plan

Really interesting conversations with people living with mental health and what issues they have in relation to fuel poverty, CO Awareness, PSR.

A very well attended event on World Mental health Day October 2021. We had a film screening, conversations, CO awareness training session.

A project that has achieved all its outcomes and reach.

A very emotional project with issues being raised and solutions sought.

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

Delivering this project, we have had a lot of people from different communities, attending film events and CO awareness training events. WE have been working with people living with serious mental health problems, with the support of Mind Charity, one of the support staff have been helping us to organise the events, conversations around saving energy around the home, behaviour change have been ongoing, and people have gained knowledge around energy issues.

People have told us they are now better informed in making the right choices in choosing energy suppliers. Feedback from participants on the CO awareness training has been very positive, in people gaining knowledge and taking action ie, buying CO alarms and getting their appliances tested.

The project has been completed now. It has been a very good experience and we have made a lot of progress in reaching people living with mental health issues in a non-judgemental way and encouraging participation.

Challenges in achieving any of the above:

The no challenges identified in delivering this project.

Only challenge identified – if Covid Restrictions are placed again

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

No changes to the project.

We had a delayed start 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 a 58 yr. old female. She is living with mental health issues. She feels lonely and rarely goes out. She heard about our film screenings through the charity Mind.

Client A was very worried about energy usage in her flat and wanted to know how to save energy and she was also interested in what CO Poisoning was about. After a few sessions she came back and told us that she had made some changes in her flat like only using energy when shew really needs to and also getting her social landlord to check all her appliances. Not only did Client A learn about energy saving tips but told us that she really enjoyed coming to our film screening /training events.

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?	230
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2b. How many people have benefitted indirectly?	90
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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	14
2d. Number of CO pre and post awareness surveys completed	50	67
2e. Number of people reached through CO awareness (leaflets, social media)	80	95
2e. Number of CO alarms provided to vulnerable customers	3	3
Please indicate:		
2f. Number of new volunteers	7	
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)	36	
2i. Number of people trained	13	
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	63	
2l. People living in rural isolation	0	
2m. People living with a temporary vulnerability	40	
2n. People facing poverty or financial hardship	58	
2o. People in education	28	
2p. Number of people this project has reached	320	

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.

The key learning for this project was the following

Listening

**inspiring change,
creating new ways to engage with people and communities,
using films to get conversations, discussions started,**

Key learning achieved - Inspire PARTICIPATION, INFORM-EDUCATE.

The project gave us the opportunity to reach out to people who were living with mental health issues and when other services were limited because of Covid, we provided an excellent service which included film screenings, advice, signposting etc. We are proud of this project, and we can measure its success by the numbers of participants, the training and how we listened and delivered this innovative project.

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

We really enjoyed working on this project, we learnt so many interesting things like, liaising with different organisations ,working with new community groups in Bradford ,working with Mind Charity ,Sharing Voices etc. We feel this project has the potential to be rolled out in other parts of the district and wider parts of West Yorkshire

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

Posters, UNESCO city of film, Mind charity. 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	
Organisation / role	Highfield Food Coop/Chair	
Email Address	warrisali@hotmail.com	
Phone Number	07889563347	
Date	28-03-2022	