

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Highfield Food Coop
Project start date (indicate if the start date has been delayed)	Delayed started July 2021
Time remaining on project from this quarter	Feb -2022 - completed
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 are engaging with the visually impaired community. this is a completely new project for us, and we are delivering energy Advice.

Starting about how to save energy around the home, telling people about the government grant schemes available and also holding CO Awareness sessions.

We have been holding in person meetings with service users, carers, families to raise awareness on how participating in Energy related issues can change people's lives ,improve their living and save on bills and make real behaviour changes.

The project has been a real success as its been working with a new client base, which has been rewarding.

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

We have held sessions at the centre for visually impairment clients, plus their carers and families.

We have been supported by the centre, and its staff in getting sessions on energy saving tips, how to save energy around the home and CO awareness sessions.

We have had a positive response from the participants. We have had to make changes in our delivery plans, to work in a way which the client base would benefit the most.

Also, we have had some visually impaired clients in doing the CO awareness trainer's course.

We have had families of visually impaired people interested in the work we do and have attended our workshops and learned new things such as , energy saving tips around the home ,why CO poisoning is something that should not be ignored. We have had feedback from participants that - THIS PROJECT WAS THE FIRST OF ITS KIND WHICH WAS FOR VISUALLY IMPAIRED COMMUNITY OF KEIGHLEY ,CRAVEN.

Challenges in achieving any of the above:

Delayed start due to covid restrictions

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

No

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 – Client A is a 48 yr old who has been using the visual impaired centre for a few years and who participates in all the centres activities. He enjoyed the energy saving tip sessions and was very interested in CO awareness and we provided him with a CO Alarm.

He told us later on that, a few weeks later, the CO alarm went off and couldn't understand why . He called the fire service, and it was later revealed that his gas cooker was faulty.

He thanked us for the CO Alarm, and he now tells everyone in his family about why CO awareness is needed to avoid serious incidents.

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?	124
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2b. How many people have benefitted indirectly?	34
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	11	10
2d. Number of CO pre and post awareness surveys completed	50	50
2e. Number of people reached through CO awareness (leaflets, social media)	57	71
2e. Number of CO alarms provided to vulnerable customers	3	3
Please indicate:		
2f. Number of new volunteers	9	
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)	46
2i. Number of people trained	19
Please indicate the number of people in the following categories, who have directly benefitted from this project:	
2j. People with physical disabilities	35
2k. People with mental health conditions	21
2l. People living in rural isolation	2
2m. People living with a temporary vulnerability	19
2n. People facing poverty or financial hardship	43
2o. People in education	14
2p. Number of people this project has reached	124

Section 3: Additional Information

<p>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.</p> <p>The client base is new, and we are working in a different way.</p> <p>We are using less leaflets and more dialogue and learning about how visually impaired people use appliances in the kitchen, how adaptations are helping them to save energy.</p> <p>The learning has been more about listening and finding information from the Visually impaired community about the challenges they have with energy issues and not having enough support.</p>
<p>3b. If you have any additional comments about your project, please state here (otherwise leave blank.)</p>

no

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

Whatsapp , Word of mouth ,posters.

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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Organisation / role	Highfield Food Coop	
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Date	28-03-2022	