

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Hull & East Yorkshire Children's University
Project start date (indicate if the start date has been delayed)	Project extended for a year start date April 2022
Time remaining on project from this quarter	
Funding stream	VCMA
Report date	March 31 st , 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:

Our contracted outcomes are:

- **75 children on the programme in Hull and the East Riding**
- **The reading van will visit 25 schools twice a month**
- **Allowing 40 hours of learning a month to take place**
- **Amounting to 480 hours a year**
- **Plan to deliver carbon monoxide awareness sessions to 2000 children**

There are currently 50 children on the programme in Hull and 25 in the East Riding. Totalling 75. As of April 2022 the van will be visiting various schools where the letter box programme takes place to facilitate one to one reading sessions. Which will amount to 480 hours of one to one reading sessions taking place across the year.

5 members of our team have now attended Carbon Monoxide training facilitated by NGN and using that knowledge we will be running carbon monoxide awareness sessions in schools on the following dates with more planned for the autumn term:

June 10th 2 schools

June 13th 2 schools

June 20th 2 schools

We are also planning to work with the library service to run summer reading sessions in the park utilising the van for these.

We've linked with the VW camper van association and have secured a place for the van at the upcoming VW camper van festival where we will distribute flyers about carbon monoxide awareness highlighting the risks of CO poisoning when camping such as from portable BBQ's.

We used the van to deliver Christmas gifts and meals to 16 families who really needed some extra help this Christmas. We worked with Cranswick Foods and Morrison's in Beverley to source a Christmas meals and other donors sponsored gifts for the children.

We used the van to deliver 932 books to children/schools across Hull on World Book Day. These are children who's families cannot afford to buy books for the children to read at home.

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

See above

Challenges in achieving any of the above:

We've had a number of challenges getting the project operational:

- Sourcing the van and refurbishment of the van took 6 months**
- A member of staff leaving who was due to facilitate the project and having to recruit a new Letter Box Coordinator**
- Being unable to get the van insurance for the new member of the team who was under the age of 25. We finally managed to secure that via a mortgage broker**
- Extra costs associated with refurbishing the van and higher than expected insurance costs taking the project over budget. The charity has paid the additional costs.**
- Mechanical issues with the van requiring it to go into the garage for repairs**
- Training time for staff to learn how to drive the van and feel comfortable driving it**

Now that the van is insured for the member of staff to drive who delivers the LB sessions in the East Riding we are confident we will reach all the targets set over the next contracted period April 2022 to end of March 2023. Despite the challenges involved in getting the project operational we have found the van to be a great asset for the charity. It raises brand awareness of both NGN and HEY CU. It allows us to transport and deliver materials to schools and disadvantaged families. Prior to having the van we didn't have any HEY CU vehicles and delivering items was always a challenge we had to get volunteers involved using multiple vehicles across a day creating a logistical challenge. Now we just load everything into the van and off we go.

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

See above

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.

As the project has an extension date we don't have any case studies to share yet.

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?	0
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2b. How many people have benefitted indirectly?	1053
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	0	78
2d. Number of CO pre and post awareness surveys completed	0	0
2e. Number of people reached through CO awareness (leaflets, social media)	0	0
2e. Number of CO alarms provided to vulnerable customers	0	0
Please indicate:		
2f. Number of new volunteers	3	
2g. Number of additional grants/donations secured, as a result of this funding including amounts:	£1000 for books to donate to children on world book day	
2h. Number of people more informed (e.g. attendance at events, workshops)	42	
2i. Number of people trained	5	
Please indicate the number of people in the following categories, who have directly benefitted from this project:		
2j. People with physical disabilities	0	
2k. People with mental health conditions	unknown	
2l. People living in rural isolation	0	
2m. People living with a temporary vulnerability	0	
2n. People facing poverty or financial hardship	1011	
2o. People in education	987	
2p. Number of people this project has reached	1053	

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've learned that purchasing and refurbishing a vintage van is a complicated and time consuming project but that it has created a magical and unique learning space for our children. Which does solve the issue we set out to with this project - the lack of suitable learning spaces in overcrowded schools. We also now have a multi-use vehicle that raises the profile of the charity. We knew that the project would cost more than originally planned once we purchased the van but our Chair of Trustees agreed it was worth the charity paying the difference. Also from a financial stand point with the van being vintage it will retain its value or increase in value so it's a great asset for the charity to have. We are very grateful to NGN for supporting this project and look forward to delivering the targets set over the following year. We apologise for the delays in getting the project started but these were due to factors out of our control.

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

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

- We've published an article on our website about the launch
- We hosted VIP guests at the launch at Brid Spa in November and promoted this across all our social media channels
- The launch event was covered by BBC Radio Humberside and got two segments on the Burnsey Show
- On World Book Day we shared photos of the van delivering books to disadvantaged schools/ children across Hull on our social media platforms
- Our CEO was the spotlight partner presenting at the NGN vulnerable customers workshop in March 2022

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	Natasha Barley	
Organisation / role	Hull & East Yorkshire Children's University CEO	
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Phone Number	07734505953	
Date	March 31 st 2022	