

Vulnerability and Carbon Monoxide Allowance (VCMA) Annual Report



1st April 2021 – 31st March 2022

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we are
the network

Introduction

The Vulnerability and Carbon Monoxide Allowance (VCMA) was a newly created fund for the Gas Distribution Networks (GDNs) funding period April 2021 to March 2026. For Northern Gas Networks, the amount available to spend is approximately £1.3 million per annum. There is published Ofgem guidance, detailing how the fund can be spent – <https://www.ofgem.gov.uk/publications/vulnerability-and-carbon-monoxide-allowance-vcma-governance-document>

The purpose of this report is to provide an annual update detailing how investment of the VCMA has been progressing, any stakeholder engagement linked to the VCMA, an overview of all projects that have been funded so far, and a look ahead to the next year and beyond.

Building the right foundations

The VCMA itself gives huge opportunity to create projects that support the needs of our Customers in Vulnerable Situations (CIVS). At NGN we have a proven track record of investing wisely in sustainable projects, that reach our customers in most need. In 2015 NGN created a Community Promises Fund, which then evolved into a joint Community Partnering Fund with Northern Powergrid in 2018. Over subsequent years, this has enabled us to establish over 70 community partnerships with grass roots organisations across our region, and these are now supporting how the VCMA is spent. Our approach to investing the VCMA wisely is based on three key areas:

- Improving and applying knowledge of vulnerable customers
- Operational capability
- Continual review of our Customers in Vulnerable Situations Strategy

Improving and applying knowledge of vulnerable customers

In 2019, we commissioned social indicator mapping research to assess 23 vulnerability factors across our 31 local geographical areas, to provide data on the issues covered in our Customers in Vulnerable Situations Strategy and how they vary by geography. We have used this, together with knowledge gained through our long-term partnerships with grassroots community groups, to guide investments to where they are needed most. In 2020, we built on this with tailored work to identify Covid-19 vulnerability risks and hotspots across our area, to inform our response. Across our activities, we adopt an evidence-based approach that utilises knowledge of our customers, learns from data and experience, tests the initiative then implements new approaches.

The full report can be found here:
<https://www.northerngasnetworks.co.uk/wp-content/uploads/2022/06/Covid-19-and-Vulnerable-Customers-Report-FINAL.pdf>

Using this information we've formalised strategic partnerships with nine local expert organisations, who we've worked with closely on a project basis over the past five years. These organisations have a grassroots understanding of the key vulnerability challenges within our geographical patches. Working within co-designed terms of reference, we meet with the partners every month, to address strategic challenges with the benefit of unparalleled local knowledge. This provides them with a detailed understanding of our business and provides opportunities for them to influence business decision making and strategy. Here is an illustration of how our nine strategic partners align to the vulnerability needs of our nine operational patches, based on information gleaned through the 2019 social indicator research. We are repeating this research in 2022, and will review the strategic partnerships that we have in place, to ensure that they still reflect the needs of our communities.

Strategic Partner Map – aligned to social indicator mapping research

North Tyne
CAN

Cumbria
Lake District Foundation

Bradford
Highfield co-op

Pennines
Green Doctors/Groundworks

Leeds
Dial

Wear
Durham City Council

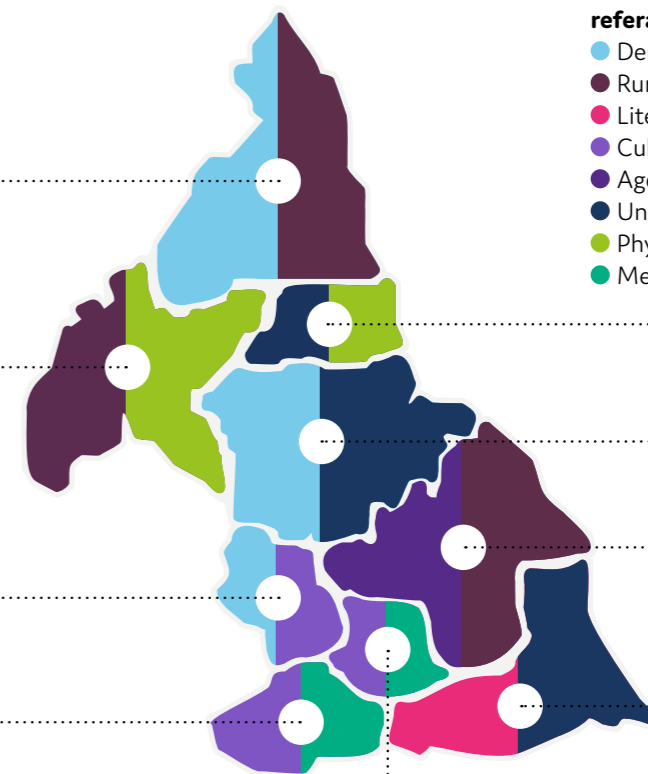
Tees
Citizens Advice Stockton

North Riding
Yorkshire Energy Doctors

East Riding
Hull Children's University

Growth of community referral partnerships

- Dementia
- Rurality
- Literacy
- Cultural Differences
- Age
- Unemployment
- Physical Health
- Mental Health



Operational Capability

Key to delivering positive outcomes for our customers in most need, has been ensuring that all colleagues within NGN are trained to recognise and understand vulnerability. Working in partnership with individuals and specialist support services in our region, they are empowered to do whatever they can, to minimise the impact of our work to daily life, in respect of the core pillars of our Customers in Vulnerable Situations Strategy:

- Physical challenges
- Mental wellbeing
- Rural vulnerability
- Financial hardship
- Temporary vulnerability

As part of our commitments for the period 2021 to 2026, and based on stakeholder engagement for the GD2 business plan, NGN created a Customer and Vulnerability Competency Framework. This places as much rigour and integrity on training colleagues in all aspects of vulnerability, as is placed on the safety and technical competencies, that colleagues are required to have to deliver their day to day role. As part of this framework, all colleagues are receiving training in the new referral mechanisms that we now have in place through VCMA partnership projects, and also specialist training, depending on their specific role.

Continual Review of our Customers in Vulnerable Situations Strategy

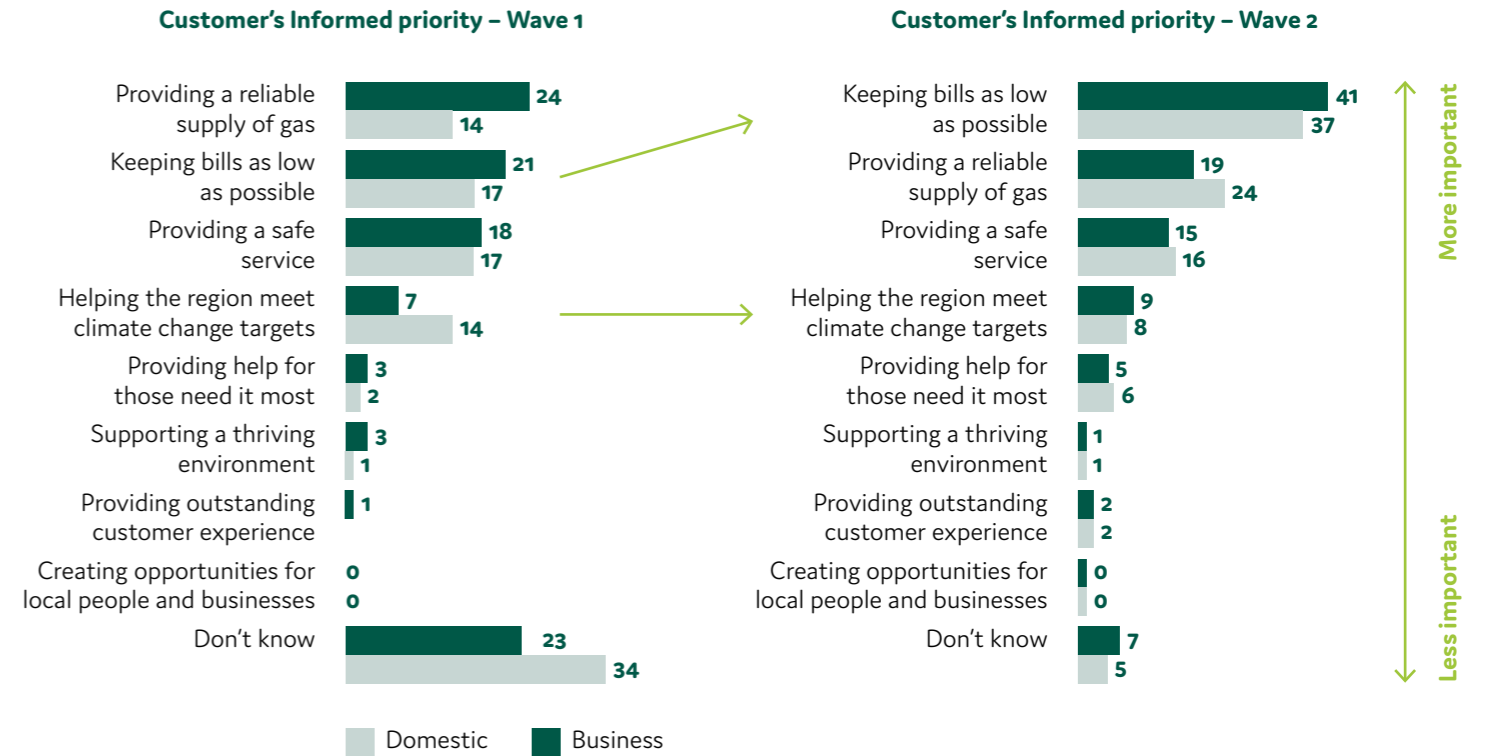
Each year we use our annual Customer Perceptions Research to understand the priorities of our customers. Amongst a set of general tracker questions i.e., same questions that are asked year on year, the evidence in the most recent research indicated that keeping bills as low as possible ranked more highly than providing a safe and reliable supply of gas, for the first time since we started tracking customer priorities in 2019. This is a clear indication about how concerned customers are about the cost of energy.

We use the Customer Perceptions Research to test and validate our Customers in Vulnerable Situations Strategy, to understand if our five core pillars of vulnerability, reflect the views of our customers, and also to understand where we should be prioritising support. 97% of all customers surveyed told us that the list of vulnerability priorities (core pillars) is comprehensive and in line with what they want to see.

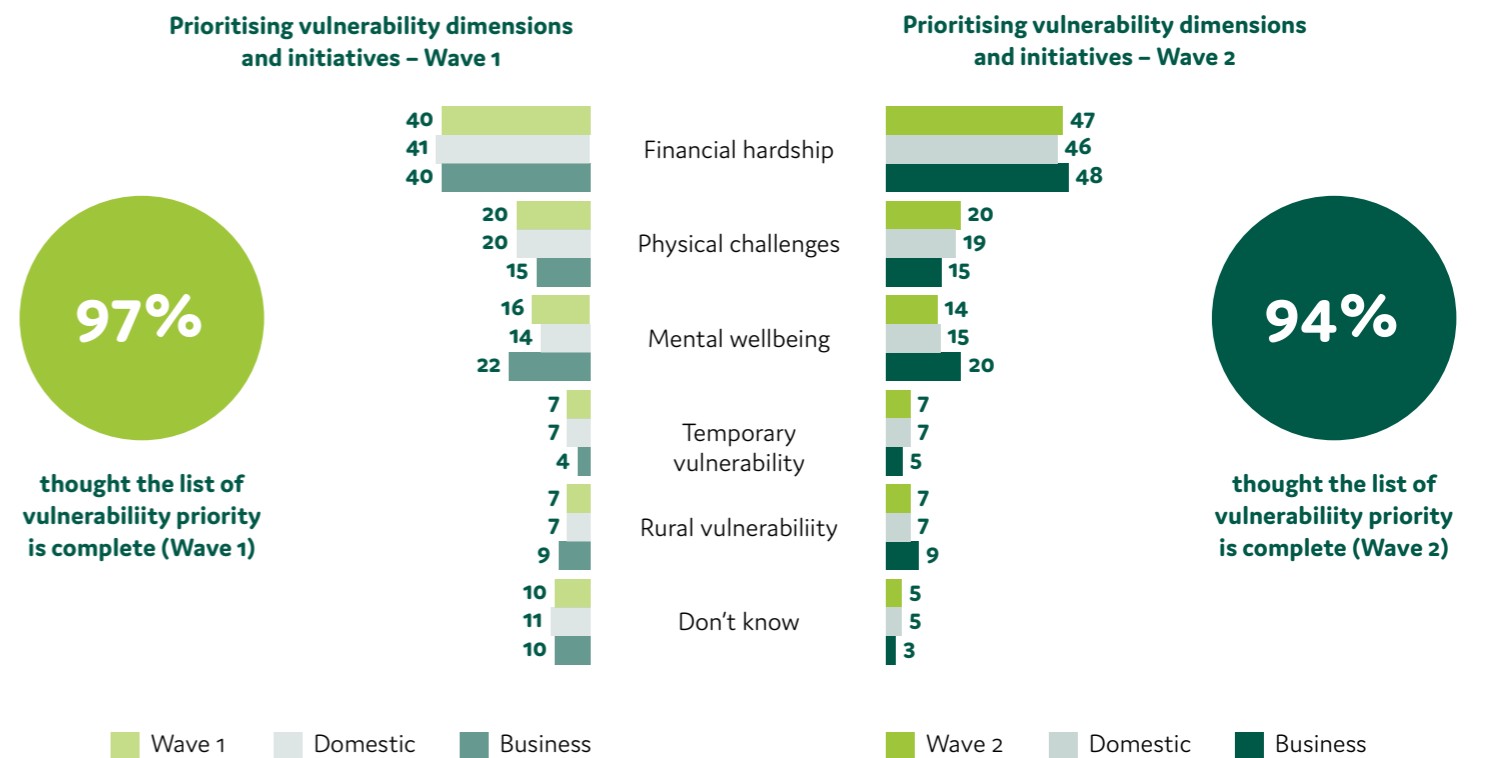
Importantly Customer Perceptions Research has helped us guide VCMA investment, to make sure that those in financial hardship and impacted by the energy crisis, are prioritised for support. While this may be the driver for many of the projects we have funded, we have ensured a holistic approach to delivering against the objectives of the VCMA. Our partners are trained to provide Carbon Monoxide (CO) awareness and advice and have easy routes to refer clients onto the Priority Services Register (PSR).

The latest Customer Perceptions Research was undertaken in December 2021 and will be used to inform future priorities and strategic direction. You can read the January 2022 report here:

<https://together.northerngasnetworks.co.uk/events/customer-perceptions-research-2/>



Financial hardship continued to be the dimension of vulnerability that most customers prioritise, with more customers in Wave 2 selecting this as their top priority



Stakeholder engagement 2021/2

All VCMA projects are tailored to the specific needs of our communities and align with our Customers in Vulnerable Situations (CIVS) Strategy, which we have created with the support and insight of stakeholders and third sector organisations, to ensure the most effective delivery. We have used our wide range of engagement mechanisms to help support every key VCMA decision point:

| | | |
|--------------------------------------|------------|---|
| CIVS Strategic Workshop | Annual | Understand stakeholder and NGN priorities, and how these can align to best support our CIVS |
| CIVS Hot Topic Workshops | Quarterly | Drilling down into hot topic areas prioritised by our stakeholders at the annual workshop. These also include a partner spotlight session. |
| Strategic Partner Roundtables | Monthly | Together with our nine strategic partners, we monitor and review progress of VCMA projects, review Ofgem vulnerability incentive metrics, and discuss new project ideas and opportunities |
| Customer Engagement Group | Bi-monthly | Report on VCMA progress and challenge against forecasted delivery. |
| Infrastructure North | Quarterly | To collaborate across our Infrastructure North partners – Northern Powergrid; Yorkshire Water; Northumbrian Water |
| Utilities Together | Quarterly | To collaborate across our Utilities Together partners – Cadent; United Utilities; Electricity North West. |

Headlines from our 2021/2 engagement:

CIVS Annual Strategic Workshop (20th April 2021)

Our annual strategic workshops are always focused around three key themes, as directed by our stakeholders. These themes are: Look back to performance over the previous year; Introduction of a key theme/emerging issue; Understand stakeholder priorities to align future engagement.

For this workshop, the key theme for the main discussion was the VCMA – to provide stakeholders with an overview of VCMA projects for 2021/22, understand how we should be best promoting the fund, and what governance we should have in place to approve projects. Stakeholders were provided with the Ofgem VCMA governance document in advance of the workshop.

To compliment this, we also asked three of our strategic partners to support a discussion on sustainable partnerships and projects. This involved a showcase of three sustainable projects that NGN had previously funded, to provide context and share best practice to create sustainable projects through the VCMA. The table on the following pages describes each of the three projects and how they have evolved through the VCMA.

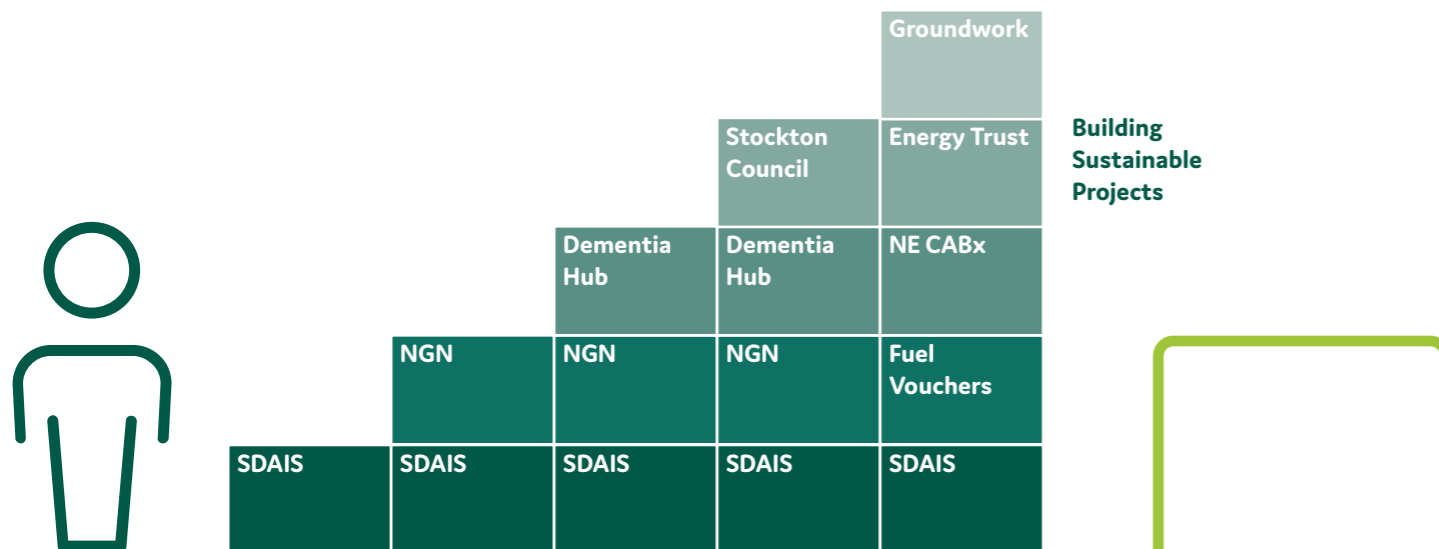
| Partner | Project | Sustainable theme | Previous project development | VCMA action taken |
|--------------------------------|---|---|--|--|
| Yorkshire Energy Doctor | Community Energy Ambassadors. A training course for front line workers and community representatives to support vulnerable residents. Trusted social networks are used within these communities, to convey key energy messages around fuel poverty, energy efficiency, CO awareness and PSR. | Growth of an existing project. Initially provided seed funding from NGN Community Promises / Partnering Funds. | Originally targeted at small, focused community group sessions in the Bradford area, specifically BAME communities, older people and people living in poverty. This project was about educating grass roots communities in energy related issues, fuel poverty, CO and PSR awareness In 2019 additional funding was given, specifically targeting young people aged 16-25 in Selby, North Yorkshire, who were renting a property for the first time. Targeted support was provided around fuelbills, energy efficiency and raising awareness of CO and PSR. | The VCMA project encompasses the feedback and experiences from the previous projects, in order to expand the training and support across NGN's geographical area. This programme has grown from a grassroots idea to a network wide project and has been shared collaboratively with other utility and social partners. Those who have received the training are now equipped to act as Community Energy Ambassadors. See Appendix 1 for more information on this project |

“ Equipping trusted people in local communities with energy knowledge, has meant so many more vulnerable groups are accessing advice and help, than we could ever reach ourselves. We look forward to building on the strong partnerships we have developed throughout the project and growing our army of Community Energy Ambassadors, who can play an increasingly important role in supporting others through the energy crisis. ”
Kate Urwin, Yorkshire Energy Doctor CIC

| Partner | Project | Sustainable theme | Previous project development | VCMA action taken |
|--|---|---|--|--|
| Community Action Northumberland - CAN | Slow Cooker Roadshow The aim of the project is to identify rurally isolated settlements in Northumberland, with many being off the gas grid and set up a slow cooker demonstration. Events are held outdoors, in particular, where the localities do not have a community building. Energy advice, PSR and CO information is delivered to the audience, whilst the energy efficiency and low-cost benefits of using a slow cooker are shared. The key message of the project is to share advice about reducing fuel poverty, while linking to ways to reduce food poverty. | Growth and development of a linked concept | Warm Hubs to Pop Up Hubs. CAN were initially funded by NGN in 2017 to pilot an initiative called Warm Hubs – this model involves the establishment of an energy efficient, sustainable community building, with sustainable volunteers, which meets the needs of the community. The Warm Hub is used to bring communities together and discuss topic areas that can be linked to energy, as well as including sharing CO and PSR information. 30 self-sustaining Warm Hubs are now established in rural Northumberland. Warm Hubs was then developed further into a project called Pop Up Hubs, funded by NGN in 2019, moving it from a static building to a mobile offering, with the focus around cooking with slow cookers. Through smart meter research, customers realised it was costly using a gas/electric cooker, which resulted in them not cooking or minimising cooking. This is how the slow cooker idea evolved as an alternative solution for reducing costs. The versatility of the model, means it can be delivered anywhere, including hard to reach groups (job centres, employment clubs) and continues to target and share the same key messages with vulnerable groups and those in or at risk of being in fuel poverty or food poverty. | The VCMA funded Slow Cooker Roadshow is a further evolution of the Pop-Up Hub project and prioritised particular rural locations where there is no static community building, in particular in rural locations. The focus is around the diversity and efficiency of using a slow cooker, to help alleviate food poverty. This is achieved by preparing low cost meals, whilst also sharing energy efficiency advice, PSR and CO awareness information. Information cards are issued, illustrating slow cooker recipes on one side and energy efficiency hints and tips on the reverse. Therefore, linking fuel and food poverty together in a meaningful way and adopting a holistic approach to reach the most in need. The enduring success of this project stems from people of all ages and abilities being able to easily relate to food and cooking, and to use this as a vehicle to engage on energy related support, information and advice. See Appendix 1 for more information on this project. |

| Partner | Project | Sustainable theme | Previous project development | VCMA action taken |
|--|---|---|--|--|
| Stockton District Advice and Information Services (SDAIS) | Energy MOT The Energy MOT is a comprehensive checklist of what should be considered or done to ensure that a domestic household is safe, energy efficient, and resistant to fuel poverty. | Extending partnerships and access to external funding. | See journey / table below. NGN provided Community Promises funding in 2017/18 for a pilot Dementia Hub, through which energy advice, CO awareness, PSR referrals and Warm Home Discount promotion was provided, in partnership with Hartlepool Citizens Advice and Middlesborough Environment City. Between 2018 and 2021, SDAIS continued to work with other partners i.e. Stockton District Council around energy efficiency and fuel poverty. This involved a pilot project, which was used as the basis for the VCMA project. The Energy MOT project was developed as part of a newly created more mature initiative to address energy efficiency and fuel poverty. | The SDAIS pilot with Stockton District Council was developed into a VCMA project called the Energy MOT. The project aims to promote the concept that use of energy in the home should be viewed just like the use of a car – it needs a comprehensive check every year, to ensure everything is working efficiently and safely. SDAIS partner with Northallerton Citizens Advice on delivering the project, an integral part of which, is to incorporate CO safety messages and make PSR referrals. VCMA project partners have been able to link up further, to build stronger support networks. See Appendix 1 for more information on this project. |

Illustration of how the initial project with SDAIS has grown to include other partners.



At our Annual Strategic Workshop we spoke in detail with our stakeholders about the VCMA mechanism. Feedback from these discussions provided invaluable insight into our approach to spending the VCMA through Year 1. Here are some examples of the feedback we received, and the action we have taken:

| Feedback received | Action taken |
|---|---|
| Partners supported the need for an independent governance group to review VCMA progress. However, they did not think any VCMA recipients should be a part of this group. | NGN engaged with partners across water and electricity to gauge their appetite to get involved as independent oversight. A VCMA external governance group has been set up with these partners, to review the life cycle of VCMA projects, from inception of ideas to delivery of outcomes, and extension/adaptation/closure of projects. In 2022 we are also looking to expand membership to this group beyond utilities, and bring in partners from social housing, telecoms and transport, to help make sure that we continue to consider broader aspects of vulnerability within our thinking. This is in addition to the internal VCMA project governance within NGN that has been in place since January 2021. |
| Partners wanted a user-friendly way to provide quarterly reports for key milestones and case studies. | NGN developed a quarterly reporting template for our strategic partners, and this has been rolled out to all project partners. Quarterly and end of year reports have been received for all VCMA projects throughout 2021/22. |
| Partners wanted a way of being able to easily access VCMA project information, NGN, governance documents and case studies | NGN created a SharePoint site for partners which includes useful information and resources. |
| Partners wanted to understand how Social Return on Investment (SROI) is calculated, so they can consider early in their VCMA project idea development. | NGN developed an easy-to-use Partner SROI toolkit. This was shared on a webinar in September 2021. |
| Partners said that NGN should be clear where they have engagement gaps, and partners that they should be engaging with. | NGN carried out a full stakeholder mapping exercise in June/July 2021, and actions have been agreed to plug gaps in engagement, specifically where this relates to funding/project gaps for the VCMA. |

Finally, at the annual strategic workshop, each stakeholder was asked to vote on what they saw both their and NGN's priorities moving forward. The results were:

Our priorities

Please select your top three choices for NGN to work on

- Fully use available funding streams – Vulnerability and Carbon Monoxide Allowance and Network Innovation Allowance
2.04
- Fuel poor connections – achieving between 1,000 and 2,000 per year
0.96
- Increase Carbon Monoxide Awareness
0.74
- Increase PSR membership
0.48
- NGN work on Equality and Diversity
0.48

Your priorities

Please select your top three priorities

- Fuel Poverty
1.82
- Maximising VCMA for those most in need
1.14
- Improving partnership working
0.77
- Fair transition to decarbonisation
0.64
- Priorities out of CV-19
0.59

Full report can be found here - <https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/07/Customers-in-Vulnerable-situations-Workshop-April-2021.pdf>

From the priorities voting, we established our engagement plan for the coming year.

| Workshop – Hot Topic | Report summary |
|---|---|
| <p>CIVS Workshop – Vulnerability and Carbon Monoxide Allowance (VCMA) (15th June 2021)</p> | <ul style="list-style-type: none"> – You said / we did – update from annual strategic workshop in April – Hardship Fund (shareholder funded) – overview & themes, including next steps – Partner spotlight session – Foundations Independent Living Trust (FILT) – spotlight on Hardship Fund partner / repair and replacement of appliances – VCMA – criteria to consider, including gaps and hotspots – Breakout session – VCMA – helping us to design a new service around repair and replacement of appliances |
| <p>CIVS Workshop – Fuel Poverty (14th September 2021)</p> | <ul style="list-style-type: none"> – You said / we did – update from the previous fuel poverty workshop, held in January 2021 – Fuel Poor Network Extension Scheme (FPNES), update on what it is, performance to date and the current funding landscape – Partner spotlight session by Simon Kilshaw – Energy Matters, VCMA funded project – Breakout session 1 – Maximizing what’s left of the current ECO3 (Energy Company Obligations) funding – Future funding and technologies – presentation from Lee Cattermole, Communitas Energy, - NGN’s fuel poor partner – Breakout session 2 – Future and concerns around funding / technologies |
| <p>CIVS Workshop – Energy Crisis / Partnership Working (16th November 2021)</p> | <ul style="list-style-type: none"> – You said / we did – update from our fuel poverty workshop in September – Partner spotlight session - Cliff Duff -GP Partnering VCMA project – Energy crisis – overview of the impact on our partners and communities – NGN’s proposal – focus areas for the winter of 2021/22 – Breakout session – what can we do to provide additional support to our partner organisations, as a result of the energy crisis? |
| <p>CIVS Workshop – Carbon Monoxide Awareness (1st February 2022)</p> | <ul style="list-style-type: none"> – You said / we did – update from our Energy Crisis / Partnership Working workshop in November 2021 – Partner spotlight session - Simon Main, Think CO – NGN and Carbon Monoxide – research and NGN approach – Vulnerability and Carbon Monoxide Allowance (VCMA) & Network Innovation Allowance (NIA) – project spend 21/22 on CO specific projects – Plan on a Page - summary of CO Strategy – Breakout session - discussions around Plan on a Page CO Strategy review |

As VCMA was voted in the top two stakeholder/NGN priorities, we made this the focus of our first Hot Topic workshop. All the other workshops throughout the year guided and shaped our VCMA focus, however, it was essential to discuss the VCMA mechanism early in the new regulatory year. As we already had our strategic partner framework in place, we had been able to use the last six months of GD1 (October 2020 to March 2021) to co-create a basket of VCMA eligible projects, that would be ready to start April 1st 2021. The VCMA Hot Topic workshop in June 2021 gave us the opportunity to talk to stakeholders about the projects that we already had approved and in flight, what gaps we could start to see emerging, and gain insight from stakeholders about how these could be addressed.

Stakeholders were asked to help provide ideas about how the VCMA could best align to the Customers in Vulnerable Situations Strategy, and to consider the needs of their own clients in this. Stakeholders told us that when considering VCMA projects:

- Physical challenges need to be inclusive of communication issues, physical space
- Financial hardship is best addressed by focussing on benefits advice
- Temporary vulnerability should be inclusive of bereavement; job loss; impact of COVID 19
- Rural vulnerability should also consider off-grid communities

We updated stakeholders on spread of spend across our 5 strategic vulnerability focus areas:

In terms of geographical spreads of projects, parts of our network had excellent coverage – east and north Yorkshire; Northumberland, Cumbria, whilst there were parts of our network that had few VCMA projects – Newcastle and West Yorkshire.

We have been working hard across our network to address these gaps, some examples are:

- We’re in the process of realigning our Community Partnering Fund (CPF) to the north of the network to address gaps in our geography. The CPF has worked well in the south of our networks and created partnerships with grassroots organisations that have developed into VCMA projects. We are hoping to replicate this success within the north of our network.
- We have formed a partnership with Andy’s Man Club. They specialise in mental health specifically within the male population and are based in West Yorkshire. Andy’s Man Club are working with our engineers internally whilst we have promoted their charity through our social partner newsletter, our communications team, on social media and through our local depots. This partnership addresses our gaps in West Yorkshire and the gap around mental health.

– Physical needs webinar will take place in the Summer of 2022 to form partnerships with our physical disability stakeholders. This webinar will also provide our stakeholders with the opportunity to network with organisations that specialise in physical disabilities.

– Linking up our partners - we have linked one of our partners from a separate fund to engage on our VCMA projects, to maximise engagement with customers and to link up similar projects. We will continue to bring together like-minded partners.

<https://www.northerngasnetworks.co.uk/wp-content/uploads/2019/12/NGN-RIIO-GD2-Business-Plan-2021-2026.pdf>

Each year we conduct CO/PSR research with 1000+ domestic and business customers. This data was shared with stakeholders, and overlaid with VCMA funded projects and our social indicator mapping. The headlines from the January 2021 research were:

- 1. Target increasing awareness of the dangers of CO** – only 36% of the 1826 recognise that CO can kill and 15.5% of respondents rate their awareness of CO as 5 or lower out of 10 which is of course cause for concern.
- 2. Increase understanding of what CO actually is** – just 22% were able to identify it as gas which is invisible, colourless, odourless, not detectable and only 21% identified it as a gas which is dangerous, deadly, poisonous, toxic.
- 3. Encourage people to get a CO alarm** – A concerning 27% of the people who responded did not have a CO alarm in their home.
- 4. Encourage people to test their alarms** – 27% of respondents only test their alarm annually.
- 5. Look to increase awareness of the Priority Services Register** – 57% of respondents had no understanding of the Priority Services Register.

As mentioned earlier, this has driven our holistic approach to co-creation of VCMA projects, to make sure that our partners are fully educated on CO and PSR, and have easy and effective ways to record awareness and make referrals. These are key components of all VCMA projects.

In terms of regional data, the research showed that:

When rating their awareness of carbon monoxide, the highest scoring area was Pennines (7.83), followed by East Riding (7.69). The lowest scoring area was Leeds (7.11) followed by Wear (7.38): Over 50% of respondents across all areas are not aware of the services available on the Priority Services Register, ranging from 51% (Pennines) to 64% (Bradford). For those who were aware, the most common answer was quicker information/response time when there is a fuel issue. Other answers included support for the vulnerable and help with appliance checks.

80%
Over 80% of respondents across all areas are not on the Priority Services Register. This ranges from 81% in Leeds to 88% in Wear.

65%
Over 65% of respondents across all areas feel there is nothing preventing them being on the Priority Services Register if they were eligible. This ranges from 69% (North Tyne and Wear) to 75% (East Riding).

We have used these findings to inform where we target our awareness programmes, including our annual multi-media PSR and CO awareness campaign.

Our VCMA Engaging with Vulnerable Customers PR project was tailored to target those groups that our research had found to have the lowest levels of understanding. After discovering that Leeds and Wear, and surrounding areas, had the lowest awareness, this is where they targeted various elements of the campaign. Social media adverts for the CO Heroes campaign were aimed at the vulnerable groups, (pregnant and English not first language) was aimed at Leeds, Sunderland and surrounding areas including Bradford and Durham. Harvey and Hugo also set up adverts to increase awareness to the general public in these areas too, as this was shown to be lower than other regions. This was also reflected in the CO Heroes Toolkit, which was created through the project and distributed to various groups and community settings, (such as GP surgeries and BAME groups) in these locations too, to ensure the project reached those with lowest knowledge.

Customer Engagement Group (CEG)

Our Customer Engagement Group (CEG) is an independent board that monitors and challenges our business, to make sure we are meeting customer and stakeholder expectations. They play a crucial role in challenging our decisions, acting as a sounding board to make sure we are delivering the things we promised in our business plan and identifying the things that really matter to the region. We consider feedback from the CEG alongside our view of changing stakeholder needs to continually evolve our approach. They produce their own independent report annually which reflects how we have considered stakeholder views and responded to customer and stakeholder feedback over the last year, using this input to shape our business decision.

Over the last 12 months, the CEG have attended every CIVS workshop, and particularly with regard to the VCMA, have challenged us to strike a balance between reliance on services and sustainability of support to, where possible and desirable, achieve a 'hand up rather than hand out' approach and so create enduring projects. This has guided the projects that we have co-created with partners, to try to make sure that they can continue growing and delivering beyond the end of their funding period.

One recommendation from a CIVS workshop was to create a Social Return on Investment (SROI) toolkit for our stakeholders to use when applying for VCMA funding. We therefore approached our internal Economic Evaluation Lead who developed a working SROI toolkit for our partners to use.

The CEG were shown the toolkit and suggested we held a workshop on the SROI toolkit specifically to demonstrate how to use the toolkit and how it works. We therefore took this feedback on board and held a SROI toolkit specific workshop for our partners on the 3rd September 2021. This workshop was a success and our partners were happy with the toolkit and were comfortable using this when applying for VCMA funding.

You can read all about the work of the CEG on their website:

<https://ngnceg.co.uk>
Their 2021/22 annual report will be published from 1st July 2022.

Here is a summary of our VCMA spend to date, and forecast spend for the remaining 4 years of GD2.

| | Total gross NGN cost of VCMA Projects (£) – 2021/22 |
|-------------------------------------|---|
| Company Specific VCMA Project costs | £466,254.44 |
| Collaborative VCMA Project costs | £387,987.75 |
| Total VCMA Project costs | £854,242.19 |

| | 2022/2023 | 2023/2024 | 2024/2025 | 2025/2026 |
|-------------------------------------|----------------------|----------------------|----------------------|----------------------|
| Company Specific VCMA Project costs | £1,603,745.56 | £1,030,000.00 | £1,030,000.00 | £1,030,000.00 |
| Collaborative VCMA Project costs | £557,667.81 | £340,000.00 | £340,000.00 | £340,000.00 |
| Total VCMA Project costs | £2,161,413.37 | £1,370,000.00 | £1,370,000.00 | £1,370,000.00 |

The Collaborative VCMA report will be published in conjunction with individual VCMA reports.

Here is an overview of key vulnerability performance outputs for 2021/22:w

| Key Performance Indicator | Performance in 21/22 |
|---|----------------------|
| Customers reached through Carbon Monoxide (CO) awareness initiatives | 6,009,334 |
| Number of CO awareness visits/surveys with customers | 17,995 |
| Average score before awareness visit | 5.88/10 |
| Average score after CO awareness visit | 7.55/10 |
| Average % increased in awareness from CO awareness visits | 28.04% |
| Number of customers referred onto the Priority Services Register (PSR) | 4,908 |
| Average customer satisfaction score for PSR customers directly impacted by NGN activities | 9.39/10 |
| Number of Fuel Poor Network Extension Scheme Connections | 854 |

Case Studies

Community Action Northumberland – (CAN) Foodbanks project



Why we're working together

Community Action Northumberland (CAN) is one of our nine strategic partners. NGN has been working with CAN since 2015, first co-creating the hugely successful Warm Hubs project, and evolution into pop-up Warm Hubs from 2018, as there was no provision in Northumberland to address social isolation in off-grid communities. A large number of warm hubs have developed into emergency provision centres for those most in need within local communities which are now self-sustaining.

No other organisation exists within Northumberland who are able to offer this model of provision and holistic support to local communities both on and off grid. This new project, co-created with CAN, supports vulnerable customers who regularly access food banks and unemployment hubs living in rural isolation and fuel poverty, within Northumberland. Feedback from the NGN Covid-19 research in August 2020, indicated that rural areas with high dependency on tourism, have been significantly impacted by the pandemic. This has resulted in job losses and increased financial hardship, therefore a greater demand for services such as foodbanks and access to unemployment hubs.

Case study:

Miss A recently moved to the Morpeth area. She attended a food bank event as she is currently unemployed with practically no income until benefits come through to her new address. Miss A was very concerned when we discussed carbon monoxide (CO) awareness at the end of the slow cooker and energy presentation.

She did not have a CO monitor in her property, so we gave her one which had been provided as part of the VCMA project. We removed the battery ribbon and checked the alarm was in working condition. Miss A took the CO monitor home and within a short time the alarm went off, Miss A immediately vacated the property and contacted the relevant emergency services.

It appears the gas boiler was the cause of the problem. The customer arranged for an engineer to come out and look at the boiler. The engineer confirmed the appliance could be repaired. CAN received the quote for the repair and accessed money from an associated Household Support Fund to have the boiler repaired. Through holistic links that CAN has within the rural communities of Northumberland, and with complimentary charities and funding streams, CAN is able to use the VCMA funding to provide much needed face to face support, which can often be the first step on the road to helping vulnerable customers to live well.

Project outcomes for Year 1:

| | |
|--|--------------|
| Number of people signed up to the Priority Services Register | 58 |
| Number of CO pre and post awareness surveys completed | 182 |
| Number of people reached through CO awareness (leaflets, social media) | 192 |
| Number of CO alarms provided to vulnerable customers | 8 |
| Number of new volunteers | 10 |
| Number of people more informed (e.g. attendance at events, workshops) | 182 |
| Number of people trained | 10 |
| Number of people in the following categories, linked to NGN Vulnerability Strategy, who have directly benefitted from this project: | |
| People with physical disabilities | 8 |
| People with mental health conditions | 15 |
| People living in rural isolation | 33 |
| People living with a temporary vulnerability | 0 |
| People facing poverty or financial hardship | 182 |
| People in education | 0 |
| Number of people this project has reached | 182 |
| Forecast SROI | £1.31 |



Case Studies

Yorkshire Energy Doctor CIC – Heating for Health project

Why we're working together

Over 26,000 households in North Yorkshire are in fuel poverty, where people are struggling to keep warm at an affordable cost. A significant amount of these include someone who has a long-term health condition or disability, many of which can be made worse by living in a cold home. Cold homes, and associated issues around damp and condensation, inadequately maintained heating systems, and challenges paying energy bills, can also cause new health problems.

By working with the NHS/health professionals, this project will tackle these issues to avoid further negative health impacts amongst vulnerable groups. The hardest thing about tackling fuel poverty, is identifying those households most at risk from cold homes and encouraging them to access this support.

We believe that health professionals are well-placed to do this as they are trusted by their patients, often conduct home visits where potential issues around cold homes and vulnerability can be more easily identified and can identify first-hand any health issues that could be being caused, or exacerbated, by cold homes.

NHS may be the only support service that some vulnerable households are known to have a vested interest in the potential health benefits of ameliorating fuel poverty and associated issues. Both of these projects will address these gaps in knowledge and awareness.

This project is directly benefitting customers in vulnerable situations, specifically those at risk of ill health and fuel poverty through living in a cold home.



This project aligns to NGN's Customers in Vulnerable Situations Strategy around the financial hardship, physical, mental health and rurality themes. Feedback from our social indicator mapping indicated that there are 12,835 excess winter deaths in the NGN area, with the expected highest rates in North Yorkshire. Stakeholders previously asked us to prioritise working with vulnerable customers in fuel poverty and customers with physical and mental health challenges. People living in fuel poverty often have to choose between heating or eating.

Yorkshire Energy Doctor is one of our nine NGN strategic partners. NGN has been working with YED since 2016, as they work to specifically address the needs of our vulnerable customers and communities specifically in North Yorkshire.

Case study:

Mavis* was referred by the Frailty Care Coordinator from Selby Town Primary Care Network. She had been having problems with her boiler and the engineer had told her she should start thinking about getting it replaced. As Mavis was in receipt of Attendance Allowance, she was eligible for a grant towards the cost of the boiler through ECO funding (approx. £1200). We also put Mavis onto the PSR as she is in her 70s, has poor mobility, a lifeline and a stairlift, as well as some other health conditions. We talked to her about carbon monoxide (CO) but she was well informed as her and her husband had experienced CO poisoning 25 years ago when their fire was condemned (and therefore knew the symptoms and the importance of keeping safe).

We were contacted by Mavis again more recently as she was experiencing a problem with her energy supplier who had sent her a bill for £1,050. She was very anxious about this and was trying to work out how to pay it. We took a look at it and noticed that the energy supplier hadn't credited any of her monthly direct debit payments to her account for the last 12 months. She made us an authorised contact and we dealt with this as a complaint to the energy supplier, making sure they re-billed her correctly, so the account was up to date. As a result, she only owed around £100.

Her gas and electric meters are in a kitchen cupboard where she has no way of accessing them, so we took readings and organised for her to get smart meters fitted. Finally, we noticed that her energy supplier was offering the Warm Home Discount for the first time, so we completed an application for her which has been successful.

*name changed

This case study shows that without the project this customer would have been paying more for her energy than she needed. With the help of the project, she was able to reduce her bills and get the correct meters fitted.

Project outcomes for Year 1:

| | |
|--|--------------|
| Number of people signed up to the Priority Services Register | 118 |
| Number of CO pre and post awareness surveys completed | 120 |
| Number of people reached through CO awareness (leaflets, social media) | 727 |
| Number of CO alarms provided to vulnerable customers | 10 |
| Number of new volunteers | 0 |
| Number of people more informed (e.g. attendance at events, workshops) | 296 |
| Number of people trained | 232 |
| Number of people in the following categories, linked to NGN Vulnerability Strategy, who have directly benefitted from this project: | |
| People with physical disabilities | 33 |
| People with mental health conditions | 20 |
| People living in rural isolation | 7 |
| People living with a temporary vulnerability | 6 |
| People facing poverty or financial hardship | 25 |
| People in education | 0 |
| Number of people this project has reached | 2812 |
| Forecast SROI | £1.53 |

Referrals to Warm and Well North Yorkshire (WWNY):

There have been 121 referrals into Warm and Well from health and social care professionals (target 100) 1-2-1: 175 households have received tailored support and advice following referrals from health and social care professionals. This includes 121 into WWNY and 54 individuals who have been referred directly to us (target: 100)

Financial benefits:

54 x 1-2-1 YED advice appointments, accessing boiler grants, debt write-offs, switching supplier, warm home discount applications, incorrect billing = £19,795

121 WWNY referrals, average saving per household = £85 so estimated total savings = £10,285

Total cost savings to date = £30,080



Case Studies

DIAL – Energy Confident project

Why we're working together

Access to many individual case work services is becoming increasingly difficult and this has been compounded by the pandemic. Especially for those living with physical disadvantage, who may also be shielding. The project objectives are to increase confidence, self-esteem, and resilience which in turn, will lead to increased physical and mental health and wellbeing. Overall, the aim is to empower people to prepare for emergency situations that could help to save lives. An integral part of the programme will be to incorporate PSR awareness raising and sign-up. DIAL will be working closely with Trussell Trust foodbanks across Leeds. They will also be involving Green Doctors, Care and Repair (Home Improvement Agency), Fire and Rescue, Adult Social Care, Health and Housing and Leeds Public Health.

This project supports customers in vulnerable situations, in particular, customers living in fuel poverty and financial hardship. This project specifically provides assistance to support customers with physical and sensory impairments, learning disabilities and long-term conditions such as mental health issues. DIAL is in direct daily contact with people living in poverty, as a result of complex and multiple barriers to health, economic and social wellbeing.

These themes all align to NGN's Customers in Vulnerable Situations Strategy. DIAL offers holistic support to empower vulnerable, disabled people, to change their lives for the better, in the short and longer terms. This DIAL project has been designed, developed, and delivered by disabled people, who are representative of project beneficiaries. DIAL is our Strategic Partner for Leeds, supporting the findings of the Social Indicator Mapping Research



Case study:

A 50-year-old gentleman who lives in a Leeds City Council property was struggling to keep himself warm. Mr B has mobility difficulties, and his legs can swell up so he often has to sit with his leg raised. We carried out a home visit and assessed his energy needs. Mr B was having problems with his benefits as he had been found fit for work, so the first issue was to sort out his weekly income. We completed a new ESA claim and secured his benefit (although he is to have further assessment of his capability for work). We also secured a food parcel as he was struggling to feed himself. We discussed draught proofing and how to set and use his thermostat.

We signed him up to the PSR, and we are in the process of switching his supplier with and expected energy saving of £112.00/ year. We discussed CO and went through what it was, how it could affect him and how to stay safe. We are planning to do a Warm Home Discount in the coming months. The outcome so far is ensuring Mr B doesn't worry about his energy bills, allowing him to keep warm and safe and to feel he has not just been "left to rot" as this is how he felt prior to our intervention.

Project outcomes for Year 1:

| | |
|--|--|
| Number of people signed up to the Priority Services Register | 72 |
| Number of CO pre and post awareness surveys completed | 12 |
| Number of people reached through CO awareness (leaflets, social media) | 245 (approx) |
| Number of CO alarms provided to vulnerable customers | 0 |
| Number of new volunteers | 10 |
| Number of additional grants/donations secured, as a result of this funding including amounts: | 6 - Yorkshire Water Vulnerability Fund = £2,500, Brelms Trust = £15,000, SWTW = 2,495.30, Community Partnering £6,126.50, Community Partnering top up grant = £7,857, Yorkshire Water Vulnerability Fund 12 month Extension = £2,408.90. |
| Number of people more informed (e.g. attendance at events, workshops) | 12 |
| Number of people trained | 14 |
| Number of people in the following categories, linked to NGN Vulnerability Strategy, who have directly benefitted from this project: | |
| People with physical disabilities | 60 |
| People with mental health conditions | 42 |
| People living in rural isolation | 1 |
| People living with a temporary vulnerability | 0 |
| People facing poverty or financial hardship | 27 |
| People in education | 2 |
| Number of people this project has reached | 414 approx. including via social media |
| Forecast SROI | £3.24 |

Case Studies

Groundwork – Energy Management Services (GEMS) project



Why we're working together

Based in Leeds and Bradford, this project is focused on tackling the issues of climate change and high energy costs, with a view to reaching net zero, through better energy management. GEMS provides an energy management service to community/charitable organisations who are based in buildings that have poor thermal energy efficiency, high running costs and would benefit from support and advice on how to reduce their costs. Some of the buildings supported link into food banks thereby helping those in need. The overall aim is to implement an energy management system for future sustainability. An integral part of the programme will be to provide CO awareness sessions and to reduce CO emissions. As vulnerable people visit these buildings, it is important that they are fit for purpose, so they experience thermal comfort when receiving advice and information. Also, a key ambition is to provide a sustainable foundation for support services to continue, but ensuring that the buildings that charities depend on are fit for purpose, and economically viable to run.

This project will help reduce the risk of death caused by cold weather during the winter for those impacted by fuel poverty. The buildings being supported will be more energy efficient and therefore reduce fuel costs. It will also support customers in reducing CO2 emissions, making their buildings energy efficient which will help reduce costs. At least one of the buildings (church hall) being supported, is attached to a food bank which enables information to be given out about energy efficiency, fuel poverty and carbon monoxide (CO) awareness. Financial hardship aligns to one of the themes within NGN's Customers in Vulnerable Situations Strategy.

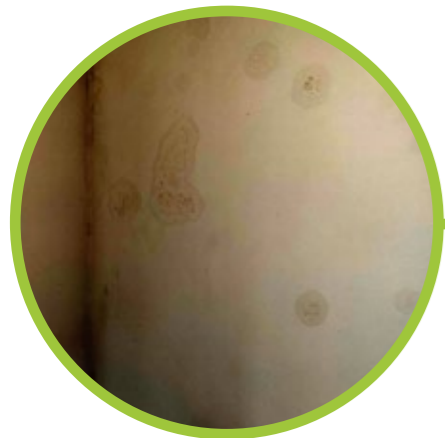
Through the social indicator mapping, it was highlighted that both Leeds and Bradford have cultural differences as one of their top two priorities, as well as areas of deprivation and fuel poverty. Many cultural groups meet in community buildings and church halls as 'Places of Welcome' and it is therefore important that the buildings they use, are energy efficient and fit for purpose for the local community.

Case study:

Groundwork Energy Management Services attended the site on 10th November 2021, and the challenges of keeping a building of this size properly heated and ventilated were discussed with the manager of the building.

Victoria Institute is a well-run building with scope to reduce both its environmental impact as well as its financial outlay in relation to space and water heating. The building is well zoned but with issues around maintaining a suitable air temperature throughout. To this end the report has listed some behavioural changes, simple measures, and longer terms solutions in line with the government's target of net zero emissions by 2050. There are some concerns around moisture ingress into the fabric of the building along a section of the western facing wall which should be corrected to prevent any further degradation.

Groundwork have delivered 5 GEMS assessments/reports out of a target of 5. The benefits will be gained by the building owners, users, local communities & the wider environment. Money saved will enable the organisations to continue and expand delivery of projects etc, money can be channelled back into community activities and carbon footprints can be reduced. **This project has also generated a Forecast SROI to £3.63.**



Evidence of penetrating damp – Image has been darkened and contrasted to better show issue.

Look ahead to 2022/3

We held our annual Customers in Vulnerable Situations Strategic Workshop on 22nd March 2022. During this workshop we asked our stakeholders what NGN's top three priorities should be over the next 12 months. They advised our top priorities should be:

- 67%

Develop understanding and projects that support the broad aspects of financial vulnerability – including fuel poverty and sustainable projects
- 53%

Carbon Monoxide (CO) awareness due to a potential increased safety risk?
- 33%

How can we maximize data from the PSR and use it to help customer
- 33%

How can NGN make our referral routes as fast as possible?
- 33%

Extend support for repair and replace schemes

One priority that stakeholders want us to focus on over the next 12 months is:

- 87%

Develop understanding and projects that support the broad aspects of financial vulnerability – including fuel poverty and sustainable projects

This valuable stakeholder feedback provides us with the guidance on what priorities they should focus on over the next 12 months. This feedback will also help inform future CIVS workshop hot topics. Our stakeholders have also advised that a physical disability webinar needs to take place also to plug our gaps. This is something NGN has arranged for Summer 2022.

Programme of 2022/23 engagement to support VCMA delivery

| Date | Workshop topic |
|---------------------|--|
| 27th May 2022 | Customers in Vulnerable Situations Open Day, incorporating NGN VCMA Showcase, alongside Network Innovation Allowance Vulnerability Projects Showcase – face to face at NGN head office, Thorpe Park, Leeds |
| 29th June 2022 | Physical disability webinar online – 1 hour / 10-11am |
| 20th July 2022 | VCMA annual showcase (online) |
| 13th September 2022 | CIVS Hot Topic workshop online – Winter Readiness and Carbon Monoxide (CO) Awareness – 10am to 12pm |
| 22nd November 2022 | CIVS Hot Topic workshop online – PSR and data sharing – 10am to 12pm |
| 7th February 2023 | CIVS Hot Topic workshop online – Financial Hardship – 10am to 12pm |
| 25th April 2023 | CIVS Annual Strategic workshop – venue TBC 10am – 1pm |

We have a range of new projects that are in the pipeline (see table below) and others where we are working to help address VCMA funding gaps through 2022/23.

| Organisation name | Project Title | Number of beneficiaries | Duration | Vulnerability theme |
|---|--|-------------------------|----------|---|
| Durham County Council | Carbon Monoxide village awareness pilot | 1,726 households | 5 months | CO awareness |
| Egnida – consultancy / solutions organisation | Raising CO Awareness using Augmented Reality | c1,000+ students | 1 Year | CO awareness |
| Network Innovation | SROI (Social Return on Investment) Toolkit | TBC | 1 Year | All vulnerabilities |
| Groundwork | Young People with Energy | 200 people | 1 Year | Energy advice, CO awareness and PSR referrals |
| Yorkshire Energy Doctor | Warm Homes / Healthy Children | 250 families | 1 Year | Financial hardship, energy advice, CO awareness and PSR referrals |

Given the ongoing challenge of the energy/cost of living crisis, we will continue to listen to the needs of our customers and stakeholders and be agile and flexible enough to respond to changing requirements. 2021/2 has been a year of strong delivery, supported by robust engagement, detailed research and established governance. In 2022/3 we are confident that we can deliver even more for our customers in vulnerable situations.

Appendix – Project Update Summary Tables

Appendix 1

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|--|---|------------|--------------|---|--|------------------------------|
| Yorkshire Energy Doctor CIC (YED) - Heating for Health | Health professionals, who work with some of the most vulnerable residents in local communities | <p>NGN Customers in Vulnerable Situations workshops – August 2020 CV-19 specific workshop - stakeholders told us some of the main impacts have been associated with an increase in mental health issues due to social isolation and job losses, food and fuel poverty. Another impact of the pandemic has been access to essential services for those living in vulnerable situations. This only serves to exacerbate existing issues around social isolation and access to services because of the rural nature of much of North Yorkshire. In some of these areas, a health worker may be the only person providing support to priority groups.</p> <p>Customer Touchpoints workshop October 2020 – Stakeholders told us that to tackle fuel poverty, we need to maximise opportunities at every-day touchpoints such as GP surgeries, clinics and hospitals. This project will enable YED to take a strategic and comprehensive approach to engaging with these health professionals, which will help to identify and reach a significant number of vulnerable individuals, due to living in cold homes.</p> | £40,000 | £20,000 | <p>608 beneficiaries to date</p> <p>727 CO awareness leaflets handed out</p> <p>120 CO awareness sessions carried out from a target of 100</p> <p>118 PSR referrals made against a target of 100</p> <p>1,027 letters have gone to COPD patients and 238 dementia patients</p> <p>Total cost savings to date = £30,080</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Yorkshire-Energy-Doctor-Heating-for-Health.pdf</p> | <p>YED have provided CO awareness training to far more people than shown by the number of CO survey forms completed. The number of people that have completed the feedback form has exceeded the target.</p> <p>The biggest challenge has been engaging with people in health-related community settings due to Covid. To overcome this, YED have changed one of the project activities from engagement in the community, to direct communications from GP surgeries, to their most vulnerable patients. GP's are sending letters directly to their patients on behalf of YED.</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|--|---|------------|--------------|--|--|------------------------------|
| Groundwork - Energy Management Services (GEMS) | Community/ charitable organisations, who are based in buildings that have poor thermal energy efficiency and high running costs. | <p>NGN Customers in Vulnerable Situations workshops - February 2020 annual strategic workshop - Stakeholders discussed future energy and identified it as an emerging issue, including the energy transition to net zero.</p> <p>During this workshop stakeholders discussed an opportunity to engage with SME's and other organisations, able to influence customers, especially those living in vulnerable situations. Further routes to educating around the energy transition and impacts were discussed such as accessing schools, different age groups and community groups.</p> | £18,200 | £8,750 | <p>18,000 beneficiaries (estimated based on reach across the 5 GEMS assessments/ reports).</p> <p>120 CO information leaflets have been provided to customers.</p> <p>Groundwork have delivered 5 GEMS assessments/reports delivered.</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Green-Doctor-Groundworks-Energy-Management-Services-GEMS.pdf</p> | <p>Money saved through this project will enable organisations to continue. Money saved through energy efficiency recommendations by Groundwork can be channelled back into the community and reduce carbon footprints.</p> <p>From the skills and experience gained delivering the GEMS scheme, Groundwork were approached by the housing provider Homegroup to partner with them on their Gateshead Innovation housing scheme. This involved assessing 40 recently built properties to provide a domestic house version of the GEMS project.</p> <p>It was through this project which has enabled Groundwork to secure this separate project with Homegroup and deliver a very useful report. The outcome has resulted in Homegroup using Groundwork's report to improve their housing stock.</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|--|---|---|------------|--------------|---|--|------------------------------|
| Harvey and Hugo Ltd - Engaging with Vulnerable Customers PR project | Young, older people, those with health conditions, those on low incomes and non-English speaking communities. | <p>NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - stakeholders said there needs to be more focus on CO awareness, so customers understand the risks posed by not having appliances repaired or serviced. For those customers living in poor housing stock and potentially living in fuel poverty, there is likely to be a significant gap in their knowledge around CO.</p> <p>NGN Customers in Vulnerable Situations workshops – January 2021 – stakeholders said that fuel, food and general poverty are all linked and that we need more streamlined ways of working together, using partners to help raise awareness of different funding and support available, including the benefits of the PSR. This project fully aligns with the feedback received at that workshop as it will be promoting the PSR and CO awareness.</p> | £46,800 | £26,259 | <p>12,990,224 reached through the CO awareness campaign via social media, radio, email, PR. PEA Target 500,000.</p> <p>328 visits to the PSR webpage from a target of 20</p> <p>217 CO awareness sessions carried out.</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2022/02/PEA-doc-Harvey-and-Hugo-Engaging-with-Vulnerable-Customers-PR-project.pdf</p> | <p>As part of this project was initially planned to be face-to-face, Harvey and Hugo adapted their approach due to CV-19 and ran online social media campaigns.</p> <p>The objectives of both the 'Don't blame...' and 'CO Heroes' campaigns were to increase CO awareness and engagement, significantly increase PSR registrations and PSR awareness. To also increase awareness of the 0800 National Gas Emergency number and increase engagement with traditionally hard to reach individuals and communities within the NGN region.</p> <p>Throughout this campaign, stakeholders have been engaged through the CO Heroes Toolkit which was created. Evidence from the results, as well as how the CO messages have been spread to various audiences, suggests stakeholders have fully engaged with this initiative.</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|--|--|------------|--------------|--|---|------------------------------|
| Yorkshire Energy Doctor CIC (YED) - Young people with Energy | This project will target young people aged 16-25 who have responsibility for paying gas and electricity bills in their home. | NGN Customers in Vulnerable Situations workshops – January 2021 - This workshop was specifically around fuel poverty and the target audience have been identified as a specific cohort who, may be at risk or in fuel poverty. This project fully aligns with the need to help young people in fuel poverty and those on low incomes, to enable them to gain the knowledge and understanding of how to manage their energy bills and stay safe, in order to prevent fuel poverty and health issues in the future. | £30,000 | £25,000 | <p>386 beneficiaries to date</p> <p>256 CO awareness leaflets handed out</p> <p>181 CO awareness sessions carried out</p> <p>One-to-one specialist advice: 43 young people have received 1-2-1 support</p> <p>Total financial benefit = £5,905 to date</p> <p>20 PSR referrals made</p> <p>1 new volunteer.</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Yorkshire-Energy-Doctor-Young-People-with-Energy.pdf</p> | <p>NGN social indicator mapping 2019 - Feedback indicated that approximately 1.04 million people in the NGN area live with hypertension and 600,000 young people aged 18+ suffer from depression and other mental health problems.</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|--|---|------------|--------------|---|--|------------------------------|
| Yorkshire Energy Doctor CIC (YED) - Community Energy Ambassadors | The project aims to support vulnerable residents by using trusted social networks within communities | <p>NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - Stakeholder feedback from this workshop identified that larger energy bills were an issue due to the pandemic. This was mainly due to spending more time at home as a result of shielding and mobility issues. Access to essential services significantly decreased or stopped, which created a gap in energy advice and other key energy related messages. This project aimed to bridge that gap.</p> <p>NGN Customers in Vulnerable Situations workshops - January 2021 Fuel Poverty – Stakeholder feedback was that fuel, food and general poverty are all linked and that we need more streamlined ways of working together, using partners to help raise awareness of different funding and support available, including the benefits of the PSR. This project fully aligns with the feedback received at that workshop.</p> | £45,600 | £22,800 | <p>17,751 CO leaflets handed out</p> <p>2384 people reached through social media</p> <p>102 beneficiaries to date</p> <p>110 CO leaflets handed out</p> <p>PSR signups = 108 (target: 100)</p> <p>CO awareness survey forms: 347 (target: 150)</p> <p>13 new volunteers</p> <p>Total savings = £57,280</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Yorkshire-Energy-Doctor-Community-Energy-Ambassadors.pdf</p> | <p>All courses have been fully booked. This shows the project is hitting its targets. YED have continued to post information and updates on their Community Energy Ambassadors</p> <p>Facebook group and promote the courses, project and specific awareness campaigns through other social media channels (e.g. the New Year Utility Bill Health Check). These have reached 2384 people.</p> <p>Training courses: 14</p> <p>Attendees: 148 (target: 100)</p> <p>Additional training: 11 additional 'mini' Energy Ambassador training courses, reaching a further</p> <p>116 staff/volunteers</p> <p>This project was showcased during a spotlight session at NGN's CIVS annual strategic workshop in April 2021 https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/07/Customers-in-Vulnerable-situations-Workshop-April-2021.pdf</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|--|---|------------|--------------|--|--|------------------------------|
| Hull and East Yorkshire Children's University (HEY CU) - Reading Van – bringing reading to the community | Children in care | <p>NGN Customers in Vulnerable Situations workshops - July 2020 workshop - our stakeholders told us some of the main impacts have been associated with mental health issues, home-schooling challenges, and child safeguarding.</p> <p>NGN August 2020 CV-19 specific workshop - stakeholders also identified that education was an issue due to the pandemic. They stated that an education gap has grown for disadvantaged children. Some vulnerable children will have received no education during lockdown due to lack of access to services/internet/technology. This has therefore impacted social, literacy skills and development skills.</p> <p>NGN Social indicator mapping 2019 - Feedback from our social indicator mapping research indicated that East Riding has areas of deprivation and unemployment.</p> <p>Social Mobility Pledge / Opportunity Action Plan - The Action Plan addresses the fact that East Riding is one of the areas facing challenges in terms of social mobility, therefore NGN are prioritising that area for support around education/literacy</p> | £40,500 | £34,000 | <p>1053 customer reach to date</p> <p>78 PSR referrals made</p> <p>£1000 worth of books donated to children on world book day</p> <p>3 new volunteers</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/07/HULL-and-EAST-YORKSHIRE-CHILDRENS-UNIVERSITY-PEA-Doc-002.pdf</p> | <p>5 members of Hull Children's University have been trained in CO Awareness by NGN. This is incorporated alongside the reading activities.</p> <p>The reading van was launched in November 2021 at Bridlington Spa. This event was promoted across all social media channels. An article was also published on HEY CU's website about the launch. The launch event was also covered by BBC Radio Humberside and got two segments on the Burnsey Show.</p> <p>The van has also been used to deliver 932 books to children/schools across Hull on World Book Day. There are currently 50 children on the programme in Hull and 25 in the East Riding, totalling 75.</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|--|---|--|------------|--------------|--|--|------------------------------|
| Community Action Northumberland - Energy Roadshow | Vulnerable customers living in rural isolation and fuel poverty | <p>NGN CIVS Workop – Feb 21. Stakeholders said that fuel poverty, particularly linked to rural isolation, should be priority area, and that fuel poverty should not be addressed in isolation.</p> <p>NGN August 2020 CV-19 specific workshop – Stakeholders said that those living in rural are being more significantly impacted by CV-19, and that NGN should look to support services that reach the most isolated. Support should be holistic, so where existing support mechanisms exist. i.e. food banks, food poverty related charities, NGN should promote PSR/CO messages.</p> | £4,000 | £2,000 | <p>1002 direct beneficiaries, including:</p> <p>98 PSR referrals</p> <p>118 CO awareness surveys</p> <p>10 volunteers trained</p> <p>6 roadshows delivered</p> <p>Raised awareness of rural isolation</p> <p>Improved ability to reduce energy costs in off-grid areas through the use of slow cookers</p> <p>Improved social connectivity through networking at the roadshow events.</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Community-Action-Northumberland-Slow-cooker-road-show.pdf</p> | <p>CAN have established a referral mechanism with SPEN as a result of the Milfield Energy Roadshow</p> <p>A number of households in Milfield are SSEN customers and not NPG, CAN contacted SSEN and were able to register people via their website</p> <p>The Northumberland Gazette featured Energy Adviser at the Wonderful World Event.</p> <p>Climate change issues to be put in the spotlight at Alnwick event Northumberland Gazette</p> <p>Energy roadshow was promoted via social media</p> <p>Stats</p> <p>Facebook</p> <p>Followers - 301</p> <p>Likes - 247</p> <p>Top performing post in past quarter - Energy Roadshow events (341)</p> <p>Twitter – 1,305 followers</p> <p>Impressions – 9,000 over the last quarter</p> <p>As the roadshows are often taking place in very isolated parts of Northumberland, Wifi and mobile phone signals are an issue. CAN were unable to do real-time PSR referrals at the events, and had a paper-based contingency referral route.</p> | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|---|---|------------|--------------|--|--|------------------------------|
| Lake District Foundation (LDF) - Carbon Monoxide (CO) and Environmental Impact Awareness in Cumbria Campaign | <p>Family groups from northwest.</p> <p>Adult only groups aged 25-34 including Stag and Hen dos etc</p> | NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - stakeholders identified that there was an increased risk of CO poisoning due to the pandemic. This was due to a number of factors such as people being furloughed or made redundant, therefore unable to afford for appliances to be maintained, repaired or replaced. Due to financial challenges, this was not a priority for many and significantly more customers now having to choose between heating and eating. Stakeholders also said there needs to be more focus on CO awareness. <p>CO and PSR research commissioned by NGN - only 34% of those respondents in Cumbria, recognise that CO can kill you and 45% of respondents did not feel their awareness had increased over the past few years. 25% of the people who responded in Cumbria did not have a CO alarm in their home.</p> | £38,120 | £19,060 | <p>1000 beneficiaries to date</p> <p>1000 CO awareness leaflets handed out</p> <p>22 CO awareness surveys completed</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Carbon-Monoxide-CO-and-Environmental-Impact-Awareness-in-Cumbria-Campaign.pdf</p> | <p>As part of this project was initially planned to be face to face, LDF adapted their approach due to CV-19. They focused their efforts on social media, LDF newsletter and built relationships with visitor-facing businesses.</p> <p>LDF had to make some changes to original plan – they could not share messages via the LDNPA due the BBQ ban but focused their efforts on tourist economy businesses instead. LDF changed the imagery used in their campaign pack to ensure it clearly referred to BBQ's on private land (campsites).</p> | 1 |

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| Groundwork - Green Doctors - Energy Matters | Vulnerable customers living in fuel poverty | NGN Customers in Vulnerable Situations workshops - January 2021 we held a specific fuel poverty workshop. During this workshop our stakeholders said that fuel, food and general poverty are inter-linked and we need more streamlined ways of working together. The service provided by Green Doctors is bespoke and tailored to suit individual needs. This project fully aligns with the need to have a single point of contact, holistic service in place, to support the most vulnerable within our communities. | £228,850 | £112,000 | 890 beneficiaries to date 890 Energy Matters interventions via home visits & telephone advice, from a target of 650 Fuel vouchers given - £30,706 Emergency welfare support payments - £32,455 190 PSR referrals to date 87 CO awareness surveys completed https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Green-Doctor-Energy-Matters.pdf | Delivering during the Covid restrictions was challenging at times, however Groundwork have adapted their approach with this project and now have a well-run & efficient telephone advice service. Home visits are also continuing however by offering alternatives for customers this has resulted in an increase of service users. This project was showcased during a spotlight session at NGN's CIVS Fuel Poverty workshop in September November 2021. https://together.northerngasnetworks.co.uk/events/customers-in-vulnerable-situations-september-2021/ | 1 |

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| Durham County Council - GP Partnering Pilot | Households at risk of cold-related ill health and carbon monoxide poisoning. | NGN Customers in Vulnerable Situations Touchpoints workshop - October 2020 - Stakeholders told us that to tackle fuel poverty, we need to maximise opportunities at every-day touchpoints and daily interactions, such as GP surgeries, clinics and hospitals. | £91,000 | £45,500 | 546 beneficiaries of which: 497 PSR referrals to date from a target of 40 439 CO awareness surveys completed to date 296 ECO grants applied for and granted 80 MMB home visits https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Durham-County-Council-GP-Partnering-Pilot.pdf | Durham County Council had a high number of GP practices come on board with this project. Warm Homes letters, a questionnaire and information was sent to 11,327 patients with health conditions including COPD, Asthma, Long Covid and parents of premature babies. This shows that the GPs consider the key messages of this project to be very important to their patients staying safe and warm especially over the cold winter period. This project was showcased during a spotlight session at NGN's CIVS Energy Crisis and Partnership Working workshop in November 2021. https://together.northerngasnetworks.co.uk/wp-content/uploads/2021/11/Customers-in-Vulnerable-situations-Workshop-11.2021-v2.pdf | 1 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|---|---|------------|--------------|--|--|------------------------------|
| Durham County Council - Building research data targeting pilot | Vulnerable customers living in rural isolation, with little or no access to sustainable localised support services. | NGN Customers in Vulnerable Situations workshops – Feb 20 and August 20 - poverty (fuel and food). Cold related ill health has also been a common theme and the choices between heating an inefficient home and eating have also been raised on many occasions. Stakeholders told us that we should continue to use trusted intermediaries to reach our most vulnerable customers. | £67,520 | £33,760 | 461 direct beneficiaries, of which: 220 PSR referrals made to date from a target of 20. 159 CO awareness surveys completed to date. 121 ECO grants applied for and granted 59 MMB home visits https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Durham-County-Council-BRE-Data-Targeting-Pilot.pdf | Increase in the numbers of residents approaching the Council due to the increases in their energy bills due to energy companies in receivership. To accommodate this additional advice and support is now included in the service in response to cope with the numbers of Energy Supply Companies that have gone into receivership. When home visits take place from the Councils Managing Money Better service, the client receives a NGN CO awareness leaflet and a CO alarm. A Warm Homes Campaign newsletter has been developed with input from NGN. This includes a message on carbon monoxide awareness and includes a CO safety message. | 1 |

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| Stockton District Advice and Information Services (SDAIS) - Energy MOT | Vulnerable customers in Stockton and Northallerton. | NGN Customers in Vulnerable Situations workshops - July 2020 workshop - our stakeholders told us some of the main impacts have been associated with debt, isolation, redundancy, and anxiety. The Energy MOT project will help support customers in an area where there is high unemployment, to ensure that affordability around energy becomes less of a challenge. Income maximisation discussions will also help in minimising debt and the associated mental health issues that can bring. August 2020 CV-19 specific workshop – stakeholders said the demand for information regarding redundancy or benefits increased as a result of the economic impact. The Energy MOT project will help customers understand their bills and energy efficiency better to mitigate against falling into fuel poverty. | £12,000 | £12,000 | 271 beneficiaries to date 257 CO awareness sessions carried out from a target of 188 104 PSR referrals made £40,319 income maximisation gained for clients due to this project 1 new volunteer https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Energy-MOT.pdf | The target on this project was to engage with 250 clients and Stockton CAB have achieved this as they have engaged with 257 clients. The project was planned to be rolled out to other CAB's however the CA GDN collaborative project has achieved this as it has the same outcomes of this project on a National scale. The project was promoted quarterly at the warm and well meetings held by Mid Yorkshire CAB and was also promoted to clients that contacted SDAIS for energy advice. This project was showcased during a spotlight session at NGN's CIVS annual strategic workshop in April 2021 https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/07/Customers-in-Vulnerable-situations-Workshop-April-2021.pdf | 0 |

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| Highfield Co-op - Vulnerability Film Festivals - Using Film To identify vulnerable Communities | Refugees, low-income families, elderly and ethnic minority communities. | NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - Stakeholders said there needs to be more focus on CO awareness, so customers understand the risks posed. Culturally diverse communities are likely to be on low incomes and potentially living in fuel poverty and as a consequence, due to lack of support, there is a significant gap in their knowledge around CO. The challenge around language and other complex issues, makes it even more difficult to reach these culturally diverse groups. Further feedback from stakeholders at this workshop was specifically around mental health and the significant impact the pandemic has had on this issue, due to isolation and other barriers affecting service provision. Many services that vulnerable people rely on have either been made inaccessible or closed. | £4,750 | £1,250 | 276 beneficiaries to date 104 CO leaflets handed out 73 CO awareness sessions carried out from a target of 66 16 PSR referrals made from a target of 10 13 new volunteers https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Highfield-Co-op-Bradford-Vulnerability-Film-Festivals-Using-Film-To-identify-vulnerable-Communities.pdf | As delivery of this project is dependent on face-to-face interactions, CV-19 impacted how quickly the project was able to start. Highfield Co-op recruited volunteers with diverse language skills. This ensured the key messages around the dangers of CO awareness were given to customers whose first language was not English. The film screenings are a way of bringing the communities together to start conversations around fuel poverty, energy advice, CO awareness and the benefits of the PSR. The film festivals were promoted via posters, the UNESCO city of film website and through WhatsApp | 1 |

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|---|--|--|------------|--------------|---|---|------------------------------|
| Community Action Northumberland - Rural Food Kitchen | Vulnerable customers who are living in rural isolation and fuel poverty, | NGN CIVS Workshop – Feb 21. Stakeholders said that fuel poverty, particularly linked to rural isolation, should be priority area, and that fuel poverty should not be addressed in isolation. NGN CIVS Workshop – August 20 (CV-19). Stakeholders said that those living in rural are being more significantly impacted by CV-19, and that NGN should look to support services that reach the most isolated. Support should be holistic, so where existing support mechanisms exist. i.e. food banks, NGN should promote PSR/CO messages. | £32,000 | £16,000 | 229 direct beneficiaries (target 600 for full project), including: 147 PSR referrals made out of a target of 100 59 CO awareness surveys completed no initial target was set. 12 volunteers trained https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Community-Action-Northumberland-Rural-Food-Kitchen.pdf | CAN have referred customers onto the PSR with Scottish Power Energy Network as they cover approx. 8,000 households in Northumberland. Prior to this scheme, CAN did not have any way of referring customers through to SPEN. This project has reached a diverse range of vulnerable customers through a high engaging and relatable food project. This is had a hugely positive effect on the rural communities where the food kitchens are established. All details about the projects have been shared on social media and through local village newsletters. | 1 |
| Highfield Co-op - Community Energy Cafe | Vulnerable people who are unemployed and claiming benefits | NGN Customers in Vulnerable Situations workshops - July 2020 workshop - Stakeholders told us that access to essential services was becoming more difficult i.e. unable to contact energy suppliers. A pop-up café will provide an environment where support can be found in relation to energy and other advice, in the absence of being able to contact an energy supplier. | £2,500 | £1,250 | 195 beneficiaries to date 420 CO leaflets provided to customers 60 CO awareness sessions completed out of a target of 55 14 new volunteers 10 PSR referrals made 46 food parcels delivered to families https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Community-Energy-Cafe.pdf | As delivery of this project depending on face-to-face interactions, CV-19 impacted how quickly the project was able to start. The Community Energy Café opened on the 28th July 2021. The café is run weekly for 2 hours and is providing support to families, vulnerable communities within the Bradford area. The project has been advertised via social media, through posters and through newsletters. | 1 |

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| Community Action Northumberland - Foodbanks | Vulnerable customers living in rural isolation and fuel poverty. | <p>NGN CIVS Workop – Feb 21. Stakeholders said that fuel poverty, particularly linked to rural isolation, should be priority area, and that fuel poverty should not be addressed in isolation.</p> <p>NGN CIVS Workshop – August 20 (CV-19). Stakeholders said that those living in rural are being more significantly impacted by CV-19, and that NGN should look to support services that reach the most isolated. Support should be holistic, so where existing support mechanisms exist i.e. food banks, NGN should promote PSR/CO messages.</p> | £10,000 | £5,000 | <p>192 direct beneficiaries (target 100), including 58 PSR referrals made out of a target of 35.</p> <p>182 CO awareness surveys completed out of a target of 50.</p> <p>768 indirect beneficiaries.</p> <p>10 new volunteers training to support the programme</p> <p>£1,100 of additional external funding accessed</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Community-Action-Northumberland-Food-Banks.pdf</p> | <p>As the services provided through this project were predominantly face to face, CAN needed to adopt an agile approach to delivery.</p> <p>Added value is being delivered as a result of this project as CAN have been asked to deliver further energy efficient advice and CO training to a local employment hub, and additional food bank.</p> <p>Programme has also been adapted from client feedback. For example, it now includes the sound of a CO alarm during our events so people know what they sound like, we encourage people to 'test' their own CO alarm so they understand the sound they make.</p> <p>Information about this project has been widely shared on social media.</p> | 1 |
| Groundwork – Fuel Poverty Training | Frontline key workers, such as housing officers, debt advice workers, health professionals, social prescribers, engineers and community representatives | <p>NGN Customers in Vulnerable Situations workshops - July 2020 workshop - stakeholders discussed new emerging issues due to Covid-19. Our stakeholders told us some of the main impacts have been associated with more people falling into fuel poverty, increased debt due to furlough or redundancy and the associated anxiety and other mental health issues, that come with these extra challenges.</p> <p>August 2020 CV-19 specific workshop - stakeholders identified that there was an increase in debt/money management issues, specifically with those people who were 'Just About Managing'.</p> | £17,250 | £11,400 | <p>162 frontline workers trained.</p> <p>23,320 Indirect beneficiaries.</p> <p>16 training sessions have been delivered in the past year, which has exceeded the target of 10 sessions.</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Green-Doctor-Fuel-Poverty-Training-Course.pdf</p> | <p>Attendee participation can sometimes be difficult with an online training course. To accommodate this Groundwork have reworked some of the exercises to be more Zoom friendly. The fuel poverty training course has also been advertised on Groundworks website and shared in partner newsletters and through social media.</p> | 1 |

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| Highfield Co-op - Mental Health Film and Conversations Project | This project is aimed at people with mental health issues within the community who may struggle to understand fuel poverty and the dangers of CO | <p>NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - Our stakeholders told us some of the significant impacts of the pandemic have been associated with debt, isolation, anxiety and other mental health issues. This project will help address those and similar issues, associated with living in fuel poverty and being on a low income.</p> <p>During this workshop stakeholders told us refugee communities are likely to be on low incomes and potentially living in fuel poverty and as a consequence, due to lack of support, there is a significant gap in their knowledge around CO. The challenge around language barriers and additional mental health concerns, makes it even more difficult to reach these culturally diverse groups.</p> | £4,250 | £1,250 | <p>230 beneficiaries to date</p> <p>95 CO leaflets handed out</p> <p>67 CO awareness sessions carried out from a target of 50</p> <p>14 PSR referrals made from a target of 10</p> <p>7 new volunteers</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Highfield-Co-op-Bradford-Mental-Health-Film-and-Conversations-Project.pdf</p> | <p>The event took place on World Mental Health Day October 2021. Highfield Co-op had a film screening, conversations, and a CO awareness training session.</p> <p>This project attracted the interest of a lot of people from different communities. The project involved film screenings and CO awareness training. Highfield Co-op have worked alongside the charity MIND to deliver this project. The project involved providing information around saving energy in the home, CO awareness and promoting the services of the PSR.</p> | 1 |

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|--------------------------------|--|---|------------|--------------|--|---|------------------------------|
| Dial - Energy Confident | Vulnerable customers living with physical and sensory impairments, learning disabilities and / or long-term conditions including mental health issues. | <p>NGN CIVS Workshop – August 2020 (CV-19). Stakeholders said that services that support one-to-one case work are being significantly impacted by CV-19, and that NGN should look to support projects that can be delivered face to face, to have meaningful impact. Support should be holistic, so where existing support mechanisms, NGN should incorporate PSR/ CO messages, income maximisation advice and support.</p> <p>NGN Social Indicator Mapping Research – higher proportion of people living with physical disability in Leeds than all other regions within NGN.</p> <p>NGN Annual Customer Perceptions Research 2020 and 2021. Out of the 5 areas of NGN's Vulnerability Strategy, physical needs was voted 2nd out of the 5. See page 5 for more detail.</p> | £12,000 | £6,000 | <p>90 Direct Beneficiaries, including</p> <p>72 PSR referrals;</p> <p>12 CO awareness surveys</p> <p>10 assisted Warm Home Discount £140 applications completed and received.</p> <p>1 assisted initial Winter Fuel Payment £200 application completed and received</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-DIAL-Energy-Confident.pdf</p> | <p>As delivery of this project depending on face to face interactions, CV-19 impacted how quickly the project was able to start.</p> <p>Through personal and client experience DIAL are also learning all about what happens when utilities suppliers go out of business and a new supplier is appointed by Ofgem. It is essential that DIAL are able to assist people to transfer to the lowest possible price tariffs and to maintain their Warm Home Discount entitlements.</p> <p>DIAL have a dedicated leaflet which is available in both electronic (PDF) form and as a physical leaflet, which has been sent to both clients and stakeholders (stakeholders include Trussell Trust Foodbanks, Cllr Jenkins and Richard Burgon MP, Seacroft Community On Top, Leeds City Council, Forum Central, Leeds Involving People, GPs plus many more).</p> | 1 |

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| Highfield Co-op - Community Energy and Carbon Monoxide Awareness Project | Refugees, low-income families, elderly and Black, Asian, and Minority Ethnic (BAME) communities. | NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - our stakeholders identified that there was an increased risk of CO poisoning due to the impact of the pandemic. This is further compounded when there are cultural differences to also consider, due to alternative ways of heating and cooking | £2,500 | £1,250 | <p>146 beneficiaries to date</p> <p>94 CO awareness leaflets handed out to customers</p> <p>65 CO awareness sessions completed</p> <p>12 online CO & PSR awareness information sessions carried out.</p> <p>10 PSR referrals to date.</p> <p>8 new volunteers</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Highfield-Co-op-Bradford-Community-Energy-and-Carbon-Monoxide-Awareness-Project.pdf</p> | <p>As delivery of this project was initially going to be face to face Highfield Co-op adapted their approach due to CV-19 and some of the sessions online.</p> <p>The online sessions were well received and attended by different communities within the Bradford district.</p> <p>Highfield Co-op have established that through this project they will work closely with Bradford Council in relation to supplying tenants with Gas Safe certificates as currently they are not being provided to tenants within this area.</p> | 1 |
| Visually Impairment Energy Project | Vulnerable customers who are living with visual impairment | NGN Customers in Vulnerable Situations workshops - CV-19 specific workshop August 2020 - stakeholders identified that there was an increased risk of CO poisoning due to the impact of the pandemic. This is further compounded when there are visual impairment disabilities to contend with. This group may not have any knowledge about CO and especially the visual signs that are evident, when appliances are not being maintained correctly, due to financial challenges and lack of awareness. | £2,500 | £1,250 | <p>124 beneficiaries to date</p> <p>71 CO leaflets handed out</p> <p>50 CO awareness sessions carried out</p> <p>10 PSR referrals made</p> <p>9 new volunteers</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Highfield-Co-op-Bradford-Visually-Impairment-Energy-Project.pdf</p> | <p>This project was the first of its kind in the community of Keighley, Craven.</p> <p>As delivery of this project depended on face-to-face interactions, CV-19 impacted how quickly the project was able to start. Sessions took place at the centre for visually impaired clients, plus their carers and families.</p> <p>The sessions centred around energy saving tips, how to save energy around the home and CO awareness sessions.</p> <p>Some visually impaired customers also took part in a CO awareness trainer's course.</p> | 1 |

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|--|--|--|------------|--------------|---|---|------------------------------|
| Highfield Co-op - Community Energy Matters Magazine | Refugees, low-income families, elderly and Black, Asian, and Minority Ethnic (BAME) communities. | <p>NGN Customers in Vulnerable Situations workshops - July 2020 workshop - Stakeholders told us that access to essential services was becoming more difficult, which in turn, meant key energy related information was not readily available.</p> <p>CO and PSR research commissioned by NGN - the top actions identified for the Bradford area were to target increasing awareness of the dangers of CO. Increase understanding of what CO actually is. Encourage people to get a CO alarm. Increase awareness of the Priority Services Register.</p> | £2,500 | £1,250 | <p>210 beneficiaries to date.</p> <p>158 CO leaflets handed out</p> <p>66 CO awareness sessions carried out from a target of 52.</p> <p>10 PSR referrals made</p> <p>12 new volunteers</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Highfield-Co-op-Community-Energy-Matters-Magazine_1.pdf</p> | <p>The magazine provided work opportunities for new volunteers.</p> <p>It also enabled long term unemployed volunteers to learn new skills to help them get back into employment.</p> <p>The project had a delayed start due to covid however once restrictions were lifted Highfield Co-op went into the community to talk to customers about fuel poverty, PSR and CO awareness.</p> <p>The magazine has provided the local community with a voice and has enabled them to share their experiences of fuel poverty and energy saving.</p> | 1 |

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| Highfield Co-op - Community STEM Events | Refugees, low-income families, elderly and Black, Asian, and Minority Ethnic (BAME) communities. | <p>NGN Customers in Vulnerable Situations workshops - July 2020 workshop - stakeholders told us some of the main impacts have been associated with mental health issues around isolation, lack of jobs due to redundancies, home-schooling concerns and other educational challenges. Many young people from disadvantaged and BAME backgrounds, have been significantly impacted by not being able to attend school, college or university.</p> <p>NGN Customers in Vulnerable Situations workshops - August 2020 CV-19 specific workshop - stakeholders also identified that the education issue and home schooling, has created even more of an education gap for disadvantaged children and young people. Some vulnerable children and young adults will have received little or no education during lockdown, due to lack of access to services, the internet and technology which are provided in the school, college and university environments. This has therefore significantly impacted social, literacy and development skills.</p> | £4,250 | £1,250 | <p>102 beneficiaries to date</p> <p>110 CO leaflets handed out</p> <p>56 CO awareness sessions carried out from a target of 45</p> <p>13 new volunteers</p> <p>10 PSR referrals made</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/08/PEA-doc-Highfield-Co-op-Bradford-Community-STEM-Events.pdf</p> | <p>This project has enabled hard to reach communities, to attend and learn and find out about what STEM is all about.</p> <p>Learning which has been achieved through this project is training new volunteers in how to plan and research STEM and how to approach and encourage participation amongst BAME communities.</p> <p>The two events were well attended and targeted hard to reach groups. Highfield Co-op teamed up with green communities' network and provided customers with CO awareness information and energy saving tips. There were also STEM presentations from local teachers and scientists from BAME communities.</p> | 1 |

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|--|---|--|------------|--------------|--|--|------------------------------|
| Northern Gas Networks – Vulnerability and Carbon Monoxide Awareness Project Coordinator | All Customers in Vulnerable Situations through our VCMA partners. | <p>NGN Customers in Vulnerable Situations workshops - October 2020 workshop - our stakeholder's mentioned communication was a priority. This role therefore aligns to this specific need as partners will have one, dedicated point of contact for their projects. A quarterly newsletter will be produced by the Project Coordinator to keep stakeholders up to date with what is happening within the business and provide stakeholders with an update on VCMA projects.</p> <p>NGN Customers in Vulnerable Situations workshops -January 2021 workshop - our stakeholders said we need more streamlined ways of working together. This role addresses that needs as the Project Coordinator will ensure that the projects are progressing as they should be (quarterly reporting), will have oversight of all projects and facilitate the linking up of project partners. This will be achieved through regular partner round table sessions and networking opportunities at the workshops.</p> | £148,566 | £28,156 | <p>Project coordination of all VCMA projects</p> <p>Preparing reports to Ofgem</p> <p>Facilitate / support an annual showcase event for stakeholders</p> <p>Regular meetings with all project partners (at least quarterly)</p> <p>Tracking budget v spend</p> <p>Achieve outputs and outcomes as agreed with partners and Ofgem, via quarterly reporting</p> <p>Case studies evidencing project achievements</p> <p>A full review undertaken of all projects on an annual basis – identification of those for replication and scaling up</p> <p>Comprehensive risk register and lessons learnt log with actionable outcomes</p> <p>Producing the VCMA company specific annual report</p> <p>https://www.northerngasnetworks.co.uk/wp-content/uploads/2021/10/PEA-doc-Northern-Gas-Networks-VCMA-Project-Coordinator.pdf</p> | <p>This role was introduced to oversee all VCMA activities. It has been essential for a single point of contact for our partners as well as other external and internal stakeholders. It has been pivotal in looking at collaboration opportunities and engagement around new project ideas.</p> <p>The role has involved collating information for CIVS workshops, webinars, and all administrative duties in relation to VCMA. The role has also involved working alongside the CEG.</p> | 4 |

| VCMA Title/ Name | Target Audience (PSR Where applicable) | Key Stakeholder Engagement Activities | Total Cost | Spend in Yr1 | Update against agreed milestones in PEA | Learning and dissemination activities | Remaining Timescales (Years) |
|---|---|--|------------|--------------|---|--|------------------------------|
| Northern Gas Networks – VCMA Vulnerability Trainer | All Customers in Vulnerable Situations through our VCMA partners and NGN Internal Colleagues. | Making Every Contact Count (MECC) - research 2018-19 - a research project was undertaken in partnership with the national fuel poverty, National Energy Action (NEA). The research sought to safeguard vulnerable domestic customers who are impacted by a gas disconnection. The project reviewed current practice and made recommendations for a good practice protocol, for those vulnerable customers who were disconnected. The findings also recommended additional support to align with the updated protocols and this role was introduced to fulfil this recommendation. | £150,228 | £29,818 | <p>Deliver training sessions to NGN staff and partners both online and face to face:</p> <ul style="list-style-type: none"> – NGN colleagues – 906 trained – External partners - 17 trained <p>Operational colleagues were trained as a priority due to their interaction with vulnerable customers</p> <p>Training modules include:</p> <ul style="list-style-type: none"> – Vulnerability awareness – Making Every Contact Count (MECC) – CO awareness / BPEC accreditation – Dementia Friends – Mental health training | <p>Internal project plan continues to be developed to align with Customer and Vulnerability Competency Framework (CVCF).</p> | 4 |

To view all of the end of year reports please visit:

<https://www.northerngasnetworks.co.uk/current-business-plan/vulnerability-and-carbon-monoxide-allowance/>

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For further information contact:
ebrown@northerngas.co.uk
jwalker@northerngas.co.uk

together.northerngasnetworks.co.uk

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