

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	SDAIS/Mid North Yorks CA
Project start date (indicate if the start date has been delayed)	01.04.22
Time remaining on project from this quarter	NONE
Funding stream	VCMA
Report date	March 2022

Northern Gas Networks (NGN) are keen to know how the VCMA funding makes a difference to their partners and communities and understand the impact.

Quarterly reporting is referenced in schedule 3 of the services agreement that was signed by your organisation. Please therefore ensure that a quarterly report is submitted by the deadline provided by NGN. If you realise there will be a delay in submitting this report, please contact Stephanie Ord sord@northerngas.co.uk / 07704 545200 ASAP. Under VCMA, NGN needs to demonstrate compliance with the governance requirements set by Ofgem.

You will need to refer to your original Project Eligibility Assessment (PEA) document when completing this form, in order to ensure that the funding is being used specifically for the purpose originally intended. Please inform NGN if there is a problem, as we may be able to agree some changes under certain circumstances however, **you must** speak to us in advance.

The timely submission and standard of your reports is likely to affect any future applications to Northern Gas Networks under VCMA.

If you have any problems or need assistance completing this form, please contact Stephanie Ord in the first instance or Jill Walker JWalker@northerngas.co.uk, 07773 390967

Once you have completed this form, please return it to: sord@northerngas.co.uk

1b. Progress update - tell us about achievements to date

- Delivery against the outcomes and associated actions
- Progress made against success criteria as set out in the PEA / proposal
- Challenges in achieving any of the above
- Are there any changes you have had to make? (for example, slippage in dates etc.)

Delivery against the outcomes and associated actions:

Our target on this project was to engage with 250 clients and we have achieved this as we have engaged with 257.

Of the clients, we have provided advice too, 223 advised an increase in awareness of Carbon monoxide and its dangers. Our Target was at least 66% would report an increase in awareness and our achieved figure was 86%.

Exploration with the individual clients' revealed carbon monoxide alarms were present as required in their property however, clients were unaware of their purpose and had limited initial knowledge of the signs and symptoms of carbon monoxide poisoning.

In addition to this, 104 of the clients were eligible and we assisted to register for the priority services register.

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

We had a success rate target of 75% of clients which agreed to be contacted again to review the situation, 202 of the 257 clients agreed to this, which a success rate of 79%.

An Income maximisation target was set at £39,000 which we achieved, raising £40,319 of additional income for the clients of the project.

The intention was to roll the project to others, this was superceeded by the Gas Networks collaborately funding Citizens Advice nationally to roll out carbon monoxide advice provision across the network.

Challenges in achieving any of the above:

The crisis within the energy market price wise had an effect on the income maximisation element of the project, as we could not provide clients with savings from switching suppliers or tariffs.

We were still able to meet our target through benefit maximisation, although earlier in the project we reported under target for some quarters.

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

The focus of the MOT moved from advice provision around switching due to the market, to advice provision around increased emphasis on energy efficiency and energy saving tips.

This was due to the increase in fuel prices and the lack of money saving opportunities between energy providers within the usual switching process. Plus clients focus changing from best value to tangible ways of saving money and using less energy.

1c. Case studies

Tell us about a particular individual who has been significantly impacted by this grant (anonymise names if required.) If your project has yet to start work with customers, please state this.

Various case studies submitted on previous quarterly reports, Please let me know if you require more.

Section 2: Key Performance Indicators (KPI's)

NGN / Ofgem require updates on performance, to understand the difference made and impact of this project. A number of metrics set by Ofgem are specific to VCMA, therefore we need to measure performance around these areas. Please enter the appropriate numbers / details in the boxes below, to show the direct impact of your project within the different categories. We **do not** expect you to enter a number in every box, only those relevant to your project. If it is not possible to count the exact numbers directly impacted, please provide a reasonable estimate. Please also include the target number that was stated in your PEA document (if applicable), so that a comparison of target v actual can be made.

2a. How many people have directly benefitted from this project to date against target declared on PEA?

2b. How many people have benefitted indirectly?

Please indicate:

	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register		104
2d. Number of CO pre and post awareness surveys completed	250	257
2e. Number of people reached through CO awareness (leaflets, social media)		
2e. Number of CO alarms provided to vulnerable customers		
Please indicate:		
2f. Number of new volunteers		1
2g. Number of additional grants/donations secured, as a result of this funding including amounts:		

2h. Number of people more informed (e.g. attendance at events, workshops)	13
2i. Number of people trained	
Please indicate the number of people in the following categories, who have directly benefitted from this project:	
2j. People with physical disabilities	86
2k. People with mental health conditions	97
2l. People living in rural isolation	58
2m. People living with a temporary vulnerability	2
2n. People facing poverty or financial hardship	79
2o. People in education	1
2p. Number of people this project has reached	271

Section 3: Additional Information

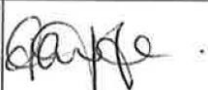
<p>3a. Description of any new learning achieved – please include in here how the learning has been disseminated if appropriate and also add any stakeholder engagement that has taken place.</p> <p>Carbon monoxide awareness has been raised with the staff and volunteers within the services.</p>
<p>3b. If you have any additional comments about your project, please state here (otherwise leave blank.)</p>

<p>3c. Have you publicised the VCMA project in any way? Please provide details (social media, newsletter etc.)</p>
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The project was promoted at the quarterly warm and well meetings by Mid North Yorks CA.
The project was promoted to clients who approached SDAIS for energy advice.

If you have any photographs, leaflets, additional case studies etc. that you would like to send to us, please attach them to the email with this report. Please ensure they are anonymised if required

All of the information contained in this report is factually correct to the best of my knowledge. I confirm that the data contained within the report is accurate and understand that it may be used as part of NGN's project progress reporting to Ofgem. Please see my authorising signature below.

Name / Signature		Janine Browne.
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Date	24.03.22.	