



Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Yorkshire Energy Doctor CIC
Project start date (indicate if the start date has been delayed)	01/04/2021
Time remaining on project from this quarter	1 month
Funding stream	VCMA
Report date	30/03/2022

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

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

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

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

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

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

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

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

Delivery against the outcomes and associated actions:

Actions this quarter

Training:

6 x training sessions delivered to:

- North Yorkshire Adult Social Care Team = 12
- Airedale NHS Foundation Trust (x3) = 22
- Open training session (2) = 10 (attended by social prescribers, health visitors and care coordinators)

1-2-1 support

60 clients with a health condition or disability have received 1-2-1 support, including 13 who were referred directly to us and 47 who were referred by health professionals into the Warm and Well North Yorkshire project.

Support has been provided on a range of issues such as energy companies going bust, funding for broken boilers, billing problems, energy saving advice, tariff queries, referrals for insulation, hardship support for prepayment top-ups and oil, and income maximisation referrals. The majority of people receiving advice have a long-term health condition and the 1-2-1 support has again represented a significant proportion of our work on this project this quarter.

Work with GPs

We have also initiated a pilot project with Selby Town PCN who covers 4 GP surgeries. Letters are going out to patients with dementia, COPD, severe mental health and heart failure, all conditions that are made worse by cold homes and worries about bills. So far 1,027 letters have gone to COPD patients and 238 dementia patients, inviting self-referrals to our Warm and Well North Yorkshire project. To date we have already had approximately 70 responses and are working our way through them. We will report on the outcomes of these letters in our next report.

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

Staff training: In total we have now provided training to 232 members of health and social care staff (target: 175). Please see attached document with extra information on the training courses.

Development of a checklist for staff: This has been completed and shared with all staff who have attended a training session

Community engagement: 34 people have received information and advice in health-related community settings (target: 150)

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

CO survey forms completed: 120

Sign-ups to PSR: 118

Challenges in achieving any of the above:

The biggest challenge has been engaging with people in health-related community settings due to Covid and the limited number of groups meeting. To reach the number of people we had hoped to, we have instigated a pilot project with Selby PCN (as noted above) and are currently responding to all the self-referral forms we have received back. The demand from that initiative is higher than we had expected so will be able to make up the shortfall in that target through this.

We have also provided CO awareness training to far more people than shown by the number of CO survey forms completed. With the staff training we have been reliant on individuals completing the feedback form which is always a challenge.

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

As noted above, we have changed one of the project activities from engagement in the community to direct communications from GP surgeries to their most vulnerable patients. We are using underspend in our budget to fund these letters and hope that it may then inspire similar initiatives in other parts of North Yorkshire. This initiative is not yet accounted for in our project spend or in our output figures.

Section 1: Expenditure

1a. Grant expenditure – please provide a detailed breakdown to show how the grant has been spent to date

Item (add additional rows if needed)	Amount spent
Total project amount awarded:	
Total spent to date:	
Outstanding balance to be spent:	

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.

An 82-year old gentleman was referred to us by a social prescriber at a Selby GP surgery. He had just received a massive electric bill and they were having issues finding his meter to submit a reading. We did a home visit and immediately noticed his electric meter was high up the wall next to the fusebox, he was not able to see it without climbing a step ladder. We took the reading and established that his energy supplier had been under-estimating his energy use for the last 4 years. His total bill was now over £8,500. We got permission to have access to all of his electric bills and identified an issue in 2018 where a correct reading had been given but then overturned by the supplier without proper investigation. We felt this was a mistake and that the backbilling rule should come into play. We raised a complaint with the supplier and, after many phone calls, they agreed and wrote off all charges that accrued more than 12 months ago. This saved approximately £6,000 and we are now trying to work with his social worker to apply for a hardship grant for this.

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?	608
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2b. How many people have benefitted indirectly?	67 (1-2-1s only)
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	100	118
2d. Number of CO pre and post awareness surveys completed	100	120
2e. Number of people reached through CO awareness (leaflets, social media)	n/a	727
2e. Number of CO alarms provided to vulnerable customers	No specific target	10
Please indicate:		
2f. Number of new volunteers	0	
2g. Number of additional grants/donations secured, as a result of this funding including amounts:	n/a	
2h. Number of people more informed (e.g. attendance at events, workshops)	250	296
2i. Number of people trained	175	232
Please indicate the number of people in the following categories, who have directly benefitted from this project*:		
2j. People with physical disabilities	33	
2k. People with mental health conditions	20	

2l. People living in rural isolation	7
2m. People living with a temporary vulnerability	6
2n. People facing poverty or financial hardship	25
2o. People in education	0
2p. Number of people this project has reached^	2812

*these are really difficult to know. We know the figures for the individuals we have supported on a 1-2-1 basis which are shown. WWNY record whether someone is disabled or has a long-term health condition (which equates to a further 78 people) but not whether it is physical or mental health. They do not record the other factors at all.

^ Information on this project has gone out in various places and newsletters but I don't have all of the figures for the reach so they are not included. Will try and always ask this question in future when asked for articles etc.

Section 3: Additional Information

3a. Description of any new learning achieved – please include in here how the learning has been disseminated if appropriate and also add any stakeholder engagement that has taken place.

As noted in our previous report, it definitely takes time to build relationships with those working in the health care profession due to other competing priorities. However, we have seen a shift in the last 3 months due to energy crisis and are really trying to maximise that new appetite from staff to learn more about this topic, how to support patients and where to signpost to.

We are currently working with the Regional Social Prescribing Lead to run a learning event on fuel poverty for social prescribers across Yorkshire and the Northeast next month. We have also been asked to talk about this project at the North Yorkshire County Council Winter Health partnership meeting in July.


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

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

We have promoted the project on social media (particularly Twitter @yorksenergydr) and information has been circulated in regional social prescribing newsletters, staff bulletins for Health and Adult Social Care teams at York Council and North Yorkshire County Council, and via Primary Care Network bulletins. We also have articles in newsletters coming out in April with Healthwatch York and Healthwatch North Yorkshire. The latter have also put an article on their website here: <https://www.healthwatchnorthyorkshire.co.uk/advice-and-information/2022-03-02/what-could-be-cost-health-energy-crisis>)

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	Kate Urwin	
Organisation / role	Yorkshire Energy Doctor / Director	
Email Address	kate@yorkshireenergydoctor.org.uk	
Phone Number	07738 818391	
Date	30/3/22	