



Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Yorkshire Energy Doctor CIC
Project start date (indicate if the start date has been delayed)	19/4/21
Time remaining on project from this quarter	1 month
Funding stream	VCMA
Report date	30/3/22

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: 10 staff have attended training sessions from:

- Selby and Goole Homestart
- Bishop Burton College, Life Coach Team

One-to-one advice: 9 young people have received 1-2-1 advice. This support has ranged from supporting young people who have just moved into their first tenancy with getting bills set-up, doing meter readings, providing advice on the energy price rises, PSR sign-ups, advising on debt for those who have built up arrears, and applying for support with water bills.

Awareness sessions: 129 young people have attended awareness sessions, including:

- The Warren Youth Project, Hull – energy style pub quiz
- Diana Award support group (2 sessions for young people with additional needs)
- Tadcaster Grammar School 6th form assembly – CO information
- Bishop Burton College – workshop
- Door 84 – drop-in for young people
- York St John University – energy talk with Q&A

As can be seen, all of these sessions have taken a different format and focus depending on the needs, age and abilities of the group.

There were also a further 46 members of staff, teachers or volunteers who attended these sessions.

Involvement of young people in campaigns:

- 7 young people from York University took part in a student-led focus group session as part of their One Planet Week. This was about what energy saving means to them, their own challenges and queries around energy in private-rented accommodation.
- A student from York St John University has continued to volunteer with us to produce social media content for Facebook and Instagram. We have now offered her a paid role as a result of the work she has been doing.

Engagement of young people in campaigns

We have recently run a campaign around myth-busting – social media content to dispel myths around what will and won't save you energy in the home. This reached 234 people via our young people with energy social media platforms

Development and use of a toolkit: We have continued to share our toolkit with various staff who support young people in a new tenancy. A questionnaire has been produced and sent out to staff to evaluate use of this toolkit but unfortunately we have been unsuccessful with replies.

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

Staff training: 82 staff members have received training (target: 75)

One-to-one specialist advice: 43 young people have received 1-2-1 support (target: 50). Total financial benefit = **£5,905 to date**

Awareness sessions: 181 young people have engaged through awareness sessions, (target: 80)

An additional **80** staff and support workers for the young people have also attended these sessions.

Toolkit: We have not been able to get any figures regarding the use of our toolkit by other staff (target: 150). See 'challenges' section.

Involvement with campaigns: 11 young people have been involved with campaigns (target: 15)

Engagement with campaigns: 105 people are following our Young People with Energy social media platforms of Tiktok, Instagram and Facebook. The three campaigns we have run have had 311 engagements on Facebook and Instagram (target: 100).

Challenges in achieving any of the above:

Our biggest challenge this quarter has been pinning down dates with some teams to deliver sessions for their young people despite significant interest. We have also had a number of covid-related cancellations and rearranging has been difficult.

We have found across this project that many of the groups tend to have fairly low numbers so reaching high numbers of young people requires more sessions than we had initially expected.

It remains difficult to get feedback with regards to how many support workers have been using the 'moving-in' energy checklist we have created. We have had a lot of interest and positive responses to the concept but just can't evidence the reach so have excluded any figures on this from our report.

This age group definitely poses extra challenges in terms of providing 1-2-1 advice, specifically when a young person is out of our immediate area and when we are having to give support remotely. This is particularly when we need them to provide us with something, such as a copy of their bill or permission to speak on their behalf to an energy supplier. In part this is understandable as they often have a number of other things going on such as being a young adult carer or young parent and we can understand that dealing with energy bills will not always seem like a priority (or hold much interest) for many young people.

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.

Bruce* attended one of our sessions and wanted further 1-2-1 advice. He is looking at moving into a property and was particularly interested in looking at the Energy Performance Certificate that could be used to look at how energy efficient the home is, the type of heating and how much his energy costs may be. We shared this with him and also ran through the checklist we have created to make him aware of things like the importance of doing opening meter readings, how to find out the energy supplier of that property and how to control the heating. The EPC showed the house didn't have enough insulation in the loft so we also suggested he could speak to the landlord regarding grants through the Council.

Louise* is a single parent and concerned about the increase in energy prices. We had a look at her bills and found they were mainly estimated and she was unsure on how to take meter readings. We asked her to send over photos of her meters and were able to explain how to read them. We advised her to download the App for her energy supplier onto her phone and submit a reading on 31st March before the price rise, as well as advising to get in the habit of submitting regular readings afterwards. She is on a waiting list for smart meters. We added her to the PSR due to having a child under 5. We gave some general advice on things she could do around the home and checked her water bills which were as cheap as they could be.

*name changed

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?	386
---	------------

2b. How many people have benefitted indirectly?	24
--	-----------

Please indicate:

	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	n/a	20
2d. Number of CO pre and post awareness surveys completed	n/a	75

2e. Number of people reached through CO awareness (leaflets, social media)	n/a	256
2e. Number of CO alarms provided to vulnerable customers	n/a	5
Please indicate:		
2f. Number of new volunteers	1	
2g. Number of additional grants/donations secured, as a result of this funding including amounts:	0	
2h. Number of people more informed (e.g. attendance at events, workshops)	380	478
2i. Number of people trained	75	82
Please indicate the number of people in the following categories, who have directly benefitted from this project:		
2j. People with physical disabilities	3	
2k. People with mental health conditions	12	
2l. People living in rural isolation	2	
2m. People living with a temporary vulnerability	2	
2n. People facing poverty or financial hardship	25	
2o. People in education	4	
2p. Number of people this project has reached	2955	

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>We have learnt how difficult it is to engage the age group and that standalone sessions are very unlikely to have anyone come along. Going to existing groups is much more effective. It is also important to build relationships with staff from organisations first so they know exactly what we can offer, the importance of the topic and can, therefore, encourage good attendance.</p> <p>We were grateful to NGN for offering us an extension on this project with a view to expanding geographically into the Northeast. However, based on our experiences and challenges of engagement, we feel that this would be best run by an organisation based in that area and who already have links with young people. As such, we have been working with Groundwork to share our experiences and learning and understand that they will be submitting a proposal to run a similar project in the Northeast.</p>
<p>3b. If you have any additional comments about your project, please state here (otherwise leave blank.)</p>


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

We have continued to promote the project on social media and have been in contact with more schools and colleges, attended community cafes and sent leaflets out to spread the word. We also give updates at all of the local partnership meetings we attend and share leaflets at groups and sessions.

Finally, we also try to maximise the connections we are making through our other NGN project, Community Energy Ambassadors, by sharing information on this project and following up with any attendees who support young people to offer them talks or workshops with their groups.

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	K.Urwin	
Organisation / role	Yorkshire Energy Doctor / Director	
Email Address	kate@yorkshireenergydoctor.org.uk	
Phone Number	07738 818391	
Date	30/03/2022	