

Vulnerability & Carbon Monoxide Allowance (VCMA) Quarterly Report

Organisation	Highfield Food Coop
Project start date (indicate if the start date has been delayed)	July 2021 delayed start
Time remaining on project from this quarter	Project completed
Funding stream	VCMA
Report date	28-03-2022

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:

The Community Energy Café has opened since 28th July 2021.

The café is run weekly for 2 hours and is providing support to families, vulnerable communities in the area.

The range of activities we have are energy advice, price comparison website support (Clients make their own Decisions, whether to switch or not) We also offer free refreshments, signpost community members on other issues that is causing them to experience fuel poverty.

We work closely with other organisations to support what we are doing. We hope with covid restrictions being eased; we can see more clients. We are also offering phone support and we hope as time goes the café will be well used and be vital in supporting vulnerable communities in Keighley area.

The café has provided support for people in crisis ,who have received support in dealing with Energy Poverty and with Benefits enquiry and also signposting people to other agencies who can provide in depth support with benefits ,entitlements etc.

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

We have supported different communities living in the area in the following ways - ,

Supported people who experience –

fuel poverty

helped to resolve Energy issues i.e., bill disputes

Advised people on choices on tariffs

Organised CO awareness training /information workshops

Distributed CO leaflets, distributed CO alarms

Ran Energy Saving sessions

We have also delivered Christmas parcels to 40 families in December. We also handed out CO awareness leaflets and did co awareness surveys.

We have delivered food parcels during the Feb half term to vulnerable families in the central ward area. We delivered to 46 families, and we delivered CO awareness leaflets.

We have also been signposting people to other agencies for benefit checks , to support people to find out what they are entitled to.

Challenges in achieving any of the above:

Not challenges identified , other than a delayed start to Covid restrictions.

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

NO

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.

Client A is a 56 yr. old man who is suffering with serious mental health condition He is unemployed and lives in a rented house. We came to know him through our food parcels delivery programme. We dropped food by his house and left a CO awareness leaflet. He came by our Energy Café and took part in a CO awareness workshop. He told us that his gas appliances had not been tested for some time and also the landlord left a generator in the cellar. We signposted him to the relevant agencies and he got advice. He came back a few weeks later and he told us the house gas appliances, electric had been tested, the generator had been removed. He thanked us for our support, and he said the CO alarm we gave him was vital in keeping him safe.

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?	195
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2b. How many people have benefitted indirectly?	102
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Please indicate:		
	Target from Proposal/PEA:	Actual to date:
2c. Number of people signed up to the Priority Services Register	12	10
2d. Number of CO pre and post awareness surveys completed	55	60
2e. Number of people reached through CO awareness (leaflets, social media)	300	420
2e. Number of CO alarms provided to vulnerable customers	7	7
Please indicate:		
2f. Number of new volunteers	14	
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)	43
2i. Number of people trained	23
Please indicate the number of people in the following categories, who have directly benefitted from this project:	
2j. People with physical disabilities	46
2k. People with mental health conditions	102
2l. People living in rural isolation	15
2m. People living with a temporary vulnerability	64
2n. People facing poverty or financial hardship	89
2o. People in education	35
2p. Number of people this project has reached	465

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>To explain things in a simple way, talk to people in a way that they can understand information. Explaining things in a non-judgemental way and listening to the concerns of the community.</p> <p>Empowered communities through non-judgemental approach.</p> <p>WE have identified 3 key skills that we have developed during the delivery of this project.</p> <p>LISTENING ENGAGING DELIVERING ON WHAT WE PROMISE – IE IF WE SAY WE ARE GOING TO DO SOMETHING, WE DO IT !!</p>
<p>3b. If you have any additional comments about your project, please state here (otherwise leave blank.)</p>

A very important project and in a time of so many issues relating to fuel poverty. This project has supported so many vulnerable people, who needed advice around Energy Saving tips, CO Awareness Training /Workshops. We

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

Social media – WhatsApp
Posters
Newsletter

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	Warris Ali	
Organisation / role	Highfield Food Coop/ chair	
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Phone Number	07889563347	
Date	28-03-2022	